

SERVICES

1. Emergency Medical Transport Service

Respond to emergency medical situation wherein there is a need to transport a person from one location to the nearest medical facility.

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| Office or Division: | Municipal Disaster Risk Reduction and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | None | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Informs personnel of the MDRRMO Polillo about the need for emergency medical transport either through text, call, radio, in- person or any other means | 1.1 Receives and acknowledge information received. | None | 1 minute | MDRRMO emergency response personnel |
| | 1.2 MDRRMO personnel inquires about the location and situation in need of emergency medical transport | | | |
| 2. Gives relevant information on the location and person in need of emergency medical transport service | 2.1 Acknowledge all relevant information | None | 2 minutes | MDRRMO emergency response personnel |
| | 2.2 Relays the relevant information to concerned MDRRMO personnel for dispatch of emergency medical vehicle | None | | |
| | 2.3 Informs the client about the dispatch of the emergency medical vehicle | None | | |
| | 2.4 Gives additional instructions if applicable | None | | |
| 3. Acknowledge the information about the dispatch of the emergency medical services and additional instructions if applicable | 3.1 Emergency medical vehicle dispatched to location | None | 45 minutes depending on location and time of call | MDRRMO emergency response personnel |
| | 3.2 Pick-up of additional MDRRMO or emergency medical personnel if applicable | None | | |
| 4. Guides the emergency medical vehicle to the exact location of the person in need of | 4.1 Arrives to the location of person who needs emergency medical transport service | None | 10 minutes | MDRRMO emergency response personnel |
| | 4.2 Assess person who needs emergency medical transport service | None | | |
| | 4.3 Loads person who needs emergency medical transport service into the vehicle if warranted | None | | |
| 5. Accompanies the person who needs emergency medical transport service or any relatives of the person who needs emergency medical transport service if unavailable | 5.1 Transport the person who needs emergency medical transport service to the nearest medical facility (Polillo Medicare Hospital) | None | 40 minutes depending on the distance | MDRRMO emergency response personnel |
| 6. Coordinate with personnel of the medical facility (Polillo Medicare Hospital) | 6.1 Endorses person who needs emergency medical transport service to personnel of the medical facility. | None | 10 minutes | MDRRMO emergency response personnel |
| | 6.2 Return to office | | | |

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| TOTAL: | None | 1 hour and 58 minutes | |
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2. Search and Rescue Assistance

Respond to search and rescue assistance

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| Office or Division: | Municipal Disaster Risk Reduction and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen G2G – Government to Government G2B – Government to Business | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Text, call, radio, letter, in- person or any other means | | For letter – requesting office | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Informs personnel of the MDRRMO Polillo about the need for search and rescue assistance either through text, call, radio, letter, in- person or any other means | 1.1 Receives and acknowledge the request for search and rescue assistance. | None | 2 minutes | MDRRMO personnel |
| | 1.2 MDRRMO personnel inquiries about the location and situation of the in need of search and rescue assistance. | None | | |
| | 1.3 MDRRMO personnel informs the LDRRMO of need for search and rescue assistance. | None | | |
| 2. Gives relevant information on the location and person in need of emergency medical transport service. | 2.1 Acknowledge all relevant information | None | 3 hours | MDRRMO personnel/ LDRMMO |
| | 2.2 Relays the relevant information to the LDRRMO | None | | |
| | 2.3 LDRRMO approves the request for search and rescue assistance | None | | |
| | 2.4 Coordinates with relevant government agencies or department | None | | |
| | 2.5 Assembles concerned personnel for the search and rescue assistance | None | | |
| | 2.6 Informs the client about the dispatch of the emergency medical vehicle | None | | |
| | 2.7 Gives additional instructions if applicable | None | | |
| 3. Acknowledge the information about the dispatch of the emergency medical services and additional instructions if applicable | 3.1 Search and rescue team dispatched to location | None | 7 days | LDRRMO MDRRMO personnel |
| | 3.2 Conduct of search and rescue assistance | None | | |
| | 3.3 Cease search and rescue assistance | None | | |
| | 3.4 Return to office | None | | |
| TOTAL: | | None | 7 days 3 hour 2 minutes | |

3. Disaster Capability Building and Seminars

Conduct of Disaster Capability Building and Seminars

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|--|--|------------------------|--------------------------|---------------------------|
| Office or Division: | Municipal Disaster Risk Reduction and Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government G2B – Government to Business Entity | | | |
| Who may avail: | Business Entities Government Agencies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter | | Requesting Office | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits request letter for Disaster Capability Building and Seminar | 1.1 Receives and acknowledge the letter requesting for Disaster Trainings and Seminar. | None | 30 minutes | MDRRMO personnel |
| | 1.2 Forward the letter to the LDRRMO | | | LDRRMO |
| | 1.3 LDRRMO approves/disapproves letter | | | |
| | 1.4 Informs the requesting entity about the status of the letter, If disapprove the deficiencies are discussed and resubmission of the letter request. | | | MDRRMO personnel |
| 2. Prepares venue for the conduct of Disaster Trainings and Seminar | 2.1 Conduct of Disaster Trainings and Seminar together with concerned agencies | None | 1-2 days | MDRRMO personnel |
| | 2.2 Back to office | None | | |
| TOTAL: | | None | 2 days 30 minutes | |