

FRONTLINE SERVICE	PROCESSING AND HANDLING CLIENTS
STEP 1	Clients approach the Office Coordinator and inquire regarding schedule for screening.
STEP 2A	Interview clients.
STEP 2B	Set schedule of orientation and screening. For the Barangay Anti-drug Abuse Council (BADAC) Watch list: – Log schedule in the calendar/ timetable/ logbook. For Walk-in Clients: – Schedule depends on the availability of accredited physicians from the Department of Health (DOH). – If there are available physicians on the day they inquire, clients may proceed to undergo orientation and screening on the same day.
SERVICE PROVIDER/S	HERNANI M. DE GUZMAN
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	For BADAC – Referral list
STEP 3	Conduct Orientation on the Community - Assisted Rehabilitation and Recovery Outpatient Training System (CARROTS).
SERVICE PROVIDER/S	Psychometricians: - EVANGELYN C. TARNATE - HARCHIE G. MIRANDA - JIGETTE CYRIL G. ZALUN - JONAH ANDREA D. MAPULA - JEROME ERNEST C. SANTOS - ABIGAIL P. MARCIAL - AMILLANY A. MIRANDA - JAN LAUREN M. CASTILLO
	Trained Screeners: - HERNANI M. DE GUZMAN - JOSEPHINE T. VILORIA
TIME FRAME	10 -15 minutes
STEP 4	Conduct screening of clients.
SERVICE PROVIDER/S	Psychometricians: - EVANGELYN C. TARNATE - HARCHIE G. MIRANDA - JIGETTE CYRIL G. ZALUN - JONAH ANDREA D. MAPULA - JEROME ERNEST C. SANTOS - ABIGAIL P. MARCIAL - AMILLANY A. MIRANDA - JAN LAUREN M. CASTILLO
	Trained Screeners: - HERNANI M. DE GUZMAN - JOSEPHINE T. VILORIA
TIME FRAME	10 -15 minutes
REQUIRED DOCUMENT/S	1. Alcohol, Smoking, and Substance Involvement Screening Test 2. Drug Use Questionnaire 3. Intake Form 4. Mental Status Examination (MSE)
STEP 5	Conduct physical examination.
SERVICE PROVIDER/S	DOH Accredited Physicians: - Dr. MARISSA D. ISABEDRA - Dr. CYBELLE A. NG - Dr. DELBERT B. RIVERA - Dr. CESAR C. CEDULLO - Dr. ARLYN E. GONZALES - Dr. PANFILO B. SOLANO
	TIME FRAME

FRONTLINE SERVICE	PROCESSING AND HANDLING CLIENTS (cont.)
STEP 6	Administer drug testing.
SERVICE PROVIDER/S	Psychometricians: - EVANGELYN C. TARNATE - HARCHIE G. MIRANDA - JIGETTE CYRIL G. ZALUN - JONAH ANDREA D. MAPULA - JEROME ERNEST C. SANTOS - ABIGAIL P. MARCIAL - AMILLANY A. MIRANDA - JAN LAUREN M. CASTILLO Trained Screeners: - HERNANI M. DE GUZMAN - JOSEPHINE T. VILORIA
TIME FRAME	5 minutes
STEP 7	Conduct assessment and classification of level of addiction.
SERVICE PROVIDER/S	DOH Accredited Physicians: Dr. MARISSA D. ISABEDRA Dr. CYBELLE A. NG Dr. DELBERT B. RIVERA Dr. CESAR C. CEDULLO Dr. ARLYN E. GONZALES Dr. PANFILO B. SOLANO
TIME FRAME	10 - 15 minutes
REQUIRED DOCUMENT/S	Certificate of Drug Assessment
STEP 8	Refer clients to other facilities, BADAC or Outpatient Treatment. Level 1 - BADAC Monitoring Level 2 - Outpatient Level 3 - Inpatient Level 4 - Mental Facilities
SERVICE PROVIDER/S	DOH Accredited Physicians: - Dr. MARISSA D. ISABEDRA - Dr. CYBELLE A. NG - Dr. DELBERT B. RIVERA - Dr. CESAR C. CEDULLO - Dr. ARLYN E. GONZALES - Dr. PANFILO B. SOLANO
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	1. Referral Form 4. MSE 2. Screening Form 5. Certificate of Drug Assessment 3. Intake form
REQUIRED FEES	None

FEEDBACK AND COMPLAINTS MECHANISM:

<p>Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:</p>	
Email Address:	<i>ocadacaloocan@gmail.com</i>
Telephone Numbers:	(02) 310 – 0476 (02) 288 – 8811 loc. 2278 (0917) 714 – 4853 (Mr. Hernani De Guzman, Office Coordinator)