Pantabangan Infirmary

External Service

43. Handling of Letters/ Correspondence Received Thru Email/ Courier/ Personal Delivery

The Office of the Chief of Hospital I process handling letters/correspondence received thru email, courier, or personal delivery covers activities from receipt of letter up to sending a reply/response letter.

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter/correspondence 2. Receiving copy, checklist/record/proof of receipt (whichever is applicable) 3. Contact details of the sender/sender's authorized representative (as deemed necessary)	Requesting individual/office/agency

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	A. Email: 1. Send letter/correspondence to pantabanganinfirmary@gmail.com	1.A Open/Check email. Acknowledge/ Forward / refer to and coordinate with offices / persons concerned	None	Urgent: 1 Day Non Urgent: 2 Days	Administrative Officer / COH Office
	B. Courier/ Personal Delivery: 1. Present the letter/ correspondence together with the checklist/ record/ receiving copy	1.B Check/screen/ receive the letter/ correspondence and forward/refer to or coordinate with offices/persons concerned for appropriate action	None	Urgent: 1 Day Non Urgent: 2 Days	Administrative Officer / COH Office
		1.1Confirm/Acknowledge response to letter/correspondence/ email	None	Urgent: 1 Day Non Urgent: 1 Day	Administrative Officer / COH Office

TOTAL:	**None**	**A. Email:** **Urgent: 2 Days** **Non Urgent: 3 Days** **B. Courier/ Personal Delivery:** **Urgent: 2 Days** **Non Urgent: 3 Days**	
END OF TRANSACTION			

44. Handling of Invitations and Requests for Appointment/Meeting with the Chief of Hospital I (COH I)

The office of the Chief of Hospital I process handling invitations and requests for appointment/meeting with the COH I covers activities from a receipt of invitation/request letter up to sending a reply/response letter.

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter/correspondence/invitations/programs (whichever is applicable) 2. Checklist/record/proof of receipt, receiving copy/documented requests/messages (whichever is applicable) 3. Contact details of the requester/authorized Representative	Requesting individual/office/agency

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	A. Email: 1. Email to pantabanganinfirmary@gmail.com	1.1A Acknowledge/ forward/ refer to and coordinate with the Administrative Officer V	None	1 Day	Administrative Officer / COH Office
	B. Courier: 1. Send invitation/request to the Office of the Chief of Hospital I	1.1B Check/screen/ receive the invitation/request	None	30 minutes	Administrative Officer / COH Office
	C. Personal Delivery: 1. Present the invitation/request to Administrative Officer V	1.1C Check/screen/ receive the invitation/request	None	30 minutes	Administrative Officer / COH Office

2	Confirm/ Acknowledge response to invitation/request	2.1 Coordinate with the COH I and respond to the invitation/ request (thru email or by phone) 2.2 If invitation/ request is approved, post on the COH I calendar of activities	None None	2 Days	Administrative Officer / COH Office
		TOTAL:	**None**	**A. Email: 3 Days** **B. Courier: 2 Days, 30 minutes** **C. Personal Delivery: 2 Days, 30 minutes**	
END OF TRANSACTION					

45. Providing Assistance to patients and their relatives/authorized representatives

The office of the Chief of Hospital provides assistance to patients and their relatives/authorized representatives based on existing hospital policies and procedures (e.g. consultation schedule, concerns/complaints, medical assistance).

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Specific details of the concern	Requesting individual

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Visit Office of the Chief of Hospital to provide details of the request for assistance	1.1 Accept request for assistance	None	5 minutes	Administrative Officer / COH Office
		1.2 Analyze the nature of request	None	3 minutes	Administrative Officer / COH Office
		1.3 Determine service of patient	None	2 minutes	Administrative Officer / COH Office
		1.4 Ascertain the nature of assistance to provide	None	5 minutes	Administrative Officer / COH Office
		1.5 Extend assistance based on existing policies and procedures	None	5 minutes	Administrative Officer / COH Office
		1.6 Provide feedback to client relative to his/her request	None	15 minutes	Administrative Officer / COH Office
		TOTAL:	**None**	**35 minutes**	
END OF TRANSACTION					

46. Attending to Inquiries

The office of the Chief of Hospital attends to inquiries (e.g. hospital procedures and policies, location and direction of department/ office/ unit).

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL**
Classification:	Simple transaction
Type of Transaction:	G2C –Government to Citizen, G2G –Government to Government, G2B –Government to Business
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter indicating concern (if in writing)	Requesting individual

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	State the concern either verbal or in writing	1.1 Interview the client.	None	5 minutes	Administrative Officer /COH Office
		1.2 Coordinate with proper Division/Department Section and Unit concern.	None	5 minutes	Administrative Officer / COH Office
2	Follow up sent inquiry to the office	2.1 Directs the clientele to the handling Division/Department/ Section and Unit concern for follow up.	None	2 minutes	Administrative Officer / COH Office
		TOTAL:	**None**	**12 minutes**	
END OF TRANSACTION					

47. OPD - Consultation

Itinalagang klinika para sa konsultasyon ng mga empleyado ng ospital at mga pasyente na mayroon primerong lebel ng kalusugang pangmedikal.

Schedule ng consultation: Lunes hanggang Biyernes, mula 8:00 ng umaga hanggang 5:00 ng hapon.

Office or Division:	**OUT PATIENT DEPARTMENT**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Mga pasyenteng nangangailangan ng serbisyong pang Out-Patient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid identification card (ID)/Barangay certificate o birth certificate para sa mga batang pasyente	See annex a for the list of valid IDs
OPD request slip	OPD Records

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Pumunta sa OPD waiting area Walk-in: Pumunta sa Medical records para magparegister at mabigyan ng OPD Queuing number para sa Out Patient Record	1.1 Paglabas ng OPD Card sa mga pasyente. 1.2 Pagbabayad ng OPD Card/ OPD fee ng pasyente.	Wala P50.00	15 minuto 15 minuto	Nursing Attendant /Administrative Officer I OPD Records Officer/ OPD Records OPD / Cashier (Pagtanggap ng bayad at pag – iissue ng official receipt sa pasyente)
2. Makipag-ugnayan sa Nurse na nakaduty sa OPD Clinic kapag natawag na ang inyong queuing number	2.1 Pagpanayam sa pasyente kung ano ang papatingnan 2.2 Pagkuha ng Vital Signs (Blood Pressure, Cardiac Rate,Temperature, O2 Saturation) ng pasyente 2.3 Pagbigay ng Card sa Doktor pagkatapos kapanayamin at pagpila ng record ayon sa pagdating ng pasyente	Wala Wala Wala	5 minuto 5 minuto 5 minuto	Nurse/ Nursing attendant OPD Nurse/ Nursing attendant OPD Nurse/ Nursing attendant OPD
3. Sabihin sa doctor kung ano ang nais ipakonsulta at makinig sa ipapayo. Makatatanggap ng	3.1 Pagtawag ng Doktor sa Pasyente. 3.2 Susuriin ng mabuti ang nais ipakonsulta.	Wala Wala	15 minuto 40 minuto	Medical Officer Medical Officer

schedule ng follow-up.				
	3.3 Ipapaliwanag ang sakit at plano ng gamutan	Wala	15 minuto	Medical Officer
	3.4 Sasabihin ang takdang araw ng follow-up	Wala	5 minuto	Medical Officer
4. Mag Sagot ng Hospital Client Experience Survey Form	4.Pagbibigay ng Hospital Client Experience Survey Form	Wala	5 minuto	Medical Officer
5. Tanggapin ang Clinic Transaction Receipt	5.Kumpletuhin at ibigay ang Clinic Transaction Receipt sa pasyente.	Wala	3 minuto	Medical Officer
TOTAL		**2 oras at 8 minuto**		
END OF TRANSACTION				

48. Pagbibigay ng Emergency Department Record ng Pasyente

Ang Admitting Section ang nagpupuno ng impormasyon ng bawat pasyente sa Hospital Information Management System o HIMS upang makapagbigay ng Emergency Department Record Sheet.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Mga pasyente na nangangailangan ng atensyong medical

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Emergency Department Record Slip	Records – Admitting (Triage)
Emergency Department Record	Records – Admitting (Triage)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Ibigay ang Emergency Department Record Slip sa Admitting Staff	1.1 Kunin ang Emergency Department Record Slip sa Kliyente	Wala	1 minuto	Records Officer /Admitting Staff
2.Ibigay ang iba pang impormasyon na hihingin ng Admitting Staff para sa pagkumpleto ng Patient's Record	2.1 Ibigay sa Triage Doctor ang Emergency Department Record ng kliyente 2.2 Dalhin ang Emergency Department Record ng kliyente sa E.R Nurse on Duty	Wala	9 minuto	Records Officer/ Admitting Staff
	TOTAL:	**Wala**	**10 minuto**	
END OF TRANSACTION				

49. Discharge Procedure

This service covers the procedure of discharging patient.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Order of Discharge	Nurse (Ward, OPD, ER)
Statement of Account	Billing and Claims unit
Official Receipt	Cashier
Discharge Clearance	Billing and Claims Unit
Gate Pass	Ward Nurse

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Discharge Order from Attending Physician	1.1 Receive Discharge Order from Attending Physician	None	5minutes	Nurse on Duty
	1.2 Prepare Notice of Discharge	None	10 minutes	Nurse on Duty
2. Receive instruction from Nurse on Duty to wait for the processing of Bill	2.1 Forward the Discharge Notice to Billing and Claims Unit for processing of statement of Account	None	5 minutes	Nurse on duty
	2.2 Check Patient's Ledger	Amount of Bill	5 minutes	Nurse on duty
	2.3 Coordinate with Philhealth Staff for confirmation of Eligibility of Philhealth benefits that the patient may avail. Prepare statement of Account	None	20 minutes	Nurse on duty
	2.4 Review Statement of Account	None	10 minutes	Nurse on duty
	2.5 Prepare Final Statement of Account	None	5 minutes	Nurse on duty
3.Pay the Bill and Get Clearance Slip a. Patient has no balance payment,	3.1 Issues discharge clearance, instruct patient to present discharge clearance to Ward Nurse.		5 minutes	Nurse on duty

receive discharge clearance and gate pass.	3.2The Ward Nurse will issue gate pass.	Amount of Bill	5 minutes	Nurse on duty
b. Patient has balance payment, pay to Cashier and received Official Receipt.	3.3 Inform patient, patient's relative/companion to pay the balance not covered by Philhealth to Cashier		5 minutes	Nurse on duty
c. Issuance of Discharge Clearance and Gate Pass d. Present gate pass to Security Guard	3.4Ask for Official Receipt and issue Discharge Clearance forwards to Wasrd Nurse.		5 minutes	Nurse on duty
		Amount of Bill	**1 hour & 15 minutes**	

50. Processing of Official Receipt

This service covers the issuance of Official Receipt for acknowledgement of payment.

Office or Division:	**CASH OPERATING UNIT**
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Charge Slip	Concerned Units (Laboratory, X-ray, OPD Clinics)
Statement of Account	Billing and Claims Unit

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present documents to Cashier as basis for payment (Charge Slip/ Statement of Account)	1.Accepts and verifies documents	None	5 minutes	Cashier I
2.Give the Payment	2.Count the money and issue Official Receipt signed by Collecting Officer	Depends on the amount stated in Statement of Account	20 minutes	Cashier I
3.Receive Original Copy of Official Receipt, Statement of Account	3.Give the Original copy of Official Receipt to client - patient/ relative of patient and return Statement of Account and instruct the client-patient with the next step to follow.	None	5 minutes	Cashier I
	TOTAL	Depends on the amount stated in Statement of Account	**30 minutes**	

51. Processing of Payment during Night Shifts

This service is provided whenever the Cashier is closed. An Official Receipt is issued and signed by the Nurse on Duty during Night Shifts.

Office or Division:	**Pantabangan Infirmary**
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Discharge Notice	Client

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Give the Discharge Notice	1.Verify details in the Discharge Notice	None	15 minutes	Nurse on Duty
2.Give the payment	2.Count the money and issue Acknowledgement Receipt	Amount based on the Acknowledgement Receipt	5 minutes	Nurse on duty
3.Receive the Original Copy of Acknowledgement Receipt and Discharge Notice	3.1 Give the Original Copy of Acknowledgement receipt to client/patient 3.2 Remit collections during the night together with attachments to the Cashier when it opens the following day. Cashier will issue the Official Receipt.	None Amount based on remittance of Nurse on Duty	5 minutes 5 minutes	Nurse on Duty Cashier I
END OF TRANSACTIONS			**30 minutes**	

52. Admisyon ng Pasyente

Ang Admitting Section ang kumukuha ng mga Personal na Impormasyon ng mga kliyente na magiging basehan ng Health Record (record pangkalusugan) na kakailanganin ng buong ospital.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Mga pasyente na nangangailangan ng atensyong medikal (Ma-aadmit na pasyente)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Impormasyon ng Pasyente Form	Records – Admitting
Valid ID (kung mayroon)	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Kunin at sagutan ang Impormasyon ng Pasyente Form at ibalik sa HIRM (Admitting Staff)	1.1 Ibigay sa kliyente ang Impormasyon ng Pasyente Form at pasagutan ito sa pasyente/kliyente.	Wala	7 minuto	Administrative Officer (Admitting Staff)
2	Ibigay ang iba pang impormasyon na hihingin ng HIRM (Admitting Staff) para sa pagkumpleto ng Patient's Chart (Ang Admitting staff na ang magbibigay ng chart sa Nurse)	2.1 Itanong sa kliyente ang iba pang impormasyon para sa pagkumpleto ng Patient's Chart. 2.2 Ilagay ang mga impormasyon ng pasyente sa HIMS 2.3 Ilagay ang mga impormasyon ng pasyente sa EMR	Wala Wala Wala	10 minuto 2 minuto 2 minuto	Administrative Officer (Admitting Staff) Administrative Officer (Admitting Staff) Administrative Officer (Admitting Staff)

		2.4 I-verify ang PhilHealth Membership status ng pasyente sa PhilHealth Portal. Mangyaring i-refer ang pasyente sa Social Worker kung ito ay may expired na PhilHealth status. 2.5 Ibigay ang chart ng kliyente sa E.R Nurse on Duty	Wala Wala	2 minuto 2 minuto	Administrative Officer (Admitting Staff) Administrative Officer (Admitting Staff)
		TOTAL:	**Wala**	**25 minuto**	

3. Pagtatama ng Impormasyon ng Pasyente (Correction of Patient's Information)

Ang Admitting Section ang nagtatama sa HIMS at EMR ng mga maling impormasyon na naibigay upang mapabilis ang transaksyon na kakailanganin ng ospital.

Office or Division:	**ADMITTING SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	In-Patients (bantay ng pasyente)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any Government Issued ID (1 photocopy) Birth Certificate – (1 photocopy) Marriage Certificate – (1 photocopy) Baptismal Certificate - (1 photocopy) Company ID – (1 photocopy)	See annex A for the list of valid IDs PSA PSA Simbahan Employer

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipagbigay alam sa Admitting Staff ang kailangan maipatama na impormasyon ng pasyente.	1.1 Buksan at tingnan ang Patient's Data sa HIMS at EMR. Humingi ng valid na dokumento na naglalaman ng impormasyon na ipatatama.	Wala	5 minuto	Administrative Officer (Admitting Staff)
		1.2 Kuhanin ang Admission Slip na sinagutan ng pasyente or ng kanyang representative.	Wala	5 minuto	Administrative Officer (Admitting Staff)
2	Magbigay ng photocopy ng valid na dokumento o pagkakakilanlan upang makita ang tamang impormasyon.	2. Kuhanin ang kopya ng valid na dokumento o pagkakakilanlan. Simulang itama ang mga impormasyon sa HIMS at EMR.	Wala	10 minuto	Administrative Officer (Admitting Staff)
		TOTAL:	**Wala**	**20 minuto**	

54. Pagkuha ng Birth Certificate Para sa mga Bagong Panganak

Pagkuha ng birth certificate ng mga bagong panganak na kung saan ang nanay at sanggol ay kasalukuyang naka-admit.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pinakamalapit na kamag-anak (asawa, magulang, kapatid o anak)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. Kapag kasal- Marriage Contract at ID (2 photocopy) B. Hindi kasal - Birth Certificate at ID (2 photocopy) C. Solo Parent- Birth Certificate at ID 2 photocopy) D. Menor de edad (under the age of 18) – Birth Certificate and ID ng menor de edad at mga magulang nito (2 photocopy)	See annex A for the list of Valid ID Marriage Contract at Birth Certificate – Local Civil Registrar / Philippines Statistic Office

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumila at i-sumite ang kumpletong requirement s sa Administrative office- Records Section	1.1 Panayamin at tanggapin ang kumpletong requirements	Wala	5 minuto	Administrative Officer- Records Officer
		1.2 Dalhin ang kumpletong requirements sa Local Civil Registrar na matatagpuan sa Local Government Unit ng Munisipalidad	Wala	3 minuto	Administrative Officer- Records Officer
		1.3 I-check muli kung kumpleto talaga ang	Wala	30 minuto	Administrative Officer- Records Officer

		requirements at i- encode ang birth certificate			
		1.4 Kuhanin at dalhin sa may Local Civil Registrar Unit ng LGU Pantabangan	Wala	2 minuto	Administrative Officer- Records Officer
		1.5 Kunin ang photocopy/kopya, I-text ang kliyente na maaari ng kuhanin ang birth certificate	Wala	2 minuto	Administrative Officer- Records Officer
2	Bumalik sa Administrative Office- Records Section	2.1 Bigyan ng charge slip at ipaliwanag mabuti ang pagpunta nila sa Local Civil Registrar para ayusin ang birth certificate	Wala	10 minuto	Administrative Officer- Records Officer
3	Magbayad sa cashier	3.1 Kuhanin ang bayad at bigyan ng resibo	PHP 100.00	6 minuto	Administrative Aide / Assistant /Officer Cashier
4	Kuhanin ang birth certificate at pumirma sa log sheet	4.1 Ibigay ang photocopy ng birth certificate na naencode at papirmahin sa log sheet	Wala	2 minuto	Administrative Officer- Records Officer
		TOTAL	**PHP 100.00**	**1 oras**	

55. Pagkuha ng Late Registration na Birth Certificate

Pagkuha ng birth certificate na lumampas na ng isang (1) buwan mula ng isilang ang sanggol ngunit hindi pa rin naparehistro

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pinakamalapit na kamag-anak (asawa, magulang, kapatid o anak)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate Forms na hindi pa naparehistro 2. Negative Result galing Philippine Statistics Office, katunayan na hindi pa naparehistro ang Birth Certificate (1 kopya-photocopy) 3. Government issued ID (1 kopya-photocopy) 4. Marriage Certificate (1 kopya-photocopy)	**1.** Birth Certificate na hindi pa naparehistro – ito'y natanggap ng nanay/magulang bago lumabas ng ospital **2.** Negative Result from PSA – Local Civil Registrar **3.** See Annex A for the list of Valid IDs **4.** Marriage Contract – Local Civil Registrar / Philippine Statistics Office

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumila at i- sumite ang kumpletong requirements sa may Administrative Office-Records Officer	1.1 Panayamin at tanggapin ang kumpletong requirements. Bigyan ng request form at claim slip	Wala	47 minuto	Administrative Officer -Records Officer
		1.2 Hanapin sa file ang records ng pasyente at kumpirmahin na dito talaga nanganak.	Wala	2 araw	Administrative Officer - Records Officer
		1.3 Gawin at i- encode ang birth certificate na kumpleto ang requirements	Wala	2 araw at 30 minuto	Administrative Officer - Records Officer
		1.4 Gawan ng Certificate for Late Registration	Wala	2 araw at 6 na oras	Administrative Officer - Records Officer
		1.5 I-text ang kliyente na maaari ng makuha ang birth certificate sa may Administrative Office	Wala	30 minuto	Administrative Officer - Records Officer
2	Bumalik sa Administrative Officer sa may Records Section dala ang claim slip	2 Kuhanin ang claim slip at bigyan ng charge slip	Wala	1 minuto	Administrative Officer Records Officer
3	Magbayad sa cashier	3.Kuhanin ang bayad at bigyan ng resibo	PHP 100.00	6 minuto	Administrative Aide / Assistant /Officer Cashier
4	Kuhanin ang birth certificate at certificate for late registration at pumirma sa log sheet	4. Ibigay ang birth certificate at certificate for late registration at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer Records Officer
		TOTAL	**PHP 100.00**	**7 araw**	

56. Pagkuha ng Death Certificate

Pagkuha ng death certificate ng pasyenteng namatay.

Cut-off time para sa pagpaparehistro: 9 AM at 2 PM

Admitting: Sabado, Linggo at mga Holidays (dirty copy only)

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pinakamalapit na kamag-anak ng namatay (asawa, magulang, kapatid o anak)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Government issued ID ng namatay at kamag-anakan	See annex A for the list of Valid IDs

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumunta sa Local Civil Registrar ng Munisipalidad at ipasa sa Administrative Office- Records Section and form	1. Panayamin ang kamag- anak ng pasyente	Wala	5 minuto	Administrative Officer Records Officer
2	Ibigay ang bayad para sa pagpaparehistro ng Death Certificate	4. Bigyan ng Acknowledgment Receipt at sabihan ang kamag-anak na ite-text/call sila kapag maaari nang kuhanin ang	Bayad para sa pagrehistro sa Local Civil Registrar. (Ordinance No. 40 S. 2019) Burial- PHP 100.00	1 minuto	Administrative Officer- Records Officer

		Death Certificate			
		2.2 I-encode ang death certificate. Kung may kulang na impormasyon: kontakin ang kamag-anak at hingan ng valid ID.	Wala	30 minuto	Administrative Officer- Records Officer
		2.3 I-scan ang na-type na death certificate at i-email sa Billing & Claims Section.	Wala	5 minuto	Administrative Officer- Records Section
		2.4 I-proseso sa Billing & Claims Section ang requirements at ipa-alam sa Administrative Office-Records Section kung maaari ng i-rehistro at i-release ang death certificate	Wala	1 oras at 20 minuto	Administrative Officer/ Billing and Claims Section
		2.5 Dalhin sa Rural Health Unit ang Death Certificate para pirmahan ng doctor	Wala	3 oras	Administrative Officer- Records Section
		2.6Pagkatapos ay pumunta ng Local Civil Registrar Pantabangan para marehistro ang death certificare	Wala	2 minuto	Administrative Officer-Records Section
		2.7 Tumawag sa Billing & Claims Section at kumpirmahin kung maaari ng i-release ang rehistradong Death Certificate	Wala	3 minuto	Administrative Officer-Records Section

		2.8 I-text/call ang kamag- anak ng patay na maaari ng makuha ang Death Certificate	Wala	5 minuto	Administrative Officer-Records Officer
3	Kuhanin ang death certificate at pumirma sa log sheet	3. 1 Ibigay ang death certificate at resibo galing sa LCR Pantabangan at Papirmahin sa log sheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Burial = PHP 125.00** **Cremation-** **a. Within Nueva Ecija = PHP 225.00** **b.Outside Pantabangan = PHP 125.00**	**5 oras and 7 minuto**	
END OF TRANSACTION					

57. Pagpapagawa ng Insurance Claim

Paggawa ng insurance claim kasama ang iba pang medical records ng pasyente tulad ng Laboratory & Diagnostic results, Discharge Summary / Clinical Abstract, Operative Technique at Medical Certificate (In-patient)

.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Mga pasyenteng may kahilingan ng mga sumusunod (resulta ng laboratory, atbp.)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Insurance form	Insurance Company SSS insurance – Social Security System Office GSIS Insurance – GSIS Office

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Pumunta sa Administrative Office- Records Section area at mag-file ng request	1.1 Panayamin ang pasyente at bigyan ng request form at claim slip. Sabihan ang pasyente na makakatangap sila ng text/call na maaari ng kuhanin ang insurance form	Wala	5 minuto	Administrative Officer- Records Officer
		1.2 Kuhanin ang record ng pasyente at i-photocopy/i-print ang kailangan medical records	Wala	1 araw	Administrative Officer- Records Officer
		1.3Ikabit ang medical record sa insurance form at dalhin sa doctor upang sagutan	Wala	2 araw	Administrative Officer- Records Officer

		1.3 Balikan at kuhanin ang insurance form pagkatapos sagutan ng doctor	Wala	5 minuto	Administrative Officer- Records Officer
		1.4 I-text ang pasyente na maaari ng kuhanin ang insurance	Wala	4 minuto	Administrative Officer- Records Officer
2	Bumalik sa Administrative Office- Records Section at kuhanin ang insurance claim	2.1 Ibigay ang insurance claim at papirmahin sa logsheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Wala**	**3 araw and 15 minuto**	
END OF TRANSACTION					

58. Pagkuha ng Medical Certificate (Out-Patient)

Paggawa ng medical certificate para sa mga pasyenteng kakatapos magpakonsulta sa Outpatient Department - OPD

Office or Division:		**ADMINISTRATIVE OFFICE- RECORDS SECTION**			
Classification:		Simple Transaction			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		Pasyente na nagpakonsulta sa OPD			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Medical Certificate galing sa doctor			Sa OPD doctor na nag-check up sa pasyente		
NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Pumunta sa OPD window	1.1 Panayamin ang pasyente. Kuhanin ang Medical Cetificate at tatakan at i- dry seal	Wala	9 minuto	Administrative Officer Records Officer
2	Kuhanin ang medical certificate at pumirma sa log sheet	2.1 Ibigay ang medical certificate at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer Records Officer
		TOTAL	**Wala**	**10 minuto**	
END OF TRANSACTION					

59. Pagkuha ng Certificate as Per Record O Certificate of Confinement

Pagpapagawa ng certificate para sa mga pasyenteng kasalukuyang naka-admit o na-admit sa ospital na ito at sa mga nagpakonsulta sa OPD o sa Teleconsultation

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyente na-admit o kasalukuyang naka-admit, nagpakonsulta sa OPD o na-teleconsult

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request slip for certificate of confinement	HEALTH INFORMATION MANAGEMENT DEPARTMENT - HIMD

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumunta sa Administrative Office- Records Section	1.1 Panayamin ang kliyente	Wala	5 minuto	Administrative Officer-Records Officer
		1.2 I-text sa record staff ang impormasyon ng pasyente at pumunta sa Records Section	Wala	4 minuto	Administrative Officer-Records Officer
		1.3 Gawin ang certificate na hinihingi	Wala	5 minuto	Administrative Officer-Records Officer
		1.4 Bumalik sa may Administrative Office-Records Section dala ang certificate	Wala	4 minuto	Administrative Officer-Records Officer
2	Kuhanin ang Certificate at pumirma sa log sheet	2.1 Ibigay ang Certificate	Wala	2 minuto	Administrative Officer-Records Officer
		TOTAL	**Wala**	**20 minuto**	
END OF TRANSACTION					

60. Pagkuha ng Medico-Legal

Pagkuha ng medico-legal para gamitin sa legal proceeding.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyente, Immediate family, Authorities, Judicial/Quasi-judicial personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Pasyente = IDs pinagkaloob ng gobyerno (Kapag menor de edad ang pasyente = IDs ng magulang o legal guardian) • Immediate family = authorization letter galing sa pasyente at ID ng pasyente at ng kumukuha • Authorities = written request ng requesting authorities (pulisya.), showing the name of the requesting party, purpose, name of patient, date, time and place of incident • Judicial/Quasi-judicial personnel = subpoena	See annex A for the list of Valid IDs Authorization Letter – galing sa pasyente Request Letter – galling sa police station Subpoena – galing sa korte kung saan assigned ang kaso

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpunta sa Administrative Office-Records Section o Admitting Area sa may ER at isumite ang mga requirements	1.1 Panayamin, suriin at tanggapin ang kumpletong requirements Siguraduhin na may dalang police report na isusumite para sa medico-legal certificate.	Wala	5 minuto	Administrative Officer-Records Officer

		1.2 I-encode ang medico legal at ipapirma sa doctor at i-seal. Kung matagal nang nagawa ang Medico-legal ay hanapin at kuhanin sa filing area.	Wala	14 minuto	Administrative Officer- Records Officer
2	Kunin ang Medico-legal at pumirma sa log sheet	2.1 Ibigay ang Medico-legal at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Wala**	**20 minuto**	
END OF TRANSACTION					

61. Pagkuha ng Kopya ng Medical Records

Pagpapagawa ng kopya ng medical records ng pasyente tulad ng laboratory, swab, at medical imaging results.

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyente o authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Pasyente – valid ID 2. Magulang ng menor de edad – valid ID ng magulang o legal guardian 3. Authorized representative – authorization letter o request letter at valid IDs ng pasyente at naatasang Kumuha	See Annex A for the list of Valid IDs Principal

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpunta sa Administrative Office- Records Section at magsumite ng kumpletong requirements	1.1 Panayamin at tanggapin ang kumpletong requirements	Wala	5 minuto	Administrative Officer- Records Officer
		1.2 Dalhin sa may Administrative Office	Wala	2 minuto	Administrative Officer- Records Officer
		1.3 Hanapin at kuhanin ang medical records sa filing area	Wala	2 minuto	Administrative Officer- Records Officer
		*Electronic Medical Record. Kung wala pa sa HIMS o EMR hanapin sa Nursing Department o Billing & Claims Section			
		1.4 Iphotocopy/ iprint ang medical records at ipa- certify ito	Wala	10 minuto	Administrative Officer- Records Officer
		1.5 Bumalik sa may Administrative Office- Billing & Claims Section	Wala	4 minuto	Administrative Officer- Records Officer

		1.6 Tawagin ang pasyente / kamag-anak	Wala	1 minuto	Administrative Officer- Records Officer
2	Kuhanin ang certified copy na medical record at pumirma sa log sheet	2.1 Ibigay ang certified copy na medical record at papirmahin sa log sheet	Wala	1 minuto	Administrative Officer- Records Officer
		TOTAL	**Wala**	**25 minuto**	
END OF TRANSACTION					

62. Pagkuha ng OPD Record

Pagkuha ng OPD card para sa mga pasyente na mgpapa-check-up sa Outpatient Department (OPD).

Oras ng Serbisyo: Lunes hanggang Biyernes lamang (alas 8 ng umaga hanggang ala 5 ng hapon)

Office or Division:	**ADMINISTRATIVE OFFICE- RECORDS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pasyenteng magpapakonsulta sa Outpatient Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
OPD request slip OPD ID card para sa dati nang pasyente (kung dala)	OPD

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sagutan ang form at pumila sa OPD window at kuhanin ang queue number	1. Kuhanin ang form at panayamin ang pasyente. Bigyan ng queue number	Wala	5 minuto	Administrative Officer OPD Assigned Staff
2	Maghintay na tawagin ng nurse sa nakatalagang waiting area	2.1 I-rehistro sa system at isulat sa bagong OPD card ang impormasyon kung bagong pasyente	Wala	5 minuto	Administrative Officer OPD Assigned Staff
		*Kung dati nang pasyente at walk-in ay hahanapin at kukuhanin ang medical record	Wala	20 minuto	Administrative Officer OPD Assigned Staff
		2.2 Punan ang Monitoring tool for OPD Turn Around Time (OPD-F-10-02).	Wala	5 minuto	Administrative Officer OPD Assigned Staff
		2.3 Dalhin sa nurse / clinic ang record kasama ang Monitoring Tool at papirmahin sa receiving log sheet.	Wala	5 minuto	Administrative Officer OPD Assigned Staff
TOTAL			**Wala**	**40 minuto**	
END OF TRANSACTION					

63. Medical Social Work Department – Para sa mga Hihingi ng Tulong Pinansyal

Ito ay serbisyong ibinibigay para sa mga pasyenteng nakaadmit sa ospital upang alamin ang pangunahing pangangailangan ng kliyente at matugunan ang kanilang pangangailangan sa angkop at tamang pamamaraan.

Office or Division:	**ADMINISTRATIVE OFFICE-Medical Social Work Section - Allied Health Professional Service**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	In Patient / Out Patient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
(1) Photocopy of Valid ID/PWD ID/Senior Citizen's ID	See annex A for the list of valid IDs
Charge Slip (Original)	Service Provider

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pakikipanayam sa Medical Social Work staff upang malaman ang kwalipikasyon sa pagbibigay ng serbisyo kung kinakailangan.	1.Pakikipag-ugnayan sa ibang opisina upang makuha ang pangunahing impormasyon ng pasyente	Wala	10 minuto	LGU Social Welfare Officer/ Assistant Medical Social Work Officer
2	Dalhin ang mga requirements upang matulungan sa mga bayarin sa ospital	2. Pakikipanayam sa kamag-anak o sa pasyente upang malaman ang tulong at tamang serbisyo na maaaring ibigay tulad ng: a. Gender Awareness Program (GAD) b. PhilHealth Enrollment-POS Program c. at iba pa	Wala	20 minuto	LGU Social Welfare Officer/ Assistant Medical Social Work Officer
		TOTAL:	**Wala**	**30 minuto**	
END OF TRANSACTION					

64. Medical Social Work Section – Para sa mga Bibigyan ng Sponsored PhilHealth (Point of Service Program)

Ang serbisyong ito ay sumusunod sa mandato ng Universal Healthcare Act na nag-aatas ng pagbibigay ng libreng gamutan sa pamamagitan ng benepisyo ng PhilHealth sa lahat ng pasyente ng pampublikong pagamutan.

Office or Division:	**ADMINISTRATIVE OFFICE-Medical Social Work Section - Allied Health Professional Service**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	In Patient / Out Patient

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Forms (PMRF, CSF, CF1)	MSWD staff
(2) Photocopy ng Marriage Contract (kung kasal)	Kliyente
(2) Photocopy ng Birth Certificate/Baptismal ng pasyente	Kliyente
(2) Photocopy ng Valid ID ng pasyente	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1	Makipagpanayam sa nakatalagang staff ng ospital upang ma-follow up ang mga dokumentong kakailanganin sa PhilHealth enrollment.	1.1 Pakikipanayam sa pasyente o kamag- anak upang mabigyan ng PhilHealth ang walang kakayanan o Financially Incapable 1.2 Ipaliwanag ang hakbang na gagawin para sa mga may kakayanan na magbayad ng PhilHealth o Financially Capable	Wala Wala	8 minuto 7 minuto	Social Welfare Officer/ Assistant Medical Social Work Section Social Welfare Officer/ Assistant Medical Social Work Section
2	Ibigay ang (2) photocopy ng mga dokumentong hinihingi	2.Suriin mabuti ang mga dokumentong ipinasa at i-enroll sa Online System ng PhilHealth ang pangalan ng member.	Wala	15 minuto	Social Welfare Officer/ Assistant Medical Social Work Section
		TOTAL:	**Wala**	**30 minuto**	
END OF TRANSACTION					

65. Pag-aayos ng Statement of Account (SOA) o Hospital Bill ng Pasyente

Ang Billing Unit ng Billing and Claims Section ang naatasang magbigay at tuusin ang statement of account (SOA) para sa hospital bill ng mga pasyente sa panahon ng kanilang pagkakaospital

Office or Division:	**BILLING UNIT - BILLING AND CLAIMS SECTION**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Kliyente - Pasyente (Philhealth Member/Dependent) or Authorized Representative ng pasyente

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Discharge Requirements: • Discharge Clearance • Claim form 2 (CF2) • Claim Signature form (CSF) • Claim form 3 (CF3) – Para sa mga nanganak na pasyente • Admission and Discharge Record • Others if Applicable	Nurse on Duty
• Mga Additional na Requirements kung kinakailangan:	Nurse on Duty
• Blood Releasing/Blood Clearance – Para sa mga pasyenteng nasalinan ng dugo	Nurse on Duty/Records Section/Kliyente
• Death or Fetal death Certicate – Para sa mga namatay na pasyente	Medical Social Worker
• Patients View Module - Para sa mga bagong enroll sa Philhealth	Kliyente/Records Section
• Birth Certificate ng batang ipinanganak – Para sa mga bagong panganak na pasyente	

2. Mga Additional na Requirements kung kinakailangan: • Member Data Record (MDR) • Certificate of Contribution (COC) • Philhealth Official Receipt (O.R.) • Certification of Eligibility(CE1)	Kliyente
3. Mga dokumentong kailangan na magpapatunay ng relasyon ng Philhealth member/patient sa authorized representative kung hindi makakapirma ang myembro ng Philhealth dahil sa mga sumusunod: • Ang Philhealth member o member ng Philhealth na may pasyente ay menor de edad pa lamang • Ang pasyenteng miyembro ng Philhealth ay namatay • Wala ang Miyembro ng Philhealth at "NO" ang status ng PBEF ng pasyente • Birth Certificate (1 Photocopy) • Marriage Certificate (1 Photocopy) • Baptismal Certificate (1 Photocopy) • Any valid government issued ID (1 Photocopy)	Kliyente
4. Mga alternatibong dokumentong kailangan kung walang anumang	

dokumentong maibigay na magpapatunay ng kanilang relasyon: • Duly notarized affidavit of two disinterested persons (1original copy) • Authorization Letter (1 original copy) • Any valid government issued ID (1 Photocopy)	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1	Hintayin ang Billing Unit clerk upang pirmahan ang mga dokumentong kinakailangan Upang madischarge	1.1 Kapag binaba ng nurse ang Discharge Clearance, Ipoproseso ang bill ng pasyente	Wala	15 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)
		1.2 Dalhin ang mga dokumento sa kliyente at ipaliwanag kung saan at sino ang pipirma	Wala	12 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims)
2	Ibalik sa Billing Unit Clerk ang pinapirmahan na dokumento	2.1 Tanggapin at I-verify kung kumpleto ang mga pinirmahang dokumento	Wala	1 minuto	Administrative Assistant/ Administrative Officer ((Billing Unit - Billing & Claims Section)
3	Tanggapin ang isang kopya ng pinirmahang Statement of Account	3.1 Para sa mga NBB Patients - Bigyan ng kopya ng napirmahang SOA at abisuhan na ito ay ipakita sa nurse on duty upang sila ay madischarge	Wala	1 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)

		3.1.2 Para sa mga pasyenteng hindi kwalipikado o tumangging gumamit ng Philhealth at naasess ng Medical Social Worker na may kakayahan at kusang loob magbayad- ipaalam na dadalhin ang kabuuang bayarin sa kahera	Halaga ng Hospital Bill	1 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)
		TOTAL:	Para sa mga NBB Patients: **Wala** Para sa mga pasyenteng hindi kwalipikado o tumangging gumamit ng Philhealth at naasess ng Medical Social Worker na may kakayahan at kusang loob magbayad: **Halaga ng Hospital Bill**	30 minuto	
END OF TRANSACTION					

*Paalala: (1) Kung sakaling magsabay sabay ang labas ng pasyente, maaring abutin ng hanggang dalawang oras ang proseso ng pag-aayos ng Statement of Account (SOA) O Hospital Bill ng pasyente

66. Pagbibigay ng Certified True Copy ng Statement of Account (SOA) ng Hospital Bill ng mga Pasyente

Ang Billing Unit ng Billing and Claims Section ay naatasang magbigay ng Statement of Account (SOA) ng Hospital Bill ng mga pasyente kung nais nilang makakuha ng Certified True Copy (CTC) ng mga ito.

Office or Division:	**BILLING UNIT - BILLING AND CLAIMS SECTION**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Kliyente - Pasyente (Philhealth Member/Dependent) or Authorized Representative ng pasyente

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of request or authorization letter (for patient's representative) 2. Valid ID (dapat hindi expired at walang mali sa impormasyong nakasulat/ nakalimbag)	Kliyente See annex A for the list of Valid IDs

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpasa ng letter of request o authorization letter kung representative ng pasyente ang nagrerequest	1.1 Suriin ang letter of request o authorization letter kung representative ng pasyente ang nagrerequest	Wala	2 minuto	Administrative Assistant
	ng pasyente ang nagrerequest	1.2 I-Retrieve ang kopya ng nirerequest na SOA	Wala	10 minuto	Administrative Assistant/ Administrative Officer (Billing Unit - Billing & Claims Section)
		1.3 I-Photocopy ang nirerequest na SOA	Wala	1 minuto	
		1.4 Tatakan ng Certified True Copy at pirmahan ang nirerequest na SOA	Wala	1 minuto	Administrative Assistant
2	Tanggapin ang nirequest na Certified True Copy ng SOA	2.1 Ibigay sa kliyente ang CTC ng nirerequest na SOA at papirmahin sa receiving logbook	Wala	1 minuto	Administrative Assistant
		TOTAL:	**Wala**	**15 minuto**	
END OF TRANSACTION					

67. Pagaayos ng Philhealth Requirements ng mga naka-admit na Pasyente (In-Patient)

Ang Claims Unit ng Billing and Claims Section ng Ospital ay nagsisilbing tagapag-ayos ng mga kailangang dokumento upang makagamit ng benepisyo ng Philhealth ang mga pasyenteng naka-admit sa ospital.

Office or Division:	**CLAIMS UNIT - BILLING & CLAIMS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Lahat ng mga naka-admit na pasyente (In-Patient) ng Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Para sa In-Patient: 1. PBEF (PhilHealth Benefit Eligibility Form) 2. CSF (Claim Signature Form) 3. CF1 (Claim Form 1) 4. PMRF (PhilHealth Member Registration Form) 5. PhilHealth Verification Form (PHI-F-23-01)	Claims Unit - Billing & Claims Section
• Photocopy ng Member Data Record (MDR) (kung kinakailangan) • Pirmadong CSF at CF1 ng employer kung naka "PBEF NO" sa Philhealth portal ang record ng miyembro sa kadahilanang hindi updated ang kanilang contribution (Para sa mga Government at Private Employee) • Original Certificate of Eligibility (CE1) (kung sponsored ng Munisipyo/Capitolyo ang Philhealth)	Kliyente Kliyente Kliyente
• Photocopy ng resibo ng ibinayad sa Philhealth (Philhealth Official Receipt/ Philhealth Agents Receipt) o Original na Certificate of Premium Payment (CPP) kung ang miyembro ay Individually Paying Member (Self- employed), at OFW (kung kinakailangan)	Kliyente
• Rehistradong Birth Certificate ng kapapanganak na bata (Notaryado kung hindi kasal), kung nanganak ang pasyente (2 kopya)	Kliyente
Mga dokumentong kailangan na magpapatunay ng relasyon ng Philhealth member/patient sa authorized representative kung hindi makakapirma ang myembro ng Philhealth dahil sa	

mga sumusunod: 1. Ang Philhealth member o member ng Philhealth na may pasyente ay menor de edad pa lamang 2. Ang pasyenteng miyembro ng Philhealth ay namatay 3. Wala ang Miyembro ng Philhealth at "NO" ang status ng PBEF ng pasyente • Birth Certificate (1 Photocopy) • Marriage Certificate (1 Photocopy) • Baptismal Certificate (1 Photocopy) • Any valid government issued ID (1 Photocopy) Mga alternatibong dokumentong kailangan kung walang anumang dokumentong maibigay na magpapatunay ng kanilang relasyon: • Duly notarized affidavit of two disinterested persons (1 Original copy) • Authorization Letter (1 Original copy) • Any valid government issued ID (1 Photocopy) Ang mga sumusunod ay kailangan kung ang miyembro ng Philhealth o dependent na pasyente ay may mali na anumang impormasyon o detalye sa record ng pasyente sa Philhealth Portal: • Miyembro - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Marriage Certificate / Notarized Affidavit of identity / Valid ID na may Date of Birth • Anak - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Notarized Affidavit of identity/ Valid ID na may Date of Birth • Asawa - Photocopy ng Marriage Contract /Rehistradong Birth Certificate/ Baptismal Certificate / Notarized Affidavit of Identity/ Valid ID na may Date of Birth • PMRF (Kumpletong Napunan at napirmahan) Authorization Letter (Sulat Pahintulot), Valid ID ng Miyembro ng PhilHealth at Valid Id ng mag aayos sa PhilHealth.	Kliyente Kliyente Kliyente Kliyente Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magbibigay ng impormasyon ang kliyente sa Admitting Section	1.1 Tingnan at suriin ang listahan ng mga bagong admit na pasyente sa google spreadsheet ng admitting section at piliin ang mga naka-tag na pasyente para sa Claims Unit , ikumpara ang impormasyon ng pasyente sa record sa system na ginagamit ng ospital	Wala	10 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		1.2 I-encode ang mga impormasyon o detalye ng pasyente sa Philhealth portal upang makita kung may aktibong philhealth at kwalipikadong makagamit ng benepisyo ang pasyente	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		* Kung walang makitang record o expired ang validity ng Philhealth ng pasyente/miyembro, irerefer sa Medical Social Worker upang mabigyan o marenew ang membership nito	Wala	5 minuto	Administrativ e Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		* Kung aktibo ang Philhealth ng pasyente, suriin ang impormasyon o detalye ng pasyente sa Philhealth portal	Wala	1 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)

2	Magbibigay ng dokumentong hinihingi ng Claims Unit Staff ng Billing & Claims Section	2.1 Mag generate at i-print ang Philhealth Benefit Eligibility Form (PBEF) ng pasyente o myembro sa Philhealth portal	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		2.2 Kung may nakitang pagkakaiba sa impormasyon o detalye, kontakin ang Pasyente o miyembro ng Philhealth upang ipaliwanag ang pagkakaiba sa kanilang record at humingi ng mga dokumentong susuporta na tama ang impormasyon o detalye na kanilang gagamitin	Wala	15 Minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		2.3 Punan at kumpletuhin ang impormasyon ng miyembro at pasyente sa mga kailangang forms	Wala	10 Minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
		2.4 Magprint ng Admission and Discharge Record at gumawa ng Notice of PhilHealth Requirements na ilalakip sa mga forms at iba pang mga dokumento na kinakailangan	Wala	2 minuto	Administrative Aide o Assistant/ Administrative Officer (Claims Unit - Billing & Claims Section)
3	Makatatanggap ng abiso mula sa Nurse na maaari nang magamit ang Philhealth para sa pasyente	3.1 I-update ang status ng Philhealth ng pasyente sa google spreadsheet/itawag sa nurse on duty upang sabihin na ayos na ang Philhealth requirements ng pasyente	Wala	1 minuto	Administrative Aide
		TOTAL:	**Wala**	**50 minuto**	
END OF TRANSACTION					

68. Pagaayos ng Philhealth Requirements ng mga Out-Patient (OPD Patient)

Ang PhilHealth Section ng Ospital ay nagsisilbing tagapag-ayos ng mga kailangang dokumento upang makagamit ng benepisyo ng PhilHealth ang mga pasyente sa ospital.

Office or Division:	**CLAIMS UNIT - BILLING & CLAIMS SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Lahat ng mga OPD na pasyente ng Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Para sa Out-Patient: 1. PBEF (PhilHealth Benefit Eligibility Form) 2. CSF (Claim Signature Form) 3. PMRF(PhilHealth Member Registration Form) 4. CF2 (Claim Form 2) 5. SOA (Statement of Account) 6. OR TECH (Operating Technique Form) 7. PhilHealth Verification Form (PHI-F-23-01)	Claims Unit - Billing & Claims Section
• Photocopy ng Member Data Record (MDR) (kung kinakailangan) • Pirmadong CSF at CF1 ng employer kung naka "PBEF NO" sa Philhealth portal ang record ng miyembro sa kadahilanang hindi updated ang kanilang contribution (Para sa mga Government at Private Employee) • Original Certificate of Eligibility (CE1) (kung sponsored ng Munisipyo/Capitolyo ang Philhealth)	Kliyente Kliyente Kliyente
• Photocopy ng resibo ng ibinayad sa Philhealth (Philhealth Official Receipt/ Philhealth Agents Receipt) o Original na Certificate of Premium Payment (CPP) kung ang miyembro ay Individually Paying Member (Self-employed), at OFW (kung kinakailangan)	Kliyente
Mga dokumentong kailangan na magpapatunay ng relasyon ng Philhealth member/patient sa authorized representative kung hindi makakapirma ang myembro ng Philhealth dahil sa mga sumusunod: • Ang Philhealth member o member ng Philhealth na may pasyente ay menor de edad pa lamang • Ang pasyenteng miyembro ng Philhealth ay namatay • Wala ang Miyembro ng Philhealth at "NO" ang status ng PBEF ng pasyente • Birth Certificate (1 Photocopy) • Marriage Certificate (1 Photocopy) • Baptismal Certificate (1 Photocopy) • Any valid government issued ID (1 Photocopy) Mga alternatibong dokumentong kailangan kung walang anumang dokumentong maibigay na magpapatunay ng kanilang relasyon:	Kliyente

• Duly notarized affidavit of two disinterested persons (1 Original copy) • Authorization Letter (1 Original copy) • Any valid government issued ID (1 Photocopy)	Kliyente
Ang mga sumusunod ay kailangan kung ang miyembro ng Philhealth o dependent na pasyente ay may mali na anumang impormasyon o detalye sa record ng pasyente sa Philhealth Portal: • Miyembro - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Marriage Certificate / Notarized Affidavit of identity / Valid ID na may Date of Birth • Anak - Photocopy ng Rehistradong Birth Certificate / Baptismal Certificate / Notarized Affidavit of identity/ Valid ID na may Date of Birth • Asawa - Photocopy ng Marriage Contract /Rehistradong Birth Certificate/ Baptismal Certificate / Notarized Affidavit of Identity/ Valid ID na may Date of Birth • PMRF (Kumpletong Napunan at napirmahan) Authorization Letter (Sulat Pahintulot), Valid ID ng Miyembro ng PhilHealth at Valid Id ng mag aayos sa PhilHealth kung hindi ang miyembro ang mag aayos sa PhilHealth.	Kliyente

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magbibigay ng impormasyon ang kliyente sa Nurse	1.1 Tatanggapin ang impormasyon o detalye ng pasyente at suriin ang mga kasamang dokumento mula sa nurse on duty	Wala	5 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section

		1.2 I-encode ang mga impormasyon o detalye ng pasyente sa Philhealth portal upang Makita kung may aktibong philhealth at kwalipikado na makagamit ng benepisyo ang pasyente	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		* Kung walang makitang record o expired na ang validity ng Philhealth ng pasyente/miyembro, irerefer sa Medical Social Worker upang mabigyan o marenew ang membership nito	Wala	5 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		* Kung aktibo ang Philhealth ng pasyente, suriin ang impormasyon o detalye ng pasyente sa Philhealth portal	Wala	1 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
2	Magbibigay ng dokumentong hinihingi ng Claims Unit Staff ng Billing & Claims Section	2.1 Mag generate at i-print ang Philhealth Benefit Eligibility Form (PBEF) ng pasyente o myembro sa Philhealth portal	Wala	3 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit -

					Billing & Claims Section
		2.2 Kung may nakitang pagkakaiba sa impormasyon o detalye, abisuhan ang nurse on duty upang makahingi sa Pasyente o miyembro ng Philhealth ng dokumentong susuporta na tama ang impormasyon o detalye na gagamitin	Wala	15 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		2.3 Punan at kumpletuhin ang impormasyon ng miyembro at pasyente sa mga kailangang forms	Wala	10 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		2.4 Magpiprint ng facesheet at gumawa ng Notice of PhilHealth Requirements na ilalakip sa mga forms at iba pang mga dokumenton na kinakailangan	Wala	2 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
3	Makatatanggap ng abiso mula sa Nurse na maaari ng magamit ang Philhealth para sa pasyente	3.Ibibigay sa nurse ang naprosesong Philhealth requirements ng pasyente	Wala	1 minuto	Administrative Aide o Assistant/ Administrative Officer Claims Unit - Billing & Claims Section
		TOTAL:	**Wala**	**45 minuto**	
END OF TRANSACTION					

69. Issuance of Official Receipts

The Cash Operation Office issued official receipts to clients for payments received.

Office or Division:	**CASH OPERATION SECTION- CASHIER OFFICE**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Clients of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Charge Slip/Statement of Account (SOA)	Cost Department/Billing Section
Senior Citizen's ID/PWD ID (if applicable)	Client

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSI NG TIME**	**PERSON RESPONSIBLE**
1	Present the Charge Slip/ SOA	1.1 Receive charge slip/SOA. 1.2 Compute the amount to be paid and deduct applicable discount.	None None	2 minutes 2 minutes	Administrative Aide / Assistant / Officer Cash Operations
2	Pay the amount to be paid and receive official receipt	2.1 Collect the payment and issue official receipt	Amount to be paid	4 minutes	Administrative Aide / Assistant / Officer Cash Operations
	TOTAL:	**Sum of the computed charge slip / SOA (Discounts may apply if applicable)**		**8 Minutes**	
END OF TRANSACTION					

70. Paghahatid ng mga gamit ng pasyente mula sa kamag-anak na nasa labas ng ospital

Ang Kawani ng mga Gwardya bilang striker ang naatasan na mag hatid ng mga gamit ng pasyente mula sa kanyang kamag anak na nasa labas ng ospital sapagkat hindi pinahihintulutan ang pag dalaw o pag bisita sa mga pasyente. Makikita ito sa ER.

Ang mga gamit na ipinag-babawal ay masusing sinisiyasat ng mga Gwardya gaya ng mga de-kuryenteng mga kagamitan (elektrik pan, pakuluan ng tubig, radio atbp.) gatas ng bata, bote na may tsupon, inumin na nakalalasing, baraha o gamit sa pagsusugal, sigarilyo, lighter/posporo, matatalim na bagay na maaaring makasakit o makamatay, baril at anumang uri ng pampasabog.

Office or Division:	**SECURITY SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Mga kamag anak ng pasyente

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement of Patient's Belongings form (NUR-F-135)	ER-Triage Security Guard

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Lumapit sa naka talagang gwardya sa pook padalahan ng mga gamit ng	1. Bigyan ng papel talaan ng mga gamit ng pasyente (NUR-F-135) ang lumapit na kamag anak na magpapadala ng gamit para sa	Wala	1 minuto	Security Guard ER-Triage Receiving Area

	pasyente.	pasyente			
2	Isulat sa talaan ng mga gamit ng pasyente (NUR-F-135) ang mga gamit na nais ipadala para sa pasyente.	2.1 Masusing siyasatin ang mga gamit na ipapadala sa pasyente na naaayon sa mga nakasulat sa ibinigay na talaan ng kamag anak. (Kung sakaling may mga gamit na ipinagbabawal ay agarang ibabalik ito sa nag padala)	Wala	4 minuto	Security Guard ER-Triage Receiving Area
		2.2 Ihatid ang mga pinadalang gamit kalakip ang talaan ng mga gamit ng pasyente (NUR-F-135)	Wala	20 minuto	Security Roving Guard (ER-Triage Receiving Area)
		TOTAL:	**None**	**25 minutes**	
END OF TRANSACTION					

71. Handling of Client's Complaint filed through Public Assistance and Complaints Desk (PACD) and other Concern Centers (Simple)

This service is available for clients who lodged their complaint on PIH-related matters. Clients file their complaints through the complaints centers – Hotline 8888, Presidential Action Center, Contact Center ng Bayan, and Complaints Desk and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL I**
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written Complaint of client which indicates any of the Contact information (Full Name, Contact Number, Email Address)– 1 original copy	Requesting party or any of originating concerned centers

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	For walk-ins: Provide and submit a duly accomplished written complaint to the Public Assistance and Complaints Desk (PACD) For Concern Centers: Submit a complaint through any Concern Centers (i.e., Presidential Complaints Center [PCC], Contact Center ng Bayan [CCB], 8888 Citizen's Complaint Hotline, etc.), and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com	1.1 Receive and acknowledge the receipt of duly accomplished written complaint	None	10 minutes	Public Assistance and Complaints Desk Officer (PACDO) / COH Secretary
		1.2 Log, assess, evaluate the complaints.	None	1 hour	Public Assistance and Complaints Desk Officer (PACDO) / MCC Secretary

		1.3 Prepare and endorse documents to the concerned division/department/section/ office/ unit	None	1 hour	Public Assistance and Complaints Desk Officer / MCC Secretary
		1.4 Draft a resolution and action for the complaint.	None	1 day, 5 hours and 40 minutes	Division/ Department/ Section/ Office/ Unit
		1.5 Forward the resolution and action of the complaint to PACDO.	None	10 minutes	Division/ Department/ Section/ Office/ Unit
2	Receive the concrete and specific action from PACDO / Office of the Medical Center Chief	2. Provide feedback to the client the concrete and specific action or concern centers: Transmit concrete and specific action, and recommend for closure of ticket.	None	4 Hours	Public Assistance and Complaints Desk Officer / MCC Secretary
		TOTAL:	**None**	**2 days and 4 hours**	
END OF TRANSACTION					

72. Handling of Client's Complaint filed through Public Assistance and Complaints Desk (PACD) and other Concern Centers (Complex)

This service is available for clients who lodged their complaint on PIH-related matters. Clients file their complaints through the complaints centers – Hotline 8888, Presidential Action Center, Contact Center ng Bayan, and Complaints Desk and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL I**
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Written Complaint of client which indicates any of the Contact information (Full Name, Contact Number, Email Address)– 1 original copy	Client, or any of originating concerned centers

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Provide and submit a written complaint to the Public Assistance and Complaints Desk (PACD) or through Concern Centers (i.e.,	1.1 Receive and acknowledge the receipt of written complaint 1.2 Assess,	None	10 minutes 1 hour	Public Assistance and Complaints Desk Officer (PACDO) / MCC Secretary

	Presidential Complaints Center [PCC], Contact Center ng Bayan [CCB], 8888 Citizen's Complaint Hotline, etc.)	evaluate the situation and log the complaints. 1.3 Prepare and endorse documents to the concerned division/ department/section/ office/ unit 1.4 Respond and provide resolution and action to the complaint. Forward the resolution and action to the complaint to PACDO. 1.5 Forward the resolution and action to the complaint to PACDO.		1 hour 5 days, 5 hours and 40 minutes 10 mins	Division/department/section/unit Office Division/department/section/unit Office Division/department/section/unit Office
2	Receive the concrete and specific action from PACDO / Office of the Medical Center Chief	2.1 Provide feedback to the client the concrete and specific action *For concern centers: Transmit concrete and specific action, and recommend for closure of ticket.	None	4 Hours	Public Assistance and Complaints Desk Officer (PACDO) / MCC Secretary
		TOTAL:	**None**	**6 days and 4 hours**	
END OF TRANSACTION					

73. Handling of Client's Complaint filed through Public Assistance and Complaints Desk (PACD) and other Concern Centers (Highly Technical)

This service is available for clients who lodged their complaint on PIH-related matters. Clients file their complaints through the complaints centers – Hotline 8888, Presidential Action Center, Contact Center ng Bayan, and Complaints Desk and/or through direct email to the agency's email address: pantabanganinfirmary@gmail.com

Office or Division:	**OFFICE OF THE CHIEF OF HOSPITAL I**
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Written Complaint of client which indicates any of the Contact information (Full Name, Contact Number, Email Address)– 1 original copy	Requesting party or any of originating concerned centers

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1. For walk-ins: Provide and submit a duly accomplished written complaint to the Public Assistance and Complaints Desk (PACD)	1.1 Receive and acknowledge the receipt of duly accomplished written complaint	None	10 minutes	Public Assistance and Complaints Desk Officer (PACDO) / COH I Office
	For Concern Centers: Submit a complaint through any Concern Centers (i.e., Presidential Complaints Center [PCC], Contact Center ng Bayan [CCB], 8888 Citizen's Complaint Hotline, etc.), and/or through direct email to the agency's email address:				
		1.2 Log, assess and evaluate the content of the received complaint.	None	1 hour	Public Assistance and Complaints Desk Officer (PACDO) / COH I Office
		1.3 Forward the complaint to the Medical Center Chief	None	30 minutes	Public Assistance and Complaints Desk Officer (PACDO) / COH I Office
		1.4 Receive the complaint.	None	5 minutes	Administrative Officer V COH I Office
		1.5 Review and forward to the Legal Office for action.	None	1 day and 10 minutes	Administrative Officer V COH I Office

		1.6 Receive and review to determine if the complaint falls under any of the following: Ethics and Integrity Grievance Committee Quality Assurance Committee Fact Finding Committee (to be designated)	None	1 day and 4 hours	LGU-Attorney Legal Officer
		1.7 Forward the complaint to the concerned committee to conduct a thorough investigation	None	1 hour	Attorney / Secretary Legal Office
		1.8 Conduct an investigation which includes interview with the complainant (if applicable)	None	14 days	Committee Office of the Chairperson
		1.9 Draft a resolution and action for the complaint and forward it to the Chief of Hospital I.	None	1 day	Committee Office of the Chairperson
		1.10 Receive the resolution and action to the complaint.	None	5 minutes	Administrative Officer V COH I Office
		1.11 Review the provided resolution and actions taken and approve/sign the resolution.	None	1 day and 30 minutes	COH I Office
		1.12 Forward the signed resolution and action to the PACDO/Legal Office	None	30 minutes	Administrative Officer V COH I Office

2	Receive the concrete and specific action from PACDO / Office of the Chief of Hospital I	2.1 Provide feedback to the client the concrete and specific action For concern centers: Transmit concrete and specific action, and recommend for closure of ticket. For the complaint that falls outside of the jurisdiction of the committees, advise the client that the complaint will undergo the process under RACCS	None	4 Hours	Public Assistance and Complaints Desk Officer (PACDO) / COH Office
		TOTAL:	**None**	**19 days and 4 hours**	
END OF TRANSACTION					

74. Dispensing of Medicines for In-Patients

This process includes the checking of medication according to prescribe dosed by the physicians, the right dose, right time and right patients prior to issuance of medications. Interventions of pharmacists such as checking the drug interactions and laboratory results for in patients is included in the manner of dispensing

Operating hours: Monday to Sunday, 24/7

Office or Division:	**SUPPLY OFFICE / PHARMACY**
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Nurse and Prescribing Physician for In-Patient use

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Electronic Medical Record (EMR) (In- patient)	Physician
Special Prescription form for Dangerous drugs (Yellow RX)	Physician with valid S2 License
Charge slip	Nurse
Note: Submit One (1) original copy of each requirements	

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements	1.1 Check the drugs and medicines to be used prior to encoding. This includes the Clinical intervention of Pharmacist on the prescribed medication such as:	None	20 minutes	Supply officer / Pharmacy Section

		• Drug interactions, • duration of antimicrobial usage, • dose of antibiotics vs creatinine clearance of the patients, • toxicity level of drugs, 1.2 Check the requirements for the specialized type of medications such as: All antibiotics Restricted and Monitored antibiotics, Dangerous Drugs; Compassionate Drugs 1.3 Verify on the completeness of the Special Prescription form for Dangerous drugs (Yellow RX) *Cancellation of requests,discontinuation of medication by nurses should be carried out before encoding.	None None	10 mins 10 mins	Supply officer / Pharmacy Section Supply officer / Pharmacy Section

2.	The Nurse on Duty will transcribe the Physicians order to Hospital Information Management System (HIMS)	2.1 Encode and charge the drugs and medicines to the patient's bill.	None	5 minutes	Supply officer / Pharmacy Section
3.	The Nurse on Duty will view the actions taken by the Supply officer/ Pharmacist thru EMR.	3.1 Prompt the Nurse on Duty for the appropriate action using a color-coded indicator such as: Red- Staled request Blue –Made request Black-Unattended request Violet- Cancelled request	None	2 minutes	Supply officer / Pharmacy Section

4.	The Nurse on Duty will proceed to Pharmacy section to check the medications for patients before receiving the medication.	4.1 Prepare the drugs and medicines requested per ward	None	15 minutes	Supply officer / Pharmacy Section
		4.2 Issue the duplicate charge slip. (Receiving copy and filing copy)	Price may vary based on the charges of patients	3 minutes	Supply officer / Pharmacy Section
5	The Nurse on Duty will claim the drugs and medicines requested and sign the Charge Slip	5.Dispense the drugs and medicines requested.	None	5 minutes	Supply officer / Pharmacy Section
		TOTAL:	**Based on the amount indicated in Table 1**	**1 Hour**	
END OF TRANSACTION					

75. Allocation of Medicines in the Ward

This process ensures the availability of all essential medicines at the ward.

Office or Division:	**SUPPLY OFFICE / PHARMACY**
Classification:	Simple Transaction
Type of Transaction:	G2G- Government to Government
Who may avail:	Pantabangan Infirmary staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Supply request	iHOMIS+ System
Record of Dangerous Drug Preparation and Drug Preparations Containing Controlled Chemical Dispensed to In-Patients (Through Floor Stock) PHA-F-18- 00	Pharmacy Section
Section Requisition for Dangerous Drug preparation or Drug Preparation containing Controlled Chemical for In- Patient use PHA –F-9-00	Pharmacy Section
Empty ampules/vial and Empty Oxygen Cylinders	Ward

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request Medicine to Pharmacy	1.1 Check the remaining stocks prior to issuance of medicines in the ward. 1.2 Check the completeness of details to each requirement needed in	None None	3 minutes 2 mins	Supply officer Supply officer

		particular medicines intended for replenishment of allocation 1.3 Encode the requested medicines for allocation	None	5 mins	Supply officer
2	Receive the allocated medicines	2.1 Dispense the medicines once the requirements are completed	None	5 minutes	Supply officer
		TOTAL:	**None**	**15 minutes**	
END OF TRANSACTION					

76. Central Supply and Sterilization Unit - Issuance of Medical Supplies to End-User

The Central Supply and Sterilization Unit (CSSU) is a unit of the hospital which facilitates issuance of medical supplies and instruments needed by all clinical areas.

Office or Division:	**CENTRAL SUPPLY AND STERILIZATION UNIT – NURSING SERVICE DIVISION**
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Government
Who may avail:	Nurses, Nursing Attendant, Midwives

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Computer Generated Request (commonly called as RIS)	Requesting End-Unit

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	End-User will request needed supplies through Hospital Information Management System (HIMS)	1.1 Acknowledges the request by clicking each item/entries (Availability of supplies is automatically seen by the end-user upon making the request via computer)	None	3 minutes	Nursing Attendant/ CSSU
		1.2 Save and print the request	None	2 minutes	Nursing Attendant CSSU
		1.3 Prepare the requested medical supplies and inform the end-user	None	5 minutes	Nursing Attendant/ CSSU
2	Receive requested medical supplies and sign the RIS	2.1 Counter checks supplies issued and request the end-user to sign the RIS 2.2 File the RIS for inventory and other purposes.	None None	3 minutes 2 minutes	Nursing Attendant/ CSSU Nursing Attendant/ CSSU
TOTAL:			**None**	**15 minutes**	
END OF TRANSACTION					

77. Facilitation of Out-sourced Services

Chief Administrative Office is responsible in facilitation of Outsourced Services.

Office or Division:	**ADMINISTRATIVE OFFICE**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request for Quotation from Responsive Bidders	AO OFFICE
2. Abstract of Price Quotation	AO OFFICE
3. Old contract (if renewal)	End User/End Unit/AO Office

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Submit the Request for Quotation from Responsive Bidders and old contract(if renewal)	1.1 Prepare the Abstract of Price Quotation	None	10 minutes	Office of Administrative Officer
		1.2 Prepare and forward the Memorandum of Agreement to Legal Office for review.	None	1 day	Office of Administrative Officer
		1.3 Forward the reviewed MOA to the Authorized Signatory and witnesses for signature.	None	1 day	Office of Administrative Officer
		1.4 Send the approved MOA to the Authorized Signatory and witnesses of Second Party for signature	None	15 minutes	Office of Administrative Officer

2	Receives notarized copy of Approved Memorandum of Agreement and sign the logbook	2.1 Issue the notarized copy of Approved Contract to the End User/End	None	15 minutes	Office of Administrative Officer
		TOTAL:	**None**	**2 days and 40 minutes**	
END OF TRANSACTION					

78. Facilitation of Renewal of LTO/PhilHealth Accreditation of the Hospital

Chief Administrative Office is responsible for the facilitation of Renewal of LTO/ Philhealth Accreditation of the hospital.

Office or Division:	**CHIEF ADMINISTRATIVE OFFICE**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Necessary documents for the renewal of LTO/Philhealth Accreditation of the hospital For License to Operate: Application Form for renewal Self-Assessment Tool For Philhealth Accreditation: Provider Data Record Performance Commitment	End User/End Unit

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Request for Quotation from Responsive Bidders and old contract(if renewal)	1.1 Check if the submitted documents/requirements are correct and complete based on the checklist	None	20 minutes	Office of Administrative Officer
		1.2 Consolidate submitted requirements and send to licensing agencies (DOH and Philhealth either manually or electronic.	None	30 minutes	Office of Administrative Officer

2	Receives copy of Approved License to Operate and Philhealth Accreditation Certificate of the Hospital and sign the logbook	2.1 Once approved, issue a copy of License to Operate and Philhealth Accreditation Certificate to End User/End Unit.	None	10 minutes	Office of Administrative Officer
		TOTAL:	**None**	**1 Hour**	

79. Request for Engineering and Maintenance Services – Simple

The Engineering and Facilities Management Section provides services to all areas and offices related to facilities' maintenance and repair works. It also offers services for the preventive and corrective maintenance of all medical and office equipment.

Duration of Particular Service Request:

Equipment Maintenance (Repair of Minor Equipment)

- Nebulizer, Suction Machine, Droplight, Phototherapy, Pulse Oximeter – 1 hour
- Preventive maintenance and inspection per equipment – 30 minutes Major

Equipment

- Repair of O.R. Equipment – 1 day
- Repair of Mech-Vent – 1 day
- Repair of Patient Monitor – 1 day
- Repair of DMI and Lab Equipment – 1 day
- Repair of speakers – 2 hours
- Repair of microphone telephone & xerox machine - 1 hour

Installations

- Installation of minor equipments – 1 hour
- Installation of major equipment - 4 hours
- Inspection of new equipment / accessories for delivery – 1 hour Carpentry

- Fabrication of office furnitures (small) – 2 days
- Fabrication of signage/ tarp frame – 1 day
- Fabrication of bulletin board & door – 2 days
- Repainting of rooms / ward - 2 days
- Repair of office furniture – 2 hours
- Repair of door – 4 hours
- Repair/ replacement of doorknob – 30 minutes
- Installation of door lock/ hinges/ catches – 30 minutes

Electrical

- Replacement / repair of lighting fixtures – 30 minutes
- Installation of lighting fixture & replacement/ repair of outlet and switch - 2 hours
- Installation of new outlet and switch - 4 hours
- Replacement & repair of exhaust fan – 2 hours
- Installation of new exhaust fan, emergency and exit light & electric fan -4 hours
- Repair and cleaning of electric fan – 3 hours

Aircon/Refrigerator/Washing Machine Maintenance

- Installation of window type aircon – 6 hours
- Installation of split type aircon – 1 day
- General cleaning of window type aircon – 2 hours
- General cleaning of split type aircon – 3 hours
- Repair of aircon (replacement of compressor) – 6 hours
- Repair of aircon (replacement of other parts) – 3 hours
- Repair of aircon (charging of freon) – 3 hours
- Repair of washing machine/ dryer & refrigerator – 1 day Plumbing

Works

- Repair/ replacement of toilet fixtures -1 hour
- Replacement/ repair of leaking plumbing and sanitary lines and fittings - 2 hours
- Installation of new toilet bowl – 3 hours
- Installation of new lavatory/ sink – 2 hours
- Repair of leaking ceiling – 1 day
- Declogging of clogged drainage/ toilet/ sink – 2 hours

Welding and Roofing Works

- Repair of bed/ stretcher/ weelchair/ trolley – 2 hours
- Fabrication of trolley – 2 days
- Fabrication and installation of oxygen brace – 3 hours
- Fabrication and installation of steel frame/ stand/ brace – 3 hours
- Repair of IV poles/ curtain rods – 2 hours
- Installation of curtain rods – 2 hours
- Repair of aluminum doors/ windows – 1 day
- Repair of leaking roof/ ceiling – 1 day

Office or Division:	**ENGINEERING AND FACILITIES MANAGEMENT SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Job Request Form	EFMS

NO.	**CLIENT STEPS**	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1	Get request form/ job order form at administrative office and fill out the form.	1.1 Review the request 1.2Assign EFMS staff to accomplish the request	None None	1 minute 2 minutes	Engineer / Medical Equipment Technician / Administrative Aide
2	Wait for the EFMS for the accomplishment of the request and view status of request.	2. Perform and accomplish the service request	None	2 days maximum (Depending on the Request - Please refer to Service Information)	Engineer / Medical Equipment Technician / Administrative Aide
3	Validate and acknowledge the service and accomplish the satisfaction survey	3.Coordinate with the end- user for the validation of service done	None	5 minutes	Engineer / Medical Equipment Technician / Administrative Aide
		TOTAL:	**None**	**2 days and 8 minutes**	
END OF TRANSACTION					

80. Request for Engineering and Maintenance Services – Complex

The Engineering and Facilities Management Section provides services to all areas and offices related to facilities maintenance and repair works. It also offers services for the preventive and corrective maintenance of all medical equipment and office equipment.

Office or Division:	**ENGINEERING AND FACILITIES MANAGEMENT SECTION**
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Active employees of Pantabangan Infirmary

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Two (2) copies of duly accomplished Service Request Form	EFMS

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Get request form/ job order form at administrative office and fill out the form.	1.1 Review the request 1.2 Assign EFMS staff to accomplish the request	None None	1 minute 2 minutes	Engineer / Medical Equipment Technician / Administrative Aide
2	Wait for the EFMS for the accomplishment of the request.	2.Perform and accomplish the service request	None	5 days maximum (Depending on the Request - Please refer to Service Information)	Engineer / Medical Equipment Technician / Administrative Aide

3	Validate and acknowledge the service and accomplish the satisfaction survey	3.Coordinate with the end-user for the validation of service done	None	5 minutes	Engineer / Medical Equipment Technician / Administrative Aide
		TOTAL:	**None**	**5 days and 8 minutes**	
END OF TRANSACTION					

81. Reproduction of Hospital Forms

The Materials Management Section is in charge for the mass production of hospital forms generally use for patients' records.

Office or Division:	**ADMINISTRATIVE OFFICE-MATERIALS MANAGEMENT SECTION**
Classification:	Simple Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All Pantabangan Infirmary Section with approved PPMP

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Requisition and Issuance Slip (PSY-F-2), approved by respective Division Heads, in duplicate	Form available at Materials Management Section
2. Sample form for reproduction	Concerned Pantabangan Infirmary office/ward

NO.	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPOSIBLE
1	Submits and logs duly accomplish requisition and issuance slip (RIS) to Materials Management Section	1.1 Receives duly accomplished RIS	None	2 minutes	Administrative Assistant Materials Management Section
		1.2 Requests end user to log in Reproduction logbook	None	3 minutes	Administrative Assistant Materials Management Section
		1.2 Prepares master copy and reproduces the requested quantity	None	30 minutes	Administrative Assistant Materials Management Section
2	Receive reproduced forms	2.1 Delivers to different offices/wards	None	15 minutes	Administrative Assistant Materials Management Section
		2.1 Request end- user to receive and sign in RIS and receiving logbook	None	5 minutes	Administrative Assistant Materials Management Section
		TOTAL:	**None**	**55 minutes**	
END OF TRANSACTION					