



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER

CASHIER (DISBURSING)



PAMAAGI: PAGHATAG SA CHECKE/KWARTA

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Biyernes 8:00AM-5:00PM (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan empleyado, pasyente, doctors, og kliyente
- C. UNSAY MGA KINAHANGLONON: Disbursement Voucher, PHIC benefit Claim Refund Report, Petty Cash Voucher, , Inspection Report, Certification of expenses not Requiring Receipts,Receipts,ID
- D. KADUGAYON: 21 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	Doktors – magdala ug Official Receipt/ resibo(OR)	Papirmahan ang receive portion sa DV ug pabuhatag resibo nila, usa ihatag ang checke kauban sa listahan nila sa pasyente.	3 minutos	Disbursing Staff	Depende sa kantidad ad sa DV (checke)	Disbursement Voucher (DV), ug PHIC Benefit Claim Refund Report,Official Receipt(OR)
2	Suppliers – magdala ug Official Receipt (OR)/ Collection Receipt/ resibo	Papirmahan ang receive portion sa DV ug pabuhatag resibo nila, usa ihatag ang checke	3 minutos	Disbursing Staff	Depende sa kantidad ad sa DV (checke)	Disbursement Voucher (DV),Official Receipt(OR)

3	<p>Pasyente nga mokuhag PHIC refund:</p> <ul style="list-style-type: none"> -Kung ang nkapangalan sa checke ra ang mokuha, ang iyang ID with photocopy (3) rai dalhon. -Kung manugun ra sa lain, magdala ug awtorisado nga sulat apil ang ID sa tag-iya ug ID sa magkuha, photocopy(3) 	Papirmahan ang receive portion sa DV ug ihatag ang checke	3 minutos	Disbursing Staff	Depende sa kantidad ad sa DV (checke)	Disbursement Voucher (DV), Authorization letter, ID and ID photocopies
4	Empleyado mangayo ug petty cash- Magdala ug PCV/RER/IR apil ang mga resibo	Pakumpletohon ug pirma ang PCV/RER/IR ug human ug painspect usa ihatag ang kwarta	3 minutos	Disbursing Officer	Magdipe nde sa kantidad sa PCV (cash)	Petty Cash Voucher (PCV), Certification of expenses not requiring receipts, Inspection Report(IR)
5	Pasyente nga magparefund sa sobrang tambal/ wa gidayon ang serbisyo- magdala ug PCV apil ang resibo	Pakumpletohon ug pirma ang PCV usa ihatag ang kwarta	3 minutos	Disbursing Staff	Magdipe nde sa kantidad sa PCV (Cash)	Petty Cash Voucher (PCV), Official Receipt(OR)
6	Empleyado nga naay checke	Papirmahan ang receive portion sa DV ug ihatag ang checke	3 minutos	Disbursing Staff	Depende sa kantidad ad sa DV (checke)	Disbursement Voucher (DV)

7	Empleyado nga mokuha ug sweldo(walay cash card)	Papirmahan ang payroll usa ihatag ang sweldo	3 minutos	Disbursing Staff	Depende sa kantidad sa Payroll (cash)	Payroll
END OF TRANSACTION						

Prepared By:

FRITZ CARLA B. GEONZON



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CITIZEN'S CHARTER

CASHIER



PAMAAGI: Pagdawat sa Bayad

- F. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 24 hours (NO NOON BREAK)
- G. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente sa OPD, Wards, ER
- H. UNSAY MGA KINAHANGLONON: Accomplished Order of Payment: Charge Slip, filled prescription, laboratory request, x-ray charges, hospital bill, and discount cards
- I. KADUGAYON: 5 minutos
- J. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Molinya og mohatag sa mga lista sa mga bayranan dala sa kwarta og magpaabot sa resibo.	Modawat sa lista sa bayranan og dawag sa kwarta dayon hatag og resibo.	5 minutos	Teller/Cashier	Magde pende sa lista na ihatag	<ul style="list-style-type: none">• Charge Slip (ER,OPD,LRDR), Recita nga dunay presyo, laboratory og x-ray requests nga nay presyo,charge slip hospital bill, og discount cards
END OF TRANSACTION						

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CITIZEN'S CHARTER



CASHIER (DISBURSING)

PROCESS: TO DISBURSE THRU CHECK/CASH

K. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Friday 8:00AM – 5:00PM (No Noon Break)

L. WHO MAY AVAIL OF THE SERVICE: All Employees, Patients, Doctors, and Clients

M. WHAT ARE THE REQUIREMENTS: Disbursement Voucher, PHIC benefit Claim Refund Report, Petty Cash Voucher, Inspection Report, Certification of Expenses not Requiring Receipts, Receipts, ID

N. DURATION: 21 minutes

O. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Doctors – bring Official Receipts (OR)	Should sign the receive portion of DV and should issue receipt, before releasing the check and the list of their patients.	3 minutes	Disbursing Staff	Amount reflected in DV (check)	<ul style="list-style-type: none">Disbursement Voucher (DV), and PHIC Benefit Claim Refund Report, Official Receipt(O.R.)

2	Suppliers – bring Official Receipt (OR)/ Collection Receipt	Should sign the receive portion of DV and should issue receipt, before releasing the check.	3 minutes	Disbursing Staff	Amount reflected in DV (check)	<ul style="list-style-type: none"> Disbursement Voucher, Official Receipt(O.R.)
3	For patients claiming for PHIC refund: -If the check will be claimed by the payee, only the ID with photocopy (3) will be required. -If authorized person, an authorization letter with the ID of the payee & the bearer's ID will be required 3 photocopies.	Have the bearers sign the received portion of DV and release the check.	3 minutes	Disbursing Staff	Amount reflected in DV (check)	<ul style="list-style-type: none"> Disbursement Voucher, Authorization Letter, ID, and ID Photocopies
4	For employees requesting for petty cash: Bring the approved PCV/RER/IR together with receipt.	Complete signature at the PCV/RER/IR and have it inspected before releasing the money.	3 minutes	Disbursing Officer	Amount reflected in PCV (cash)	<ul style="list-style-type: none"> Petty Cash Voucher (PCV), Certification of Expenses not Requiring Receipts, Inspection Report (IR)
5	Patients for refund for excess medicines or unperformed services: Bring PCV with receipts.	Complete signature at the PCV before releasing the money.	3 minutes	Disbursing Staff	Amount reflected in PCV (cash)	<ul style="list-style-type: none"> Petty Cash Vouchers (PCV), Official Receipts (OR)

6	Employee with check	Should sign the receive portion of DV before releasing the check.	3 minutes	Disbursing Staff	Amount reflected in DV (check)	<ul style="list-style-type: none"> Disbursement Voucher (DV)
7	Employee's salary without cash card yet	Should sign the payroll before releasing the money	3 minutes	Disbursing Staff	Amount reflected in payroll (cash)	<ul style="list-style-type: none"> Payroll
END OF TRANSACTION						

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CASHIER

PROCESS: RECEIVING OF PAYMENTS

- P. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
Q. WHO MAY AVAIL OF THE SERVICE: All Patients in OPD, Wards, ER
R. WHAT ARE THE REQUIREMENTS: Accomplished Order of Payment: Charge Slip, filled prescription, laboratory request, x-ray charges, hospital bill, and discount cards
S. DURATION: 5 minutes
T. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Fall in line and present the Order of Payment with the money to the Cashier and wait for the issuance of Official Receipt.	The teller will receive the Order of Payment with the cash and issue the receipt.	5 minutes	Teller	As what reflected in the order of payment	<ul style="list-style-type: none">Charge Slip (ER/OPD/DR), filled prescription with price, Laboratory request with price, x-ray charges, hospital bill, discount card
END OF TRANSACTION						

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