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PAMAAGI: PAGBALHIN NGADTO SA LAIN NGA HOSPITAL

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 24 hours (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente nga nanginahanglan sa serbisyo
- C. UNSAY MGA KINAHANGLONON: Kompletong impormasyon sa pasyente, Referral Slip, Hospital Charge Slip, PHIC Forms, Ambulance Trip Ticket
- D. KADUGAYON: 1 ka oras ug 5 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Makig-estorya sa doktor	Mag hatag ug mga impormasyon ngano gikinahanglan ibalhin ang pasyente sa mas dako nga ospital. Manawag sa ospital na balhinan sa pasyente ug mag endorse sa pasyente ngadto sa doctor nga mo dawat.	15 minutos	doktor	Wala	Chart sa Pasyente; “Referral Slip”
2	Kauban sa pasyente mo adto sa Billing/Cashier	Mag andam sa pasyente para sa pagbalhin sa lain nga ospital. E-forward sa billing ang mga bayrunon.	20 ka minutos	“MPSD-Staff”	Depende sa mga nagamit sa pasyente	“Hospital Charge Slip” PHIC forms
3	Mo sakay ang pasyente ug mga kauban sa ambulansya	Kuyogan ug i-endorso ang pasyente ngadto sa ospital	30 minutes	“MPSDI Staff”	Wala	“Ambulance Trip Ticket”

		nga balhinan		“Ambulance Driver”		
END OF TRANSACTION						

PAMAAGI: PAG-ULI O PAGAWAS SA PASYENTE

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Domingo 24 hours (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente nga nanginahanglan sa serbisyo
- C. UNSAY MGA KINAHANGLONON: Kompletong impormasyon sa pasyente, Hospital Charge Slip, PHIC Forms, Statement of Account, Clearance Slip
- D. KADUGAYON: 30 ka minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Makig estorya sa doctor para sa pag gawas sa pasyente.	Orderan sa doctor ang pagawas sa pasyente	10 ka minutos	“Doktor”	Wala	“chart sa pasyente”
2	Mag paabot sa tawag sa Billing	Andamon ug ihatag ang charge slip sa billing	10 ka minutos	MPSD-staff	Wala	Hospital charge slip PHIC forms
3	Magbayad sa bayranan ngadto sa “cashier”	Modawat sa bayad ug mohatag ug resibo permahan ang clearance.		“Cashier”	Depende sa naga-mit	Statement of Account Clearance Slip
3.1	Ug dili ka bayad, moadto sa Social Worker	Magbase sa MSSU na proseso		MSSU	Wala	

4	Mo balik sa billing ug sa nars station para ma permahan ang clearance	Permahan ang clearance, instrakan ang tagtungod mahitungod sa tambal ug pag follow up nga pag konsulta sa OPD O clinic. Tangtangan sa dextrose.	10 ka minutos	MPSDI-staff, billing Staff	Wala	Clearance Tagubilin
END OF TRANSACTION						

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CITIZEN'S CHARTER
MEDICAL-PEDIA-SURGICAL-DAMIEN WARD



PROCESS: Admission

- F. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- G. WHO MAY AVAIL OF THE SERVICE: All Patients with emergent or urgent condition
- H. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information (CIS), Admission-Discharged log book, Census Report Sheet, Patient's Medication Logbook
- I. DURATION: 30 minutes
- J. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Patient admitted and SO will be assisted by the ER nurse to their assigned bed and will be positioned comfortably.	Register the patient in the Admission-Discharged log book and Census Report Sheet. Follow-up all laboratory tests Monitor patient	10 minutes	MPSDI-staff	None	Patient's chart Admission-Discharged log book Census Report Sheet
2	SO's will hand over the medications and supplies at the nurse station. Write all medications and supplies in the Patient's	Nurse will affix his/her signature to confirm that the medications and supplies are received.	10 minutes	MPSDI staff	None	Patient's Medication logbook

	medication logbook.					
END OF TRANSACTION						

PROCESS: Referral

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: All Patients with emergent or urgent condition
- C. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information (CIS),Referral Slip,Hospital Charge Slip,Ambulance Trip Ticket
- D. DURATION: 1 hour
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Confer with the doctor	Advise and prepares patient's transfer to Tertiary Hospital for further management	10 minutes	doctor	None	Patient's Chart; Referral Slip
2	Watcher to settle patient's hospital bill	Prepares patient for transfer to hospital of choice	20 minutes	MPSD Staff	Depends on patient's charges	Hospital Charge Slip

3	To hospital of choice	Accompany patient during transport	30 minutes	MPSD Staff Ambulance Driver	None	Ambulance Trip Ticket
END OF TRANSACTION						

PROCESS: Discharged

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 24 HOURS (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: All Patients with emergent or urgent condition
- C. WHAT ARE THE REQUIREMENTS: Accomplished Customer Information (CIS), Patient's Chart, Charged Slip, PHIC Forms, Statement of Account and Clearance Slip
- D. DURATION: 30 minutes
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Confer with the doctor for the MGH order	Doctor will order a patient for discharged	10 minutes	Doctor	None	Patient's chart
2	SO will wait for the call of the billing	Prepares charged slip and bring it to the billing	10 minutes	MPSD-staff	None	Charged slip, PHIC forms

3	Pay to cashier and signed the clearance	Receive payment and release official receipt of payment & sign the clearance.			It depends on patients charges	Statement of Account and clearance slip.
3.1	If cannot pay	Refer to Medical Social Service Unit		MSSU	None	
4	SO will go back to the billing & nurses station for signing of clearance	Sign clearance and instruct patient regarding their home meds and for follow up consultation at the OPD or clinic. And removed dextrose.	10 mins	MPSD-staff, billing	None	Clearance
END OF TRANSACTION						

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