



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER

MEDICAL SOCIAL SERVICE SECTION



PAMAAGI: **Klasipikasyon sa pasyente sumala sa iyang kapasidad sa pagbayad og psychosocial functioning**

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 8:00PM-5:00PM (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Pasyente
- C. UNSAY MGA KINAHANGLONON: Senior Citizen's ID, 4P's/NHTS ID, PWD, BHW/BT/Veteran's ID, Certificate of Indigency
- D. KADUGAYON: 6 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Magpa interview kung kinahanglanon, magdala sa mga musunod kung anaa: <ul style="list-style-type: none">• Senior Citizen's ID• 4P's / NHTS Card• PWD ID• BHW/BT/Veteran's ID• Certificate of Indigency	Interviewhon ang kliyente/tagtungod Irehistro sa iHOMIS ang klasipikasyon sa pasyente Pahibaloan ang pasyente / tagtungod sa iyang klasipikasyon Mo-isyu og service card	5 minutos	MSSU Staff	Wala	<ul style="list-style-type: none">• Patient's profile or intake sheet• Service card

		Pahibaloan sa mga medical nga tabang nga ilang mapahimuslan				
2	Mopirma sa Registry Logbook	Mohatag og giya unsay sunod nga buhaton og kon asa sunod moadto	1 ka minuto	MSSU Staff	Wala	<ul style="list-style-type: none"> Wala
END OF TRANSACTION						

PAMAAGI: Psychosocial nga pamaagi ngadto sa tinanan nga mga kaso / WCP Desk / Program for Young Parents

F. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 8:00PM-5:00PM (NO NOON BREAK)

G. KINSAY MAKADAWAT SA SERBISYO: Kliyente

H. UNSAY MGA KINAHANGLONON: Wala

I. KADUGAYON: 35 minutos

J. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	Magpa interview Mopirma sa PSA Tool subay sa mga datos nga nakuha	Interviewhon ang kliyente Mahimong mopahigayon og collateral interview sa tagtungod Pahibaloan ang pasyente / tagtungod sa iyang klasipikasyon	20 minutos	MSSU Staff	Wala	<ul style="list-style-type: none"> Psychosocial Assessment Tool

		Maghatag og kasayuran kabahin sa programa				
2		Ipresentar kung ipakigsabot-sabot sa medical officer	15 minutos	MSSU Staff	Wala	<ul style="list-style-type: none"> • Medical Certificate
3	Ipresentar kung ipakigsabot-sabot sa medical officer	Kung gikinahanglan, magpahigayon og referral ngadto sa VSMMC (Pink Rm), NGO, PNP og ubna pa		MSSU Staff	Wala	<ul style="list-style-type: none"> • Medical certificate
4	Follow-up	Magpahigayon og follow-up (hangtod nga mahuman ang kaso)		MSSU Staff	Wala	<ul style="list-style-type: none"> • MSSU Notes
END OF TRANSACTION						

PAMAAGI: On-line nga pagparehistro sa Philhealth

K. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Dominggo 8:00PM-5:00PM (NO NOON BREAK)

L. KINSAY MAKADAWAT SA SERBISYO: Pasyente nga na-admit nga walay active nga Philhealth

M. UNSAY MGA KINAHANGLONON: Wala

N. KADUGAYON: 22 minutos

O. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA

1	Magpa interview	Interviewhon ang kliyente/ tagtungod Irehistro sa iHOMIS ang klasipikasyon sa pasyente	5 minutos	MSSU Staff	Wala	<ul style="list-style-type: none"> • Patient Assessment Tool
2		Susihon og balik kung wala bay Philhealth number ang pasyente o kaha na enroll na siya sa Philhealth kaniadto. Susihon usab kung insakto ba ang mga spelling sa pangalan og mga nahilatis nga petsa.	5 minutos	MSSU Staff	Wala	<ul style="list-style-type: none"> •
3	Mopirma sa registry logbook og Patient Assessment Tool	Irehistro og ienroll ang pasyente on-line	10 minutos	MSSU Staff	Wala	<ul style="list-style-type: none"> • PHIC Form
4		Magprinta og Notice of Premium Payment Maghatag og kopya sa NCP ngadto sa Accounting Unit	1 ka minute 1 ka minuto	MSSU Staff	Wala	<ul style="list-style-type: none"> • Notice of Premium Payment
END OF TRANSACTION						

Prepared By:

NANCY R. SABUERO



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CITIZEN'S CHARTER



MEDICAL SOCIAL SERVICE SECTION

PROCESS: Patient classification according capacity to pay and psychosocial functioning

P. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 8:00AM-5:00PM (No Noon Break)

Q. WHO MAY AVAIL OF THE SERVICE: All Patients

R. WHAT ARE THE REQUIREMENTS: Senior Citizens ID, 4P's/NHTS Card, PWD ID, BHW/BT/Veteran's ID, Certificate of Indigency

S. DURATION: 6 minutes

T. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit for interview (Only if necessary, bring the following, if available: <ul style="list-style-type: none"> • Senior Citizens ID • 4P's/NHTS Card • PWD ID • BHW/BT/Veteran's ID • Certificate of Indigency 	Interview client / SO Register patient's classification in IHOMIS Notify patient/SO of his/her classification Issue Service Card Inform of the medical assistance availed	5 minutes	MSSU Staff	None	<ul style="list-style-type: none"> • Patient's profile or Intake Sheet • Service Card

2	Sign Registry Book	Give guidance what to do and where to go next	1 minute	MSSU Staff	None	<ul style="list-style-type: none"> None
END OF TRANSACTION						

PROCESS: Psychosocial processes to general cases / WCP Desk / Program for Young Parents

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 8:00AM-5:00PM (No Noon Break)
 B. WHO MAY AVAIL OF THE SERVICE: Clients
 C. WHAT ARE THE REQUIREMENTS: None
 D. DURATION: 35 minutes
 E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit for Interview. Sign PSA Tool in consonance to data gathered.	Interview client (Collateral interview with SO may be done) Does orientation to the program	20 minutes	MSSU Staff	None	<ul style="list-style-type: none"> Psychosocial Assessment tool
2		Confer with Medical Officer		MSSU Staff	None	<ul style="list-style-type: none"> Medical Certificate

3	Confer with Medical Officer	If necessary, conduct referral to VSMMC (Pink Rm) / NGO, PNP, others	15 minutes	MSSU Staff	None	<ul style="list-style-type: none"> • Medical Certificate • Referral Letter
4	Follow-up	Conducts the follow-up (Continue the process until case closed)		MSSU Staff	None	<ul style="list-style-type: none"> • MSSU Notes
END OF TRANSACTION						

PROCESS: On-line Registration to Philhealth

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 8:00AM-5:00PM (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: Patients without active Philhealth
- C. WHAT ARE THE REQUIREMENTS: None
- D. DURATION: 22 minutes
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Submit for Interview	Interview client / SO Register patient's classification in IHOMIS	5 minutes	MSSU Staff	None	<ul style="list-style-type: none"> • Intake Form

2		Counter check if patient has no previous PHIC number nor enrollment; validate dates and spelling of names	5 minutes	MSSU Staff	None	<ul style="list-style-type: none"> None
3	Affix signature in Registry Logbook & Intake Form	Register and enroll patient on-line	10 minutes	MSSu Staff	None	<ul style="list-style-type: none"> PHIC Form
4		Print out Notice of Premium Payment	1 minute	MSSU Staff	None	<ul style="list-style-type: none"> Notice of Premium Payment
		Provide copy of NCP to Accounting Unit	1 minute			
END OF TRANSACTION						

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