

COVER PAGE



EVERSLEY CHILDS SANITARIUM

CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



# EVERSLEY CHILDS SANITARIUM

## CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

Eversley Childs Sanitarium operates under the mandates of Department Order No. 72 s. 1994 Redirects the Roles and Responsibilities of the 8 Sanitaria and the Department of Health Regional Field Office. It shall:

- Be responsible for training of health workers in Leprosy Control
- Serve as Information, Collection of the field reports for the Leprosy Control Program
- Serve as Center for Information for the Leprosy Control Program
- Provide Technical supervision and monitoring and leadership to the field units of the National Leprosy Control Program Implementation
- Provide for Emergency and Out-patient treatment / care for the general population in its immediate catchment area. It shall upgrade its Emergency Room to enable them to perform minor surgery and expand the coverage of their Out-patient service, to non-leprosy cases. They shall provide for the necessary drugs and supplies in the OPD and Emergency cases.

## **II. Vision:**

A leading health care, training and research facility providing quality health care services.

## **III. Mission:**

Provision of affordable, accessible and available quality health care training and research services, by competent empowered health workers, state of the art equipment and facilities, sustained by a sound financial management and systematic operating procedures.

## **IV. Service Pledge:**

We, at Eversley Childs Sanitarium, shall provide quality, timely delivery, cost-effective health care services to all patients driven by risk-based thinking that will ensure Total Customer Satisfaction, Legal and Social Compliance, Healthy and Safety Environment, Business Growth and Opportunity and Project-Based activities that support Continual Improvement of Quality Management System.

We shall commit to satisfy customers and other requirements and continually improve the effectiveness of our Quality Management System.



## LIST OF SERVICES

### External Services

#### Ancillary Division

Billing & PhilHealth	Pages 6-7
Consultation & Services for Animal Bite Treatment Center	Pages 8-9
Consultation & Services for Young Pregnant Adolescents (PYP)	Page 10
Dental Consultation	Page 11
Disbursement thru Check/Cash	Pages 12-13
Dispensing Medicines for Cash Sales, Indigent Patients and Patients with PHIC Benefits	Pages 14-16
Emergency Room Admission	Page 17
Emergency Room Consultation	Page 18
Emergency Room Observation	Page 19
Family Planning Consultation & Services	Pages 20-21
Labor-Delivery Room Admission for OB & Gyne Patients	Page 22
Labor-Delivery Room Admission for OB Patients in Labor	Page 23
Labor-Delivery Room Consultation	Page 24
Labor-Delivery Room Referral	Page 25
Medical-Pedia-Surgical-Damien Ward Admission	Page 26
Medical-Pedia-Surgical-Damien Ward Discharged	Page 27
Medical-Pedia-Surgical-Damien Ward Referral	Page 28
OB-Gyne Services-Prenatal Check-up/Postpartum Visits & Gyne Cases	Pages 29-30
OB Ward Admission of Patients	Pages 31-32
OB Ward Discharged	Pages 33-34
OB Ward Referral of Patients to Other Institutions	Pages 35-36
On-line Registration to PhilHealth	Page 37
Operating Room Process	Page 38
Out-Patient Consultation and Treatment	Pages 39-40
Patient Classification according capacity to pay & psychosocial Functioning	Page 41
Payward Services	Pages 42-43
Preparation & Issuance of Medical Certificate or Confinement	Page 44
Preparation of Live Birth Certificate	Page 45



Processing of Samples & Releasing of Results	Pages 46-47
Psychosocial processes to general cases/WCP Desk/Program For Young Parents (PYP)	Page 48
Radiology Process	Pages 49-50
Receiving of Laboratory Request	Page 51
Receiving of Payments	Page 52
Return of Medicines Bought or Charged to Hospital Bill	Pages 53-54
Skin Clinic Consultation	Page 55

## **Internal Services**

### **Hospital Operation & Patient Support Division**

Control of Documents	Page 56
Dispensing of Availability of For Sale Items Out-Patients	Page 57
Fabrication / Corrective Maintenance	Page 58
Human Resource & Management Office Process	Page 59-64
Issuance of Medical Supplies	Page 65
Issuance of New & for Repair Linens	Page 66
Issuance of Office Supplies / Materials	Page 67
Preparation of Menu until Meal Distribution	Pages 68-69
Processing of Obligation Request & Status (ORS), and Budget Utilization Request & Status (BURS) for Purchase Orders (PO) & Disbursement Vouchers (DV)	Pages 70-71
Processing of Purchase Orders (PO) & Disbursement Vouchers (DV)	Pages 72-73
Sterilization of Supplies & Instruments	Page 74
Training of Nursing Personnel Conducted by Nursing Service	Page 75
Training of Nursing Personnel Conducted by Training Office/HRMO	Page 76
Training of Student Affiliates	Page 77
Transportation of Administrative Staff	Page 78



# Ancillary Division

## External Services

### Billing & Philhealth

Billed hospital charges incurred by patients and compute/deduct Medical Assistance and other benefits accordingly.

<b>Office or Division:</b>		Billing and PhilHealth Section		
<b>Classification:</b>		Government to Citizen		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All Patients with or without Philhealth		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Philhealth Requirements				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of requirements	1. Validates the eligibility and informs clients of any discrepancy including for non-eligibility.	None	20 mins.	Billing/PHIC Staff
2. Upon discharge, patients/significant other (S.O) will wait at their respective wards for further instruction regarding their statement of account (Hospital Bill)	<p>2.1 Verifies other charges from pharmacy, laboratory and radiology sections, computes the total bill, and deducts Philhealth/OSCA benefits.</p> <p>2.2 Billing staff calls the ward so that they will inform the patient that their SOA is ready for release.</p>	None	30 mins.	Billing/Phic Staff  Pharmacy / Laboratory / Radiology Sections  Ward Nurse



<p>3. Get Statement of Account and claim the form from the Billing/Philhealth Section</p>	<p>3.1 Instruct the S.O where the member/patient/ authorized representative affixes his/her signature.</p>	<p>None</p>	<p>10 mins.</p>	<p>Billing/ Philhealth Staff</p>
<p>4. Submit the papers to the Billing/Philhealth Section</p>	<p>4. Check the signatures of the patient/member/ authorized representative are properly affixed and get the Philhealth Claim Forms for file.</p>			
<p>5. Pay to cashier</p> <p>If cannot pay, client may seek the assistance of the medical social worker</p> <p>Client goes back to Billing/Philhealth Section</p> <p>Pay to cashier or have clearance signed</p>	<p>5.1 Refer to cashier process</p> <p>5.2 Refer to medical social worker unit process</p> <p>5.3 Make the necessary adjustments on the hospital bill</p> <p>5.4 Refer to cashier process. Sign clearance slip.</p>	<p>None</p>	<p>5 mins.</p>	<p>Cashier</p> <p>MSSU</p> <p>Billing/ Philhealth Staff</p> <p>Cashier</p>
<p>6. Go back to Billing/ Philhealth Section for signing of clearance of SOA (hospital bill)</p>	<p>6. Sign clearance, secure copy of the SOA and instruct the client to proceed after to their ward.</p>	<p>None</p>	<p>5 mins.</p>	<p>Billing/ Philhealth Staff</p>



## Consultation & Services for Animal Bite Treatment Center (ABTC)

Caters patients bitten, scratched or licked by animals.

<b>Office or Division:</b>	Out-Patient Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients bitten, scratched or licked by animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vaccination Card				
ABTC Vaccination Card				
Patient Information Sheet				
ABTC Patient Record				
OPD Record				
Active Vaccination Form				
Passive Vaccination Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will fill-up the Patient Information Sheet and Must Register in the OPD's Registration Area, then proceeds to the Vital Sign area for vital signs taking	1. OPD staff will receive the Patient Information Sheet and Register patient in the computer, provides Patient Chart and take vital signs, then brings chart to the Animal Bite Treatment Center.	Php 50.00	15 minutes	OPD Staff
2. Patient will proceed to the Animal Bite Treatment Center for registration and consultation A. Category I B. Category II  C. Category III	2. Register patient and bring to ABTC Physician for consult  A. Rabies vaccine not given B. Active Rabies vaccine is given while the Passive Rabies Vaccine is optional C. Active and Passive Rabies Vaccine is given	Php 115.00 for the first vaccination  Php 85.00 for the succeeding vaccination	30 minutes	ABTC Staff ABTC Physician





<p>3. Advise clients to wait for grouping</p> <p>A. Four in a group using Rabipur</p> <p>B. Five in a group using Verorab</p> <p>C. IF passive vaccine is required the client will undergo skin test</p>	<p>3. Group Clients according to the available active vaccine for FREE. Provide One vial of passive vaccine to all clients required. If dose requirement is lacking as it is based on weight, provide a prescription and have client buy the passive vaccine. A SKIN TEST is done prior to administration.</p>	<p>None</p>	<p>30 minutes</p>	<p>ABTC Staff</p>
<p>4. View a video on Rabies Awareness and receives Rabies Vaccination Schedule</p> <p>A. D0, D3 &amp; D7 doses for clients with biting animal is alive and located</p> <p>B. D0, D3, D7 &amp; D28 doses for clients with biting animal is dead and cannot be located</p>	<p>4. Play the video for Rabies Awareness and Discuss compliance to the vaccination schedule</p>	<p>None</p>	<p>30 minutes</p>	<p>ABTC Staff</p>
<p>5. Patient will fill-up the Customer Satisfaction Survey Form and gives it to the staff of the ABTC</p>	<p>5. Collect the filled up Customer Survey Form from clients</p>	<p>None</p>	<p>15 minutes</p>	<p>ABTC Staff</p>



## Consultation & Services for Young Pregnant Adolescents (PYP Clients)

Provide counseling and consultation to all pregnant adolescents from 19 years old and below.

<b>Office or Division:</b>	Public Health Unit Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All young pregnant adolescents ages 19 years and below			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart				
Patient Information Sheet				
PYP Enrollment and Action Card				
Maternal Birth Plan				
Antenatal Education Checklist				
Prenatal Record				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will fill-up the Patient Information Sheet and Must Register in the OPD's Registration Area, then proceeds to the Vital Sign area for vital signs taking	1. OPD staff will receive the Patient Information Sheet and Register patient in the computer, provides Patient Chart and take vital signs, then brings chart to the PYP Center.	None	15 minutes	PHU Staff
2. Patient will proceed to the Program for Young Parents (PYP) Center with parents and partners :  Wednesday – PYP Counselling or Usapan Session  Friday – Prenatal Check-up	2. PYP Center Staff will enroll the young pregnant adolescents to the program and provides as well as facilitates the necessary services.	Php 100.00	2 hours for Counselling Sessions  30 minutes for prenatal check-up	Gynecologist Midwife
3. Patient will fill-up the Customer Satisfaction Survey Form and gives it to the staff of the PYP Center	3. PYP Center staff advised patient on her next counselling session and prenatal check-up and receives the Customer Satisfaction Survey Form.	None	15 minutes	PYP Center Staff



## Dental Consultation

Provide dental services to all patients.

<b>Office or Division:</b>	Dental Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart, Dental Charge Slip, Prescription Pad, Dental Certificate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait when your name is called.	1.1 Received the patient from the registration area. 1.2 Re-assess the patient. 1.3 Conduct the appropriate service needed. 1.4 Prescribed Medicine 1.5 Give Charge Slip	Tooth Extraction – 200.00  Tooth Filling – 130.00  Dental Certification- 75.00	Within 1 hour every patient	Dentist  Dental Aide
2. Pay to Cashier  If the patient cannot pay.	2.1 Let the patient pay to cashier. 2.2 Refer to Social Service Office for the assistance.			Cashier  Social Service Officer
3. Follow the instruction on how to take proper medication.	3. Instruct the patient on how to take their prescribed medicine.			Dentist



## Disbursement thru Check / Cash

Disburse check/cash to all employees, patients, doctors, and clients.

<b>Office or Division:</b>	Disbursement Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Employees, Patients, Doctors, and Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher, PHIC benefit Claim Refund Report, Petty Cash Voucher, Inspection Report, Certification of Expenses not Requiring Receipts, Receipts, ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Doctors – bring Official Receipts (OR)	1. Should sign the receive portion of DV and should issue receipt, before releasing the check and the list of their patients.	Amount reflected in DV (check)	3 minutes	Disbursing Staff
2. Suppliers – bring Official Receipt (OR)/ Collection Receipt	2. Should sign the receive portion of DV and should issue receipt, before releasing the check.	Amount reflected in DV (check)	3 minutes	Disbursing Staff
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.	3. Have the bearers sign the received portion of DV and release the check.	Amount reflected in DV (check)	3 minutes	Disbursing Staff
4. For employees requesting for petty cash: Bring the approved PCV/RER/IR together with receipt.	4.1 Complete signature at the PCV/RER/IR and have it inspected before releasing the money.	Amount reflected in PCV (cash)	3 minutes	Disbursing Officer



Patients for refund for excess medicines or unperformed services: Bring PCV with receipts.	4.2 Complete signature at the PCV before releasing the money.	Amount reflected in PCV (cash)	3 minutes	Disbursing Officer
5. Employee with check	5. Should sign the receive portion of DV before releasing the check.	Amount reflected in DV (check)	3 minutes	Disbursing Staff
6. Employee's salary without cash card yet	6. Should sign the payroll before releasing the money	Amount reflected in payroll (cash)	3 minutes	Disbursing Staff



## Dispensing Medicines for Cash Sales, Indigent Patients and Patients with PhilHealth Benefits

Dispense medicines to all patients or watchers who has a complete doctor's prescription.

<b>Office or Division:</b>		Pharmacy Section		
<b>Classification:</b>		Government to Citizen		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All Patients or watchers who has a complete prescription		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription, Official Receipt, Service Card, Philhealth-MDR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription to the attending Pharmacy Staff on duty.	1. Quote the prices of available medicines then return the prescription to the client.	None	2-5 minutes	Pharmacy Staff
	A. <b>For Cash Sales</b> – Instruct the patient/watcher to proceed to the Cashier for payment.	None		Pharmacy Staff
	B. <b>For Indigent Patients</b> – Instruct the patient/watcher to go first to the Medical Social Service Unit (MSSU) to seek assistance and undergo assessment.	None		Pharmacy Staff
	C. <b>For Philhealth Members</b> – Instruct the patient/watcher to go first to the Medical Social Service Unit (MSSU) to seek assistance and undergo assessment.	None		Admitting/ Nursing Service



	her to got to Billing/Phic to process and comply PHIC documentary requirements.			
<p>A. <b>For Cash sales</b> – Proceed and pay to the Cashier</p> <p>B. <b>For Indigent Patients</b> – Proceed to Medical Social Service Unit (MSSU)</p> <p>C. <b>For Philhealth Members</b> – Proceed to Billing/PHIC Unit</p>	<p>A. Issue Official Receipt for medicines paid.</p> <p>B. Provide assistance to assessed indigent clients.</p> <p>C. Issue Philhealth Acknowledgment Receipt</p>	<p>Refer to pricelist</p> <p>None</p> <p>None</p>	<p>5 minutes</p>	<p>Cashier</p> <p>Social Worker</p> <p>Billing / PHIC Staff</p>
<p>A. <b>For Cash Sales</b> – Return to the Pharmacy, present the prescription and Official Receipt to claim the medicines paid. Affix printed name and signature to signify that the medicines were received.</p> <p>B. <b>For Indigent Patients</b> – Return to the Pharmacy and present the signed and noted prescription by the Social Worker. Affix printed name and signature to signify that the medicines were received.</p>	<p>A. Prepare and dispense the medicines, instruct the client/watcher regarding their medication and retain the prescription for filing</p> <p>B. Prepare and dispense the medicines, instruct the client/watcher regarding their medication and retain the prescription for filing.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p>Pharmacy Staff</p> <p>Pharmacy Staff</p>



<p><b>C. For Philhealth Members</b> – Handling of prescription fro admitted patients will be among hospital’s healthcare staff</p> <p>*While waiting, you are encouraged to fill-up our Customer Satisfaction Survey form. Your feedback is our service improvement.</p>	<p>C. Prepare the medicines per ward request, call the ward in charge if medicines are ready for pick up.</p> <p>C.1 Ward in charge will pick up medicines from Pharmacy, receive the prescriptions and kept for filing</p> <p>C.2 Out of stock medicines (PNF-listed) for NBB eligible in-patients will be provided to them through utilization of petty cash fund and/or sourcing out</p> <p>C.3 Dispensed medications will be automatically charged to the patients’ hospital bill</p>	<p>Refer to pricelist, or hospital bill</p>	<p>10-20 minutes</p>	<p>Pharmacy Staff</p> <p>Nurses / Authorize Hospital Staff</p> <p>Pharmacy Staff</p> <p>Pharmacy Staff</p>
--	---	---	----------------------	--





## Emergency Room Admission

Admits all patients with emergent or urgent condition.

<b>Office or Division:</b>	Emergency Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Accomplished Customer Information Sheet (CIS)	1.1 Enter patient's information in the iHomis. Get vital signs, write at the back of CIS, triaging of patient.	None	5 minutes	ER Staff
	1.2 Give the ER blotter to the doctor and calls the patient.		5 minutes	ER Doctor
2. Confer with the ER doctor.	2.1 Treatment and Management: -Administer prescribed drugs and medications -laboratory -monitoring of patient	None	2 hours and 40 minutes	ER Doctor ER Nurse
	2.2 Admit patient, transport and endorsed patient to receiving nurse (wards and other areas).		10 minutes	ER Nurse



## Emergency Room Consultation

Consults all patients with emergent or urgent condition.

<b>Office or Division:</b>	Emergency Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Accomplished Customer Information Sheet (CIS)	1.1 Enter patient's information in the iHomis. Get vital signs, write at the back of CIS, triaging of patient.	None	5 minutes	ER Staff
	1.2 Give the ER blotter to the doctor and calls the patient.		5 minutes	ER Doctor
2. Confer with the ER doctor.	2.1 Treatment and Management (if with medications given, monitoring of 15 minutes is done).	None	55 minutes	ER Doctor
	2.2 Discharge patient.		3 minutes	ER Doctor
3. Pay service charge to cashier.	3.Refer to cashier process			Cashier
4. If cannot pay, the patient may seek the assistance of the Social Worker.	4.Refer to MSSU Process			MSSU



## Emergency Room Observation

Caters all patients with emergent or urgent condition.

<b>Office or Division:</b>	Emergency Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Accomplished Customer Information Sheet (CIS)	1.1 Enter patient's information in the iHomis. Get vital signs, write at the back of CIS, triaging of patient.	None	5 minutes	ER Staff
	1.2 Give the ER blotter to the doctor and calls the patient.	None	5 minutes	ER Doctor
2. Confer with the ER doctor.	2.1 Treatment and Management: -Administer prescribed drugs and medications -laboratory -monitoring of patient  2.2 Give necessary treatment as ordered by doctor.	None	3 hours and 35 minutes	ER Doctor  ER Nurse  ER Nurse



## Family Planning Consultation & Services

Provide appropriate Family Planning methods to all couples.

<b>Office or Division:</b>	Public Health Unit Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Women at Reproductive Age who wish to have Birth Control Method			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart				
Patient Information Sheet				
Family Planning Form 1				
Laboratory Request Form				
Pregnancy Result				
Family Planning Target Client List				
Family Planning Card				
Consent Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will fill-up the Patient Information Sheet and Must Register in the OPD's Registration Area	1. OPD staff will receive the Patient Information Sheet and Register patient in the computer and provides Patient Chart.	Php 75.00	15 minutes	PHU Staff
2. Patient will wait for Vital Signs to be taken and recorded in patient's chart.	2. OPD Nurse or Nursing Attendant will take the vital signs, records it in the patient's chart and brings it to the Family Planning Clinic	None	15 minutes	PHU Staff
3. Patient will proceed to Family Planning Clinic for interview.	3. Family Planning Clinic staff will interview and then instruct patient to go to the laboratory for Pregnancy Test	None	15 minutes	Family Planning Clinic Staff
4. Patient will go to the Laboratory for the Pregnancy Test	4. Laboratory staff will perform the Pregnancy test and release result to the patient.	Refer to pricelist		Medical Technologist



5. Patient will return to the Family Planning Clinic with the Pregnancy Result and gives it to the staff.	5. Family Planning Clinic staff will refer pregnancy result to the OB-Gyne and carries doctor's order	None	15 minutes	Family Planning Clinic Staff
6. Patient will receive the desired Family Planning Method after signing the consent form.	6. Family Planning Clinic Nurse or Midwife provides the chosen Family Planning method to the patient and records the service in the Target Client List and FP Form 1	None	15 minutes	Family Planning Staff
7. Patient will fill-up the Customer Satisfaction Survey Form and gives it to the staff of the Family Planning Clinic	7. Family Planning Clinic staff advised patient on her next visit or follow-up check-up and receives the Customer Satisfaction Survey Form.	None	15 minutes	Family Planning Staff



## Labor-Delivery Room Admission for OB & Gyne Patients

Caters OB and Gyne patients with admissible conditions as assessed by the physician.

<b>Office or Division:</b>	Labor and Delivery Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	OB and Gyne patients with admissible conditions as assessed by the physician			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS), Informed Consent to care				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Customer Information Sheet (CIS)	1. Copy patient's information in the DR blotter. Get vital signs, fundal height, fetal heart tone and perform internal examination. Inform Medical Officer on duty/ Consultants.	None	20 minutes	LDR Staff
2. Confer with the LDR doctor watchers – to bring CIS to the Admitting Section and Laboratory request form to the Laboratory Section	2. Do Assessment, History taking and Doctor's Order	None	10 minutes	LDR doctor LDR Staff
3. Patient receives necessary treatment as per Doctor's order	3. Carry out Doctor's order	None	2 hours	LDR Staff LDR Doctor
4. Patient transferred to room/ward of choice	4. Endorse patient to ward	None	10 minutes	LDR Staff



## Labor-Delivery Room Admission for OB Patients in Labor

Admits OB patients in labor as assessed by the physician.

<b>Office or Division:</b>	Labor and Delivery Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	OB patients in labor as assessed by the physician			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS), Informed Consent to care				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Customer Information Sheet (CIS)	1. Copy patient's information in the DR blotter. Get vital signs, fundal height, fetal heart tone and perform internal examination. Inform Medical Officer on duty/ Consultants.	None	20 minutes	LDR Staff
2. Confer with the LDR doctor watchers – to bring CIS to the Admitting Section and Laboratory request form to the Laboratory Section	2. Do Assessment, History taking and Doctor's Order	None	10 minutes	LDR doctor LDR Staff
3. Patient ushered to Labor Room (provided with DR gown and bonnet)	3. Do patient monitoring as per Doctor's order	None	Depends on the progress of labor	LDR Staff
4. Patient's Internal Examination reached 10cm, patient transferred to Delivery Room	4.1 Assist patient in the delivery of the baby. 4.2 Assist doctor in performing minor procedure (episiorrhaphy) 4.3 Do perineal repair (episiorrhaphy)	Normal Delivery Package Php 3,000.00	1-2 hours	LDR Staff LDR Doctor
5. Patient transferred to room/ward of choice	5. Endorse patient to ward	None	10 Minutes	LDR Staff



## Labor-Delivery Room Consultation

Consults OB and Gyne patients with emergent or urgent condition.

<b>Office or Division:</b>	Labor and Delivery Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	OB and Gyne patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Customer Information Sheet (CIS)	1. Copy patient's information in the DR blotter. Get vital signs, fundal height, fetal heart tone and perform internal examination. Inform Medical Officer on duty/ Consultants.	None	20 minutes	LDR Staff
2. Confer with the LDR doctor	2. Assessment, Treatment and Management	None	50 minutes	LDR doctor
3. Pay service charge to cashier	3. Receive payment and release official receipt of payment	Php 120.00 (IE & Doppler use)  Gyne Patients: User's fee Php 150.00	10 minutes	Cashier





## Labor-Delivery Room Referral

Refers OB Patients with emergent or urgent condition that needs further management.

<b>Office or Division:</b>	Labor and Delivery Room Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	OB patients with emergent or urgent condition needs further management			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS), Referral Slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Confer with the LDR doctor	1. Advise and prepares patient's transfer to Tertiary Hospital for further management	None	10 minutes	LDR doctor
2. Watcher to settle patient's hospital bill	2. Prepares patient for transfer to hospital of choice	Refer to pricelist	20 minutes	LDR Staff
3. To hospital of choice	3. Accompany patient during transport	None	15-30 minutes	LDR Staff Ambulance Driver



## Medical-Pedia-Surgical-Damien Ward Admission

Admits all patients with emergent or urgent condition.

<b>Office or Division:</b>	Medical – Pedia – Surgical – Damien Ward			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient admitted and SO will be assisted by the ER nurse to their assigned bed and will be positioned comfortably.	1.1 Register the patient in the Admission-Discharged log book and Census Report Sheet.  1.2 Follow-up all laboratory tests Monitor patient	None	10 minutes	MPSDI-staff
2. SO's will hand over the medications and supplies at the nurse station. Write all medications and supplies in the Patient's medication logbook.	2. Nurse will affix his/her signature to confirm that the medications and supplies are received.	None	10 minutes	MPSDI staff



## Medical-Pedia-Surgical-Damien Ward Discharged

Discharged all patients admitted in MPSD Ward.

<b>Office or Division:</b>	Medical – Pedia – Surgical – Damien Ward			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Confer with the doctor for the MGH order	1. Doctor will order a patient for discharged	None	10 minutes	Doctor
2. SO will wait for the call of the billing	2. Prepares charged slip and bring it to the billing		10 minutes	MPSD-staff
3. Pay to cashier and signed the clearance  If cannot pay	3.1 Receive payment and release official receipt of payment & sign the clearance.  3.2 Refer to Medical Social Service Unit	It depends on patients charges		
4. SO will go back to the billing & nurses station for signing of clearance	4. 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



## Medical-Pedia-Surgical-Damien Ward Referral

Refers all patients with emergent or urgent condition that needs further management.

<b>Office or Division:</b>	Medical – Pedia – Surgical – Damien Ward			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with emergent or urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information (CIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Confer with the doctor	1. Advise and prepares patient's transfer to Tertiary Hospital for further management	None	10 minutes	doctor
2. Watcher to settle patient's hospital bill	2. Prepares patient for transfer to hospital of choice	Depends on patient's charges	20 minutes	MPSD Staff
3. To hospital of choice	3. Accompany patient during transport	None	30 minutes	MPSD Staff Ambulance Driver



## OB-Gyne Services – Prenatal Check-up / Postpartum Visits & Gyne Cases

Provide prenatal check-up to all pregnant women and newborns, and all women within reproductive age.

<b>Office or Division:</b>	Public Health Unit Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All pregnant women, postpartum women and newborns, all women within reproductive age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart				
Mother and Baby Book				
Individual Treatment Records				
Laboratory Request Forms				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will fill-up the Patient Information Sheet and Must Register in the OPD's Registration Area, then proceeds to the Vital Sign area for vital signs taking after patient has officially enrolled in the Safe Motherhood and PYP Program for prenatal check-ups.	<p>1.1 Registers Patient after confirming of patient's enrollment to the Safe Motherhood Program and PYP Program.</p> <p>1.2 Takes vital signs and writes it in their Mother's Book and Individual Treatment Record (ITR) for pregnant women or Patient's Chart for postpartum mothers with newborns and gyne patients.</p> <p>1.3 Direct to cashier for payment; and usher to the Prenatal Area after checking their Official Receipts.</p>	<p>Php 100.00 for Prenatal Check-up</p> <p>Php 150.00 for Postpartum Mothers and Newborns</p>	15 minutes	PHU Staff
2. Patient will proceed to the Program for Young Parents (PYP) Center or Prenatal Area :	2. <u>For Pregnant Women :</u> Receives Mother's Book & ITR, takes			PHU Staff Nurse Psychologist HEPO OB – Gyne Doctor



<p><b>Prenatal Check-Up for Pregnant Women above 20 years old –</b> Monday to Thursday morning</p> <p><b>Prenatal Check-Up for PYPs –</b> Friday only</p> <p><b>Post-Partum Check-ups (1<sup>st</sup> ug 2<sup>nd</sup> Visit) –</b> Monday to Friday afternoon except Wednesday</p> <p><b>Gyne Consultations –</b> Monday to Friday morning only</p> <p><b>Pap Smear o Visual Inspection using Acetic (VIA) Wash –</b> Monday to Friday morning only</p>	<p>FH &amp; FHT of pregnant women and OB-Gynecologist will check the patient.</p> <p><u>For Postpartum Mothers and Newborns (1<sup>st</sup> ug 2<sup>nd</sup> Visit) :</u> Receives patient's chart and OB-Gynecologist will check the patient and Nurses for the Family Planning Counseling.</p> <p><u>For Gyne Cases :</u> Receives patient's chart and OB-Gynecologist will check the patient.</p> <p><u>For Pap Smear o VIA :</u> Receives patient's chart and OB-Gynecologist will examine patient and do the procedure. Nurse will instruct patient to submit specimen to Laboratory</p>	<p>None</p> <p>Php 75.00 for Gyne Check-up</p> <p>Php 325.00 for Pap Smear or VIA</p>	<p>30 minutes for prenatal check-up</p> <p>30-45 minutes for check-up &amp; counseling</p> <p>30 minutes for check-up with Gyne patients</p> <p>45 minutes – 1 for check-up and procedure then to laboratory</p>	<p>PHU Staff</p>
<p>3. Patient will fill-up the Customer Satisfaction Survey Form and gives it to the staff of the PYP Center</p>	<p>3. PHU receives the Customer Satisfaction Survey Form.</p>	<p>None</p>	<p>15 minutes</p>	<p>PHU Staff</p>



## OB Ward Admission of Patient

Admits all postpartum patients, newborn babies, and gynecologic patients.

<b>Office or Division:</b>	OB-GYNE Ward			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Postpartum patients, newborn babies and Gynecologic patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart, Administered treatment and Care				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. After Delivery at the DR / OR	1. Ward NOD will receive the endorsement from the DR/ER/OR nurse; Place the patient comfortably on bed. Log patients in the designated logbooks and list them down in the Daily Census Report		10 minutes	Ward Nurse
2. OB/DR Staff will go to the pharmacy and laboratory to facilitate procurement prescribed medications and tests.	2. Follow up on the availability of medications for it to be started and follow up on the results of the tests to be referred to the Physician	<b>If with Philhealth:</b> NONE  <b>If without philhealth:</b> Payments will depend on the prescription and tests needed	10 minutes	Ward Nurse



<p>3. Patient will prepare a Name for their baby and answer all questions to be asked by the midwife for the Certificate of Live Birth</p>	<p>3. Midwife on duty will conduct an interview on the needed data for the Livebirth in a draft copy and instruct them on the needed requirements. ( Marriage Certificate for married; Cedula and ID of both parents of the newborn for unmarried couples)</p>	<p>None</p>	<p>10 minutes</p>	<p>Midwife / Nursing Attendant</p>
--	--	-------------	-------------------	------------------------------------





## OB Ward Discharged

Discharge all postpartum patients, newborn babies, and gynecologic patients admitted.

<b>Office or Division:</b>		OB-GYNE Ward		
<b>Classification:</b>		Government to Citizen		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All Postpartum patients, newborn babies and Gynecologic patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Chart, Administered treatment and care				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit MDR and CF1 to the billing section	1. Forward Charge slip and CF2 CF3 for those who have philhealth to the Billing Section; inform patients that they will be informed once their bill is ready	None	2 hours (depends on the number of patients for billing)	Ward Nurse
2. Wait for the prompt of the nurse that their bill is ready; Take a full body bath while waiting for their bill	2.1 Once their bill is ready they will get it from the Billing Section and Proceed to the Cashier for the payment and let the Cashier sign their clearance slip.  2.2 They will go back to the billing section to present their receipt and the Billing Officer will countersign their Clearance Slip	Depends on their total bill		Billing Section / Cashier
3. Bring baby to the newborn screening area	3. Newborn Screening in Charge will perform the procedure prior to discharge of all newborns and	None	10 minutes	Newborn Screening In Charge



	administration of BCG is also done			
4. If cleared with Billing and Cashier, SO will present their Clearance Slip to the nurse	4. Instruct patients to go to the IE area after taking a full body bath	None	5 minutes	Midwife
5. Patient will answer our customer satisfaction Survey	5. Let patient answer our customer satisfaction Survey	None	5 minutes	Ward Nurse
6. Listen attentively to the Discharge instructions given to them	6. Nurse will discuss to the patient their discharge instructions that includes their medications to be continued at home and their follow up check-up The nurse will sign the clearance slip, takes out the other copy for filing	None	5 minutes	Ward Nurse
7. Gives their clearance slip to the security guard	7. Instruct patients to give the other copy of their clearance to the guard	None	5 minutes	Security Guard



## OB Ward Referral of Patient to other Institution

Refers all postpartum patients, newborn babies, and gynecologic patients who needs a higher treatment facility.

<b>Office or Division:</b>	OB-GYNE Ward			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Postpartum patients, newborn babies and Gynecologic patients who needs a higher treatment facility			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart, Referral Slip, Trip Ticket				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Will understand the need for further management	<p>1.1 The Doctor will explain to the patient and their significant others the need to transfer to a higher facility.</p> <p>1.2 Once the patient decides, the doctor will contact the hospital where the patient will be transferred and prepares a Referral Slip.</p>	None	20 minutes	Doctor
2. Facilitate their Clearance	<p>2.1 The nurse will prepare the patient's charge slip and forward it to the billing section.</p> <p>2.2 Once payment is made, the nurse will contact the ambulance for transport</p>	Depends on their bill	20 minutes	Ward Nurse



3. Prepare their things for transfer	3.1 The nurse will prepare a trip ticket for the transfer.  3.2 Upon the availability of the ambulance the patient will be transported to their desired hospital immediately.	None	20 minutes	Ward Nurse <span style="float: right;">[189/121]</span>
--------------------------------------	---	------	------------	---



## Online Registration to PhilHealth

Register patients without/inactive Philhealth.

<b>Office or Division:</b>	Medical Social Service Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Patients without active Philhealth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit for Interview	1.1 Interview client / SO	None	5 minutes	MSSU Staff
	1.2 Register patient's classification in IHOMIS			
	1.3 Counter check if patient has no previous PHIC number nor enrollment; validate dates and spelling of names	None	5 minutes	
2. Affix signature in Registry Logbook & Intake Form	2.1 Register and enroll patient on-line	None	10 minutes	MSSU Staff
	2.2 Print out Notice of Premium Payment		1 minute	
	2.3 Provide copy of NCP to Accounting Unit		1 minute	



## Operating Room Process

Caters all patients that require surgery.

<b>Office or Division:</b>	Operating Room			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All patients that require surgery			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's chart with necessary documents, specifically patient's consent for surgery				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorsement from the clinical area	1.1 Checks all necessary documentation for the operation and prepares the patient for surgery.	Refer to Billing Section for price list of surgical procedures	10 minutes	Ward Nurse/ OR Nurse
	1.2 Start of surgical procedure	Refer to Billing Section for price list of surgical procedures	Time may vary, depending on the type and complication of surgery	OR Team (Surgeon/s, Anesthesiologist, OR Nurse, and Nursing Attendant)
2. Facilitate laboratory request and post-operative medication	2. Monitor patient's post-operative status. Carries out doctor's orders and procedures.	Billing Section for price list of surgical procedures	2 hours; may extend depending on post-op complications	Circulating nurse
3. Transfer patient to ward/ private room	3. Endorsement of patient to ward/room; transfer patient to bed with proper mechanics.	Billing Section for price list of surgical procedures	5-10 minutes	Circulating Nurse/Ward Nurse



## Out-Patient Consultation and Treatment

Accepts all patients that needs consultation and treatment in non-urgent condition.

<b>Office or Division:</b>	Out-Patient Department			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients needs consultation in non-urgent condition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet				
OPD Payment Slip				
Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Customer Information Sheet	1.1 Give payment slip and let he/she pay to the cashier  1.2 Senior Citizens & PWD patients: just present your ID's.  1.3 Patients with Pantawid Card: just bring payment slip to MSSU for assessment	None	20 minutes	OPD Staff
2. Pay to cashier	2. Refer to cashier process	Php 75.00		OPD Cashier
3. Wait your name to be called at the vital signs area	3.1 Call patients and get vital signs & record to Patient's OPD record  3.2 Pre-consultation for PYP & Prenatal patients	None	5 minutes	OPD Staff
4. Stay at the waiting area in front of the provided Television and wait name to be called.	4. Call and forward patients OPD record per case to physicians and ushered patients to consultation waiting area.	None	10 minutes	OPD Staff



5. Sit comfortably outside consultation area and wait name to be called.	5. Medical and Treatment	None	1 hour (under normal circumstances)	OPD Physician <small>15/04/2021</small>
6. Patients with laboratory requests: - give laboratory results to OPD staff and wait name to be called.  6.1 Patients with prescription for procedure: -after purchasing the medicine or medical supplies, give it to OPD staff and wait for further instructions	6. Retrieve patient OPD record and attached laboratory results. Give results to the physician and usher patient to the physician's table  6.1 Give instructions and let the patient sign necessary consent if needed before performing the procedure, then give charge slip.	None  None	30 minutes  30 minutes	OPD Staff OPD Physician  OPD Staff
7. Present charge slip and pay to Cashier	7. Refer to Cashier Process			OPD Cashier





## Patient Classification according capacity to pay & Psychosocial Functioning

Interview patients and classify according to their capacity to pay.

<b>Office or Division:</b>	Medical Social Service Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Senior Citizens ID, 4P's/NHTS Card, PWD ID, BHW/BT/Veteran's ID, Certificate of Indigency				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit for interview (Only if necessary, bring the following, if available: <ul style="list-style-type: none"> <li>• Senior Citizens ID</li> <li>• 4P's/NHTS Card</li> <li>• PWD ID</li> <li>• BHW/BT/Veteran's ID</li> <li>• Certificate of Indigency</li> </ul>	1.1 Interview client / SO  1.2 Register patient's classification in IHOMIS  1.3 Notify patient/SO of his/her classification  1.4 Issue Service Card  1.5 Inform of the medical assistance availed	None	5 minutes	MSSU Staff
2. Sign Registry Book	2. Give guidance what to do and where to go next	None	1 minute	MSSU Staff



## Payward Services

Caters all patients who will avail our Semi-Private and Private Rooms.

<b>Office or Division:</b>	Pay ward			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All patients who will avail of our Semi- Private and Private Rooms			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's chart, Medication Sheet Prescription, Laboratory Requests Admission Logbook, Charge Slip, Clearance slip, Patient Satisfaction Survey Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Admission from Emergency Room/Delivery Room -Patients admitted from ER/DR to our ward, the staff nurse should accompany and assist patient to her/his bed. -Nursing Staff will go to the Pharmacy and get the medications prescribed by doctor. -S.O. will send the laboratory request ordered by the doctor.	1.1 Receive the endorsement from staff nurse of ER/DR, bring the patient to her/his bed and place her/him comfortably.  1.2 Give the prescribed medicines in right time and right dosage.  1.3 Follow-up the laboratory results if done at ER/DR. If not yet done, facilitate Laboratory requests.  1.4 Write the names of the new admitted patients to the log	None	10 minutes	Nurse in ward
2. Discharge Patient  - The watcher/ S.O. will go to Billing Section for patient's hospital bill.	2.1 Prepare charge slip and bring it by nurse to Billing.	Depends on the patient's hospital bill	10 minutes	Nurse in ward



<p>- Then S.O. will go to cashier to pay.</p>	<p>2.2 Instruct watcher to go to the billing to get their hospital bill.</p> <p>2.3 Then have clearance slip signed, and instruct watchers when to follow up and their home medications.</p> <p>2.4 Give and instruct the watcher to answer the Satisfaction Survey Form. Write it to discharged logbook.</p>		<p>5 minutes</p>	<p>Billing Section</p> <p>Cashier</p>
<p>3. Transfer/Refer to other Hospital</p> <p>- Watcher will go to Billing Section to settle their bills then pay to Cashier.</p>	<p>3.1 Doctor's will make the referral and facilitate in trans. Patient</p> <p>3.2 Inform the ambulance driver and prepare the trip ticket</p> <p>3.3 Nurse will go to the patient in transferring to hosp. of choice</p> <p>3.4 Clearance slip must be signed by billing, cashier and ward nurse. Give and instruct the watcher to answer the Satisfaction Survey Form.</p>	<p>Depends on the patient's hospital bill</p>	<p>10 minutes</p> <p>5 minutes</p>	<p>Nurse In Ward/ Billing Section</p> <p>Nurse In Ward/ Billing Section</p>



## Preparation and Issuance of Medical Certificate or Confinement

Prepare & Issue Medical Certificate upon request of patient.

<b>Office or Division:</b>	Health Information Management System (HIMS) Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government issued ID, OPD/ER/In-patient records, charge slips, medical certificate form, official receipts				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request For Medical Certificate at window 1 by presenting valid ID or bring Medical certificate note from the Doctor or Ward nurse	1.1 Ask the client for type of encounter (OPD, ER, Admission)		2 minutes	HIM staff
	1.2 Retrieve medical records If available, issue charge slip		7 minutes	
2. Receive charge slip and pay to cashier	2. Let client pay to cashier. While client is paying to cashier a. Encode data and produce certificate in duplicate b. Forward certificate to the attending physician for review and signature	Php 75.00	7 minutes	Cashier
			7 minutes	HIM staff
3. Present the Official Receipt, and receive the Medical Certificate.	3. Release 1 copy and file the other copy		2 minutes	HIM staff



## Preparation of Live Birth Certificate

Prepares Live Birth Certificate of newborn babies from this hospital.

<b>Office or Division:</b>	Health Information Management System (HIMS) Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Parent of delivered babies from this Hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Marriage certificate (Married Parents) or Resident certificate (Cedula) of Parents (Unmarried Parents whose father Surname to be use by the baby)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Live birth Draft copy	1. Interview, data verification and validation	None	15 minutes	Ward midwife /Nurse
2. Endorse live birth draft to HIM Office (Window 2). Review and double check for the data	2.1 Receive and encode/transcribe data to official form  2.2 If all information are correct print four (4) copies		25 minutes	HIM staff
3. Affix signature	3. Affix signature		2 minutes	HIM staff
4. Receive notice when to claim live birth certificate	4.1 Endorse to Attending Physician for signature  4.2 Inform the client to go back after 1 week.		3 minutes  1 week	HIM staff; Client ( for Private physician)
5. Claim Live birth certificate	5. Release Live birth certificate		2 minutes	



## Processing of Samples and Releasing of Results

Process samples and release laboratory results in all patients catered in OPD, ER, and Wards.

<b>Office or Division:</b>	Laboratory Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients in OPD, Wards, ER			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Laboratory Request Form, Lab Stocks/Reagents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. OPD Patients:</b> Wait for blood extraction at OPD extraction area  <b>In Patients:</b> Wait for the phlebotomist to do the warding.	1.1 Collect specimen/samples.	Refer to Pricelist	10 minutes  30 minutes 15 minutes for STAT cases (depends on the availability of the phlebotomist)	Laboratory Staff  Laboratory Staff
<b>2. Waiting Time</b>	2. Process and do laboratory examinations:  <u><b>A. Routine exams</b></u>  1. CBC/ Bloodtyping 2. Urinalysis/ PregTest/Ketone 3. Stool Exam/Occult 4. HbsAg/Typhoid/ Troponin-I 5. Sodium/Potassium  <u><b>B. Special Lab exams:</b></u>  1. Clinical Chemistry Glucose, Lipid, Creatinine, SGPT, SGOT, Uric Acid, Urea, TBDB,	None	2 Hours Turn Around Time For STAT: 30minutes to 1hour  4hours TAT	Medical technologist  Medical Technologist



	<p>Calcium, Magnesium, Protine, APTT (Batch Running: 9am/ 1pm/ 5pm/ 9pm) 2. CRP/ Hba1c/SSS (Batch Running: Every PM Shift)</p>		12Hours	<p style="text-align: right;"><small>FORM 1 2012</small></p> <p>Medical technologist</p>
3. Claim/Releasing of Lab Results:	3. Record laboratory results designated logbook.	None	3minutes	Laboratory Staff
A. <b>OPD Patients:</b> Secure priority number and wait for the number to be called	A. Release results and let the client sign the releasing logbook.	None	5minutes	Laboratory Staff
B. <b>IN Patients:</b> Results are given to nurse station.	B. Results are release to the nurse station with nurse's complete name with signature fix on the releasing logbook	None	20minutes	Laboratory Staff



## Psychosocial Processes to General Cases with WCP Desk / Program for Young Parents

Interviews clients and orient to the program.

<b>Office or Division:</b>	Medical Social Service Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit for Interview and sign PSA Tool in consonance to data gathered.	1.1 Interview client (Collateral interview with SO may be done)  1.2 Does orientation to the program	None	20 minutes MSSU Staff	MSSU Staff
2. Confer with Medical Officer	2.1 Confer with Medical Officer.  2.2 If necessary, conduct referral to VSMMC (Pink Rm) / NGO, PNP, others	None		MSSU Staff
3. Follow-up	3. Conducts the follow-up (Continue the process until case closed)	None		MSSU Staff





## Radiology Process

Conducts X-ray, Ultrasound and ECG to all patients.

<b>Office or Division:</b>	Radiology Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiology request form attending physician				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or accompanying goes to Radiology section with physician's order/request (ECG, X-Ray, Ultrasound) for pricing.	1. Write the corresponding amount of the examination's requested.	None	10 seconds	Radiology staff
2. Patient/Accompanying must settle the account	2.1 Refer to cashier's process. Issue official receipt if patient can pay.  2.2 If patient is admitted, automatic charge to bill.	Refer to Radiology Price List		Cashier  Radiology Staff
3. If cannot pay, he/she may seek the assistance of the Social Worker	3.The Social Worker will affix his/her signature on the request based on patients' classification/assessment	Refer to Radiology Price List		Social Worker
4. Patient/accompanying will go back to the Radiology section and present the Radiology Request	4. Write down all patients' information on the request including the receipt no. and/or check the Social Worker's	None	1 minute	Radiology staff



	note based on patient's classification/ assessment			
5. Patient is advice to go to the examination room	5. Perform the examination per Doctor's order	None	2 mins./view (X-RAY) 3mins.(ECG) 15 mins. (ultrasound)	Radiologic Technologist
6. Patient may go back to the ward (in-patient) or may go home(out-patient)after the procedure	6.1 Nurse/Attendant will bring the patient back to the ward  6.2 If not admitted, issue claim slip and advice when to come back for the result.	None		Nurse/ Attendant on duty  Radiology Staff



## Receiving of Laboratory Request

Collects all laboratory requests from all patients from OPD, ER and Wards.

<b>Office or Division:</b>	Laboratory Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients in OPD, Wards, ER			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Laboratory Request Form (Complete Patient Information Details)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number at the reception area and wait for the number to be called.	1. Receive laboratory request form from the patient/ significant others or any healthcare worker and indicate price for the respective lab tests.	Refer to Laboratory pricelist	2 minutes	Laboratory Staff/ Receptionist
2. Pay laboratory charges to the cashier.  If cannot pay, he/she may seek the assistance of the social worker.	2.1 Accept lab request form with attached receipts or noted assistance from the social service;  2.2 Verify and record information of the patient written in the request.  2.3 Give instructions for patients in fasting and provide sample containers if necessary		8 minutes Laboratory Staff/ Receptionist/ Cashier	Laboratory Staff/ Receptionist/ Cashier



## Receiving of Payments

Collects payments and issue Official Receipt.

<b>Office or Division:</b>	Cash Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients in OPD, Wards, ER			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Order of Payment				
Charge Slip				
Filled prescription				
Laboratory request				
X-ray charges				
Hospital bill				
Discount cards				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fall in line and present the Order of Payment with the money to the Cashier and wait for the issuance of Official Receipt.	1. The teller will receive the Order of Payment with the cash and issue the receipt.	As what reflected in the order of payment	5 minutes	Teller



## Return of Medicines bought or charged to Hospital Bill

Returns medicines to all patients or watchers who has unused medicines.

<b>Office or Division:</b>	Pharmacy Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients or watchers who has unused medicines for return			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt, Prescription, Service Cards and item for return				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the medicines for return to the attending Pharmacy Staff on duty.	<p>1. Inspect the medicines if it's acceptable according to its condition' packaging and appearance.</p> <p><b>For paid medicines</b> – Ask for the Official Receipt and accomplish the return slip and Petty Cash Voucher.</p> <p><b>For charged to hospital bill</b> – Accomplish the return slip, deduct the amount of the returns from the prescription and countersign.</p>	None	5-10 minutes	Pharmacy Staff
2. <b>For paid medicines</b> – Bring the accomplished Petty Cash Voucher to the Disbursing Office to claim the cash refund.	2. Issue cash refund of returned medicines and let the client affix his/her signature in the Petty Cash Voucher	None	5 minutes	Disbursing Staff



<p>3. <b>For medicines charged to hospital bill</b> – Return transactions of unused medicines will be handled by hospital staff</p>	<p>3.1 Call the PHIC/ Billing Section to inform them of the return transaction.</p> <p>3.2 Adjust and update the patient's charges and make the necessary correction in the Charges Monitoring Tool and Countersign</p>	<p>None</p>	<p>5-10 minutes</p>	<p>Pharmacy Staff</p>
---	---	-------------	---------------------	-----------------------



## Skin Clinic Consultation

Accepts all patients with skin condition and custodial care patients.

<b>Office or Division:</b>	Skin Clinic			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Patients with Skin Condition and Custodial Care Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Customer Information Sheet (CIS)/OPD card, Pay Slip, Chart sa pasyente/MDT, Customer satisfaction survey, Skin Clinic Consultation Card, Concept Slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gives OPD card to skin clinic staff. If no OPD card fill up Customer Information Sheet and goes to ER/OPD to get Hospital Number.	1. Call patents name and take the vital signs and assessment and fill-up the patient chart and give to the doctor.	Php 75.00	15 minutes	Nurse/ Nursing Attendant
2. Confer with Doctor.	2. Consultation	None	1 hour	Doctor
3. Go to Laboratory or Radiology for examination if required and bring back results to the doctor.	3. Treatment and management. IF positive for slit skin Smear, nerve evaluation done in the PT/OT section.	None	2 hours	Doctor/Nurse/ Nursing attendant/ PT/OT Staff
4. Bring results of nerve evaluation back to the doctor.  If patients needs to be admitted	4.1 Start MDT treatment and Fill up NLCP Form  4.2 Bring patient to Emergency room	None	30 mins Nurse/ Nursing Attendant	Nurse/ Nursing Attendant
5. Fills up Customer Satisfaction Survey Form	5. Give and Collect Customer Satisfaction Survey Form	None	15 mins PT/OT staff	PT/OT staff



# Hospital Operation & Patient Support Division

## Internal Services

### Control of Documents

Controls all documents from all process owners.

<b>Office or Division:</b>		Control of Documents		
<b>Classification:</b>		Government to Citizen		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All process owners of ECS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of new, revise or obsolete operating procedures; forms				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit draft of all level 2,3 &4 documents to be used for area process	1. Review document/s received and issue Document Review and Change Notice (DRCN); assign document control number, establish effectivity date	None	25 minutes	Document Control Officer
2. Accomplish DRCN and discuss with all users about the document; finalize		None	Maximum of 20 days	Process owner
3. Discuss with Medical Center Chief for approval		None	20 minutes	Process owner
4. For signatures of head of unit, Division head and Medical Center Chief to the master copy of the document		None	20 minutes	Process owner
5. Submit to DCO signed DRCN.	5.1 Produce one master copy of the document  5.2 Produce controlled copies and issue one to process owner; file	None	20 minutes	Document Control Officer





## Dispensing of Availability if For Sale items to out patient

Dispense for sale items for out-patient.

<b>Office or Division:</b>	Central Supply and Sterilization Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Out Patient Customer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription, Order Slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the prescription/ order slip to CSSS	1. Indicate the price in the prescription/ order slip and give back to the patient/ S.O	Refer to pricelist	2 minutes	CSSS Staff
<b>2. If can pay:</b> Pay to cashier  <b>If cannot pay:</b> Approach Medical Social Service and bring the prescription/ order slip	2.1 Instruct to pay cashier  2.2 Instruct to go to Medical Social Service		Refer to cashier's citizen charter  Refer to Social Service Citizen Charter Basis a Social Service Citizen Charter	CSSS Staff, Cashier  CSSS Staff, MSSU Staff
3. Back to CSSS to get the supply by presenting the prescription/ order slip with signature of MSSU Personnel	3. Dispense supply after seeing the prescription/ order slip with signature of MSSU Personnel		2 minutes	CSSS Staff



## Fabrication / Corrective Maintenance

Performs fabrication / corrective maintenance in all service areas of this hospital.

<b>Office or Division:</b>		Engineering and Maintenance Section		
<b>Classification:</b>		Government to Citizen		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All service areas of this hospital		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Job Request Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished Job Request Form duly signed by head of Unit/Section to Eng'g. Office	1. Receive and assign engineering Staff to do the repair or fabrication work	None	a.)3 hours for electrical and Medical Eqt. Repairs  b.)4 hours for plumbing repairs	CMO/ Engineering
2. Acceptance of End User on requested repair or fabrication; fill-up Customer Service Form	2. Accomplish Job Report Form and Customer Satisfaction Form	None	15 minutes after completion of repair/fabrication	Engineering Staff



## HRMO (Recruitment, Selection and Promotion)

Process employment of all applicants.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employees , Applicants,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Pre-employment requirements:</p> <ol style="list-style-type: none"> <li>1. Application Letter / Letter of Intent – Specify the Position applied, Plantilla Item No., &amp; Salary Grade (SG) w/signature of the applicant.</li> <li>2. Updated/Comprehensive Resume – with latest Photo attach or scan &amp; must have pertinent documents attach.</li> <li>3. Certified photocopy of Eligibility (PRC or CSC)</li> <li>4. Certified Photocopy of TOR/Grades</li> <li>5. Certified Photocopy of Certificates &amp; others</li> <li>6. Certified Photocopy NSO Live Birth; for married Certified Photocopy of NSO Marriage Contract</li> <li>7. Certified Photocopy of NBI Clearance updated</li> <li>8. Certified Photocopy of CEDULA or Residence Certificate</li> <li>9. PDS Personal Data Sheet (1 Copy and must be handwritten)</li> </ol> <p>For Doctors must be PhilHealth Accredited Application Leave Form Application Leave Form for Monetization Evaluation Worksheet of Leave Credits Daily Time Record, Employees Billing &amp; Leave Form Logbook request for Service Records Logbook request for Certificates</p>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	1.1 Prepares list of vacant positions for publication	None	1 day	HRM Officer
	1.2 Posts list CSC Job Portal and agency's bulletin boards	None		
2. Applicant submits application with the	2.1 Assesses applications and	None		



needed requirements to the HRMO.	prepares list of qualified applicants		2 days	HRM Officer
	2.2 Schedules HRMPSB deliberation	None		
	2.3 Notifies qualified applicants / HRMPSB for the schedules	None	1 day	HRM Officer
	2.4 Deliberates results of the screening process based on set criteria	None		Human Resource Merit and Promotion Selection Board (HRMPSB)
	2.5 Submits the comparative evaluation results to the Medical Center Chief of the Hospital	None	2 days	
	2.6 Chooses from the list of qualified candidates for appointment	None	1 day	Medical Center Chief
	2.7 Notifies the candidate for appointment for submission of requirements	None	1 day	HRM Staff
	2.8 Notifies applicants not chosen	None	1 day	
	2.9 Prepares appointment for approval	None		HRM Officer
	2.10 Reviews / Recommends the approval of appointment to the Medical Center Chief of the Hospital	None	1 day	
	2.11 Approves / Signs the appointment	None	30 minutes	



## HRMO (Application for Leave)

Process leave of all applicants.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employees , Applicants,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Leave Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes prescribed application for leave and forwards to HRM Office for certification of balance of leave credits	1.1 Processes application and records action taken on personnel index	None	30 minutes	HRM Staff
	1.2 Signs leave credit certification and initials action taken for approval of the Division Chief concerned / MCC of the Hospital	None		HRM Officer
2. Forwards to immediate supervisor for action	2.1 Recommends approval / disapproval	None	1 day	Section Head & Division/ MCC
	2.2 Records	None		HRM Staff



## HRMO (Employee/s Welfare and Benefits)

Process welfare and benefits of all employee/s.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employees , Applicants,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Leave Form for Monetization and Evaluation Worksheet of Leave Credits				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee(s) request	1.1 Request for Payment of Personnel Claims <ul style="list-style-type: none"> <li>Submits request and requirement for payment to HRMO</li> <li>Checks completeness of requirements</li> <li>Prepares disbursement voucher and forwards to HRMO</li> <li>Review and initials voucher</li> <li>Forwards to Budget Office</li> </ul>	None	1 day	HRM Staff  HRM Officer
	1.2 Request for Service Records <ul style="list-style-type: none"> <li>Submit request indicating the purpose</li> <li>Pays the application (if necessary)</li> <li>Prepares request document and forwards to HRMO</li> <li>Reviews and initials document</li> </ul>	None	1 day	Employee  HRM Staff  HRM Officer



	<ul style="list-style-type: none"> <li>• Forwards to MCC for signature</li> <li>• Reviews and signs the document</li> <li>• Returns to HRM Office for release</li> </ul>			<p style="text-align: right;"><small>822441232</small></p> <p>MCC</p> <p>HRM Staff</p>
	<p>1.3 Request for Certification</p> <ul style="list-style-type: none"> <li>• Submits request indicating the purpose</li> <li>• Pays the application fee (if necessary)</li> <li>• Prepares request document and forwards to HRMO for signature</li> <li>• Review and signs the document</li> </ul>	None	1 day	<p>Employee</p> <p>HRM Staff</p> <p>HRM Officer</p>



## HRMO (Payroll Preparation)

Process payroll of all employees.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employees , Applicants,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Daily Time Record, Employees Billing & Leave Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Facilitating payroll master list	1.1 Checks Daily Time Record (DTR) and personnel index	None	2 days	HRM Staff
	1.2 Prepares payroll and disbursement voucher and forwards to HRMO	None	1 day	
	1.3 Reviews, signs certification and initials disbursement voucher	None		HRM Officer
	1.4 Forwards to Budget Office / Accounting Office	None		





## Issuance of Medical Supplies

Issues medical supplies in all areas of this hospital.

<b>Office or Division:</b>	Central Supply and Sterilization Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All service areas of ECS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RIS, Consumption Report				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and complete RIS form and Submit	1.1 Receive and check availability of supplies requested  1.2 Prepare, check and call requesting area to get supplies		5 minutes upon receiving RIS  2 hours	CSSS Staff
2. Check supplies vs RIS, then sign RIS as received	2. Issue medical supplies and provide customer satisfaction survey, then file		30 minutes	CSSS Staff



## Issuance of New and for Repair Linens

Issue new and for repair linens in all service areas in this hospital.

<b>Office or Division:</b>	Central Supply and Sterilization Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All service areas of ECS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill-up Job Request then submit to CSSS	1. Provide, instruct and check the completeness of filling-up of Job Request	None	10 minutes	CSSS In-Charge
2. Wait for the call	2. Record Job Request and give to seamstress, call area to get linens	None	(OR gown, patient gown, major sheet, leatherette) <b>2 days/ pc</b> (bed sheet, blanket, pillow case, pack sheet small, towels, mayo cover) <b>Half day/ pc</b> Pack sheet big <b>1 day/ pc</b>	CSSS In-Charge/ Seamstress
3. Signed the logbook and Get the linens	3. Issue linens	None	30 minutes	CSSS Head



## Issuance of Office Supplies / Materials

Issue office supplies/ materials in all service areas in this hospital.

<b>Office or Division:</b>	Property and Supply Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Agency Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Requisition and Issue Slip (RIS)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check RIS if fully accomplished	1.1 Check items requested  1.2 Signify in the RIS  1.3 Retrieval of items  1.4 Pullout of items requested	None	Within 4 hours upon receipt of approved RIS	Supply Aide/ Section Head



## Preparation of Menu until Meal Distribution

Prepares menu and meal distribution in all HD patients and general care patients.

<b>Office or Division:</b>	Dietary Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	HD Patients & General Care Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Menu, Diet List				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patients Admitted	<p>1.1 Prepare one (1) week regular and therapeutic diet cycle menu to ensure that patients receive balance and safe meals within the budgetary limits of the institution.</p> <p>1.2 Submit to Medical Center Chief for review and approval.</p> <p>a) Gather all Diet list from ( OB,SPR &amp; Private room, ISO room, Medical/ Pedia Ward )</p> <p>b) Write patients diet prescription on colored coded diet cards.</p> <p>c) Prepare &amp; cook meals of patients based on the menu</p> <p>d) Serve food on patients trays with corresponding diet cards.</p> <p>e) Distribute patients tray to different wards (</p>		<p>10 minutes</p> <p>3 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>1 hour 30 minutes</p> <p>15 minutes</p>	Dietary Personnel



	<p>OB, SPR &amp; Private room, Medical/Pedia Ward Surgical ISO ward)</p> <p>Breakfast - 6:30am to 7 :30am</p> <p>Lunch - 11:00am to 12:00noon</p> <p>Dinner - 3:30pm to 4:30pm</p>		10 minutes	
--	--	--	------------	--



## Processing of Obligation Request & Status (ORS) and Budget Utilization Request & Status (BURS) for Purchase Orders (PO) & Disbursement Vouchers (DV)

Process ORS, BURS, PO and DV for all suppliers and employees.

<b>Office or Division:</b>		Budget Section		
<b>Classification:</b>		Government to Citizen		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		Suppliers and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
POs, DVs and other supporting documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Purchase Order/Disbursement Voucher with supporting documents	1. Receives Purchase Order/ Disbursement Voucher from BAC and from Different Sections	None	1 minute	Budget Aide
	2. Check and Verify the accuracy of the details of the purchase Order and Disbursement Voucher:	None		
	3. A) Purchase Order	None	5-10 minutes	Budget aide
	B) Disbursement Voucher:	None	5 minutes	Budget aide
	-Monthly Bills (VECO,MCWD,PLD T,CABLE TV)		5 minutes	Budget aide
	-Cash Advance (travels,trainings,& various activities)		30 minutes	Budget aide
	Payrolls(Regular & Job Order)		5 minutes	Budget aide
	-Refunds, Reimbursements & Replenishment (PHIC Claims, Petty Cash)			



	4. Forward to the Budget Officer the checked and verified Purchase Order and Disbursement Voucher for the availability of funds and proper charging	None	5 minutes	Budget Officer
	5. Records and Obligates PO and DV	None	10 minutes	Budget aide
	6. Forward ORS/BURS of PO and DV to Accounting Section for final checking of documents and certification by the Accountant as to the availability of funds.	None	5 minutes	Budget aide



## Processing of Purchase Orders and Disbursement Vouchers

Process PO and DVs for all suppliers and employees.

<b>Office or Division:</b>	Accounting Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Suppliers and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
POs, DVs, Obligation Slip (OS) and other supporting documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit POs and DVs with corresponding supporting documents from the Budget Section	1.1 Receives all POs and DVs with supporting documents from the Budget Section.	None	1 minute	Receiving Clerk
	1.2 Check/verify the accuracy of the amount and completeness of supporting documents		3 minutes	Processing Clerk
	Monthly bills			Processing Clerk Processing Clerk
	Cash Advances		4hours	
	Payrolls Travels/Various Activities/Petty Cash		20minutes	Processing Clerk
			30 minutes	Processing Clerk
	1.3 Refunds/ Reimbursements/R eplenishments PF, PHIC Claims,Petty Cash,etc.		30 minutes	Accountant
	Purchase Order		10 minutes	
	1.4 Forward to the accountant to certify as to availability of funds,correctness of computation,com pleteness of			





	supporting documents and entry to RANCA  1.5 Records POs and DVs for Medical Center Chief or OIC approval.		2 minutes	Releasing Clerk
--	--	--	-----------	-----------------



## Sterilization of Supplies and Instruments

Sterilize supplies and instruments in all service areas of this hospital.

<b>Office or Division:</b>	Central Supply and Sterilization Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All service areas of ECS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pre-pack item for sterilization with autoclave tape, name of department, date of the person prepares the pack				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring the supplies and instruments for sterilization to CSSS	1. Check, receive, and record	None	10 minutes	CSSS Staff
2. Wait for the call from CSSS	2. Sterilize, inform area to get sterile instruments supplies	None	10 minutes	CSSS Staff
3. Receive in logbook & fetch sterilize supplies & instruments	3. Issue sterile supplies & instruments, received	None	10 minutes	CSSS Staff



## Training of Nursing Personnel conducted by Nursing Service

Trains nursing personnel conducted by Nursing Service Division.

<b>Office or Division:</b>	Nursing Service Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Nursing Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Needs Analysis				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits training needs of nursing staff	1. Coordinates with Nurse Supervisor to determine the trainings to be conducted according to priority	None	1 - 2 weeks	Nursing Training Coordinator; Nurse Supervisor
2. Receives training plan	2. Prepares training plan for the year	None	At least one (1) month before the start of year	Nursing Training Coordinator; Nurse Supervisor
3. Submits names of staff to attend the training by batch	3. Prepares list of training attendees by batch	None	2 - 3 days	Nursing Training Coordinator
4. Evaluates staff for effectiveness of training	4. Provides and collects training effectiveness forms to Head Nurses / Supervisor	None	1 – 2 months after the training	Nursing Training Coordinator; Nurse supervisor; Head Nurses



## Training of Nursing Personnel conducted by Training Office or Personnel Section

Trains all Nursing Personnel conducted by Training Office or Personnel Section

<b>Office or Division:</b>	Nursing Service Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Nursing Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Training Calendar				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Training office requests for list of attendees	1.1 Coordinates with Head Nurses to determine the number of participants per area  1.2 Submits list of attendees to training office	None	2 - 3 days	Nursing Training Coordinator; Head Nurses
2. Receives list of attendees	2. Submits list of nursing personnel to attend a scheduled training	None	5 – 10 minutes	Nursing Training Coordinator
3. Informs Nursing Training Coordinator for any changes in the schedule of training at least two (2) weeks before the end of preceding month of the training date	3. Updates all Head Nurses of the changes in training schedule	None	1 – 2 hours	Nursing Training Coordinator
4. Provides and collects training effectiveness forms	4. Receives the form and distribute to Head Nurses/Supervisor	None	3 – 5 days	Nursing Training Coordinator; Nurse supervisor; Head Nurses



## Training of Student Affiliates

Trains Affiliated Nursing/ Midwifery/ and Caregiving Students

<b>Office or Division:</b>	Nursing Service Office			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Affiliated Nursing/Midwifery/Caregiving Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updated Contract of Affiliation; Letter Request from School				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorses letter request for clinical rotation from affiliated school to the Nursing Service office	1. Receives letter request from training office	None	5 - 10 minutes	Training Office staff
2. Attends orientation (for 1 <sup>st</sup> Rotation only)	2. Conducts orientation on nursing protocol, objectives, student's responsibilities prior to start of rotation	None	2 - 3 hours	Nursing Training Coordinator
3. Deploys to clinical area	3. Endorses students and Clinical Instructor to the clinical area	None	20 – 30 minutes	Nursing Training Coordinator
4. Complies with required training hours and adheres to Nursing Service protocol	4. Coordinates with Nurse Supervisor, Head Nurses and staff in the monitoring of students in the area	None	During the clinical rotation schedule	Nursing Training Coordinator; Nurse supervisor; Head Nurse; Staff Nurse



## Transportation of Administrative Staff

Transports all administrative staff.

<b>Office or Division:</b>	Motorpool Section			
<b>Classification:</b>	Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All administrative staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Form(1 day before travel schedule)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request for travel form and submit to Motorpool Section 1(one) day before the intended travel schedule	1. Receive and check the completeness of the request for travel form and approve the same as to availability of vehicle	None	5 minutes	Motopool Drivers



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Fill-up Customer Satisfaction Survey Form and give it to all frontline service personnel, PACD Staff, or drop it inside the Suggestion Box.
How feedbacks are processed	Collection of Customer Satisfaction Survey Forms in all Sections is done by MSSU Staff every week and submit to QMS Office for tabulation and final report.
How to file a complaint	<ol style="list-style-type: none"> <li>1) Receive accomplished Complaint Form from patient/significant others.</li> <li>2) Patient/significant others may express verbal complaints/ discontentment to frontline officers/ Nurses/ Officer of the day/ PACD.</li> <li>3) Nurse supervisor assigned in the unit/ward conducts initial assessment of complaint, settle the complaints within the area and log.</li> <li>4) Unsettled complaints are referred first to PACD chair then QMS officer in the absence of the chair and to Nursing Training Officer in this order.</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1) Replies from concerned individual/unit are sought from within forty-eight (48) hours.</li> <li>2) Analyze responses from individual involved and unit heads where the complaints came from.</li> <li>3) Call the parties involved from both sides on a specified date for classification of complaints and actions done in the area.</li> <li>4) Analyze the data gathered.</li> <li>5) Issue CAR, recommend action plan and monitor.</li> <li>6) Inform patient/significant others on the action done.</li> </ol>
Contact Information of CCB, PCC, ARTA	Posted CCB posters in all frontline service offices in most conspicuous place.



<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Chief's Office	ECS, Jagobiao, Mandaue City, Cebu	(032) 346-2468 (Ext)
SAO's Office	ECS, Jagobiao, Mandaue City, Cebu	(032) 346-2468
Chief Nurse Office and Central Supply	ECS, Jagobiao, Mandaue City, Cebu	(032) 238 6810 (Ext.)
OPD	ECS, Jagobiao, Mandaue City, Cebu	(032) 272-5578
Property & Supply	ECS, Jagobiao, Mandaue City, Cebu	(032) 238 6810
Cashier & Disbursing	ECS, Jagobiao, Mandaue City, Cebu	(032) 272 5618