

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: EVERSLEY CHILDS SANITARIUM AND GENERAL HOSPITAL

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Admission in the wards	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004	Wards Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	August 1, 2019	None
Animal Bite Treatment	Republic Act No.9482 Section 6 Letter B 1-7 An Act Providing for the Control and Elimination of Human and Animal Rabies Prescribing Penalties for	SEC. 6. <i>Responsibilities of Government Agencies.</i> - The following government agencies, which shall jointly implement the National Rabies Prevention and Control Program, shall be tasked to:	Animal Bite Treatment Work Instruction WI-MPD-OPD-001 Rev.3	August 1, 2019	None

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law

	Violation Thereof and Appropriating Funds Therefore	Letter B: Department of Health			
Application for Basic Intravenous Therapy (IVT) Training (External)	<p>Republic Act No. 7164</p> <p>AN ACT REGULATING THE PRACTICE OF NURSING IN THE PHILIPPINES</p> <p>Philippine Nursing Act of 1991</p> <p>Republic Act 9173</p> <p>An Act Providing for a more Responsive Nursing Profession, Repealing for the Purpose of Republic Act 7164</p> <p>Philippine Nursing Act of 2002</p>	<p>Article V Nursing Practice</p> <p>Section 27-Scope of Nursing Letter A</p> <p>Article VI Nursing Practice Letter d and e</p>	Training Office Operational Procedure ECS-OP-MGT- TRNG-005 Rev.2	August 1, 2019	None
Application for Basic Life Support (BLS) Training (External)	<p>Administrative Order (A.O.) 155 s 2004, Section VI Implementing Guidelines</p> <p>Republic Act 10871 "Basic Life Support Training in Schools Act"</p>	<p>Administrative Order (A.O.) 155 s 2004, Section VI Implementing Guidelines</p> <p>Republic Act 10871 "Basic Life Support Training in Schools Act"</p>	Training Office Operational Procedure ECS-OP-MGT- TRNG-005 Rev.2	August 1, 2019	None
Application for Intravenous Therapy (IVT)	<p>Training Policy / Nursing Standards on Intravenous Practice ISSN-0118-7147</p>	<p>Training Policy / Nursing Standards on Intravenous Practice ISSN-0118-7147</p>	Training Office Operational Procedure	August 1, 2019	None

Refresher Course (External)	February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	ECS-OP-MGT- TRNG-005 Rev.2		
Classification of Patient	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	Policy on Classification of Patients POL-MPD-MSSU- 001 Rev. 2	August 1, 2019	None
Dental Care Services	Republic Act No. 4226 (Hospital Licensure Act) RA 9484 AN ACT TO REGULATE THE PRACTICE OF DENTISTRY, DENTAL HYGIENE AND DENTAL TECHNOLOGY IN THE PHILIPPINES	Sec. 4. Registration and license. – No hospital shall operate or be opened to the public unless it shall have been registered and a license for its operation obtained from the licensing agency provided in this Act. Article 1, Sec. 4a. Definition and Scope of Practice of Dentistry	Dental Operational Procedure ECS-OP-MPD- DENT-004 Rev.2	August 1, 2019	None
Discharge in the wards	Wards Process Operational Procedure Doc# ECS-OP- NSD-Wards-004	Wards Process Operational Procedure Doc# ECS-OP-NSD- Wards-004	Wards Process Operational Procedure ECS-OP-NSD- WARDS-004 Rev.2	August 1, 2019	None

Dispensing of Medical Supplies	Central Supply and Sterilization – Linen and Laundry Operational Procedure ECS-OP-NSD-CSSLL-001 Rev.3	Central Supply and Sterilization – Linen and Laundry Operational Procedure ECS-OP-NSD-CSSLL-001 Rev.3	Central Supply and Sterilization – Linen and Laundry Operational Procedure ECS-OP-NSD-CSSLL-001 Rev.3	April 1, 2020	None
Dispensing of Medical Supplies (Admitted Patients)	Central Supply and Sterilization – Linen and Laundry Operational Procedure ECS-OP-NSD-CSSLL-001 Rev.3	Central Supply and Sterilization – Linen and Laundry Operational Procedure ECS-OP-NSD-CSSLL-001 Rev.3	Central Supply and Sterilization – Linen and Laundry Operational Procedure ECS-OP-NSD-CSSLL-001 Rev.3	April 1, 2020	None
Emergency Room Admission	Emergency Room Process Operational Procedure	Emergency Room Process Operational Procedure	Emergency Room Operational Procedure ECS-OP-MPD-ER-009 Rev.2	August 1, 2019	None
Emergency Room Consultation	Emergency Room Process Operational Procedure	Emergency Room Process Operational Procedure	Emergency Room Operational Procedure ECS-OP-MPD-ER-009 Rev.2	August 1, 2019	None
Emergency Room Entry Triage	Emergency Room Process Operational Procedure	Emergency Room Process Operational Procedure	Emergency Room Operational Procedure ECS-OP-MPD-ER-009 Rev.2	August 1, 2019	None
Family Planning Services	Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012)	Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012)	Family Planning Work Instruction WI-MPD-PHU-001 Rev.2	August 1, 2019	None

Handling of Found Items	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure ECS-OP-HOPS-SEC-009 Rev.2	August 1, 2019	None
Handling of Lost items within Hospital Premise	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure ECS-OP-HOPS-SEC-009 Rev.2	August 1, 2019	None
Handling of Theft Incident within Hospital Premise	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure ECS-OP-HOPS-SEC-009 Rev.2	August 1, 2019	None
Hospital Laboratory Blood Station	Department Memorandum No. 2016-0451 Designation of Lead Blood Service Facilities Department Memorandum No. 2016-0448 Guidelines on the issuance of certificate of Inclusion to Blood Services Network	Department Memorandum No. 2016-0451 Designation of Lead Blood Service Facilities Department Memorandum No. 2016-0448 Guidelines on the issuance of certificate of Inclusion to Blood Services Network	Policy on Blood and Blood Products POL-MPD-LAB-003 Rev.01	August 1, 2019	None
Hospital Laboratory Services for In Patients	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5) Standard and Requirements A.O. No. 2007-0027 Sec. VI B.1.i. (p6)	Administrative Order No. 2007-0027 Revised Rules and Regulations Governing the Licensure and regulation of Clinical Laboratories in the Philippines.	Laboratory Operational Procedure ECS-OP-MPD-LAB-008 Rev.2	August 1, 2019	None

	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (e) (p6)				
Issuance of Medical/ Confinement Certificate / Certified True Copy Documents	Rule III Reengineering of Systems and Procedures Section 2 Coverage and Procedures letter E	PSA MC No. 2019-16 Strict Implementation of the Presentation of valid Identification (ID) cards / Identity documents in the issuance of Civil registry	Preparation and Issuance of Certificates Work Instruction WI-MPD-HIMS- 001 Rev.2	August 1, 2019	None
Issuance of Official Receipt	Sec. 78, GAAM Vol. I Section 44(1), chapter 7, Title 1(B), Book V Administrative Code of 1987; Section 68 (1), PD 1445]	Sec. 78, GAAM Vol. I Section 44(1), chapter 7, Title 1(B), Book V Administrative Code of 1987; Section 68 (1), PD 1445]	Handling of Cash/Check, Disbursements and other fees Operational Procedure ECS-OP-HOPS- CASH-006 Rev.2	August 1, 2019	None
Issuance of Unregistered Certificate of Live Birth	AO # 1 Series of 2016 Revised IRR Republic Act No. 9255 Article 176 Executive Order No. 209	AO # 1 Series of 2016 Revised IRR Republic Act No. 9255 Article 176 Executive Order No. 209	Policy on Live Birth Certificate POL-MPD-HIMS- 002 Rev.2	August 1, 2019	None
Issuance of Watcher's Identification Card	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure Document No. ECS-OP-HOPS-SEC-009	Security Operational Procedure ECS-OP-HOPS- SEC-009 Rev.2	August 1, 2019	None

Labor and Delivery Room Admission Process	Department Memorandum of the Department of Health: Adoption of the Manual of Operation on Maternal, Newborn and Child Health and Nutrition (MNCHN)	Department Memorandum of the Department of Health: Adoption of the Manual of Operation on Maternal, Newborn and Child Health and Nutrition (MNCHN)	Labor and Delivery Room Operational Procedure ECS-OP-NSD-LDR-002 Rev.2	August 1, 2019	None
Labor and Delivery Room Consultation Process	Department Memorandum of the Department of Health: Adoption of the Manual of Operation on Maternal, Newborn and Child Health and Nutrition (MNCHN)	Department Memorandum of the Department of Health: Adoption of the Manual of Operation on Maternal, Newborn and Child Health and Nutrition (MNCHN)	Labor and Delivery Room Operational Procedure ECS-OP-NSD-LDR-002 Rev.2	August 1, 2019	None
Laboratory Services for Out Patients	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5) Standard and Requirements A.O. No. 2007-0027 Sec. VI B.1.i. (p6) Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (e) (p6)	Administrative Order No. 2007-0027 Revised Rules and Regulations Governing the Licensure and Regulation of Clinical Laboratories in the Philippines.	Laboratory Operational Procedure ECS-OP-MPD-LAB-008 Rev.2	August 1, 2019	None
Newborn Screening	RA No. 9288 or Newborn Screening Act of 2004	AO No. 2014-0045 AO No. 2018-0025	Newborn Screening Work Instruction WI-MPD-PHU-005 Rev.3	August 1, 2019	None
Newborn Screening Center Purchase Orders	Republic Act No. 9288 Article IV Section 16	IRR of RA 9288 Newborn Screening Act of 2004 Rule V – NS Fees	NSC-CV Admin Mechanics No. 4 Page 7	February 10, 2020	None

through Email Courier		Section XIX – XXII	Courier Service Provider		
Newborn Screening Center Walk in Purchase Orders for Facilities Paying in Cash	Republic Act No. 9288 Article IV Section 16	IRR of RA 9288 Newborn Screening Act of 2004 Rule V – NS Fees Section XIX – XXII	NSC-CV Admin Mechanics No. 1 Page 3 Method of Procurement	February 10, 2020	None
Out-Patient Department Consultation	Out-Patient Health Care Operational Procedure ECS-OP-MPD-OPD-010 Rev.3	Out-Patient Health Care Operational Procedure ECS-OP-MPD-OPD-010 Rev.3	Out-Patient Health Care Operational Procedure ECS-OP-MPD-OPD-010 Rev.3	August 1, 2019	None
Pharmacy Services for In Patients	Administrative Order No. 90 series of 1990 (<i>Amendment to A.O. 62 s. 1989 re: Rules and Regulations to Implement Prescribing Requirements</i>)	Prescriptions should be filed and maintained for two (2) years (<i>Administrative Order No 63 Series of 1989, Rules and Regulations to Implement Dispensing Requirements under the Generics Act of 1988 RA 6675</i>)	Filling of Requisition and Issue Slip Work Instruction WI-MPD-PHARM-002 Rev.2	August 1, 2019	None
Pharmacy Services for Out Patients	Administrative Order No. 90 series of 1990 (<i>Amendment to A.O. 62 s. 1989 re: Rules and Regulations to Implement Prescribing Requirements</i>)	Prescriptions should be filed and maintained for two (2) years (<i>Administrative Order No 63 Series of 1989, Rules and Regulations to Implement Dispensing Requirements under the Generics Act of 1988 RA 6675</i>)	Filling of Prescription Work Instruction WI-MPD-PHARM-001 Rev.2	August 1, 2019	None

PhilHealth Point of Service (POS) Enrollment	Philhealth Circular No. 2017-0011	Philhealth Circular No. 2017-0011	Policy on Malasakit Center as One-Stop-Shop POL-MPD-MSSU-005 Rev.0	August 1, 2019	None
PhilHealth Portal – PhilHealth Benefit Eligibility Form (PBEF)	Refer to Philhealth Circular No. 2017- 0032	Refer to Philhealth Circular No. 2017- 0032	Billing & PhilHealth Operational Procedure ECS-OP-HOPS-BILL-002 Rev.2	August 1, 2019	None
Postnatal Consultation	<p>REPUBLIC ACT No. 10028, “An act Expanding the Promotion Of Breastfeeding Amending for the purpose”</p> <p>REPUBLIC ACT NO. 7600, otherwise known as “An act providing incentives to all government and private health institutions with Rooming-In and Breastfeeding Practices and for other purposes”</p> <p>Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012)</p>	<p>REPUBLIC ACT No. 10028, “An act Expanding the Promotion Of Breastfeeding Amending for the purpose”</p> <p>REPUBLIC ACT NO. 7600, otherwise known as “An act providing incentives to all government and private health institutions with Rooming-In and Breastfeeding Practices and for other purposes”</p> <p>Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012)</p>	Postpartum Visits or Checkups Work Instruction WI-MPD-PHU-006 Rev.0	August 1, 2019	None
Prenatal Consultation	Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012)	REPUBLIC ACT No. 10028, “An act Expanding the Promotion Of Breastfeeding Amending	Prenatal Check-up Work Instruction WI-MPD-PHU-002 Rev.3	August 1, 2019	None

	Administrative Order 2016-0035: Guidelines on the Provision of Quality Antenatal Care in All Birthing Centers and Health Facilities Providing Maternity Care Services	for the purpose of REPUBLIC ACT NO. 7600, otherwise known as “An act providing incentives to all government and private health institutions with Rooming-In and Breastfeeding Practices and for other purposes”			
Preparation of Menu until Meal Distribution	Nutrition & Dietetics Operational Procedure preferably on Meal Service ECS – OP- MPD-NDS-005	Nutrition & Dietetics Operational Procedure preferably on Meal Service ECS – OP- MPD-NDS-005	Nutrition and Dietetics Operational Procedure ECS-OP-MPD-NDS-005 Rev.2	August 1, 2019	None
Processing of Medical Assistance	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	Medical Social Service Operational Procedure ECS-OP-MPD-MSSU-006 Rev.4	March 15, 2020	None
Processing of Medical Assistance through the Malasakit Center	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	Medical Social Service Operational Procedure ECS-OP-MPD-MSSU-006 Rev.4	March 15, 2020	None
Psychosocial Counseling	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	Policy on Medical Social Services to Persons Affected by HD on Residential Care POL-MPD-MSSU-004 Rev.0	August 1, 2019	None

Radiology In-Patient Services	<p>R.A. 7431 Article II Relation with patients/clients Section 4</p> <p>R.A. 7431 Article II Relation with patients/clients Section 2</p> <p>www.ncbi.nlm.nih.gov-books-NBK 338593 The diagnostic process (Clinical history & interview)</p>	<p>R.A. 7431 Article II Relation with patients/clients Section 4</p> <p>R.A. 7431 Article II Relation with patients/clients Section 2</p> <p>www.ncbi.nlm.nih.gov-books-NBK 338593 The diagnostic process (Clinical history & interview)</p>	Radiology Operational Procedure ECS-OP-MPD-RAD Rev.2	August 1, 2019	None
Radiology Out-Patient Services	<p>R.A. 7431 Article II Relation with patients/clients Section 4</p> <p>R.A. 7431 Article II Relation with patients/clients Section 2</p> <p>www.ncbi.nlm.nih.gov-books-NBK 338593 The diagnostic process (Clinical history & interview)</p>	<p>R.A. 7431 Article II Relation with patients/clients Section 4</p> <p>R.A. 7431 Article II Relation with patients/clients Section 2</p> <p>www.ncbi.nlm.nih.gov-books-NBK 338593 The diagnostic process (Clinical history & interview)</p>	Radiology Operational Procedure ECS-OP-MPD-RAD Rev.2	August 1, 2019	None
Receipt of Deliveries	COA Handbook on Property & Supply Management System	COA Handbook on Property & Supply Management System	Property & Supply Operational Procedure ECS-OP-HOPS-PSS-001 Rev.3	March 15, 2020	None
Receiving Patient Scheduled for Operating Room	WHO Surgical Patient Safety Checklist	WHO Surgical Patient Safety Checklist	Operating Room Operational Procedure ECS-OP-NSD-OR-003 Rev.2	August 1, 2019	None

Referral Process to other Hospitals	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	August 1, 2020	None
Rehabilitation Unit Services	DOH-NLCP MOP	DOH-NLCP MOP	PT-OT Rehabilitation Operational Procedure ECS-OP-MPD-PTOT-002 Rev.2	August 1, 2019	None
Releasing of Checks to External Creditors	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines	Handling of Cash/Check, Disbursements and other fees Operational Procedure ECS-OP-HOPS-CASH-006 Rev.2	August 1, 2019	None
Releasing of Expanded Newborn Screening Results to Facilities	Republic Act No. 9288 Article III Section 5	IRR of RA 9288 Newborn Screening Act of 2004 Rule III – Implementation Section XIII Letter G	NSC-CV Admin Mechanics No. 5 Page 8 NBS Result		None
Releasing of Statement of Account (SOA)	PHIC Circular No. 14, s. 2008	PHIC Circular No. 14, s. 2008	Billing & PhilHealth Operational Procedure ECS-OP-HOPS-BILL-002 Rev.2	August 1, 2019	None
Skin Clinic Consultation and Admission	DOH-NLCP MOP	DOH-NLCP MOP	Services to Hansenites	August 1, 2019	None

			Operational Procedure ECS-OP-MPD-STH-001 Rev.3		
Transfer of In-patient from one Accommodation to the other (Ward to Ward)	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	August 1, 2020	None
Transport of Patients	DOH Administrative Order No. 13, s. 1997 (Policies and Guidelines in the Management and Use of Ambulance)	DOH Administrative Order No. 13, s. 1997 (Policies and Guidelines in the Management and Use of Ambulance)	Transportation & Motorpool Operational Procedure ECS-OP-HOPS-TMS-007 Rev.2	August 1, 2019	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICEⁱ

GOVERNMENT SERVICE: <u>Admission in the wards</u>					
This procedure covers activities in admitting a patient in the ward.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Patient's Chart	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004	1. Ushered and placed patient comfortably on assigned bed.	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004	30 minutes	None
		2.1 Carry doctor's orders.	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004	30 minutes	None
		2.2 Follow up labs.		10 minutes	None
		2.3 Monitor the patient.		30 minutes	None
		2.4 Administer medications.		15 minutes	None
TOTAL				1 hour and 55 minutes	None

GOVERNMENT SERVICE: <u>Animal Bite Treatment</u>					
The Animal Bite Treatment Center is available every Monday and Thursday except on Holidays, 8:00 am to 5:00 pm. It cater cases on animal bites such as dog, cat and rodent bites.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient Information Sheet	Data Privacy Act of 2012	1.1 Register patient to the system. 1.2 Re-assess patient's condition. 1.3 Issue charge slip.	F-OPD-003-2	10 minutes	1 st visit Php 190.00 2 nd and 3 rd visit Php 155.00
Referral Form, if applicable		2. Document record of payment.	F-OPD-002-1	5 minutes	None
Official Receipt / MSSU Grant	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	3.1 Call patient's name. 3.2 Examine and explain treatment plan to patient.	WI-MPD-OPD-001	1 hour	None
			RA 9482 The Anti-Rabies Act	30 minutes	
		4. Administer Anti-Rabies Vaccine and issue Rabies Post-Exposure Prophylaxis Card	RA 9482 The Anti-Rabies Act	10 minutes	None
TOTAL				1 hour and 55 minutes	Php 190.00 or Php 155.00

GOVERNMENT SERVICE: <u>Application for Basic Intravenous Therapy (IVT) Training (External)</u>					
The Basic Intravenous Therapy (IVT) Training course is a 3-day training course designed for nurses and healthcare providers who need certification in order to provide hands-on Intravenous practice to patients including IV insertion, medication, fluid therapy, and blood transfusion. This program features a combination of lectures, interactive workshops and return demonstration.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Letter of Intent	Training Policy	1.1 Accept approve letter of Intent from MCC Office.	Training Policy	5 minutes	None
		1.2 Inform client thru (text or call) to pay the Registration Fee for reservation and photocopy of PRC license.		10 minutes	None
Must be Registered Nurse	Nursing Standards on Intravenous Practice ISSN-0118-7147 February 2016 Philippine Copyright 2016 by: Association of Nursing Service	2. Issue Order of Payment (IVT Registration Fee & ANSAP Fee).	Nursing Standards on Intravenous Practice ISSN-0118-7147 February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	5 minutes	Php 3, 500.00 Php 500.00
Valid and current PRC license card	Administrators of the Philippines, Inc. (ANSAP)	3.1 Receive photocopy of Original Receipt (OR).	Training Policy	5 minutes	None
		3.2. Inform the client for the training schedule & discuss the requirements.		25 minutes	
After Training ANSAP Requirements:		4.1. Let the participants sign the attendance sheet.	Training Policy / Nursing Standards	5 minutes	None

2x2 ID picture with green background		<i>Note: Issue Order of Payment for Government Agencies and Private Sectors paying on the day of training.</i>	on Intravenous Practice ISSN-0118-7147 February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	3 days	None
Original copy ECSGH Certificate of Completion		4.2. Conduct training		5 minutes	None
		5.1. Receive copy of performed 3+3+1 accomplished Requirements form and after training requirements. 5.2. Consolidate and Submit all documents and requirements to ANSAP Office (Attendance Sheet, IVT Grading Sheet, Evaluation Sheet, 3+3+1 Accomplished Report and Completion Calendar).		5 days	None
Photocopy of PRC license back to back	6. Receive and Issued IVT ID & Certificate of Completion from ANSAP Manila.	5 minutes	None		
TOTAL				8 days, 1 hour, and 5 minutes	Php 4, 000.00

GOVERNMENT SERVICE: <u>Application for Basic Life Support (BLS) Training (External)</u>					
Basic Life Support (BLS) is a level of first-aid resuscitation that can be used in emergency situations until victims are placed into the care of medical professionals. BLS technique can be used when victims appear to be choking, drowning, unconscious or suffering from cardiac arrest. Knowing the proper steps in providing BLS can be the difference between life and death.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Letter of Intent	Training Policy	1.1 Accept approve letter of Intent from MCC Office.	Training Policy	5 minutes	None
		1.2 Schedule Training and forward to the MCC secretariat for the issuance of Hospital Order.		1 hour	None
		1.3 Inform client thru (text or call) to pay the Registration Fee.		10 minutes	None
Participant's Profile	1.) Administrative Order (A.O.) 155 s 2004, Section VI Implementing Guidelines 2.) Republic Act 10871 "Basic Life Support Training in Schools Act"	2.1 Receive photocopy of OR.	Office Order No. 07-004 s. 2020 Dated: July 21, 2020	5 minutes	Php 450.00
2.2 Inform the client for the training schedule & discuss the requirements.		25 minutes			
Medical Certificate (Physically Fit)		3. Conduction of Training	1.) Administrative Order (A.O.) 155 s 2004, Section VI Implementing Guidelines 2.) Republic Act 10871 "Basic Life Support Training in Schools Act"	2 days	None
		4.1 Issued BLS ID & Certificate of Completion.		10 minutes	None
		4.2 Consolidate & Submit Training Analysis to DOH Region VII		1 day	None
TOTAL				3 days, 1 hour, 55 minutes	Php 450.00

GOVERNMENT SERVICE: <u>Application for Intravenous Therapy (IVT) Refresher Course (External)</u>					
The Intravenous Therapy (IVT) Refresher course have 3 or 4 modules depends on the requirements of ANSAP Office which will be conducted 3 or 4 days also. This course geared towards active and non-active healthcare providers who needs updated knowledge and science in clinical practice and those seeking to renew their certification on IV therapy. This program features a combination of lectures, seminars and interactive workshops.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Letter of Intent	Training Policy	1.1 Accept approve letter of Intent from MCC Office.	Training Policy	5 minutes	None
		1.2 Inform client thru (text or call) to pay the IVT Refresher Course Registration Fee for reservation and photocopy of PRC license.		10 minutes	None
Must be registered nurse	Nursing Standards on Intravenous Practice ISSN-0118-7147 February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	2. Issue Order of Payment IVT Refresher Course Registration Fee & ANSAP Fee).	Nursing Standards on Intravenous Practice ISSN-0118-7147 February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	5 minutes	Php 600.00 Note: per module is Php 500.00
Expired and nearly expired Intravenous (IVT) license card		3.1 Receive photocopy of Original Receipt (OR). 3.2. Inform the client for the IVT Refresher Course schedule & discuss the requirements.	Training Policy	5 minutes 25 minutes	None
After Training (ANSAP Requirements: 2x2 ID picture with green background		4.1 Let the participants sign the attendance sheet. <i>Note:</i>	Training Policy / Nursing Standards on Intravenous Practice ISSN-0118-7147	5 minutes	None

		<i>Issue Order of Payment for Government Agencies and Private Sectors paying on the day of training.</i> 4.2 Conduct IVT Refresher Course.	February 2016 Philippine Copyright 2016 by: Association of Nursing Service Administrators of the Philippines, Inc. (ANSAP)	3 or 4 days Note: (depends on module given by ANSAP Office)	None
Original copy ANSAP Certificate of Completion		5.1 Receive copies of after training requirements.		5 minutes	None
		5.2 Consolidate and Submit all documents and requirements to ANSAP Office (Attendance Sheet, IVT Refresher Course Grading Sheet, Evaluation Sheet, photocopy of expired or nearly expired Intravenous (IVT) license card and Certificate of Attendance).		5 days	None
Photocopy of PRC license back to back		6. Receive and Issued Renew IVT license card & Certificate of Attendance from ANSAP Office.		5 minutes	None
Original and photocopy of expired or nearly expired Intravenous (IVT) license card					
TOTAL				9 days, 1 hour, 5 minutes	Php 1, 100.00

GOVERNMENT SERVICE: <u>Classification of Patient</u>					
An interview conducted by a licensed medical social worker, which the result will be the basis of the patient's eligibility availing medical social services in government hospital.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Admitting Form	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	1. Call number.		1 minute	None
		2.1 Conduct interview and classify patient base on AO-51-A.s.2000 using Intake Sheet	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	10 minutes	None
		2.2. Explain the patient's classification and its significance.		5 minutes	None
		2.3. Indicate classification in the Admitting form or on Patient's Admitting Chart at the Nurse Station		5 minutes	None
TOTAL				21 minutes	None

GOVERNMENT SERVICE: <u> Dental Care Services </u>					
Dental Unit caters services such as Tooth Extraction, Tooth Filling, and Consultation. All patients can avail the service, however minor patients (20 years old and below) should be accompanied by an adult because he/she is not of legal age and cannot sign documents. Medically compromise patients should present medical clearance prior to rendering dental procedure. The Dental Unit is open from Monday to Friday 8:00 am to 5:00 pm (No Noon Break).					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Complete OPD Chart with vital signs	DOH Hospital Health Information Management Manual 3 rd Ed. P222	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.	RA 9484 AN ACT TO REGULATE THE PRACTICE OF DENTISTRY, DENTAL HYGIENE AND DENTAL TECHNOLOGY IN THE PHILIPPINES	2 minutes 10 minutes 45 minutes 10 minutes 3 minutes	Tooth Extraction – Php 200.00 Tooth Filling – Php 130.00 Dental Certificate – Php 75.00
		2. Document record of payment.	RA 8424 National Internal Revenue Code of 1997 Revenue Regulation 16-2018 Amending Revenue Regulations (RR) No, 10-2015 as amended by RR Nos. t2-201, 5, 14-2015 and 6-2016 on the Use of Non-Thermal Paper for All Cash Register Machines (CRMs) / Point of Sales (POS)		

			Machines and Other Invoice / Receipt Generating Machine / Software		
		3. Instruct the patient on how to take their prescribed medicine.	RA 9484 AN ACT TO REGULATE THE PRACTICE OF DENTISTRY, DENTAL HYGIENE AND DENTAL TECHNOLOGY IN THE PHILIPPINES		
TOTAL				1 hour, 20 minutes	Tooth Extraction – Php 200.00 Tooth Filling – Php 130.00 Dental Certificate – Php 75.00

GOVERNMENT SERVICE: <u>Discharge in the wards</u>					
This procedure covers activities for discharging a patient in the ward.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Patient's Chart	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004	1.1 Discharge order. 1.2 Carry out doctor's order, tag and bill at iHomis. 1.3 Give charge slip	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004 (1.1.3)	10 minutes 15 minutes 10 minutes	None
Charge Slip	Billing & Philhealth Operational Procedure Doc# ECS-OP-HOPS-BILL-002	2. Discharge per doctor's order with discharge instructions (medications, follow-up check-up), then sign clearance slip.	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004 (1.1.3)	20 minutes	None
Alagang Pinoy Tagubilin	Wards Process Operational Procedure Doc# ECS-OP-NSD-Wards-004				
Clearance for Discharge Slip	Billing & Philhealth Operational Procedure Doc# ECS-OP-HOPS-BILL-002				
TOTAL				55 minutes	None

GOVERNMENT SERVICE: <u>Dispensing of Medical Supplies (Admitted Patients)</u>					
The Central Supply Room services shall provide the requested hospital medical supplies utilizing standardized recording, reporting, and monitoring of hospital stocks.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Requisition and Issued Slip	Hospital Nursing Service Administration Manual, Part II Chapter 13	1.1 Check the completeness of Requisition and issued slip	Hospital Nursing Service Administration Manual, Part II Chapter 13	5 minutes	None
		1.2 Check and prepare the availability of supplies		50 minutes	None
		1.3 Call the client for pick-up		5 minutes	None
		2. Dispense medical supplies		30 minutes	None
TOTAL				1 hour, 30 minutes	None

GOVERNMENT SERVICE: <u>Dispensing of Medical Supplies</u>					
Dispensing of Medical Supplies for Out- patients.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Prescription for Medical Supplies	CSSS Operational Procedure (ECS-OP-NSD-CSSS-01)	1.1 Receive and check the availability of supplies 1.2 Make order slip 1.3 Write price of Item	Hospital Nursing Service Administration Manual, Part II Chapter 13	5 minutes 5 minutes 5 minutes	None None Refer to Pricelist
Order Slip		2. Receive Official receipt	Sec. 78, GAAM Vol. 1, Section 44(1), chapter 7, Title (1)B, Book V Administrative Code of 1987; Section 68 (1), PD 1445	5 minutes	None
		3. Dispense supplies	CSSS Operational Procedure	5 minutes	None
TOTAL				25 minutes	Refer to Pricelist

GOVERNMENT SERVICE: <u>Emergency Room Admission</u>					
Inpatient care within the relevant medical department. Available Monday – Sunday 24 HOURS (No Noon Break)					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished Patient Information Sheet	Emergency Room Process Operational Procedure	1.1 Treatment and Management. 1.2 Administer prescribed drugs and medication. 1.3 Monitor patient	ER Process Operational Procedure	2 hours	Charge to Bill
ER blotter	ER Process Operational Procedure	2. Refer to Admitting Process		5 minutes	None
Patient Chart		3. Perform respective processes		Refer to Laboratory and Radiology	Charge to Bill
Patient Consent Form	Data Privacy Act of 2012	4. Call ward, transport and endorse patient to receiving ward nurse		5 minutes	None
Carried Orders – Private doctors, as necessary	ER Process Operational Procedure				
Clinical Face Sheet					
TOTAL				2 hours, 10 minutes	Charge to Bill

GOVERNMENT SERVICE: <u>Emergency Room Consultation</u>					
<p>The department responsible for the provision of medical and surgical care to patients arriving at the hospital in need of immediate care. Once seen and managed by ER doctor and decided to be stable with a good disposition, patient is then discharged.</p> <p>Patients are seen according on the doctors' evaluation of the severity of each case and not according to the time people arrive. Every patient will be seen and given the fullest attention. Open every Monday – Sunday 24 HOURS (No Noon Break)</p>					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished Patient Information Sheet	ER Process Operational Procedure	1. Take vital signs, details of complaints; categorize according to level of care.	ER Process Operational Procedure	5 minutes	None
ER Blotter		2.1 Examine and provide doctor's orders. 2.2 Carry out doctor's orders. 2.3 Administer drugs & medicines, as necessary. 2.4 Monitor patient		1 hour and 30 minutes	None
ER Charge Slip	Charges Committee Policy	3. Perform respective processes		Refer to Laboratory and Radiology	Refer to Pricelist
Treatment Consent	Data Privacy Act of 2012	4. Diagnostic results interpretation; additional orders- as necessary		10 minutes	None
		5.1 Clear charges. 5.2 Receives social service grant of ER charges. 5.3 Discharge home per doctor's order, with instructions		10 minutes 1 minute 4 minutes	None
TOTAL				4 hours	Refer to pricelist

GOVERNMENT SERVICE: <u>Emergency Room Entry Triage</u>					
Screening point for COVID 19 related symptoms for all patients seeking medical treatment in ECSGH. Open from Monday – Sunday 24 HOURS (No Noon Break).					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Accomplished Patient Information Sheet	Emergency Room Process Operational Procedure (ECS-OP-MPD-ER-009)	1.1. Perform assessment and take vital signs.	Emergency Room Process Operational Procedure (ECS-OP-MPD-ER-009)	5 minutes	None
		1.2. Receive Accomplished PIS & consent.		2 minutes	None
		1.3. Categorize patient to respiratory & non-respiratory cases (SARI Form)		5 minutes	None
		Respiratory case: 1.3.1 Holding area- awaiting further orders, inform ER doctor & nurse (admission to Quarantine/ isolation ward or referral). If for referral: Perform e-referral, swabbing & other diagnostic exams; await transport to other hospital.		15 minutes	None
		Non-respiratory: 1.3.2 Instruct to go to respective area.		5 minutes	None
Treatment Consent	Data Privacy Act of 2012				
Referral Slip (Optional)					
SARI form					
TOTAL				Non-respiratory: 17 minutes Respiratory: 27 mins	None

GOVERNMENT SERVICE: <u>Family Planning Services</u>					
Family Planning is a strategy for married couple or any women of reproductive age to decide how many children to have with the use of natural and/or artificial contraceptives. The Family Planning Services of the Out-Patient Department for Level 1 hospitals is available from Monday to Friday except on Holidays, 1:00pm to 5:00pm.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient's Information Sheet/Slip with Vital Signs	Data Privacy Act of 2012 WI-MPD-PHU-001	1.1 Issue charge slip for cashier payment. 1.2 Register patient in Registration Logbook. 1.3 Encode patient's data in the iHOMIS	ECS-OP-MPD-OPD-010 WI-MPD-PHU-001 F-OPD-003-2	5 minutes 5 minutes 5 minutes	Php 75.00
Pregnancy Test Result (if necessary)		2. Records Official Receipt Number.	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987; Section 68 (1), PD 1445	5 minutes	None
		3.1. Screened patient using the Family Planning Client Form 1. 3.2. Secure Doctors Order and Signed Consent. 3.3 Perform the Family Planning Method of Choice to patient <u>In case of Removal:</u> Secure a signed consent and remove Family Planning method.	Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012) WI-MPD-PHU-001	45 minutes 10 minutes 45 minutes	Php 155.00 for pregnancy test
TOTAL				2 hours	Php 230.00

GOVERNMENT SERVICE: <u>Handling of Found Items</u>					
The Security Unit handles found items/documents. To those who find any lost items specially important documents, please turn-over it to the Security Personnel on Duty. The unit has protocols to follow for found item turned over until the verified owner claim it or even if it remains unclaimed.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Identification Card	Document No. ECS-OP-HOPS-SEC-009	1.1 Logs the item to security lost and found logbook.	Document No. ECS-OP-HOPS-SEC-009	10 minutes	None
		1.2 Check found item/s and log details; name of person who found the item, date, time, and area where item was found.		5 minutes	None
		2.1 Receive signed logbook. 2.2 Inform the Security Head of the incident and endorse logbook. 2.3 Post found item in the lost and found bulletin. 2.4 Turn-over the item/s to PACD Chairman after 2 days of no claimant, and let his/her sign the endorsement.	Document No. ECS-OP-HOPS-SEC-009	2 minutes 3 minutes 2 days 5 minutes	None None None None
TOTAL				2 days, 25 minutes	None

GOVERNMENT SERVICE: <u>Handling of Lost items within Hospital Premise</u>						
The Security Unit handles lost items/documents within the hospital premise. To those who lost items especially important documents, please report it to the Security Personnel on Duty or Security Head for immediate action.						
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid	
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis			
Identification Card	Document No: ECS-OP-HOPS-SEC-009	1.3	Logs details to security lost and found logbook and let his/her sign.	Document No: ECS-OP-HOPS-SEC-009	15 minutes	None
		1.4	Investigate the person who lost the item.		15 minutes	None
		1.5	Review CCTV of hospital and other means of investigation.		30minutes	None
		1.6	Post lost item/s in the lost and found bulletin.		10 minutes	None
TOTAL				1 hour, 10 minutes	None	

GOVERNMENT SERVICE: <u>Handling of Theft Incident within Hospital Premise</u>					
The Security Unit handles theft incident within the hospital premise. For victims of theft, report the case as soon as possible to the Security Personnel on Duty or directly to the Security Head for immediate action to resolve the case.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Identification Card	Document No: ECS-OP-HOPS-SEC-009	1. Let the complainant write the incident in details.	Document No: ECS-OP-HOPS-SEC-009	15 minutes	None
		2.1 Receive incident report and log theft incident and apprehension of suspect. 2.2 Conduct investigation. 2.3 Consolidate results of investigation. 2.4 Call the suspect and complainant.	Document No: ECS-OP-HOPS-SEC-009	10 minutes 2 days 30 minutes 10 minutes	None
		3. Make a report based on consolidated results of investigation. If settled: 3.1 Let both parties sign the Security Blotter. 3.2 Release suspect. <i>If not settled:</i> 3.3 Make a final report, and let both parties sign it. 3.4 Endorse suspect to the Police, and ban entry of the suspect in the hospital premise.	Document No: ECS-OP-HOPS-SEC-009	30 minutes 2 minutes 2 minutes 1 hour 20 minutes	None None None None
TOTAL				If settled – 2 days, 1 hour, 39 minutes If not settled – 2 days, 2 hours, 55 minutes	None

GOVERNMENT SERVICE: <u>Hospital Laboratory Blood Station</u>					
This involves storage of blood units, compatibility testing & antibody screening, testing for transfusion transmissible infection and releasing of blood units to outpatients who avail this service. This service is available from Monday to Sunday, 24/7.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely filled-up blood request form	Republic Act No. 7719 An Act promoting voluntary blood donation, providing for an adequate supply of safe blood, regulating blood banks and providing penalties for violation thereof.	1.1 Receive, assess and register request form in the General Logbook.	Department Memorandum No. 2016-0451 Designation of Lead Blood Service Facilities	5 minutes	None
		1.2 Check the availability of blood unit requested *if available: proceed to step 1.3 *if not available: call other Blood Bank Facilities where the laboratory has existing MOA - <i>Referral System Guideline of the Laboratory and/ or instruct watchers to look for a possible blood donor and proceed to nearest BCU/Blood bank Facility</i>		10 minutes	None
Completely filled-up cross matching request form	Administrative Order No. 2015-0045 New Maximum Allowable Service Fees for Whole Blood and Blood Components in	1.3. Prepare for pick up	Department Memorandum No. 2016-0448 Guidelines on the issuance of certificate of inclusion to Blood Services Network		
		2.1 Check the blood request and blood unit for verification.		10 minutes	None
		2.2 Encode client's data and issue laboratory charges	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987, Section 68(1), PD 1445	5 minutes	PRBC SCREENING = 1,500.00 WHOLE BLOOD = 1,800.00

	Blood Service Facilities.				
		3.1 Collect patients' blood sample for cross matching	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5)	1 hour	None
		3.2 Perform cross matching		2 hours	Php 375.00
		*If Compatible, validate then release result	Sec. VI B.1 (g) I,ii,iii. (p6)		
		*If Incompatible, repeat procedure once again with new red cell suspension and newly opened reagents.			
		4. Give the results via *IHOMIS/HARD COPY/LIS	Sec. VI B.1 (g) I,ii,iii. (p6)	20 minutes	None
TOTAL				3 hours, 50 minutes	Php 1, 875.00 to Php 2, 500.00

GOVERNMENT SERVICE: <u>Hospital Laboratory Services for In Patients</u>					
A Secondary Hospital-Based Laboratory that involves the processing and examination of blood, urine, stool and sputum samples to IN Patients who wants to avail laboratory services. This service is available 24 hours from Monday to Sunday.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely Filled up Laboratory Request	Administrative Order No. 2007-0027 Revised Rules and Regulations Governing the Licensure and regulation of Clinical Laboratories in the Philippines.	1. Receive and check Laboratory request for the availability of tests *if tests are offered, proceed to step 2 *if other tests are not offered refer testing to other laboratory with existing MOA.	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5) Standard and Requirements A.O. No. 2007-0027 Sec. VI B.1.i. (p6)	5 minutes	None
		2.1. Instruct the client for necessary procedure to be done prior to extraction and/or sample collection 2.2. Encode client's data and laboratory charges	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (e) (p6)	15 minutes 5 minutes	Refer to fees for the specific procedure
		3.1. Extract/ collect blood 3.2 Process and analyze specimen according to the procedure requested. 3.3. Validate results 3.4. Print official results 3.5. Record all results in its specific logbooks	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5) Sec. VI B.1 (g) I,ii,iii. (p6)	20 minutes Routine: within 2 hours upon receiving the samples Routine Blood Chemistry	None

				<p>Within 4 hours upon receiving the samples</p> <p>Special Tests: Within 6 hours</p> <p>STAT (Routine Tests and some Blood Chemistry Test): Within 1 hours upon receiving the samples</p> <p>STAT (Special Test): as soon as the test is available</p>	
		4. Give the results via *IHOMIS/HARD COPY/LIS	Sec. VI B.1 (g) I,ii,iii. (p6)	20 minutes	None
TOTAL				Refer to laboratory procedures specified timeframe	Refer to laboratory procedures charges/ fees

GOVERNMENT SERVICE: <u>Issuance of Medical/ Confinement Certificate / Certified True Copy Documents</u>					
This service involves processing and releasing of Medical/Confinement Certificate, Certified True Copy Documents. Availability of service is from Monday to Friday at 8:00am-5:00pm (No noon break), except Holidays. <i>Next of kin refers to the following: spouse, parents, children, and sibling/s.</i>					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Primary requirements for principal: 1. One (1) photocopy valid ID, any of the following: <ul style="list-style-type: none"> ➤ government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ Cedula ➤ Student ID ➤ Company ID 	JMC No. 2019-001 Series of 2019 IRR of R.A. 11032 The Ease of Doing Business and Efficient Government Service Delivery Act of 2018 Rule III Reengineering of Systems and Procedures Section 2 Coverage and Procedures letter E	1.1. Receive priority number and requirements	WI-MPD-HIMS-001 Revision 2 Page 1	2 minutes	None
		1.2. Evaluate requirements and interview the client		5 minutes	None

<p>Official Receipt or MSS Note/Form or its equivalent</p>	<p>Sec. 78, GAAM Vol. I</p> <p>Section 44(1), chapter 7, Title 1(B), Book V Administrative Code of 1987; Section 68 (1), PD 1445]</p> <p>RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)</p>	<p>2.1. Issue charge slip/order of payment and instruct the client to proceed to cashier for payment or MSS for discounting</p> <p>2.2 Retrieve patient's chart</p> <p>2.3 Prepare the medical/confinement certificate/Certified True Copy Document and secure signature of the attending physician</p> <p><i>For confinement certificate:</i> Secure the signature of HIM head</p>	<p>JMC No. 2019-001 Series of 2019</p> <p>IRR of R.A. 11032 The Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>Rule III Reengineering of Systems and Procedures</p> <p>Section 2 Coverage and Procedures letter B</p> <p>ECS-OP-MPD-HIMS-001</p> <p>Revision No.3 Page 2</p>	<p>3 minutes</p> <p>3 minutes</p> <p>2 hours 30 minutes</p>	<p>Php 75.00</p> <p>None</p> <p>None</p> <p>None</p>
<p>Authorized Representative: Pre-filled up Service Form</p>		<p><i>For non-indigent:</i></p> <p>3. Receive charge slip/order of payment and its corresponding amount; issue Official Receipt</p>	<p>JMC No. 2019-001 Series of 2019</p> <p>IRR of R.A. 11032 The Ease of Doing Business and Efficient Government</p>	<p>20 minutes</p> <p>30 minutes</p>	<p>None</p>

		<p>For indigent: 3. Receive charge slip/order of payment and interview client; issue MSS Note/MSS form</p>	<p>Service Delivery Act of 2018</p> <p>Rule V Zero Contact Policy</p> <p>Section 2 Interaction that are strictly necessary letter A</p>		
<p>One (1) photocopy of valid ID of the principal and authorized representative, any of the following:</p> <ul style="list-style-type: none"> ➤ government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ Cedula ➤ Student ID ➤ Company ID 	<p>JMC No. 2019-001 Series of 2019</p> <p>IRR of R.A. 11032 The Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>Rule III Reengineering of Systems and Procedures</p> <p>Section 2 Coverage and Procedures letter E</p>	<p>4.1. Receive and check Official Receipt MSS Note/MSS Form</p> <p>4.2 Instruct client to sign the logbook</p> <p>4.3 Release the Medical/Confinement Certificate</p>	<p>WI-MPD-HIMS-001 Revision 2 Page 1</p>	<p>3 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>None</p>
<p>Official Receipt or MSS Note/Form or its equivalent</p>	<p>RA 11463 Malasakit Centers Act</p>				

	(Department Memorandum No. 2020-0192)				
Hospital card (inpatient)					
Authorization letter (Notarized)/Special Power of Attorney	<p>IRR of R.A. 11032 The Ease of Doing Business and Efficient Government Service Delivery Act of 2018</p> <p>Rule III Reengineering of Systems and Procedures</p> <p>Section 2 Coverage and Procedures letter E</p>				
TOTAL				<p><i>For non-indigent client: 2 hours & 40 minutes</i></p> <p><i>For indigent client: 2 hours & 50 minutes</i></p>	<p>For non-indigent client: Php 75.00</p> <p>For indigent client: depending on the MSS Note/Form</p>

GOVERNMENT SERVICE: Issuance of Official Receipt

The Cashier is in charged with the collection of hospital fees, sales of pharmacy and central supply items, professional fees of authorized practicing physicians charged and billed through charge slips, statement of accounts, order slips, professional fee slips and the like. The Cashier is located at Pharmacy and Laboratory Building and open 24hours from Monday to Friday, 7am to 11pm every Saturday and Sunday.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Any of the following: 1. Charge slip or its equivalent. 2. Professional Fee Slip 3. If for discharge, 1 copy Clearance Form 4. Statement of Account or Billing Statement 5. Order of Payment or its equivalent	COA, Cash Management and Control System (Non Accountable Forms)	1. Call the number of the transaction to be accommodated	COA, Cash Management and Control System (Non Accountable Forms)	5 minutes	None
		2. Receive document, such as: charge slip / order of payment / statement of account (SOA)/ Order of Payment	ECS-OP-HOPS-CASH-006	1 minute	None
		3.1. Receive cash / check from clients / creditors.	Sec. 78, GAAM Vol. I	3 minutes	None
		3.2. Issue official receipt/s (OR) for payment from clients	Section 44(1), chapter 7, Title 1(B), Book V Administrative Code of 1987; Section 68 (1), PD 1445]	7 minutes	None

		4.1 Clear hospital bill 4.2. Give instruction to the client as needed	ECS-OP-HOPS- CASH-006	2 minutes 2 minutes	None
TOTAL				20 minutes	None

GOVERNMENT SERVICE: <u>Issuance of Unregistered Certificate of Live Birth</u>					
This service involves processing and releasing of unregistered Certificate of Live Birth. Availability of service is from Monday to Friday at 8:00am-5:00pm (No noon break), and Saturday 8:00am - 4:00pm (No noon break) except Holidays. Further, this service is necessary for the registration of Certificate of Live Birth at the Local Civil Registry.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Primary requirements for principal: Pre-filled up Draft of Certificate of Live Birth	POL-MPD-HIMS-002	1.1 .Receive priority number and requirements	POL-MPD-HIMS-002	2 minutes	None
	Revision No.2 Page 1	1.2 Evaluate requirements and interview the client	Revision No.2 Page 1	5 minutes	None
One (1) photocopy of valid ID, any of the following: ➤ government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ Cedula ➤ Student ID ➤ Company ID	Act No. 3753 The Civil Registry Law	2.1. Issue charge slip/order of payment and instruct the client to proceed to cashier for payment or MSS for discounting	POL-MPD-HIMS-002	2 minutes	Php 75.00
		2.2 Advise client to return on the scheduled date 2.3 Prepare/encode birth certificate and secures signature of the attending physician.	Revision No.2 Page 1	2 minutes 30 minutes	None None
Official Receipt or MSS Note/Form or its equivalent		For non-indigent: 3. Receive charge slip/order of payment and its corresponding amount; issues Official Receipt	POL-MPD-HIMS-002	20 minutes	None
		For indigent: 3. Receive charge slip/order of payment and interviews client; issues MSS Note/MSS form	Revision No.2 Page 1	30 minutes	None
Marriage Certificate (for married) or Authority to Use the Surname of the Father	AO # 1 Series of 2016	4.1. Receive and checks Official Receipt/MSS Note/MSS Form		3 minutes	None
		4.2 Instruct client to sign the logbook	POL-MPD-HIMS-002	2 minutes	

and Certificate of Live Birth for mother (for unmarried)	<p>Revised IRR Republic Act No. 9255</p> <p>Article 176 Executive Order No. 209</p>	<p>4.3 Release the unregistered Certificate of Live Birth Certificate</p> <p>4.3.1 (For In-house) Receive the Claim Slip and advice client to return on a scheduled date to claim the Registered Certificate of Live Birth</p> <p>4.4 Advise client to process the registration of the Certificate of Live Birth Certificate at the Local Civil Registry</p>	<p>Revision No.2 Page 1</p>	<p>3 minutes</p> <p>3 minutes</p> <p>5 minutes</p>	
<p>Authorized Representative:</p> <p>Pre-filled up Draft of Certificate of Live Birth</p>					
<p>One (1) photocopy of valid ID of the principal and authorized representative, any of the following:</p> <ul style="list-style-type: none"> ➤ government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ Cedula ➤ Student ID ➤ Company ID 	<p>Act No. 3753 The Civil Registry Law</p>				
<p>Official Receipt or MSS Note/Form or its equivalent</p>					
<p>Marriage Certificate (for married) or Authority to Use the Surname of the Father and Certificate of Live Birth for mother (for unmarried)</p>	<p>AO # 1 Series of 2016</p> <p>Revised IRR Republic Act No. 9255</p>				

	Article 176 Executive Order No. 209				
Authorization letter					
Additional requirements for Late Registration: <i>If more than 30 days after birth but within six months:</i> Medical Certificate issued by the Agency to Mother Certification from LCR of non-registration (LCR Form No.18) <i>If more than six months after birth:</i> Certification from NSO for No Records of Birth Available	Act No. 3753 Rule 18 to Rule 25				
TOTAL				<i>For non-indigent client: 2 Days & 44 minutes</i> <i>For indigent client: 2 Days & 54 minutes</i>	For non-indigent client: Php 50.00 For indigent client: depending on the MSS Note/Form

GOVERNMENT SERVICE: <u>Issuance of Watcher's Identification Card</u>					
The Security Unit issues watcher's ID so that the Security Personnel, nurses, and doctors assigned in the service areas will be able to identify the patient's significant other / guardian visiting the wards or rooms. This will also help to strictly implement and control the "No Visiting Hours Policy".					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
ID of Significant Other / Guardian	Document No: ECS-OP-HOPS-SEC-009	1. Get the name of the patient, SO/guardian, ward, and bed number, and let his/her sign the logbook.	Document No: ECS-OP-HOPS-SEC-009	5 minutes	None
Name of Patient	Document No: ECS-OP-HOPS-SEC-009	2.1 Explain the watcher/s policy.	Document No: ECS-OP-HOPS-SEC-009	5 minutes	None
		2.2 Explain the watcher's ID policy.		5 minutes	None
		<i>If lost or damaged;</i> 2.2.1 Issue charge slip and let the patient/SO pay to the cashier upon discharge.		5 minutes	Php 50.00
		2.2.2 Attached photocopy of Official Receipt to the discharge slip of patient.		5 minutes	None
Ward and Bed Number	Document No: ECS-OP-HOPS-SEC-009				
TOTAL				15 minutes, Lost/Damaged – 23 minutes	Php 50.00

GOVERNMENT SERVICE: <u>Labor and Delivery Room Admission Process</u>					
Patients meeting criteria for inpatient admission. Requires monitoring and necessary management. Pregnancy Uterine Full Term - Internal examination of 5cm cervical dilatation; premature rupture of membrane.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
OB PATIENTS IN LABOR: Accomplished Patient Information Sheet/slip (Impormasyon sa pasyente)	LDR Process Operational Procedure	1. Assess patient, history taking and admission orders.	LDR Process Operational Procedure	20 minutes	Charged to Bill
Consent to care	Data Privacy Act of 2012	2. Carrying out doctor's orders.		20 minutes	Charged to Bill
Prenatal record	LDR General Policy	3.1 Ushered to her assigned bed 3.2 Monitor progress of labor	LDR General Policy	Depends on the progress of labor	Refer to Pricelist
Ultrasound result		4.1 Delivery of baby. 4.2 Repair of laceration		2 hours	Normal Delivery Package Php 3,000.00
Clinical Cover Sheet		5. Endorse to Ward Nurse.		5 minutes	
TOTAL				2 hours, 45 minutes or more. Depending on the progress of labor	Php 3,000.00

GOVERNMENT SERVICE: <u>Labor and Delivery Room Consultation Process</u>					
This procedure covers activities for OB and Gyne consultation who did not met the admission criteria.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished Patient Information Sheet/slip (Impormasyon sa Pasyente)	LDR Process Operational Procedure	1.1 Assess and re-check vital signs. 1.2 Inform Attending physician.	LDR Process Operational Procedure	20 minutes 10 minutes	None
Prenatal Record	LDR General Policy	2.1 Perform assessment, Treatment and Management. 2.2 Issue charge slip to patient / Significant Other.	POGS Clinical Practice Guidelines Department Memorandum of the Department of Health: Adoption of the Manual of Operation on Maternal, Newborn and Child Health and Nutrition (MNCHN)	40 minutes 5 minutes	Php 120.00 (IE & Doppler use) User's fee Php 150.00
Ultrasound result		3.1 Document Official Receipt Number. 3.2 Discharge patient per doctor's order with instruction.		3 minutes 20 minutes	
TOTAL				1 hour and 38 minutes	Php 150.00 for user's fee Php 270.00 if with IE & Doppler

GOVERNMENT SERVICE: <u>Laboratory Services for Out Patients</u>					
A Secondary Hospital-Based Laboratory that involves the processing and examination of blood, urine, stool and sputum samples to Out Patients who wants to avail laboratory services. This service is available 24 hours from Monday to Sunday.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely filled up laboratory request	Administrative Order No. 2007-0027 Revised Rules and Regulations Governing the Licensure and Regulation of Clinical Laboratories in the Philippines.	1. Provide priority number		2 minutes	None
Hospital ID		2. Receive and check Laboratory request for the availability of tests *If tests are offered, proceed to step 3 . *If other tests are not offered, refer testing to other laboratory with existing MOA.	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5) Standard and Requirements A.O. No. 2007-0027 Sec. VI B.1.i. (p6)	5 minutes	None
Official receipt/MSS clearance/ Claim Slip	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987,	3.1. Instruct the client for necessary procedure to be done prior to extraction 3.2. Issue charge slips or its equivalent to clients 3.3. Enter client data *if client is unable to pay, advise the client to proceed to MSS (Medical Social Service)	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987, Section 68(1), PD 1445	5 minutes 2 minutes 3 minutes	None Refer to fees for the specific procedure

	Section 68(1), PD 1445				
		4.1. Check classified-MSS or official receipt and receive the laboratory request 4.2. Verify the client then proceed to extraction and/or collection of sample 4.3. Give claim slip for the claiming of results 4.4. Process and analyze specimen according to the procedure requested 4.5 Validate results 4.6. Print official results 4.7 Record all results in its specific logbooks	Standards and Requirements A.O. No. 2007-0027 Sec. VI B.1 (d) (p5) Sec. VI B.1 (g) I,ii,iii. (p6)	5 minutes 10 minutes For Consultation: Routine: Within 2 hours upon receiving of samples STAT: 1 hour Routine Blood Chemistry: within 6 hours upon receiving of samples Special Tests: within 6 hours	None
		5. Get and verify claim slip and release laboratory results IHOMIS/HARD COPY/LIS	Sec. VI B.1 (g) I,ii,iii. (p6)	5 minutes	None
TOTAL				FOR CONSULTATION: Routine: within 2 hours STAT (Routine Tests) 1 hour STAT (Special Test): as soon as the test is available. Routine Blood Chemistry Within 6 hours	(check schedule of fee, compute accordingly)

GOVERNMENT SERVICE: <u>Newborn Screening</u>					
Newborn Screening (NBS) is an essential public health strategy that enables the early detection and management of several congenital metabolic disorders, which if list untreated, may lead to mental retardation or death. Early diagnosis and treatment of the disorders can result in normal growth and development of the affected child. The right timing in screening is between 24 hours to 72 hours after birth. The Newborn Screening of the Out-Patient Department for Level 1 hospitals is available from Monday to Friday except on Holidays, 1:00pm to 5:00pm.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient's Information Sheet/Slip	Data Privacy Act of 2012 WI-MPD-PHU-005	1.1 Issue a charge slip for cashier 1.2 Register patient in Registration Logbook 1.3 Encode patient's data in the IHOMIS	ECS-OP-MPD-OPD-010 WI-MPD-PHU-005 F-OPD-003-2	5 minutes 5 minutes 5 minutes	Php 2,250.00 for Newborn Screening
		2. Records Official Receipt Number, and secure signed consent.	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987; Section 68 (1), PD 1445	10 minutes	None
		3. Perform the Newborn Screening procedure and instruct mother when to claim the Newborn Screening result.	RA No. 9288 or Newborn Screening Act of 2004 AO No. 2014-0045 AO No. 2018-0025	1 hour	None
TOTAL				1 hour, 25 minutes	Php 2, 250.00

GOVERNMENT SERVICE: <u>Newborn Screening Center Purchase Orders through Email Courier</u>					
This service involves processing and releasing of Purchase Orders of Expanded Newborn Screening (ENBS) Kits through email of courier for entire Region 7. Availability of service is from 8:00am to 5:00pm, Monday to Friday. Orders will be delivered within seven (7) working days upon receipt of the PO. If there are changes in the delivery schedule, NSF will be notified.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely Filled up Prescribed Purchase Order form of NSCCV with complete signatories sent via email or courier of choice of facility. (Facility Name, Address, Contact #, PO#, Date, Facility code, courier of choice, # of ordered ENBS kits. Name and signature of requestee, approver, and noted by).	NSCCV 2020 Administrative Mechanics	1.1 Receive and check Purchase Order for completeness of form.	RA 9288 Newborn Screening Act of 2004	10 minutes	None
		1.2 Acknowledge PO's received via email with a reply regarding status of PO.		10 minutes	None
		1.3 Prepare ordered ENBS kits.		Depending on the # of ENBS kits purchased. Minimum order of 5 kits per facility.	None
				5 kits – 10 minutes	
				10-20 kits – 15 minutes	
				21-30 kits – 20 minutes	
				31-50 kits – 30 minutes	
	51-100 kits – 60 minutes				

	NSCCV 2020 Administrative Mechanics	1.4 Packs prepared ENBS kits. 1.5 Releasing/shipping of packed ENBS kits to different facilities with their courier of choice. 1.6 Documents airway bill and tracking number.	RA 9288 Newborn Screening Act of 2004	101-3000 kits – 2 days Big Box 45 minutes 10 minutes 10 minutes	None None
TOTAL				5 kits – 1 hour, 35 minutes 10-20 kits – 1 hour and 40 minutes 21-30 kits – 1 hour and 45 minutes 31-50 kits – 1 hour, 55 minutes 51-100 kits – 2 hours, 25 minutes 101-3000 kits – 2 days, 1 hour, 25 minutes	None

GOVERNMENT SERVICE: <u>Newborn Screening Center Walk in Purchase Orders for Facilities Paying in Cash</u>					
This service involves processing and releasing of Purchase Orders of Expanded (ENBS) Newborn Screening Kits for walk in clients entire Region 7. Availability of service is from 8:00am to 5:00pm, Monday to Friday.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely Filled up Prescribed Purchase Order form of NSCCV with complete signatories. (Facility Name, Address, Contact #, PO#, Date, Facility code, # of kits ordered. Name and signature of requestee, approver, and noted by).	NSCCV 2020 Administrative Mechanics	1.1 Receive and check Purchase Order for completeness of form.	RA 9288 Newborn Screening Act of 2004	5 minutes	None
		1.2 Issues order of payment and instruct client to proceed to main cashier.		10 minutes	None
	NSCCV 2020 Administrative Mechanics	2.1 Receive photocopy of OR, documents, and update billing statement system. 2.2 Prepare ordered kits.	RA 9288 Newborn Screening Act of 2004	5 minutes 5 kits – 10 minutes 10-20 kits – 15 minutes 21-30 kits – 20 minutes 31-50 kits – 30 minutes	Each kit costs Php. 1,750.00 Note: (Minimum order per facility: 5 kits)
	NSCCV 2020 Administrative Mechanics	3. Release ENBS kits to walk in clients	RA 9288 Newborn Screening Act of 2004	5 minutes	None
TOTAL				5 kits – 35 minutes 10-20 kits – 40 minutes 21-30 kits – 45 minutes 31-50 kits – 55 minutes	(Depending on the # kits purchased. Each kit is priced at Php 1,750.00)

GOVERNMENT SERVICE: <u>Out-Patient Department Consultation</u>					
The Out-Patient Department Consultation is available from Monday to Friday except on Holidays, 8:00 am to 5:00 pm. It caters only non-emergent medical/surgical health cases of patients and essential services like immunization.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient's Information Sheet/Slip	Data Privacy Act of 2012	1.1 Register patient to the system. 1.2 Re-assess patient's condition. 1.3 Issue charge slip.	F-OPD-003-2	5 minutes 5 minutes 3 minutes	Php 75.00
Diagnostic Results, if applicable		2. Document record of payment.	F-OPD-002-1	5 minutes	None
Referral Form, if applicable		3.1 Call patient's name. 3.2 Examine and explain treatment plan to patient. If for referral: 3.2.1 Prepare referral form and instruct patient accordingly. If for admission: 3.2.2 Prepare referral form and endorsed patient to nurse for transport to ER. If for laboratory / diagnostic examinations: 3.2.3 Issue/ encode requests for diagnostics, if needed. Issue prescription, if needed. If for discharge: 3.2.4 Provide home care or discharge instructions.	ECS-OP-MPD-OPD-010 F-LAB-001-1 F-RAD-004-2	5 minutes 30 minutes	None
Immunization Card, if applicable	National Immunization				

	Program of the Philippines				
Official Receipt/ MSSU grant	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)				
TOTAL				53 minutes	Php 75.00

GOVERNMENT SERVICE: Pharmacy Services For in Patients

Our Hospital Pharmacy operates 24/7 Mondays – Sundays, except on scheduled inventory (10 hours) and we adhere to the No-Noon-Break Policy. We are one unit serving both the admitted patients and out-patients medication needs. In filling prescriptions for admitted patients, we are implementing the Modified Drug Dispensing System (MDDS) wherein prescriptions will be forwarded to the Pharmacy per ward/clinical area, then prepared by the Pharmacist and/or Pharmacy Aide on duty which will then be picked up by the requesting ward. Medications dispensed for admitted patients will be automatically charge to their hospital bill after dispensation.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Complete prescription	Administrative Order No. 90 series of 1990 (Amendment to A.O. 62 s. 1989 re: Rules and Regulations to Implement Prescribing Requirements)	1.1 Receive the prescriptions and log in the Modified Drug Dispensing System logbook.	Filling of Prescription (WI-MPD-PHARM-001)	10 minutes	None
		1.2 Check for the availability of the prescribed medicines. <i>* If unavailable, secure prescribed medication (PNF-listed) thru petty cash fund or charge account.</i>	Philhealth Circular No. 0003 Series of 2014 – Strengthening the Implementation of the No Balance Billing Policy	15 minutes	None
		1.3 Prepare prescribed medicines. 1.4 Call the requesting ward and inform them that medications are ready for pick-up.		1 hour 5 minutes	None None
		2.1 Instruct the ward in-charge to receive the items and prescriptions, then log-in time of pick up. 2.2 Encode the prescriptions in the APMS and iHOMIS for charging in the patient’s hospital bill and recording. Keep the prescriptions on file.	Filling of Prescription (WI-MPD-PHARM-001) Prescriptions should be filed and maintained for two (2) years (Administrative Order No 63 Series of 1989, Rules and	5 minutes 10 minutes	None None

			<i>Regulations to Implement Dispensing Requirements under the Generics Act of 1988 RA 6675)</i>		
TOTAL				1 hour, 45 minutes	Refer to Billing Section for hospital charges

GOVERNMENT SERVICE: <u>Pharmacy Services For Out Patients</u>					
For out-patients medication needs, we are open 24/7 Mondays - Sundays except on scheduled inventory (10 hours) and we adhere to the No-Noon-Break Policy.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Complete prescription	Administrative Order No. 90 series of 1990 (Amendment to A.O. 62 s. 1989 re: Rules and Regulations to Implement Prescribing Requirements)	1.1 Receive, then check for the availability of the prescribed medicines. <i>* If unavailable, suggests alternative medicines or instruct the patient to secure it outside the hospital.</i>	Filling of Prescription (WI-MPD-PHARM-001)	5 minutes	Refer to pricelist
		1.2 Quote the prices of available medicines.		5 minutes	
		2.1 Receive and check Official Receipt and prescription.	Filling of Prescription (WI-MPD-PHARM-001)	5 minutes	None
		2.2 Prepare, double check and dispense the medications by reading it aloud in front of the patient/Significant Other per item description and as to quantity dispensed.		5 minutes	None
		2.3 Instruct the patient/Significant Other to receive the items by noting their printed name and signature at the back of the prescription, then log-in time consumed.		5 minutes	None
		3.1 Give instructions to the patient/ Significant Other regarding medication and/or provide a photocopy of their prescription.	Filling of Prescription (WI-MPD-PHARM-001)	5 minutes	None
		3.2 Encode the prescriptions in the Automated Pharmacy Management System for	Prescriptions should be filed and	5 minutes	None

		reporting purposes, then keep the prescriptions on file.	maintained for two (2) years <i>(Administrative Order No 63 Series of 1989, Rules and Regulations to Implement Dispensing Requirements under the Generics Act of 1988 RA 6675)</i>		
TOTAL				35 minutes	Refer to pricelist

GOVERNMENT SERVICE: <u>PhilHealth Point of Service (POS) Enrollment</u>					
Point of Service (POS) refers to the program provided by the GAA for the current year, to cover all Filipinos under the National Health Insurance Program, including the unregistered and inactive registered members especially those who are financially incapable.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Any of the following document of the patient: Valid Government Issued ID, Birth Certificate, Marriage Contract, Police Clearance, NBI Clearance, Voters Certification or Baptismal Certificate.	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	1.1 Medical Social Worker to conduct Intake interview.	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	5 minutes	None
		1.2 Provide PMRF and instruct client to fill-up the form correctly and complete the requirements.		5 minutes	None
		1.3 Receive and review PMRF and attached documents.		10 minutes	None
PhilHealth Member Registration Form (PMRF)	Philhealth Circular No. 2017-0011	2.1 For Point of Service Financially Incapable (POS FI): Enroll patient to PhilHealth POS.	Philhealth Circular No. 2017-0011	15 minutes	None
		2.1.1. Advice patient to return the following day for the approved enrolment, and answer all other queries.		5 minutes	None
		2.1.2. Informed patient on the approval of PHIC		5 minutes	
		2.1.3. Provide patient Copy of Approved Registration		1 minute	
		2.2. For Point of Service Financially Capable (POS FC): Instruct client to pay required amount for PhilHealth Membership at PhilHealth Main Office.		5 minutes	

POS Certificate for Financially Incapable (POS FI)	Philhealth Circular No. 2017-0011				
POS Certificate for Financially Capable (POS FC)	Philhealth Circular No. 2017-0011				
Affidavit of Guardianship if patient is a minor	Philhealth Circular No. 2017-0011				
TOTAL				1 hour, 6 minutes	None

GOVERNMENT SERVICE: <u>PhilHealth Portal- PhilHealth Benefit Eligibility Form (PBEF)</u>					
The Billing and PhilHealth Section is tasked with receiving and checking patient's PhilHealth documents. This is to ensure that proper documents are complied and forms are completely filled-out as a requirement in processing PhilHealth claims. PhilHealth Portal is a website utilized by the section to easily look up member's information and category.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Member's Data Record (MDR)	Refer to Philhealth Circular No. 2017- 0032	1.1 Verify documents and look up client's in PhilHealth Portal	Billing/ Philhealth Operational Procedure Document No. ECS-OP-HOPS-002	10 minutes	None
		1.2 Fills in pertinent details (Admission Date, Dependents, etc)		10 minutes	None
		1.3 Issuance of PBEF		3 minutes	None
Philhealth ID		2. Issue Acknowledgement Receipt to the client to be given to the Nurse in their ward.	Billing/ Philhealth Operational Procedure Document No. ECS-OP-HOPS-002	5 minutes	None
Philhealth Number					
TOTAL				25 minutes	None

GOVERNMENT SERVICE: <u>Postnatal Consultations</u>					
<p>Postnatal Care (PNC) is the care given to the mother and her newborn baby immediately after the birth and for the first six weeks of life. The post-partum period lasts six to eight weeks, beginning right after the baby is born. Post-partum care involves getting proper rest, nutrition and vaginal care. The Postnatal Consultations of the Out-Patient Department for Level 1 hospitals is available from Monday to Friday except on Holidays, 1:00pm to 5:00pm for postnatal.</p>					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient's Information Sheet/Slip	Data Privacy Act of 2012	1.2 Issue a charge slip for cashier 1.2 Register patient in Postnatal Logbook 1.3 Encode patient's data in the IHOMIS	ECS-OP-MPD-OPD-010 WI-MPD-PHU-006 F-OPD-003-2	5 minutes 5 minutes 5 minutes	Php 150.00 for mother and baby
		2. Records Official Receipt Number.	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987; Section 68 (1), PD 1445	5 minutes	None
		3.1 Examine patient & newborn, give breastfeeding counseling. 3.2 Family Planning Counseling for mother and husband/partner.	REPUBLIC ACT No. 10028, "An act Expanding the Promotion Of Breastfeeding Amending for the purpose" REPUBLIC ACT NO. 7600, otherwise known as "An act providing incentives to all government and private	2 hours	None

			health institutions with Rooming-In and Breastfeeding Practices and for other purposes” Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012)		
		4. Release Newborn Screening result. <i>If for admission:</i> Prepare referral note and endorsed patient to nurse for transport to LR-DR for doctor’s order.	WI-MPD-PHU-006	25 minutes	None
TOTAL				2 hours, 45 minutes	Php 150.00

GOVERNMENT SERVICE: Prenatal Consultations

Prenatal care can help reduce/prevent pregnancy complication and increases the chance of a safe and healthy delivery. Regular prenatal visits can help doctors monitor the pregnancy and identify any problems or complications before they become serious. The Prenatal Consultations in the Out-Patient Department for Level 1 hospitals is available from Monday to Friday except on Holidays, 8:00am to 12:00noon for prenatal check-up.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient's Information Sheet/Slip	Data Privacy Act of 2012 WI-MPD-PHU-002	1.1 Issue charge slip for cashier. 1.2 Register patient in Prenatal Logbook. 1.3 Encode patient's data in the IHOMIS	ECS-OP-MPD-OPD-010 WI-MPD-PHU-002 F-OPD-003-2	5 minutes 5 minutes 5 minutes	Php 100.00 for prenatal
Mother's Booklet for old patient	WI-MPD-PHU-002	2. Records Official Receipt Number.	Sec. 78, GAAM Vol.1, Section 44 (1), chapter 7, Title (1)B, Book V Administrative Code of 1987; Section 68 (1), PD 1445	5 minutes	None
Maternal Birth Plan / Antenatal	WI-MPD-PHU-002	3. Retrieve Individual Treatment Record.	WI-MPD-PHU-002	15 minutes	None
Education Checklist – Breastfeeding / Antenatal Feeding for new patient	WI-MPD-PHU-002 REPUBLIC ACT No. 10028, "An act Expanding the Promotion Of Breastfeeding Amending for the purpose of	4.1. Interview and examine patient. 4.2. Give treatment, request for laboratory exams, prescription, and schedule for CS if necessary.	Republic Act No. 10354: Responsible Parenthood and Reproductive Health Law (RPRH Act of 2012) Administrative Order 2016-0035: Guidelines on the Provision of Quality Antenatal Care	45 minutes	Php 60.00 if undergone Internal Examination

	REPUBLIC ACT NO. 7600, otherwise known as "An act providing incentives to all government and private health institutions with Rooming-In and Breastfeeding Practices and for other purposes"		in All Birthing Centers and Health Facilities Providing Maternity Care Services		
		<p>5. Administer Tetanus Diptheria Injection.</p> <p><i>If for admission:</i> Prepare referral note and endorsed patient to nurse for transport to DR.</p> <p><i>If for Cesarean Section:</i> Make an OR Proposal & submit to OR for CS.</p>	<p>Administrative Order 2016-0035: Guidelines on the Provision of Quality Antenatal Care in All Birthing Centers and Health Facilities Providing Maternity Care Services</p> <p>WI-MPD-PHU-002</p>	45 minutes	Php 40.00 for injection fee
TOTAL				2 hours, 5 minutes	Php 140.00, If with IE – Php 200.00

GOVERNMENT SERVICE: <u>Preparation of Menu until Meal Distribution</u>					
Prepare one (1) week regular and therapeutic diet cycle menu to ensure that patient receive balance and safe meals within the budgetary limits of the institution. Submit to Medical Center Chief for review and approval.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Diet List	Nutrition & Dietetics Operational Procedure preferably on Meal Service ECS – OP- MPD-NDS-005	1.1 Collect all diet list from OB, SPR & Private room, ISO room, Medical/ Pediatric ward.	Nutrition & Dietetics Operational Procedure preferably on Meal Service	5 minutes	None
		1.2 Write patients diet prescription on color coded diet cards.		5 minutes	None
		1.3 Prepare & cook meals of patient's food based on the menu.		2 hours	None
		1.4 Prepare food on patients' trays with corresponding diet cards.		1 hour	None
		2. Distribute patients' food to their respective beds, after confirming time delivered from nurse station.	ECS – OP- MPD- NDS-005	30 minutes	None
TOTAL				3 hours, 40 minutes	None

GOVERNMENT SERVICE: <u>Processing of Medical Assistance through the Malasakit Center</u>					
Provision of medical assistance or hospitalization for poor or indigent patients seeking medical treatment in the hospital.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
MSSU Approval or Acknowledgement Note	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	1. Assesses client through an intake interview and issues Certificate of Eligibility (CoE).	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	15 minutes	None
For Malasakit Center including MAIP either of the following: 1. 4PS ID, NHTS, Solo Parent 2. National athlete 3. Veterans 4. Sponsored MDR 5. Certificate of Indigency, BHW 6. Certificate of eligibility (CoE)	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	2.1 SWA receives and checks documents, and asks patient to accomplish Information Sheet (IS).	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	3 minutes	None
		2.2 SWA gives queuing number to patient and submit IS to MSW.		5 minutes	None
		2.3 SWA accomplishes Unified Information Sheet (UIS) and refers patient to relevant participating agency		3 minutes	None
For Out Patients: 1. Prescriptions 2. Diagnostic test requests 3. Medical abstract or medical certificate (if consultation was not done at the OPD of the facility) 4. Certificate of Eligibility (CoE)		3.1 PCSO Desk assesses the patient, accomplishes UIS and endorses the patient to next Desk.		5 minutes	None
		3.2 DSWD Desk assesses patient, accomplishes UIS and endorses back the patient to the MSW.		5 minutes	None
		3.3 MSW signs and submits copy of UIS to the Billing Section for processing based on the prescribed Order of Charging		2 minutes	None

For Elective Procedures: 1. Treatment Protocol 2. Estimated cost 3. Certificate of Eligibility (CoE)					
For In Patient: 1. Final Hospital Bill					
TOTAL				38 minutes	None

GOVERNMENT SERVICE: <u>Processing of Medical Assistance</u>					
Provision of medical assistance for poor or indigent patients seeking medical treatment in the hospital.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
MSSU Approval or Acknowledgement Note	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	1. Assess client financial capability to pay and provide necessary intervention to client's presenting problem.	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	30 minutes	None
For MAIP either of the following: 1. 4PS ID 2. Sponsored MDR 3. Certificate of Indigency 4. Social Work Case Summary	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	2. Provide assessment. If no payment is required: MSW to sign the patient's charge slip/s or hospital billing and instruct client to present copy of charge slip/s to Cost Center/s or Billing Unit. If payment is required: Sign patient's charge slip/s or hospital billing and instruct the client to pay the indicated amount to the Cashier	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	10 minutes	None
For Out Patients: 1. Prescriptions 2. Diagnostic test requests 3. Medical abstract or medical certificate (if consultation was not done at the OPD of the facility)					
For Elective Procedures: 1. Treatment Protocol 2. Estimated cost					

3. Certificate of Indigency (CoE)					
For In Patient: 1. Final Hospital Bill					
TOTAL				40 minutes	None

GOVERNMENT SERVICE: <u>Psychosocial Counseling</u>					
A service provided to an individual, family, or group for the purpose of improving well-being, alleviating distress, and enhancing coping skills.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
None	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	1. Conduct intake interview. Assess client's presenting problem and provide necessary intervention.	AO-51-A s. 2000 (Manual of Standards 5 th Edition)	30 minutes	None
		2. Guide and make progress notes on client's problem. Advice on follow-up date		30 minutes	None
		3. Follow-up, make progress notes and possible referrals		30 minutes	None
		4.1 Conduct final assessment. 4.2 If custodial care patient, proceed with continual processing. Advise patient on follow up date, until case close. 4.3 If general care patient, proceed with a final evaluation and terminate the helping process		1 hour	None
TOTAL				2 hours and 30 minutes	None

GOVERNMENT SERVICE: <u>Radiology In-Patient Services</u>					
The Radiology In-Patient services shall provide quality radiographic images and accurate results of the diagnostic services offered ensuring utmost safety of the patient all throughout the performance of the procedure.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1 original Radiology Request Form	ISO Process-Operational Procedure ECS-OP-MPD-RAD-003	1.1 Receive patient's request form duly signed by a qualified physician or counter-signed by nurse on-duty.	www.ncbi.nlm.nih.gov-books-NBK338593 The diagnostic process (Clinical history & interview) R.A. 7431 Article II Relation with patients/clients Section 2	2minutes	None None Refer to Radiology Pricelist
		1.2 Check for completeness of data and verify the last menstrual period (if female client).		2 minutes	
		1.3 Indicate the fee on the request form		3 minutes	
Hospital Card (if applicable)		2.1 Give specific instructions on the needed preparation (if any) and scheduled date if procedure cannot be done on the same day.	Patient's bill of rights	5 minutes	None
		2.2 Inform Nurse station as to scheduled date & patient preparation	ISO Process-Operational Procedure ECS-OP-MPD-RAD-003	3 minutes	None
		3.1 Call Nurse Station for the procedure. 3.2 Perform the requested procedure/s. 3.3 Inform the patient that the result will be given to the Nurse station. 3.4 Process the image. 3.5 Charge the bill to Hospital Information System. 3.6 Send the image for reading.	ISO Process-Operational Procedure ECS-OP-MPD-RAD-003 R.A. 7431	30 minutes 20 minutes 2 minutes 2minutes 5 minutes 10 minutes	None

		3.7 Do final reading. 3.8 Review and print the result	Article II Relation with patients/clients Section 4	10 minutes 10 minutes	
MSS Approval/ Acknowledgment (if applicable)	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	4.1 Give the result to the Nurse station. 4.2 Let the nurse/attendant sign the releasing logbook	R.A. 7431 Article II Relation with patients/clients Section 2	1 day 3 minutes	None
<i>If by an Authorized Representative</i> 1. 1 Valid ID photocopy of the authorized representative 2. 1 Valid ID photocopy of the patient 3. Authorization Letter from the patient	ISO Process-Operational Procedure ECS-OP-MPD-RAD-003 Data privacy act of 2012 R.A. 10173				
TOTAL				1 day, 1 hour and 47 minutes	Refer to Radiology Fees

GOVERNMENT SERVICE: <u>Radiology Out-Patient Services</u>					
The Radiology Out-Patient services shall provide quality radiographic images and accurate results of the diagnostic services offered ensuring utmost safety of the patient all throughout the performance of the procedure.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1 original Radiology Request Form	ISO Process-Operational Procedure ECS-OP-MPD-RAD-003	1.1 Receive patient's request form duly signed by a qualified physician or counter-signed by nurse on-duty.	www.ncbi.nlm.nih.gov-books-NBK338593 The diagnostic process (Clinical history & interview) R.A. 7431 Article II Relation with patients/clients Section 2	2 minutes	None
		1.2 Check for completeness of data and verify the last menstrual period (if female client).		2 minutes	None
		1.3 Indicate the fee on the request form and give necessary instructions for the payment.		3 minutes	Refer to Radiology fees
Hospital Card (if applicable)		2.1 Ask the request form, receive the payment and issue official receipt.	Se.78, GAAM Vol. 1, Section 44(1), chapter 7, Title 1(B), Book V Administrative Code of 1987; Section 68 (1), PD 1445 ISO Process-Operational Procedure ECS-OP-MPD-RAD-003	20 minutes	None
		2.2 Interview and assess the patient.		20 minutes	
1 original Official Receipt	Se.78, GAAM Vol. 1, Section 44(1), chapter 7, Title 1(B),	3.1 Ask for the request form with official receipt/MSS approval.	ISO Process-Operational Procedure	2 minutes 5 minutes	None

	Book V Administrative Code of 1987; Section 68 (1), PD 1445	3.2 Write the OR number on the request form/MSS approval should be checked carefully	ECS-OP-MPD-RAD- 003		
MSS Approval/ Acknowledgment (if applicable)	RA 11463 Malasakit Centers Act (Department Memorandum No. 2020-0192)	4. Give specific instructions on the needed preparation (if any) and scheduled date if procedure cannot be done on the same day.	Patient's bill of rights ISO Process- Operational Procedure ECS-OP-MPD-RAD- 003	5 minutes	None
<i>If by an Authorized Representative:</i> 1. 1 Valid ID photocopy of the authorized representative. 2. 1 Valid ID photocopy of the patient 3. Authorization Letter from the patient	ISO Process- Operational Procedure ECS- OP-MPD-RAD- 003 Data privacy act of 2012 R.A. 10173	5.1 Call patient for procedure. 5.2 Perform the requested procedure/s. 5.3 Inform the patient when to return for the official result and issue claim slip. Instruct to bring the official receipt/claim slip upon claiming the result. 5.4 Process the image. 5.5 Send the image for reading. 5.6 Do final reading. 5.7 Review and print the result	R.A. 7431 Article II Relation with patients/clients Section 4 ISO Process- Operational Procedure ECS-OP-MPD-RAD- 003	30 minutes 20 minutes 10 minutes 2 minutes 10 minutes 10 minutes 10 minutes	None
		6.1 Release the x-ray result to the patient. <i>Get the authorization letter and record the ID numbers of the patient and authorized representative.</i> 6.2 Let the patient sign the releasing logbook	Patient's bill of rights ISO Process- Operational Procedure ECS-OP-MPD-RAD- 003	1 day 2 minutes 3 minutes	None
TOTAL				1 day, 2 hours and 36 minutes	Refer to Radiology Pricelist

GOVERNMENT SERVICE: <u>Receipt of Deliveries</u>					
Receiving deliveries of office supplies, medical supplies and equipment from different suppliers and donors.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved Purchase Order (PO)	COA Handbook on Property & Supply Management System	1. Receives and checks deliveries if in accordance with specifications.	COA Handbook on Property & Supply Management System	1 hour	None
Receipts, Warranty Cards, Option to Return	COA Handbook on Property & Supply Management System	2.1 Accepts deliveries and affixes signature, date and time.	COA Handbook on Property & Supply Management System	15 minutes	None
		2.2 Records deliveries accordingly in the logbook and stock/bin/property cards.		1 hour	None
		2.3 Contacts Inspection Committee for inspection of received deliveries.		10 minutes	None
		2.4 Preparation of Inspection and Acceptance Report for complete and inspected deliveries.		10 minutes	None
TOTAL				2 hours, 35 minutes	None

GOVERNMENT SERVICE: <u>Receiving Patient Scheduled for Operating Room</u>					
This procedure covers activities from receiving a patient scheduled for surgery until transported to service areas.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Operating Room Proposal	WHO Surgical Patient Safety Checklist	1.1 Endorsement from the service area.	OR Operational Manual	5 minutes	None
		1.2 Checks all necessary documents for operation.		5 minutes	None
		1.3 Prepare the patient for surgery.		5 minutes	None
Patient's Chart		2. Start of surgical procedure.	WHO Surgical Patient Safety Checklist	2 hours or more	None
		3.1 Transport post-operative patient to Post Anesthesia Care Unit (PACU). 3.2 Monitor patients' post-operative status. 3.3 Carries out doctor's orders and procedures.	WHO Surgical Patient Safety Checklist	2 hours <i>(may extend depending on post-operative complications)</i>	None
		4.1 Inform service areas of post-operative patient transport. 4.2 Endorsement of patient to ward/room nurse.	WHO Surgical Patient Safety Checklist	5 minutes 5 minutes	None
TOTAL				4 hours, 25 minutes or more	None

GOVERNMENT SERVICE: <u>Referral Process to other Hospitals</u>					
A patient is be advised by the physician for transfer to other facility for further management or the patient decides to be transferred.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Trip Ticket	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	1.1 Advise and prepares patient's transfer to Tertiary Hospital for further management/ Per patient's request. 1.1.1 For Government Hospitals, Referring facility must refer patient thru E-Referral and phone call. 1.1.2 For Private Institutions, call for availability of room and make reservation.	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	10 minutes	None
				1 hour	
				1 hour	
Referral Slip	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	2. Document Official Receipt Number.	Sec. 78, GAAM Vol.I Section 44(1), chapter 7, Title 1(B), Book V Administrative Code of 1987; Section 68 (1), PD 1445]	3 minutes	Refer to Laboratory and Pharmacy Pricelist
		3. Accompany patient during transport and endorse to receiving facility.	Ward Process Operational Procedure ECS-OP-NSD-WARDS-004 Rev.2	30 minutes	None
TOTAL				Refer to Government Hospitals – 1 hour, 43 minutes Refer to Private Hospitals – 1 hour, 43 minutes	Refer to laboratory and pharmacy pricelist

GOVERNMENT SERVICE: Rehabilitation Unit Services

The Rehabilitation Unit shall conduct Nerve Function assessment to patient who is suspected with Leprosy case, HD patients with ongoing MDT and post MDT, and those with type 1 and type 2 reaction. It also provides rehabilitation to patients with Impairment/Physical deformities secondary to Hansen’s disease as long as it is within the “Golden Period” (6 months to 1 year) or base on the assessment of the physician. Moreover, The Unit performs wound dressing as well as Unna Boot treatment. And is open from Monday to Friday at 8:00 AM to 5:00 PM except holiday.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Secure Rehabilitation Request	ECS-OP-MPD-PTOT-002	1.1 Receive rehab request, then verify the correctness of entry.	ECS-OP-MPD-PTOT-002	2 minutes	None
		1.2 Instruct patient to wait for her/his name to be called.		3 minutes	None
		1.3 Retrieve charts for old patients, while make a new chart for new patient.		10 minutes	None
		1.4 Call patient and instruct to proceed to Physical Exam area/Working Area.		3 minutes	None
		2.1 Check Rehabilitation Request.	DOH-NLCP MOP	2 minutes	None
		Nerve Function Assessment. 2.1.1 Conduct Nerve Function Assessment.	WI-MPD-PTOT-001	45 minutes	None
		Physical Rehabilitation 2.2. Assess patient as to physical condition. 2.2.2 Give appropriate physical exercise.	WI-MPD-PTOT-001 to 005	5 minutes 1 hour	None None
		Wound dressing/Unna Boot treatment 2.3. Wound dressing: 2.3.1 Unna Boot treatment.	WI-MPD-PTOT-006	5 minutes 10 minutes	None None
		3. Give health teaching/self-care orientation.		5 minutes	None

TOTAL	<p>Nerve function Assessment – 1 hour, 5 minutes</p> <p>Physical Rehabilitation – 1 hour, 25 minutes</p> <p>Wound Dressing – 25 minutes</p> <p>Unna Boot Treatment – 30 minutes</p>	None
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GOVERNMENT SERVICE: <u>Releasing Of Checks to External Creditors</u>					
<p>The Cash Operations is tasked with the releasing of checks to external creditors through issuance of processed and approved checks or through Authority to Debit Advice System, while ensuring that payments are duly acknowledged by mentioned creditors through the issuance of valid official or collection receipts whichever is appropriate, with the corresponding acknowledgment on the approved disbursement or payroll vouchers and withholding tax certificates. Releasing of checks is done at the Cash Operations Office Window located at Laboratory and Pharmacy Building and open from Monday to Friday, 8am – 5pm.</p>					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen’s Charter	Legal Basis		
Valid identification card with signature of the claimant (1 ID)	ECS-OP-HOPS-CASH-006	1.1 Verify documents. 1.2 If identification is appropriate, log out documents to be issued out	ECS-OP-HOPS-CASH-006	3 minutes 2 minutes	None
If applicable, Authorization Letter from the Finance and Management Officer	ECS-OP-HOPS-CASH-006	2. Retrieve the check or Authority to Debit Account	ECS-OP-HOPS-CASH-006	3 minutes	None
For company representative: a. Authorization letter using company stationary (1 original document) b. Photocopy of valid identification of authorizing person with signature as shown in the identification for comparison purposes (1 copy)	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines	3. Issue the check or Authority to Debit Account	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines	3 minutes	None
If representing a person: Special Power of Attorney (1 original document)	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines	4. Inspect the documents for completeness and propriety of acknowledgment	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines	2 minutes	None

If representing a deceased payee: Extrajudicial Settlement of Estate where name of representative of the claimant is included or Affidavit of Self-Adjudication (1 original document)					
If claimant is a single proprietor: Authenticated Proof of Ownership (1 photocopy)					
Additional requirement for suppliers: Valid Official or Collection Receipt	Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines		Section 4 of P.D. No. 1445, the Government Auditing Code of the Philippines		
TOTAL				13 minutes	None

GOVERNMENT SERVICE: <u>Releasing of Expanded Newborn Screening Results to Facilities</u>					
This service involves receiving, processing, running of samples and releasing of patient results for the entire Region 7 birthing facilities. The cut-off time in receiving samples is 12:00 noon on Mondays to Thursdays and 3 p.m. on Fridays and long holidays.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Duly accepted newborn screening filter card with blood sample	Republic Act no. 9288 otherwise known as Newborn Screening Act of 2004	1.1 Receives pouches or envelopes.	NSCCV 2020 Administrative Mechanics	10 minutes/100 pouches or envelopes 5 minutes	None
		1.2 Checks details in the logbook, receives and signs air waybills and endorses pouches or envelopes to data encoders	NSCCV 2020 Administrative Mechanics	5 minutes	None
		1.3 Sorts, numbers and accessions samples	Data Encoder Workflow Manual	20 minutes/100 samples for initial samples, 1 minute/sample for repeat, special, monitoring and unfit samples	None
		1.4 Data captures and detaches data sheets from dried blood spots	Data Encoder Workflow Manual	5 minutes/100 samples	None
		1.5 Demographics entry, verification, entry audit and release, tally and sample receipt by hospital sheets printing	Data Encoder Workflow Manual	1 hour/100 samples for demographic entry and verification 1 hour/1000 samples for demographic audit, demographic release, tally sheet	None

		<p>1.6 Barcodes of plates, punches blood spots, generates and loads worklists to the instruments</p> <p>1.7 Performs expanded newborn screening tests</p> <p>1.8 Analyzes controls, interprets results; verifies controls and results <i>Note: Initially positive results are retested in duplicate, Lower than the Lowest Standards, Higher than the Highest Standards, NDE (Not Determined, NE (Not Eluted), With Special Clinical Information (STPN (Suspected Total Parenteral Nutrition, TPN (Total Parenteral Nutrition), With Blood Transfusion, With significant family history, Abnormal Patterns in HPLC, etc.)</i></p> <p>1.9 Merges, prints merge log and PPR; releases and endorses positive and deficient results to the follow-up team</p> <p>1.10 Generates summary and individual results; endorses to result officer</p>	<p>Data Encoder Workflow Manual</p> <p>General Laboratory Workflow Manual</p> <p>General Laboratory Workflow Manual</p> <p>General Laboratory Workflow Manual</p> <p>General Laboratory Workflow Manual</p> <p>General Laboratory Workflow Manual</p>	<p>printing and sample receipt by hospital</p> <p>2 hours/batch (4 tests with 4 plates each)</p> <p>24 hours</p> <p>3 minutes/plate</p> <p>1 hour/12 plates (3 batches)</p> <p>2 hours/1000 samples</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>
Transmittal Form	Republic Act no. 9288 otherwise known as Newborn Screening Act of 2004	2. Sends out summary and individual results to the newborn screening facilities	NSCCV 2020 Administrative Mechanics	9 days	None
Patient Update Form, if necessary					
TOTAL				14 days	None

GOVERNMENT SERVICE: Releasing of Statement of Accounts (SOA)

The Billing and PhilHealth Section is tasked with the computation of hospital charges to external clients through issuance of Statement of Account or Hospital Bills, while ensuring that proper Medical benefits are deducted and that payments are duly acknowledged by the Cash Section through the issuance of valid official receipts.

Releasing of Statement of Accounts are done at the Billing and PhilHealth Section located beside Property and Supply Office, near the Emergency Room and open from Monday to Sunday 8:00am to 5:00pm.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Clearance for Discharge Slip	Refer to Nursing Minutes of Meeting Dated March 2020	1.1 Compute Hospital Charges and deduct PHIC Benefits (if applicable) 1.2 Printing of SOA and other PHIC documents	Refer to Billing/ Philhealth Operational Procedure Document No. ECS-OP-HOPS-BILL-002	20 minutes 5 minutes	None
If PHIC Eligible, client brings the following: CF 2 CF 3 Progress of Labor Surgical Record/ Technique CF 4 Laboratory Test Result Newborn Filter Sticker	Refer to PC 11-2000 Refer to PC 27 - S.2002 Refer to PC 2019- 0002 Refer to PC 2018- 0021	2.1 Check SOA and PHIC Documents for signatures 2.2 Release SOA for payment	Refer to Billing/ Philhealth Operational Procedure Document No. ECS-OP-HOPS-BILL-002	10 minutes 5 minutes	None
		3.1 Adjustment on the Hospital Bill based on the amount of assistance given by MALASAKIT Center.	Refer to Billing/ Philhealth	5 minutes	None

		3.2 Clients proceed to the Cashier for payment and/or signature on the Clearance for Discharge Slip and go back to the Billing and PhilHealth Office after.	Operational Procedure Document No. ECS-OP-HOPS-BILL-002		
		4.1 Check for OR/signature of cashier. 4.2 Billing/PhilHealth personnel affixes signature on Clearance for Discharge Slip 4.3 Directs client to proceed to ward.	Refer to Billing/Philhealth Operational Procedure Document No. ECS-OP-HOPS-BILL-002	4 minutes 3 minutes 3 minutes	None
TOTAL				55 minutes	None

GOVERNMENT SERVICE: <u>Skin Clinic Consultations and Admissions</u>					
Consultation on non-emergent dermatologic disorders to include especially Hansen's disease. Admission of patient's suffering advance Multi Bacillary Leprosy with complications. Severe physical disability, elderly and abandoned. Available Monday to Friday except Holidays, 8:00 am – 5:00 pm.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Filled out Patient's Information Sheet (PIS)	Services to Hansenites Operational Procedure ECS-OP-MPD-STH-001	1.1 Re-check Vital Signs 1.2 Retrieve chart for old patients, while make a new chart for new patient. 1.3 Attach PIS & Treatment Consent 1.4 Issue charge slip	Services to Hansenites Operational Procedure ECS-OP-MPD-STH-001	5 minutes 10 minutes 2 minutes 3 minutes	None Php 75.00
Treatment consent	Services to Hansenites Operational Procedure ECS-OP-MPD-STH-001	2.1 Records Official Receipt Number. 2.2 Conduct pre-consultation. 2.3 Conduct examination & treatment. 2.4 Carry out doctor's orders (laboratories & medicines, as needed)	Services to Hansenites Operational Procedure ECS-OP-MPD-STH-001 DOH-NLCP MOP	2 minutes 15 minutes 15 minutes 5 minutes	None
		3.1 Interpret laboratory results and discuss. 3.2 Administer medicines as needed. 3.3 Discharge as per doctor's order with instructions. 3.3.1 If for admission, carry doctor's order and transport patient to ward and endorse	DOH-NLCP MOP Services to Hansenites Operational Procedure/ECS-OP-MPD-STH-001	15 minutes 15 minutes 15 minutes	None
TOTAL				1 hour, 42 minutes	Php 75.00

GOVERNMENT SERVICE: Transfer of In-patient from one Accommodation to the other (Ward to Ward)

This procedure covers activities of transferring in-patient from one ward to another due to medical reasons.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Patient's Chart	Wards Process Operational Procedure Doc# ECS-OP-NSD-WARDS-004	1.1 Orders on the chart transfer to other ward. 1.2 Carry doctor's order. 1.3 Inform Admitting Officer/ receiving unit for transfer via intercom.	Wards Process Operational Procedure Doc# ECS-OP-NSD-WARDS-004	10 minutes 15 minutes 5 minutes	None
		2. Transfer, ushered and placed patient comfortably on assigned bed and endorsed to the receiving nurse.	Wards Process Operational Procedure Doc# ECS-OP-NSD-WARDS-004	30 minutes	None
TOTAL				1 hour	None

GOVERNMENT SERVICE: <u>Transport of Patients</u>					
This service involves transportation of patients from Emergency Room to Wards, Delivery Room to Wards, Referral to other hospitals, and outside laboratories.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Approved trip ticket by Physician on Duty	DOH Administrative Order No. 13, s. 1997 (Policies and Guidelines in the Management and Use of Ambulance)	1. Acknowledge call and go directly to Emergency Room or Delivery Room.	Transportation and Motorpool Operational Procedure	3 minutes	None
		2.1 Let the Significant Other sign the trip ticket on the passenger side, and double check if it was signed by Physician on duty. 2.2 Transport patient to ward or other hospitals / laboratories. 2.3 Return to Motorpool / Hospital.	DOH Administrative Order No. 13, s. 1997 (Policies and Guidelines in the Management and Use of Ambulance)	5 minutes Ward – 10 minutes Other hospitals / laboratories – 45 minutes Ward – 5 minutes Other hospitals / laboratories – 45 minutes	None
TOTAL				Ward – 23 minutes Other hospitals / laboratories – 1 hour and 38 minutes	None
