



**PROVINCIAL, DISTRICT AND MEDICARE HOSPITALS**  
Quality Management System ISO 9001:2015

PHI-PP05

Revision  
Code: 00

1

Date of Effectivity:  
01/19/2023

## CITIZEN'S CHARTER

**Service Title: Patient's Admission**

**Rationale:** To explain service process flow for In-patients.

**Duration:** 30 minutes

Steps	Responsible	Activity	Documents / System Required	Duration of Transaction
1	Admitting Clerk	Interviews watcher and checks patient's PhilHealth eligibility in PHIC portal.	ID of member/patient PHIC Portal	8 minutes
2	Admitting Clerk	Encodes data in MEDIX HIS for patient's admission and assigns Hospital Number	MEDIX HIS	10 minutes
3	Admitting Clerk	Prints face sheet and claim forms; attached other required documents.	Face sheet PhilHealth Forms MEDIX HIS	6 minutes
4	Admitting Clerk	Instructs watcher to immediately submit completely filled-out claim forms and required document forms.		2 minutes

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**CITIZEN'S CHARTER**

5	Admitting Clerk	Issues and instructs watcher regarding Acknowledgment Slip / Discharge Clearance Slip and Watcher's Pass.	Acknowledgment Slip / Discharge Clearance Slip  Watcher's Pass	3 minutes
6	Admitting Clerk	Refers watcher to SWO on duty for patient's classification and POS enrollment interview		1 minute

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## CITIZEN'S CHARTER

**Service Title: Printing of Philhealth requirements for ER, ABTC and Out-Patients**

**Rationale:** To explain service process flow for printing of Philhealth requirements for ER, ABTC and Out-Patients.

**Duration:** 20 minutes

Steps	Responsible	Activity	Documents / System Required	Duration of Transaction
1	Admitting Clerk	Receive patient's chart from Nursing Attendant / OPD Liaison (IW)	Patient's Chart Logbook	1 minute
2	Admitting Clerk	Interview and verify patient's information.	Patient's Chart MEDIX HIS	4 minutes
3	Admitting Clerk	Validate patient's PhilHealth eligibility; generate PBEF.	PhilHealth Portal MEDIX HIS	4 minutes
4	Admitting Clerk	Provide entries on the PHIC Application Data Entry.	MEDIX HIS	5 minutes

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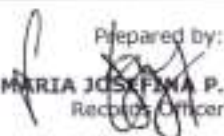


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### CITIZEN'S CHARTER

5	Admitting Clerk	Print PhilHealth claim forms (CSF and CF2).	MEDIX HIS	2 minutes
6	Admitting Clerk	Instructs patient / watcher to accomplish / sign PhilHealth claim forms (CSF, CF2 and PBEF).	CSF, CF2 and PBEF.	2 minutes
7	Admitting Clerk	Refers patient to SWO on duty for patient's interview (for PHIC ineligible); refers patient to Billing section (for PHIC eligible).		1 minute
8	Admitting Clerk	Forward patient's chart to Billing Section.	Patient's Chart	1 minute

#### REVISION HISTORY

Rev.no	Nature of Change	Issue date	Originator	Reviewed by	Approved by
00	Initial Issue	01/19/2023	HIMS	COH	QMR

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