



BULAN MEDICARE HOSPITAL

CITIZEN'S CHARTER



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I. Quality Policy

The **Provincial, District and Medicare Hospitals** of the **Provincial Government of Sorsogon** are strongly committed to provide safe, specialized and high quality health care for all Sorsogonans ensuring responsiveness and satisfaction of its clients and stakeholders.

To uphold this commitment, we shall:

- Formulate quality objectives on all functional areas aligned with the Department of Health standards, thrusts and programs;
- Strongly comply with the provisions set forth by the RA 11223 or Universal Health Care Act and other applicable statutory and regulatory requirements;
- Institute mechanisms to sustain efficient performance and continually improve the human resources' knowledge, skills, expertise, and health practices making our services readily available;
- Continually improve our processes and infrastructure to insure the state-of the-art facilities are in place to respond to their client's need and requirements;
- Uphold client-focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial, District and Medicare Hospitals** for the **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



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BULAN MEDICARE HOSPITAL

Services



1. Triage Services

Office or Division:	Bulan Medicare Hospital – Triage Area			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Triage Checklist		Triage Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Find Triage Area	1. Take patients' data and information (e.g. Name, Address etc.)	None	2 minutes	Nurse / Nursing Attendant
2. Follow instructions given by the Nurse or Nursing Attendant on duty.	2. Assess patient for symptoms based on the checklist provided. Take and record patients vital signs.	None	5 minutes	Nurse / Nursing Attendant
4. Proceed to OPD or ER according to the urgency of their need for care	4. Refer the patient to the OPD or ER according to the urgency of their need for care.	None	2 minutes	Nurse / Nursing Attendant
End of Transaction				



2. Out-Patient Department Services

Office or Division:	Bulan Medicare Hospital – Out-Patient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons Needing Non-Urgent Medical Care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Patient <ul style="list-style-type: none"> ✓ Triage Checklist ✓ OPD Record 		Triage Area OPD Section		
For Old Patients <ul style="list-style-type: none"> ✓ Triage Checklist ✓ OPD Green Card ✓ Discharge Summary ✓ OPD Record 		Triage Area OPD Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present triage checklist and OPD green card for the retrieval of record.	1. Receives triage checklist and OPD green card for retrieval of records. Issue OPD green card for new patients'	None	10 minutes	OPD Nurse / Nursing Attendant
2. Wait for the instruction.	2. Record all the data and vital signs of the patient at the OPD Records then give the records to the Doctor.	None	2-3 minutes	OPD Nurse / Nursing Attendant
3. Proceed to the consultation area and wait for the name to be called.	3. Medical Assessment, Management and Disposition of patients	None except for the diagnostic procedures	15-45 minutes	Doctor-on-Duty
End of Transaction				



3. Request Medical Records

Office or Division:	Bulan Medicare Hospital – Request Medical Records			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Clients of Bulan Medicare Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ OPD Records ✓ Chart 		Record Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Request for Medical Records such as Medical Certificate, Death Certificate, Birth Certificate, Medico-Legal, and Medical Abstract.	Retrieve OPD form/Chart	none	10 Minutes	Records Clerk
Submit all the requirements	1.1 Interview and Check all the requirements	none	10 Minutes	Admin Clerk
Prepare for billing	1.2 Issuance of official receipt	Php 70.00 for all medical records	5 minutes	Cashier Clerk
	1.3 Releasing of Medical Records	none	1 minute	Admin Clerk
End of Transaction				



4. Animal Bite Treatment Center Services

Office or Division:	Bulan Medicare Hospital – ABTC			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ABTC Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ OPD Record ✓ PEP CARD 		OPD Station ABTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. (for new patients) Wait for the name to be called. (for follow-up patients) Present the PEP Card to the ABTC Nurse.	1. Ask about the condition of the patient regarding to the bite of the dog, cat etc. and take note of the important information about what happen.	None	5 minutes	ABTC Nurse
2. Enter the ABTC Room, and understand and coordinate on the process of the medications	2. Assess patient on what category they fall	None	5 minutes	ABTC Nurse
	2.1. (for Category II) <ul style="list-style-type: none"> • Inject with Anti Tetano (TT/ATS) • Inject with Anti-rabies vaccine 2.2 (for Category III) <ul style="list-style-type: none"> • Patient referred to IDH/SPH 	None	2 minutes	ABTC Nurse



	ABTC for Immunoglobulin (RIG)			
3. Wait for further instruction.	3. Provide PEP Card for the patient and advised follow-up for the next dose of Anti-Rabies Vaccine Inform patient or relatives regarding the information about rabies.	None	2-5 minutes	ABTC NURse
End of Transaction				



5. Emergency Room Services

Office or Division:	Bulan Medicare Hospital – Emergency Room			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patient in need of Emergency Medical Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Triage Checklist ✓ OPD Form ✓ Identification Card 		Triage Area ER Any issuing offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Proceed to Emergency Room	1. Receives and positions patient properly	None	2 minutes	ER Nurse/ Nursing Attendant
	1.1. Ask for triage slip with patient pertinent data and complaints. Take and record vital signs of the patient Refer patient to Doctors-on- Duty	None	5 minutes	ER Nurse
4. Provide Consent to care	2. Seen and examine and patient condition Secure Consent to Care from the patient or relatives	None	5-10 minutes	Doctor-on-duty
	3. Determines the disposition of the patient whether if for observation, for transfer or for admission	None	10-15 minutes	Doctor-on-duty
End of Transaction				



6. Patient Admission

Office or Division:	Bulan Medicare Hospital – Inpatient Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patient in need for Hospital Confinement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Patient Chart ✓ Philhealth yellow slip ✓ Patient Philhealth logbook 		Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. from ER or OPD Consultation	1. Secure physicians orders for admission.	None	10-15 minutes	ER Nurse
2. Patient/ Relatives Sign Consent for admission	2. Prepare Patients chart and secure consent for admission Carry out initials doctors order and intervention done	None	10-15 minutes	ER Nurse
	3. Notifies the ward Nurse for admission	None	2-5 minutes	ER Nurse/ Nursing Attendant
	4. Transport patient to ward	None	3-5 minutes	Nursing Attendant
	5. Receives patient from ER to General ward	None	3-5 minutes	Ward Nurse/ Nursing Attendant
	6. Records to admission and Philhealth logbook	None	10-15 minutes	Ward Nurse/ Nursing Attendant
End of Transaction				



7. Patients Discharge

Office or Division:	Bulan Medicare Hospital – Patients Discharge			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Discharge patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Patients Chart/ Doctors Order ✓ Discharge Instruction Sheet 		Attending Physician Nurses on duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Wait for the discharge order	1. May-go-home advised, carries out orders.	None	60 minutes	Doctor-on-duty Ward Nurse
	1.1 (for HAMA) Explain consequences to the patient and relatives and discuss the reason of contemplating HAMA		10 minutes	Ward Nurse
	1.1.1 Secure waiver/consent for HAMA after explaining the consequences to the patient/ relatives.		2 minutes	Ward Nurse
	2. Prepares chart and forward it to Pharmacy section for the medicine	None	10-15 minutes	Ward Nurse



	used.			
	3. Submit chart and PhilHealth Forms to billing section	None	5 minutes	Pharmacist
3. Wait for the bill to be computed	3. Compute all charges and forward it to the Philhealth Section	None	5-10 minutes	Billing-in-charge
4. Accomplished Philhealth Forms	4. Issue Discharge Clearance	None	5 minutes	PhilHealth Clerk
5. Present the Discharge Clearance to the Security Guard	5. Check the Discharge Clearance if it completely signed by the designated area.	None	2-5 minutes	Security Guard
1. (For mortality) Understand and follow instructions	1.1. Carries out doctor's order 1.2. Perform post mortem care and attached accomplished cadaver form 1.3. Endorse cadaver to the medical security guard on duty and facilitates transfer of cadaver to morgue	None	60 minutes 30 minutes 10 minutes	Nurse on duty / Nursing Attendant
End of Transaction				



8. Availment of Philhealth Benefits

Office or Division:	Bulan Medicare Hospital – Philhealth Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ MDR ✓ Philhealth Forms ✓ Identification Card 		Philhealth Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Member or representative will asked for the document (s) or requirements for PhilHealth	1. Asked for Philhealth Identification Number (PIN), Philhealth ID, MDR or other Identification for retrieval of Philhealth Number	None	2-3 minutes	Philhealth Clerk
2. Presents Philhealth Identification Number, Philhealth ID, MDR or other identification	2. Checked for validity of Philhealth in Institutional Health Care Portal (IHCP)	None	2-3 minutes	Philhealth Clerk
	3. If Philhealth is ACTIVE & if YES in IHCP portal: Member or Representative will fill up the Philhealth requirements form	None	5 minutes	Philhealth Clerk



	<p>If NO in IHCP portal:</p> <p>3.1. Member/represent will provide or give the updated MDR.</p> <p>3.1.1 gives checklist of required documents and advised to comeback with the required documents.</p> <p>3.2. For Senior Citizen not enrolled.</p> <p>3.2.1 advised to go to the nearest Philhealth office and present the required documents for enrollment.</p> <p>3.3. If NO Philhealth.</p> <p>3.3.1 patients or member will provide the required documents.</p>	None	5 minutes	Philhealth Clerk
4. Present all the required documents	4. Checked documents if its complete and correct	None	1 minutes	Philhealth Clerk
End of Transaction				



9. Billing Section Services

Office or Division:	Bulan Medicare Hospital – Billing Section			
Classification:	Simple			
Type of Transaction:	C2G – Citizen to Government			
Who may avail:	All in-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Valid ID (Government Issued I.D.) ✓ Birth Certificate with registry Number for undeclared child ✓ Marriage Contract with registry Number for undeclared spouse ✓ MDR ✓ Notarized Affidavit of Guardianship if patient is Minor or the Member is absent ✓ CSF duly filled and signed if the member is employed 		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Patients/ representative will wait for patient's chart for discharge	1. Prepares chart & bill	None	10 minutes	Billing Clerk
2. Patients/ representative will sign the documents. If with Philhealth, member/representative will sign at the Philhealth form.	2. Explained that the documents will be signed before discharge.	None	10-45 minutes	Billing Clerk
2.1 Return the PhilHealth form/ documents to billing section.	2.1 Receives and checked Philhealth documents if it is			



	signed correctly and complete			
3. Receives the copy of statement of account and discharge clearance.	3. Gives the discharge clearance and the copy of SOA and properly file the duplicate.	None	2-3 minutes	Billing Clerk
	4. Advised to wait for the Nurse to call their names for the discharge instructions.	None	2 minutes	Billing Clerk
End of Transaction				



10. Issuance of Official Receipt

Office or Division:	Bulan Medicare Hospital – Issuance of Official Receipt			
Classification:	Simple			
Type of Transaction:	C2G – Citizen to Government			
Who may avail:	Clients of Bulan Medicare Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Billing Sheet / Statement of Account (SOA) ✓ Senior Citizen ID/ PWD ID (if applicable) 		Billing Section		
		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present the billing sheet/ SOA	1. Receive billing sheet/ SOA 1.1. Compute the amount to be paid and deduct applicable discount	None	2 minutes	Cashier Staff
2. Pay the amount to be paid	2. Payment collected and issued Official Receipt	Amount to be paid	7 minutes	Cashier Staff
End of Transaction				



11. Social Service / Availment of Assistance to Individual in Crisis Situation(AICS)

Office or Division:	Bulan Medicare Hospital – Social Service(AICS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All patient in need of medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Certificate of Indigence ✓ Valid Identification 		Office of the Brgy. Captain/MSWDO Issuing Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
<p>1. Approach the SW and submit self for interview and with complete requirements.</p> <p>Nurse on duty may forward prescriptions that needs to be purchased</p> <p>*if the patient arrived after office hours interview shall be done the next day</p>	<p>1. Assists client logging in.</p> <p>Conducts intake interview and initial assessment.</p> <p>Receives and verifies submitted documents.</p> <p>Ensures completeness of requirements.</p>	None	30 minutes	Medical Social Worker
<p>2. Sign the Certificate of Eligibility (COE) form and Reimbursement Expense Receipt (RER).</p>	<p>2. Release of amount needed to purchase medicines covering patient's confinement period/ refund if medicines are already</p>	None	5 minutes	Medical Social Worker



	purchased			
3. Take note of the process.	3. For referral cases, SW facilitates the needed documents (Tabang Center, PCSO)	None	5 minutes	Medical Social Worker
End of Transaction				

12. Social Service / Enrollment of Point of Service

Office or Division:	Bulan Medicare Hospital – Social Service (POS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All patient in need of medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Client/ patient/ watcher proceeds to PhilHealth Section	1. Interviews client/ patient and validates information to be written in CSAS	None	3-5 minutes	PhilHealth Clerk/ Social Worker
	1.1 Generates Claim Eligibility Web Service (CEWS)	None	5 minutes	PhilHealth Clerk/ Social Worker
2. (If PhilHealth is active)	2. Gives 1 set Claim Forms and instruct client/ patient on how to fill – out all the forms	None	5-10 minutes	PhilHealth Clerk/ Social Worker
3. (If 4P's beneficiary and Senior Citizen – not yet enrolled)	3. Advise the 4P's/ SC member to submit needed documents, and facilitate filling out of PMRF forms.	None	5-10 minutes	PhilHealth Clerk/ Social Worker



	The worker compiles the PMRF with complete attachments to be forwarded to PhilHealth Office, Sorsogon.			
4. (If membership has expired validity/ no existing record on PhilHealth)	4. Instruct client/ patient to Social Worker for Assessment and for enrollment on Point of Service (POS) Philhealth program Educate client/ patient with inclusion of PhilHealth benefits	None	15 minutes	PhilHealth Clerk/ Social Worker
5. (If classified as Financially Capable)	5. Instruct client/ patient to proceed to LHIO for payment and ensure completeness of attachments	None	5 minutes	PhilHealth Clerk/ Social Worker
	Instruct client/ patient to immediately submit completely filled – out Claim Forms and as its attachments	None	5 minutes	PhilHealth Clerk/ Social Worker
End of Transaction				



13. Laboratory Service

Office or Division:	Bulan Medicare Hospital – Laboratory Service (Outsource)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All patient of Bulan Medicare Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Laboratory Request		OPD, ER, General Ward, Government and Private Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present Laboratory Request	Collection of Laboratory Request	none	1 minute	Outsource Phlebotomist
	Prepares Charge Slip for payment	none	5 minutes	Outsource Phlebotomist
2. Prepare for collect and extraction of specimen	Verification of the patient's identity Collection of patient's specimen	none	5 minutes	Outsource Phlebotomist
3. Prepare for billing	Issuance of Official receipt	varies on the Laboratory Examination	5 minutes	Outsource Phlebotomist
	Advice the schedule of the Release of Official	none	2 minutes	Outsource Phlebotomist



	Result			
End of Transaction				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)
How feedbacks are processed	ECSM and ICSM are being evaluated and rated per month and submitted to BMH-DICO
How to file a complaint	Complaint could be address to the Governor
How complaints are processed	<ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. <p>The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> <ol style="list-style-type: none"> 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complaint to the Civil Service Commission (CSC)



	Sorsogon Field Office for proper disposition.
Contact Information of CCB, PCC, ARTA	It shall also include the following hotline: <ul style="list-style-type: none">• 8888 – Presidential Complaints Center• 0908-881-6565 – CSC Contact Center ng Bayan• 478-5093 – Anti-Red Tape Authority

Office	Address	Contact Information
Bulan Medicare Hospital	Sitio Pawa, Brgy Lajong, Bulan, Sorsogon	Phone: (+63)917-148-4187 Email add: bmh@sorsogon.gov.ph