



GUBAT DISTRICT HOSPITAL

CITIZEN'S CHARTER

Approved by:


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Chief of Hospital I



LIST OF SERVICES

Out-Patient Department Face-to-Face Consultation Process
Enrolment of Admitted COVID-19 Related Patient to Point of Service
Process for Discharge Assistance of COVID-19 Related Patients

Hospital Operation and Patient Support Service Division

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Cash
Medical Records Section
Medical Social Service Section

Ancillary Service Division

Dental Section
Laboratory Section
Pharmacy Section
Radiology Section
Nutrition and Dietetics Service

Medical Service Division

Nursing Service Division



1 .OUT-PATIENT DEPARTMENT FACE-TO-FACE CONSULTATION PROCESS

For all patients who seek consult at the Out-Patient Department.

Office or Division	GDH Out-Patient Department			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card OPD Record Form (1 original copy)		GDH Out-Patient Section		
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to OPD triage window and allow the OPD staff to get patient's vital sign.	1. Verify If with history of cough, fever, diarrhea, history of travel or contact with COVID suspect or confirmed, patients will be directed to OPD holding area for further evaluation and management.	None	5 minutes	<i>Nurse on Duty</i> Out-Patient Department
2. Prepare self to answer questions regarding illness and physical examination	2. Interview patient / patient's relative.	None	5 minutes	<i>Nurse on Duty</i> Out-Patient Department
3. Submit self to consultation.	3. Examine patient.	None	5 minutes	<i>Doctors on Duty</i> Out-Patient Department
4. Follow instructions given by the OPD staff	4. Patient for discharge / may go home: Instruct patient / patient's relative on the home instructions and follow-up check-up if needed.	None	30 minutes	<i>Doctors on Duty</i> Out-Patient Department
TOTAL:		None	45 minutes	



2. ENROLMENT OF ADMITTED COVID-19 RELATED PATIENT TO POINT OF SERVICE

Enrolment process to PHILHEALTH Point of Service (POS) for COVID-19 related patients. PATIENT WITH RELATIVES

Office or Division	Medical Social Service			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All COVID-19 Related Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Hospital Card (1 original copy) Birth certificate / Marriage Certificate (1 original copy) Valid ID (1 original copy) PMRF (1 original copy) Assessment Tool (1 original)		GDH -AICS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's relative supplies patient's information with hospital card.	1. Interview patient's relative for Philhealth verification	None	2 minutes	Medical Social Worker
2. Client's relative receives and fills-up the stub.	2. Brief assessment on patient's admission.	None	2 minutes	Medical Social Worker
3. Return the accomplished stub.	3. Verify the Philhealth status to Philhealth Portal.	None	3 minutes	Medical Social worker



4. Receive instructions from the Social Welfare Officer.	4. Instruct patient's relative to fill up the provided form. for active Philhealth : instruct patient's relative to proceed to Philhealth Window	None	3 minutes	Medical Social Worker
4. Return the accomplished forms with required attachments.	5. Checked the submitted documents and enroll to POS.	None	10 minutes	Medical Social Worker
6. Receive Philhealth Certification with slip and proceed to Philhealth Window.	5. Provide Certification form with slip and instruct to proceed to	None	2 minutes	Medical Social worker
	6. Philhealth Window.			
Total			22 minutes	



3. ENROLMENT OF ADMITTED COVID-19 RELATED PATIENT TO POINT OF SERVICE

Enrolment process to PHILHEALTH Point of Service (POS) for COVID-19 related patients. PATIENT WITHOUT RELATIVES / UNDER QUARANTINE

Office or Division	Medical Social Service			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All COVID-19 Related Admitted Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Birth certificate/Marriage Certificate (1 original copy) Valid ID (1 original copy) PMRF (1 original copy) Assessment Tool (1 original copy)			GDH -AICS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/patient's relative receive text messages from the Medical Social Worker.	1. Acquire patient/patient's contact number from patient Ledger and send text message.	None	10 minutes	Medical Social Worker
2. Provide Patient's information	2. Verify the Philhealth status to Philhealth Portal.	None	10 minutes	Medical Social Worker
3. Send requirement thru messenger or e-mail.	3. Check the received documents and fill up to forms.	None	10 minutes	Medical Social Worker
4. Receive confirmation.	4. Enroll to POS and inform the billing Section.	None	5 minutes	Medical Social Worker
TOTAL:		None	45 Minutes	



4. PROCESS FOR DISCHARGE ASSISTANCE OF COVID-19 RELATED PATIENTS WITHOUT RELATIVE

Assistance to patients without relative during discharged (for COVID-19 related patients.)

Office or Division	Medical Social Service			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All COVID-19 Related Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Statement of Account (SOA)		GDH - AICS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patients receive discharge notification.	1.Proceed to Billing Window for patient's SOA	None	5 minutes	Medical Social Worker
2.Wait for the billing process.	2.Log and stamp the SOA.	None	2 minutes	Medical Social Worker
3.Wait for instruction of Medical Social Worker.	3.Proceed to Admitting and Cash Section for signature of SOA.	None	5 minutes	Medical Social Worker
4.Prepare and pack personal belongings.	4.Submit/present acquired patient's clearance to Security Officer.	None	1 minute	Medical Social Worker
TOTAL:		None	13 minutes	



HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION



1. EMERGENCY ROOM REGISTRATION PROCESS

Registration process for patients requiring immediate medical management and treatment.

Office or Division	Admitting Section			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
Emergency Room Form (1 original copy) ER Stub (1 original copy) Hospital Card Patient Information Form		GDH Emergency Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For new and old patient. Present Hospital Card Answer the Patient Information Form.	1. Accept the hospital card and let the patient / patient's relative answer the Patient Information Form.	None	5 minutes	Nurse/Nursing Attendant on Duty
TOTAL:			5 minutes	



2. ADMISSION PROCESS

Process for patients requiring hospital admission.

Office or Division	Admitting			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Admission and Discharge Record (1 original copy) Hospital Card (1 original copy) Reminders to Patients, Watchers and Visitors Form (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card, patient's valid ID and Admission and Discharge form to Admitting Section.	1. Accept the Hospital card, Patient's valid ID and Admission and Discharge form.	None	3 minutes	<i>Admitting Clerk</i> Admitting Section
2. Answer the Patient Data Sheet.	2. Instruct client to answer the Patient Data Sheet and transfer information to Patient's Ledger.	None	10 minutes	<i>Admitting Clerk</i> Admitting Section
3. Will be given 2 copies of Reminders to Patient, Watchers, and Visitors Form. Read and sign the form.	3. Instruct client to read and sign the Reminders to Patient, Watchers and Visitors Form.	None	10 minutes	<i>Admitting Clerk</i> Admitting Section
4. Will receive an accomplished Admitting and Discharge form. Return to Emergency room after the transaction.	4. return the Admission and Discharge form and instruct client to go back to the Emergency Room	None	3 minutes	<i>Admitting Clerk</i> Admitting Section



	<p>and Claims section for the required Philhealth documents.</p> <p>For non-Philhealth members:</p> <p>Instruct Client to go to the Medical Social Service for Philhealth application instructions.</p>			<p>Billing and Claims Section</p> <p><i>Medical Social Worker</i> Medical Social Service</p>
	TOTAL:	None	26 minutes	



HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION

(Billing Section)



1. BILLING SECTION

Process for patients requesting for an issuance of Statement of Account.

Office or Division	Billing and Claims Section			
Classification:	Simple			
Type of transaction:	G2C For government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the Hospital card and accomplished pre-billing notification slip.</p> <p>For non-Philhealth members:</p> <p>They will be instructed to go to the Medical Social Service.</p>	<p>1. Accept the accomplished pre-billing notification slip.</p> <p>For non-Philhealth members:</p> <p>Instruct client to go to the Medical Social Service.</p>	None	3 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section
<p>2. Accept the Statement of account form and do the following:</p> <p>a) Proceed to the Admitting section (window 4) for clearance.</p> <p>b) Proceed to the Medical Social Service if needed.</p> <p>c) Proceed to the Cashier for payment.</p> <p>d) Go back to the Respective ward.</p>	<p>2. Compute the Hospital Bill, prepare the Statement of Account and release it to the client with instructions of the following:</p> <p>a) Proceed to the Admitting section (for clearance.</p> <p>b) Proceed to the Medical Social Service if needed.</p> <p>c) Proceed to the Cashier for payment.</p> <p>d) Go back to the Respective ward.</p>	None	45 minutes	<i>Billing Clerk / Philhealth Care Staff</i> Billing and Claims Section
TOTAL:		None	48 minutes	



1. PHILHEALTH PROCESSING

For Philhealth members, procedures, and requirements for Philhealth processing.

Office or Division	Billing and Claims Section			
Classification:	Simple			
Type of transaction:	Client to staff – staff to client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
CF1 (1 original copy) CF2 (1 original copy) CE1 (1 original copy) MDR (1 original copy)			GDH Administrative Office -Window 3	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Employed or Member in Formal Economy 1.1 Answer CF1 and CF2 Form 1.2 Ask Employer for certificate of contribution with signature of Employer and MDR 1.3 Or may go to directly Philhealth office of your area to get the MDR. 1.4 OFW Member 1.4.1 Present MDR 1.4.2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form 1.4.3 if not, you may proceed to Medical Social Service for further instructions.	1. Instruct client to accomplish and complete all required documents depending on the Philhealth Member classification.	None	5 minutes	<i>Philhealth Care</i>



<p>employed, or voluntary</p> <p>1.5.1 Present the receipt of contribution and MDR.</p> <p>1.5.2 if Eligibility of benefits covers hospital admission, answer CF1 and CF2 Form</p> <p>1.5.3 if not, you may proceed to Medical Social Service for further instructions.</p> <p>1.6 For Sponsored/ Indigent/ 4P's (Pantawid Pamilya Pilipino Program)</p> <p>1.6.1 present CE1 (Sponsored Health Certificate) o MDR</p> <p>1.6.2 answer CF1 and CF2 Form</p> <p>1.7 Lifetime or Senior Citizen</p> <p>1.7.1 present Philhealth lifetime ID/ Senior Citizen's Card/ MDR</p> <p>1.7.2 answer CF1 at CF2 Form</p>				
<p>2. Submit all accomplished documents to Billing and Philhealth section.</p>	<p>2. Verify all submitted documents and attached to patient's ledger.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Philhealth Care Staff</i></p>
TOTAL:		<p>None</p>	<p>8 minutes</p>	



HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION

(Cashier Section)



1. PAYMENT PROCESS

Steps on the payment process for availed hospital products and services.

Office or Division	Cashier Section			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Statement of Account (1 original copy) Official Receipt (1 original copy)			GDH Administrative Office – Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital Statement of Accounts and pay the indicated amount.	1. Accepts Order of Payment, Statement of Accounts and indicated amount.	Depends on the amount indicated in the Order of Payment, Statement of Account	3 minutes	<i>Cashier</i>
2. Will receive an Official receipt and will be instructed to go back to the respective ward/unit/section.	2. Issues Official receipt and instruct client to go back to the respective ward/unit/section.	None	3 minutes	<i>Cashier</i>
TOTAL:			6 minutes	



HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICES DIVISION

(Medical Records Section)





1. BIRTH REGISTRATION PROCESS

Steps for clients requesting for Birth Certificate registration.

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	GtoC for government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng Number sa window 3 at hintayin na matawag ang number	1. Tumawag ng number	Wala	1 minuto	Records clerk
2. Ibigay ang Birth Certificate Draft at iba pang requirements sa Records Clerk.	2. Interviewhin ang kliyente at isulat sa Birth cert draft form at Kunin ang Birth Certificate at iba pang requirements at ipabasa sa kliyente kung tama ang lahat ng nakasulat sa draft.	Wala	5 minuto	Records Clerk
3. Hintayin magawa ng clerk at mapirmahan ng doctor ang Birth Certificate	3. Ilalagay ang lahat ng datos na nakuha sa computer na my format ng Birth Certificate at I print ng apat na piraso at isave ito pra sa archive /file ng Ospital.	Wala	15 minuto	Records Clerk



4. Pirmahan ang parte ng Birth Certificate sa Informant Section.	4. Matapos maprint ang apat na piraso ng Birth Certificate, pirmahan ito ng Records Clerk na gumawa at papirmahan ito sa Doctor na ngpaanak o nka duty nung araw na nanganak ang kliyente at papirmahan sa Nanay ang Birth Certificate.	Wala	5 minuto	Records Clerk
5. Pirmahan ang Log Book ng Ospital at isubmit sa MCR Municipal Civil Registrar LGU-Gubat ang Birth Certificate para ma rehistro.	5. Isulat sa Log Book ang Pangalan ng Baby, kailan ipinanganak, Address at ang Nanay ng Baby.	wala	1 minuto	Records Clerk
6. Pumunta sa LGU-Gubat Civil Registrar para marehistro ang Birth Certificate				
Total			27 minutes	
2. DEATH CERTIFICATE REGISTRATION PROCESS				
1. Kumuha ng numero sa window 3 at hintayin matawag	1. Tawagin ang numero at tanungin ang kailangan	Wala	1 minuto	Records Clerk



<p>2. Sabihin ang datos o impormasyon tungkol sa pasyente na namatay sa Ospital kung kailan nadala ang pasyente at namatay.</p>	<p>2. Interviewhin ang kliyente at hanapin ang chart sa Nurses Station o Medical Records Office pra sa mga datos na ilalagay sa Death Certificate form.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Records Clerk</p>
<p>2. s Clerk na gawin ang Death Certificate at pirmahan ang informant section nito.</p>	<p>3. I encode sa computer ang datos ng namatay n pasyente at I print ng apat 4 na kopya at papirmahan sa kukuha o informant at sa doctor na ngproclaim ng pagkamatay ng pasyente at ang Records Clerk na gumawa ng Death Certificate.</p>	<p>Wala</p>	<p>10 minuto</p>	<p>Records Clerk</p>
<p>4. Pirmahan ang Logbook ng Ospital para sa pgkuha ng Death Certificate.</p>	<p>3. Papirmahin ang kukuha ng Death Certificate sa Logbook at hanapan ng ID kung kaano ano ito ng namatay</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Records Clerk</p>
<p>4. Makinig sa Records Clerk kung ano ang susunod na gagawin upang maiparehistro ang Death Certificate.</p>	<p>5. Bigyan ng Instruction slip ang kukuha at sabihan kung ano ang susunod na gagawin pra marehistro ang Death Certificate.</p>	<p>wala</p>	<p>5 minuto</p>	<p>Records Clerk</p>



3. MEDICAL CERTIFICATE (OUT-PATIENT O IN-PATIENT)

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	GtoC for government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1.Kumuha ng Number sa window at hintayin na matawag ang number	1.Tawagin ang number at tanungin kung ano ang kailangan ipagawa ng kliyente	Wala	2 minuto	<i>Records clerk</i>
2.Ibigay sa Records Clerk ang datos ng pasyente na papagawaan ng Medical Certificate.	2.Ilalagay ang lahat ng datos na nakuha sa computer na my format ng Medical Certificate at I print ng dalawang kopya o piraso at isave ito pra sa archive/file ng Ospital. At lagyan ng Dry Seal ang babang bahagi ng	Wala	5 minuto	Records Clerk



<p>3. Hintayin magawa ng clerk at mapirmahan ng doctor ang Medical Certificate</p>	<p>3. Ilalagay ang lahat ng datos na nakuha sa computer na my format ng Medical Certificate at I print ng dalawang kopya o piraso at isave ito pra sa archive/file ng Ospital. At lagyan ng Dry Seal ang babang bahagi ng Medical Certificate bago papirmahan sa doktor.</p>	<p>wala</p>	<p>10 minuto</p>	<p>Records Clerk</p>
<p>4.Kunin ang charge slip para sa pag bayad ng Medical Certificate at pirmahan ang Receiving copy ng Medical Certificate</p>	<p>4.Matapos maprint ang dalawang (2) piraso ng Medical Certificate, bigyan ng charge slip ang kukuha ng Medical Certificate,</p>	<p>100.00</p>	<p>5 minuto</p>	<p>Records Clerk/Cashier</p>
<p>5.Magbayad sa kahero dala ang charge slip at</p>	<p>5. Isulat sa Log Book ang Pangalan ng kliyente at Address.at pa bayaran sa kahero ang charge slip na binigay sa kukuha ng medical certificate.</p>		<p>1 minuto</p>	
<p>Total</p>			<p>23 minuto</p>	



<p>6.. Hintayin ang Records Clerk na gawin ang Death Certificate at pirmahan ang informant section nito.</p>	<p>6. I encode sa computer ang datos ng namatay n pasyente at I print ng apat 4 na kopya at papirmahan sa kukuha o informant at sa doctor na ngproclaim ng pagkamatay ng pasyente at ang Records Clerk na gumawa ng Death Certificate.</p>	<p>Wala</p>	<p>10 minuto</p>	<p>Records Clerk</p>
<p>7. Pirmahan ang Logbook ng Ospital para sa pgkuha ng Death Certificate.</p>	<p>5.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Records Clerk</p>
<p>8. Makinig sa Records Clerk kung ano ang susunod na gagawin upang maiparehistro ang Death Certificate.</p>	<p>9. Bigyan ng Instruction slip ang kukuha at sabihan kung ano ang susunod na gagawin pra marehistro ang Death Certificate.</p>	<p>wala</p>	<p>5 minuto</p>	<p>Records Clerk</p>



4. MEDICO LEGAL CERTIFICATE (OUT AND IN PATIENT))

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	GtoC for government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Kumuha ng Number sa window at hintayin na matawag ang number	1.Tawagin ang number at tanungin kung ano ang kailangan ipagawa ng kliyente	Wala	2 minuto	<i>Records clerk</i>
2.Ibigay sa Records Clerk ang datos ng pasyente na papagawaan ng Medico Legal Certificate.	2. Interviewhin ang kliyente at isulat sa draft form at Kunin ang Chart ng Pasyente, OPD Chart kung hindi na confine at Chart ng Pasyente sa Nurses Station kung kasalukuyang nka admit pa, at sa Medical Records Office kung nakalabas na ang pasyente na magpapagawa	Wala	5 minuto	Records Clerk



<p>3. Hintayin magawa ng clerk at mapirmahan ng doctor ang Medico Legal Certificate</p>	<p>3. Ilalagay ang lahat ng datos na nakuha sa computer na my format ng MedicoLegal Certificate at I print ng dalawang kopya o piraso at isave ito pra sa archive/file ng Ospital. At lagyan ng Dry Seal ang babang bahagi ng Medico Legal Certificate bago papirmahan sa doktor.</p>	<p>wala</p>	<p>10 minuto</p>	<p>Records Clerk</p>
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<p>4. Kunin ang charge slip para sa pag bayad ng Medico Legal Certificate</p>	<p>4. Matapos maprint ang dalawang (2) piraso ng Medical Certificate, bigyan ng charge slip ang kukuha ng Medical Certificate, At papirmahan sa Doctor na nka duty ang Medico-legal Certificate.</p> <p>Kung hindi nakaduty ang doctor na nakakita mismo sa pasyente, maaring bumalik na lamang ang pasyente o kukuha ng Medico-Legal Certificate kung kailan ang susunod na duty ang doctor. Lalo na kung ang Medico Legal Certificate ay gagawing ebidensya na ipapasa sa mga awtoridad para sa legal na aksyon.</p>		<p>2 minuto</p>	<p>Records</p>
<p>5. Magbayad sa kahero dala ang charge slip at</p>	<p>5. Isulat sa Log Book ang Pangalan ng kliyente at Address. at pa bayaran sa kahero ang charge slip na binigay sa kukuha ng medical certificate.</p>		<p>1 minuto</p>	
<p>Total</p>			<p>20 minuto</p>	



5. MEDICAL ABSTRACT (IN and OUT Patient)

Office or Division	Health and Information Management (Medical Records Section)			
Classification:	Simple			
Type of transaction:	GtoC for government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Kumuha ng Number sa window at hintayin na matawag ang number	1.Tawagin ang number at tanungin kung ano ang kailangan ipagawa ng kliyente	Wala	2 minuto	<i>Records clerk</i>
2.Ibigay sa Records Clerk ang datos ng pasyente na papagawaan ng Medico Legal Certificate.	2.Tawagin ang number at tanungin kung ano ang kailangan ipagawa ng kliyente Sabihan ang pasyente o ang kukuha ng Medical Abstract na ang Doktor na nag admit sa pasyente ang gagawa ng Medical Abstract at mabuting sabihan ang nurse na nakaduty sa nurses Station Para malagyan ng 2 copies ng Medical Abstract form ang Chart ng pasyente kung ito ay naka confine pa at magawan ng doctor habang hindi pa nakakalabas ang pasyente.		5 minuto	Records Clerk



<p>3. Hintayin magawa ng clerk at mapirmahan ng doctor ang Medical Abstract</p>	<p>3. Hintayin matapos ng doctor at kung pababalikin na lang ang kukuha ng Medical Abstract Certificate ang kukuha para hindi masayang an oras ng paghihintay ng pasyente o ng kukuha .</p> <p>At kung tapos na gawin ng doctor, kukunin ang 2 kopya ang isa ay orihinal na sulat ng doctor at ang isa ay carbon copy ng Medical Abstract at isave ito sa chart ng pasyente pra sa archive/file ng Ospital.</p>	<p>wala</p>	<p>10 minuto</p>	<p>Records Clerk</p>
<p>4. Pirmahan ang Receiving copy ng Medical Abstract.</p>	<p>4 .Kapag nagawa n ang Medical Abstract ng doctor, ibigay ang orihinal na kopya sa pasyente o kukuha at papirmahan sa receiving copy nito, katibayan na kinuha na nila ang Medical Abstract. At ilagay ang carbon copy ng medical abstract sa chart ng pasyente.</p>		<p>2 minuto</p>	<p>Records</p>



5. Magbayad sa kahero dala ang charge slip at	5. Kung ang kukuha ay ng request ulit ng panibagong Medical Abstract, maari itong pabayaran sa kahero kapag kukuhanin na nila ulit ang kopya ng Medical Abstract.		1 minuto	
Total			20 minuto	



6. RETRIEVAL OF PATIENT'S OLD CHART PROCESS

Steps to retrieve old patients / discharged patient's chart.

Office or Division	Medical Records Section			
Classification:	Simple			
Type of transaction:	for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Hospital card at the medical records card	1. Accept and verify patient's hospital card.	None	3 minutes	<i>Medical Records Clerk / Medical Records Officer</i>
2. Wait for your name to be called.	2. Give instructions to wait for the name to be called.	None	3 minutes	<i>Medical Records Clerk / Medical Records Officer</i>
TOTAL:		None	6 minutes	



7. RETRIEVAL OF PATIENT'S OLD CHART PROCESS (WITHOUT HOSPITAL CARD)

Steps to retrieve old patients / discharged patient's chart. (without hospital card)

Office or Division	Medical Records Section			
Classification:	Simple			
Type of transaction:	for government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and present Lost card data sheet to the medical records section.	1. Accept Lost card data sheet form.	None	5 minutes	<i>Medical Records Clerk / Medical Records Officer</i>
2. Wait for the retrieval of old Hospital number.	2. Give Instructions to wait for the retrieval of old hospital number	None	10 minutes	<i>Medical Records Clerk / Medical Records Officer</i>
3. Will receive new hospital card with same hospital number with the lost card. Proceed back to OPD or Emergency room and wait for your name to be called.	3. Issue new hospital card with same hospital number. Give instructions to go back to OPD or Emergency room and wait for their name to be called.	None	5minutes	<i>Medical Records Clerk / Medical Records Officer</i>
TOTAL:			20 minutes	



ANCILLARY SERVICES DIVISION

(Medical Social Service Section)



1. MEDICAL SOCIAL SERVICE ASSISTANCE PROCESS

Steps for patient requesting for medical social service assistance for medicines, laboratory and diagnostic services done outside.

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Certificate of Indigency 4ps/PWD/Barangay/ Senior Citizen's Identification Card MSS Assessment Tool			AICS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes interview and presents necessary documents if needed.	1. Interview the client in order to assess them regarding their Background Information and Socio-economic status.	None	10-20 Minutes	Social welfare officer
	2. Orients client/patient on the scope limitations of hospital services, cost sharing including the policies)	None	5 Minutes	Social welfare officer
TOTAL:		None	25 minutes	



2. ENROLMENT TO PHIC THROUGH POINT OF SERVICE PROGRAM

Office or Division	Medical Social Service			
Classification:	Simple			
Type of Transaction:	for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO AVAIL		
PMRF form (1 copy original) Assessment Tool (1 copy original) Birth Certificate / Marriage Certificate Valid ID (1 copy original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask information how to access PHIC Enrolment	1.Provides information and instructs watcher or patient for the requirements	None	5 minutes	Medical Social Worker
2.Filled-up PMRF)	2.Assist client to fill up the information required at PMRF	None	5 minutes	Medical Social Worker
3. Submitted complete requirements and PMRF)	3 Check completeness of information and attached documents	None	5 minutes	Medical Social Worker
4. Wait for the completion of the on-site registration to PHIC	4.Wait for the completion of the on-site registration to PHIC	None	Within 24 hours	Medical Social Worker
	Proceed to PHIC Claims Section...)			
TOTAL:		None	1 day and 20 minutes	



ANCILLARY SERVICES DIVISION

(Dental Section)



1. DENTAL CONSULTATION PROCESS

Process for patients requesting for dental consultation.

Office or	Dental Section			
Classification:	Simple			
Type of transacti	for government services whose client is transacting public			
Who may avail:	All			
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL
1. Secure a triage number (for first come, first serve basis) Hand sanitize rendered for safety precaution purposes. Triage number will be changed with the new number	1. Assess and fill-up the Covid precaution checklist. Body temperature taken and recorded.	None	2 minutes	Triage Personnel
2. Proceed to OPD section and wait your number to be called.	2. Assess the patient, interview for patients history of illness and chief complaints and fill-up on OPD patient record chart.	None	2 minutes	OPD Section
	3, Vital signs taken as well as the height, weight and recorded on the patients.	None	5 minutes	OPD Section



	<p>4. Patients data recorded with corresponding number attached to the patients chart and instructed the patient to go to perspective clinic where to consult and wait to be called the number they are holding.</p>	None	5 minutes	
	<p>5. Received OPD Record Record it on a patients daily logbook. -Patients number is called, give individual treatment record filled and signed. - Instruct patient to limit one person to accompany them, always wear face mask and face shield. - Must observe social distancing at the waiting area</p>	None	5 minutes	Dental Aide
	<p>5. Call patients number and Perform hand Disinfection with 70% Isoprophyl Alcohol. -Ask patient to use In-clinic footwear.</p>	None	2 minutes	Dental aide



	6. Take oral examination and conduct the desire treatment and procedure. - Give chair side oral health instruction. - Give post-operative medicine to be taken orally.	None	30-60 minutes	Dentist
	7. Discharge the Patients and proceed to pharmacy to request medicines	None	1-10 minutes	Dentist
Total			1 hr. and 30 minutes	



ANCILLARY SERVICES DIVISION

(Laboratory Section)



1. LABORATORY EXAMINATION PROCESS

Steps for patients requesting for laboratory examinations as requested by the physician.

Office or Division	Laboratory Department			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Laboratory Request signed by NDH doctor (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			Laboratory Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Hospital card and laboratory request signed by the doctor. 1.2 Will receive necessary instructions depending on the requested examination. 1.3 For patients with request from other hospital, they have to consult with NDH doctors to acquire new laboratory request.	. Accept laboratory request. .2 Instruct patient according to the requested examination.	None	3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department
2.1 Will receive an order of payment and proceed to cashier section for payment. 2.2 For patients who cannot pay the indicated amount, they may proceed to Medical Social Service for assistance.	2.1 Give an order of payment and instruct to proceed to cashier section for payment.	CLINICAL CHEMISTRY TEST OGCT 75 Grams 840.00 BUA 175.00 BUN 175.00 Chloride 290.00 Total Cholesterol 175.00 Creatinine	3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department



		175.00		
	Glucose (FBS, RBS, 2PP)			
		175.00		
	FT3			
		600.00		
	FT4			
		600.00		
	TSH			
		660.00		
	HBA1C			
		800.00		
	LIPID PROFILE (Total Chole,HDL,LDL.VLDL)			
		850.00		
	Potassium			
		290.00		
	SGOT			
		250.00		
	SGPT			
		250.00		
	Sodium			
		290.00		
	Triglycerides			
		175.00		
	Troponin I (quantitative)			
		900.00		
	CLINICAL MICROSCOPY TEST			
	Fecalysis			
		85.00		
	Occult blood			
		400.00		
	Pregnancy Test			
		200.00		
	Urinalysis			
		85.00		
	HEMATOLOGY TEST			
	ABO and RH typing			
		240.00		
	Bleeding time			
		60.00		
	Clotting time			
		60.00		
	CBC (automated)			
		350.00		
	CBC (manual)			
		150.00		
	ESR			
		150.00		



		Platelet count(Manual) 150.00 IMMUNOSEROLOGY TEST HBSAG Rapid 300.00 ANTIHAV IgM Rapid 700.00 HCV Rapid 400.00 Syphilis 200.00 BLOOD BANK TEST Cross matching(Slide Method) 350.00 ABO/ Rh Typing 250.00 SEROLOGY TEST Dengue IgM and IgG 750.00 NS1Ag 950.00		
3. Present the order of payment and pay the indicated amount. Get official receipt.	3. Accepts Order of payment and indicated amounts. Give official receipt.	Depends on the requested examination.	3 minutes	<i>Cashier Clerk</i> Cash Section
4. Present the Official receipt to the Laboratory Department.	4. Verify Official receipt and list on patient's registry.	None	3 minutes	<i>Laboratory Clerk / RMT</i> Laboratory Department



<p>5.1 Submit specimen (urine, stool, etc.)</p> <p>5.2 Undergo blood extraction</p> <p>5.3 Will receive instructions regarding release of examination's official results.</p>	<p>5.1 Accept specimen and verify identification by asking patient's name.</p> <p>5.2 Verify identification by asking patient's name prior to blood extraction.</p> <p>5.3 Will receive instructions regarding release of examination's official results.</p>	<p>None</p>	<p>5 minutes</p>	<p>Laboratory Clerk /Phlebotomist/ RMT Laboratory Department</p>
<p>6. Steps to claim results, present hospital card, valid ID or Official receipt before claiming the official examination result.</p>	<p>6. Verify Hospital card, valid ID or Official receipt and issue official examination results.</p>	<p>None</p>	<p>2 minutes</p>	<p>Laboratory Clerk / RMT Laboratory Department</p>
<p>TOTAL:</p>			<p>20minutes</p>	



ANCILLARY SERVICES DIVISION

(Pharmacy Section)



1. PHARMACY

Steps on how to purchase medicines for out-patient clients.

Office or Division	Pharmacy Section			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Prescription signed by the Doctor (1 original copy) Order of Payment (1 original copy) Official Receipt (1 original copy)			Pharmacy Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription signed by the Doctor.	1.1 Accept prescription signed by the doctor. 1.2 Check stock availability. 1.2.1 If not available, ask the doctor for alternative medicine. 1.2. 2 If still not available, give instructions to buy outside.	None	3 minutes	<i>Pharmacist</i> Pharmacy Section
2. Will receive order of payment and proceed to cashier section for the payment. For patients who cannot pay the indicated amount, may ask for assistance at the Medical Social Service of the hospital.	2. Give order of payment and instruct client to proceed to the cashier section for payment.	Depends on the requested medicine.	3 minutes	<i>Pharmacist</i> Pharmacy Section



3. Present the order of payment and pay the indicated amount. Will receive an official receipt.	3. Accept order of payment and indicated amount. Give official receipt.		3 minutes	<i>Pharmacist Pharmacy Section</i>
4. Present the official receipt at the pharmacy section.	4. Verify the Official receipt.		3 minutes	<i>Pharmacist Pharmacy Section</i>
5. Claim the requested medicine and instructions on how to take the purchased medicines. Sign the logbook for release.	5. Release the requested medicines and give instructions on how to take it. Let the client sign the releasing logbook.		5 minutes	<i>Pharmacist Pharmacy Section</i>
5. Claim the requested medicine and instructions on how to take the purchased medicines. Sign the logbook for release.	5. Release the requested medicines and give instructions on how to take it. Let the client sign the releasing logbook.		5 minutes	<i>Pharmacist Pharmacy Section</i>
TOTAL:			20 minutes	



ANCILLARY SERVICES DIVISION

(Radiology Section)



1. RADIOLOGY EXAMINATIONS PROCESS

Steps for patients requiring radiological procedures as requested by the doctor.

Office or Division	Radiology Section			
Classification:	Simple			
Type of transaction:	G2C – for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Radiology Request Form signed by the Doctor (1 original copy) Order of Payment (1 original copy) Official receipt (1 original copy)			Radiology Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present the radiology request form signed by the Doctor.</p> <p>For patients with request from other hospital, present the radiology request form signed by the Doctor.</p> <p>Instruction will be given depending on the requested procedure / examination.</p>	<p>1. Accept the radiology request form and give instructions depending on the requested procedure / examination.</p>	None	3 minutes	<i>Radiologic Technologist</i>
<p>2. Will receive order of payment and proceed to the cashier section for payment.</p> <p>For patients who cannot pay the whole amount, they may ask assistance from the medical social service section of the hospital.</p>	<p>2. Give order of payment and instruct patient to proceed to cashier section for payment.</p>	<p>X-RAY.</p> <p>All examination will be charged per exposure (film or digital plate)</p> <p>190.00/film</p>	3 minutes	<i>Radiologic Technologist</i>



3. Present the order of payment and pay the indicated amount at the cashier. Client will be given an official receipt.	3. Accept the order of payment at indicated amount. Give official receipt after payment.	None	3 minutes	Cashier Cash Section
4. Present the official receipt at the radiology section and wait for your name to be called.	4. Verify the official receipt and instruct patient wait.	None	3 minutes	Radiologic Technologist
5. Proceed to the radiology section for the procedure. After the procedure, patient will be instructed on when the official results will be released.	5. call the patient and proceed to the examination room for the procedure. Give instructions when the official results will be released. <ul style="list-style-type: none"> for X-ray: 3 working days 	None	15 minutes	Radiologic Technologist
6. To claim results, present hospital card, valid ID or official receipt.	6. Verify Hospital card, valid ID or Official receipt at release official examination result.	None	3 minutes	Radiologic Technologist
TOTAL:		Depending on the requested procedure	30 minutes	



ANCILLARY SERVICES DIVISION

(Nutrition and Dietetics Service)



1. NUTRITION AND DIETETICS SERVICE

Meal Service to in-patients. To serve adequate, nutritious, safe meals to in patients and ensure quality service.

Office or Division	Nutrition and Dietetics Service			
Classification:	Simple			
Type of transaction:	For government services whose client is transacting public			
Who may avail:	All in-patients			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Nbs Filter Paper (1 original copy) Schedule of Release Form (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. Menu Planning, Budgeting/Cost Control, Counseling & Purchasing	None	1 hour	<i>Nutritionist Dietitian FSW</i>
2.	2. Food production (washing, peeling, slicing, cooking of foodstuffs)	None	1 hour	<i>Cook FSW</i>
3.	3. Get diet list form Nursing Service Check No. of patients and diet order (Tray cards) Dishing-out to individual trays and arrange in food trolley/ conveyor		20 minutes 30 minutes	<i>FSW FSW ND Cook/ FSW</i>
4. Received Meals	4. Distribute food trays to in patient		15 minutes	<i>FSW</i>



5. Return of used food trays	5. Collect Trays		10 minutes	FSW
6.	Washing/ sterilizing of trays/ used kitchen utensils, etc.		30 minutes	FSW
	Disposal of garbage, cleaning of work area and surrounding.		20 minutes	Cook
	Checking lights off, gas off, electric fan before leaving the dietary. Observe energy and water conservation		5 minutes	FSW/COOK ND
TOTAL:			4 hours and 10 minutes	



MEDICAL SERVICES DIVISION



1. Steps for availing Expanded Newborn Screening services and diagnostics.

Office or Division	Pediatrics Department			
Classification:	Simple			
Type of transaction:	For government services whose client is transacting public			
Who may avail:	Inborn Deliveries – on their 24 hours of life and more Outborn Deliveries – on their 24 hours of life and more			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Nbs Filter Paper (1 original copy) Schedule of Release Form (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to respective screening areas	1. Receives babies for screening test	Covered by Philhealth	3 minutes	<i>NBS PERSONNEL</i>
2. Screening Test	2. Do the screening procedure		15 minutes	<i>NBS PERSONNEL</i>
3. Schedule for release of results	3.1 1 month for NBS		For NBS – 2 minutes	<i>NBS PERSONNEL</i>
TOTAL:			20 minutes	



NURSING SERVICES DIVISION



1. EMERGENCY ROOM CONSULTATION PROCESS

Steps for patients seeking for emergency consultation.

Office or Division	NURSING SERVICE			
Classification:	Simple			
Type of transaction:	G2C for government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Valid ID (1 original copy) ER Chart Prescription Pad (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Referral Form (1 original copy) Admission Chart			Emergency Room	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Hospital Main entrance and register patient to admitting section.	1. Get patient information then instruct to proceed to ER	None	10 minutes	<i>Admitting Clerk</i>
2. Go to Emergency Room	2. Receive patient	None	5 minutes	<i>Nurse on Duty Nursing Service Department</i>
3. Prepare self to answer questions regarding illness and physical exam.	3. Interview patient/relative: Classify into: Medicine Pedia Surgery OB-Gyne	None	5 minutes	<i>Nurse on Duty Nursing Service Department Doctors on Duty ER Department</i>
4. Submit self for consultation	4. Examine patient	None	5 minutes	<i>Doctors on Duty</i>
5. Follow instructions given by staff	5.1 Patients for discharge/may go home: Instruct patient/relative of patient's home medications and date	None	35 minutes	<i>Nurse on Duty Nursing Service Department Consultant on Duty ER Department</i>



	<p>of when and where to follow up</p> <p>5.2 Patients for emergency medication/laboratory test/Radiology exam: Give request necessary forms and instruct to submit to appropriate unit/section</p> <p>5.3 Patient for observation: Explain management plan and what and why to wait</p> <p>5.4 Patients for admission: Follow steps in Emergency room Admission Process</p> <p>5.5 Patients for Transfer to other hospital: Give instruction and referral form</p>			
TOTAL:			1 hour	



2. ADMISSION PROCESS

Steps for patient who will be admitted in the hospital.

Office or Division	Nursing Service Department			
Classification:	Simple			
Type of transaction:	For government services whose client is transacting public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Hospital Card (1 original copy) Admission Order (1 original copy) Consent Form (1 original copy) Laboratory Request Form (1 original copy) Radiology Request Form (1 original copy) Reminders to Patient, Watchers and Visitors (1 original copy) Admission and Discharge Chart			Emergency Room	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the doctor of patient's admission	1. Explain the urgency and importance of admission	None	10 minutes	<i>Doctors on Duty</i> ER Department
2. Sign Consent for admission	2. Secure consent for admission from patient/relative	None	3 minutes	<i>ER Nurse on Duty</i> Nursing Service Department
3. Prepare self for examination relevant to admission process	3. Prepare patient for additional examinations for admission process	None	3 minutes	<i>ER Nurse on Duty</i> Nursing Service Department
4. Shall be advised to proceed to Admitting Section to bring Admitting and Discharge Record Form	4. Instruct relative to proceed to admitting section and hand over the Admitting and Discharge Record Form for processing	None	3 minutes	<i>Nurse on Duty</i> Nursing Service Department
5.1 Present Hospital Card of Patient and admitting and discharge Form to admitting section	5.1 Receive hospital card at Admission and Discharge Form	None	20 minutes	Admitting Section
5.2 Fill-up Patient Data Sheet	5.2. Instruct relative to fill up Patient Data Sheet			



<p>5.3 Receive 2 copies of Reminders to patient, watchers, and visitor form, read and sign</p> <p>5.4 Receive back the Admission and discharge form with accomplished details of patient</p>	<p>and record patient information on registry</p> <p>5.3 Explain and secure signature of patient/relative on 2 copy ng Reminders to patient, watchers, and visitor form (give 1 copy to patient/relative)</p> <p>5.4 Give back Admission and Discharge Form to patient/relative and instruct to return to Emergency room</p>			
<p>6. Bring back the Admission and Discharge Form to Emergency Room and present to nurse</p>	<p>6. Receive the Admission and Discharge Form the properly filled up by admitting section from relative/patient</p>	None	3 minutes	<p><i>Nurse on Duty</i> Nursing Service Department</p>
<p>7. Wait until patient is transferred to ward</p>	<p>7. Instruct Institutional Worker (IW) to transfer patient to ward/unit</p>	None	3 minutes	<p><i>Nurse on Duty</i> <i>Nursing Attendant</i> Nursing Service Department</p> <p><i>Institutional Worker</i> Engineering and Facilities Management</p>
TOTAL:		None	45 minutes	



Indicate the steps for availing newborn screening services and diagnostics.

Office or Division	Pediatrics Department			
Classification:	Simple			
Type of transaction:	For government services whose client is transacting public			
Who may avail:	Inborn Deliveries – on their 24 hours of life and more Outborn Deliveries – on their 24 hours of life and more			
CHECKLIST OF REQUIREMENTS			WHERE TO AVAIL	
Nbs Filter Paper (1 original copy) Schedule of Release Form (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to respective screening areas	1. Receives babies for screening test	Covered by Philhealth	3 minutes	<i>NBS PERSONNEL</i>
2. Screening Test	2. Do the screening procedure		15 minutes	<i>NBS PERSONNEL</i>
3. Schedule for release of results	3.1 1 month for NBS		For NBS – 2 minutes	<i>NBS PERSONNEL</i>
TOTAL:			20 minutes	





