



MAGALLANES MEDICARE HOSPITAL

CITIZEN'S CHARTER

2021 (1st Edition)



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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 ensure that state-of-the-art facilities are in place to respond to their client's needs 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 their 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 of 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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Services



1. Out Patient Service

Office or Division:	Magallanes Medicare Hospital – Out Patient Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen,			
Who may avail:	Persons Needing Non Urgent Medical Care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ OPD Card or ✓ Any Valid Identification Card 		Out Patient Service front desk Any Issuing Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Present OPD card for retrieval of OPD Record	Receives OPD Card and retrieve the patient's PD Record. Issue OPD card for new patients	None except for diagnostic procedures (subject to financial assistance after social service classification)	10 minutes	Records Clerk
2. Have Vital Signs Taken	Take and record the patient's vital signs on the OPD chart Triage System		5 minutes	OPD Nursing Attendant
3.	Medical Assessment, Management and Disposition.		14-45 minutes	Medical Doctor on duty

2. Emergency Department

Office or Division:	Magallanes Medicare Hospital – Emergency Room Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	Patients in need of “Emergency” Medical Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Patient Classification Triaging System <ul style="list-style-type: none"> Emergent - will be attended promptly Semi-urgent - about 1 hour Non Urgent - about 1 – 2 hours ✓ Any Valid Identification Card 		Triage Any Issuing Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Patient or watcher proceeds to receiving area Provides patient data and medical history	Receives and positions the patient properly Performs the triaging system	Fees based on Provincial Ordinance No. 45-2019 (subject to financial assistance after social service classification)	1 minutes	ER Nurse on Duty
2. Provide Consent to Care	Get the vital signs (BP, temperatures, Pulse rate, Respiratory rate and Oxygen saturation) and weight. Fill up the ER record form properly. Secure consent from the patient or relatives		5 minutes	ER Nursing Attendant
3.	Medical Assessment, Management and Disposition Patient is admitted or discharged depending on medical condition		10-30 Minutes	Doctors on Duty

3. Patient Admission

Office or Division:	Magallanes Medicare Hospital – In Patient Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, Monday to Sunday (24/7)			
Who may avail:	Patients in need of hospital confinement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Any Valid Identification Card		Any Issuing Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. ER or OPD consultation Presents Admitting Orders from Attending Physician	Secure and carry out Admitting Orders Inform the ward for room/bed preparation Endorse patient to ward personnel		10 minutes	ER or OPD nurse/ Attendant
2. Patient or Watcher Proceeds to Admitting Section Sign Consent for Collection of Personal Information and Medical Management Provides Patient Personal Information	Explain Hospital Policies, Privacy Notice, Patient Rights and Responsibilities Secure Consent for Collection of Personal Information and Medical Management Check Patient's Philhealth status Print out Admitting Front Sheet Provide CSAS slip	Fees based on Provincial Ordinance No. 45-2019 (subject to financial assistance after social service classification)	10 minutes	Admitting Officer
3.	Social Service Assessment		15 Minutes	Social Worker

4. Availment of Philhealth Benefits

Office or Division:	Magallanes Medicare Hospital – Philhealth Claims Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Monday to Friday (8:00AM – 5:00PM)			
Who may avail:	In-Patient (Philhealth Patient)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ MDR ✓ CSF /CF-1 		Philhealth LHIO or Online at www.philhealth.gov.ph Employer (If Employed)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Watcher proceeds to Claims Section to secure CSAS	Interviews watcher and validates information to be written in CSAS	None	3 Minutes	Frontline-Officer of the day (OTD)
2.	Generates Claim Eligibility Web Service (CEWS)		5 Minutes	Phihealth Clerk
3.	Gives 1 set Claim Forms and instructs watcher on how to fill-out all the forms	None	5 Minutes	Phihealth Clerk
4.	Instructs watcher to immediately submit completely filled-out Claim Forms and its attachments		3 Minutes	Philhealth Clerk

5. Social/Medical Service

Office or Division:	Magallanes Medicare Hospital – Social Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Monday to Friday (8:00AM – 5:00PM)			
Who may avail:	Indigent Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ✓ Certificate of Indigency ✓ Valid Identification Card 		Office of the Punong Barangay/MSWDO Any Issuing Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
<p>1. Patient or companion proceed to social worker for interview.</p> <p>*If the patient arrived after office hours, interview shall be done the next day.</p>	<p>Assessment and classification by social worker, including accomplishment of intake form.</p>	None	30 minutes per client	Social Worker
<p>2. Submit documentary requirements needed</p>	<p>Accepts and verify submitted documents.</p> <p>Ensure completeness of requirements.</p> <p>Endorse/refer patients to providers of financial assistance.</p>		10 minutes	Social Worker

6. Laboratory Service

Office or Division:	Magallanes Medicare Hospital – Laboratory Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Monday- Saturday (7:00am – 4:00pm)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Laboratory Request		OPD, ER, or other Gov't. & Private Health Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Presents Doctor's laboratory request	Receives and evaluates Doctors request.		1 minutes per client	Outsourced Lab Reception Clerk
2	Prepares charge slip for payment. Advice Patient/Watcher if in need of financial assistance to proceed to Social Services		30 Minutes	Outsourced Lab Reception Clerk/MT
2. Returns the Laboratory Request with AICS mark and Signature of the Social Worker	Receives the Laboratory Request and informs the patient of the examination		5 Minutes	Outsourced Lab Reception MT
3. Patient proceeds to the extraction/ Collection room	Verifies the identity of the patient Extract and/collects the laboratory specimen Informs the patient/ relative the date and time of the release of official results Performs specific examination		10- 30 Minutes	Medical Technologist/ Phlebotomist

7. Request for Medical Records

Office or Division:	Magallanes Medicare Hospital – Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Provincial Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
✓ Request Form		Hospital Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Ask for Request Form and Duly filled out Request Form	Provide Request Form and approves request	None	5 minutes	Records Clerk
2. Submit the Request Form	Receive and check the Request Form at the office window Issuance of: Medical Records Medical Certificate Birth Certificate Death Certificate	None	30 minutes – 2 Hours	Records Clerk



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 MgMH 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. 3. 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). 4. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 5. 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	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> • 8888 – Presidential Complaints Center • 0908-881-6565 – CSC Contact Center ng Bayan • 478-5093 – Anti-Red Tape Authority



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Office	Address	Contact Information
Magallanes Medicare Hospital	Aguada Norte, Magallanes, Sorsogon	Phone: 0951 115 7235 Email : mgmh@sorsogon.gov.ph Website: www.sorsogon.gov.ph