



# MATNOG MEDICARE HOSPITAL

## CITIZEN'S CHARTER

2021 (1<sup>st</sup> Edition)



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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, thrust 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 human resources' knowledge, skills, expertise, and health practice 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 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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## 1. Triage

<b>Office or Division:</b>	Matnog Medicare Hospital-Triage			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Triage Form		Triage Area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to triage area	Obtain patients' data and information (medical/travel history and exposure to Covid-19)	None	1-3 minutes	Nurse Nursing Attendant
2. Answer questions asked by the nurse/nursing attendant on duty	Assess client's complaint	None	1-5 minutes	Nurse Nursing Attendant
3. Follow instructions given by the staff.	Take vital signs	None	3-5 minutes	Nurse Nursing Attendant
4. Proceed to OPD section or Emergency Room as instructed.	Prioritization-refer patient to ER/OPD	None	1-5 minutes	Nurse Nursing Attendant



## 2. Out-Patient Services

<b>Office or Division:</b>	Matnog Medicare Hospital- Out-Patient Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ OPD Card</li> <li>✓ OPD Record</li> </ul>		Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Record Section for registration.	Record staff provide OPD card for new patient. Checks/retrieves OPD record (old patient)	None	2 minutes	Record Staff
2. Proceed to OPD section	Record staff sends OPD Form/Record to OPD section.	None	1-2 minutes	Record Staff
3. Wait for the call of OPD Nurse/Nursing attendant.	Obtain vital signs Present chief complaint Medical history	None	2-3 minutes	OPD Nurse/Clerk
4. Proceed to Consultation Room.	Refers patient to OPD Doctor.	None	1-2 minutes	OPD Nurse/Clerk
5. Follow Doctor's order.	Assess and examines the patient. Give prescription/treatment.	None	5-10 minutes	OPD Doctor
6. Follow up after completion of medicine/ as needed.	Give proper instruction on taking medicines and when to come back as needed.	None	3 minutes	Nurse



### 3. Emergency Services

<b>Office or Division:</b>	Matnog Medicare Hospital- Emergency Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
✓ Emergency Record Form		Emergency Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Emergency Room	Assess and monitor vital signs	None	1-3 minutes	ER Nurse Nursing Attendant
2. Submit for examination and treatment	Administer emergency measures as needed and refer immediately to Resident Doctor.	None	1-3 minutes	ER Nurse Nursing attendant
3.	Physician on duty immediately assess and provide immediate care/medication to patient. Classification of patients: 1. OPD/Observation. 2. Admission/confinement.  Referral to other facility.	None	1-5 minutes	Doctor
4. Follow doctor's order	Carry out doctor's order.	None	1-3 minutes	ER Nurse Nursing attendant



## 4. Admission

<b>Office or Division:</b>	Matnog Medicare Hospital- Admission			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ OPD Form with admission order</li> <li>✓ ER Form</li> </ul>		Out-patient Department Emergency Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Emergency Room. • Client or nearest kin sign consent form	Secure informed consent	none	1-3 minutes	Doctor Nurse
2. Submit for medical examination and treatment	Examine and treat patient.  Fills out doctor order sheet	None	1-3 minutes	Doctor
	Carry out doctor's order.	None	1-15 minutes	Nurse Nursing
3. Relatives/watcher proceed to PHIC Section Social Service Laboratory	Coordinate with other hospital sections/services.	None	1-3 minutes	ER Nurse Nursing attendant
	Coordinate to ward staff (Nurse/Nursing attendant)	None	1-2 minutes	ER nurse Nursing attendant
	Transport Patient	None	1-2 minutes	Nursing attendant
	Prepare room assignment	None	1-3 Minutes	Nursing attendant
	Receive incoming patient  Assess patient's condition.  Record new admission to admission Logbook.  Documentation	None	1-3 minutes	Nurse





**5. Discharge**

<b>Office or Division:</b>	Matnog Medicare Hospital- Discharge			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Discharge slip</li> <li>✓ May go home order</li> </ul>		Medical and Nursing Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the discharge order	Written discharge order. Inform patient and relatives.	None	1-3 minutes	Doctor
2. Receives discharge slip	Provide discharge Slip and proper instructions for discharge process.	None	1-3 minutes	Ward Nurse Nursing attendant
3. Proceed to other Sections of the hospital for Clearance	Coordinate to other hospital sections regarding patient's discharge	None	1-2 minutes	Ward Nurse Nursing attendant
4. Answer clients survey form	Inform patient/relatives to fill-out client's survey form	None	1-2 minutes	Nursing attendant
5. Signs discharge plan sheet	Provides discharge plan sheet and gives proper instruction on home medication, diet, health teachings and when to come back or as needed.	None	1-3	Doctor Nurse
	Remove contraption	None	1-3 minutes	Nurse
	Transport patient from ward to hospital exit/waiting area	None	1-3 minutes	Nursing attendant



**6. Newborn Screening**

<b>Office or Division:</b>	Matnog Medicare Hospital-Laboratory Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All Newborn Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Completely filled up Laboratory Request (Patient's Data, Physician's Signature)</li> <li>✓ Correct Specimen Volume</li> </ul>		Requesting Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Completely filled up Newborn Screening Request form requested by physician	Receive Laboratory Request	<i>none</i>	5 minutes	Trained Medical Technologist
2. Pay desired amount for Non-Philhealth member and Wait for blood collection	Completely Fill up Filter Cards with correct Patient's Data and Perform Newborn Screening Test Extraction	<i>Non-Philhealth Patient: 1,750 php (ENBS)</i>  <i>Philhealth Member: None</i>	10-20 minutes	Trained Medical Technologist

2. Wait for the release of result instruction	Advise Mother of Patient/Guardian to claim result once available. A text message will be sent immediately.	none	5 minutes	Trained Medical Technologist
3. Wait for the result	Send NBS sample to NBS Center thru preferred courier	none	15 days-30 days	Medical Technologist Courier
4. Claim result after receiving a text message	Release result	none	2 minutes	Medical Technologist



## 7. Laboratory Services (Outsourced)

<b>Office or Division:</b>	Matnog Medicare Hospital-Laboratory Services (Outsourced)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>✓ Completely filled up Laboratory Request (Patient's Data, Physician's Signature)</li> <li>✓ Correct Specimen Volume</li> </ul>		Requesting Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Submit Completely filled up Lab Request form requested by physician	Receive Laboratory Request submitted by Hospital Staff (For Inpatients); Patients/ Relative (for OPD)	None	5 minutes	PDMC Staff
2. Wait for approval and instructions	Issue charge slip for fees to be paid	See PDMC Price List of Laboratory Examination ( <i>price depends on lab test</i> )	5 minutes	PDMC Staff
3. Pay for lab fees	Issue official receipt. Instruct proper procedure in collecting of specimen		5 minutes	PDMC Staff
		none		

<p>4. Follow instruction given, collect correct volume of specimen needed and submit to Laboratory</p>	<p>Identify specimen volume for approval (Clinical Microscopy Examination); Do proper blood collection technique</p>		<p>2-5 minutes</p>	<p>Medical Technologist Phlebotomist</p>
<p>5. Wait for release of result instruction</p>	<p>Advise patient of time of result. Wait for PDMC Rider to pick up the specimen to be sent in PDMC Irosin or Sorsogon</p>	<p>none</p>	<p>1 day</p>	<p>PDMC Staff PDMC Rider</p>



## 8. Gene Expert Testing

<b>Office or Division:</b>	Matnog Medicare Hospital-Gene Expert Testing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	Old and New Suspect TB Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>✓ Completely filled up Form 2A Laboratory Request (Patient's Data, Physician's Signature)</li> <li>✓ Sputum Specimen 3ml-10ml</li> </ul>		Requesting Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Completely filled up Form 2A requested by physician	Receive Form2A Request from Hospital or RHU	None	2 minutes	Trained Medical Technologist
1. Wait for approval and instructions	Approval and demonstration of proper procedure in collecting of specimen	None	5 minutes	Trained Medical Technologist
2. Follow instruction given, collect correct volume of specimen needed and	Identify specimen volume for approval	None	15-30 minutes	Trained Medical Technologist

submit to Laboratory				
3. Wait for release of result instruction	Advise patient to wait for Text Message on claiming of result	None	Same Day at 4pm to 10am the next day	Trained Medical Technologist



## 9. Billing and Collection

<b>Office or Division:</b>	Matnog Medicare Hospital-Billing and Collection			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All patients who utilized any service offered by the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR OUT-PATIENT</b> ✓ Charge Slip		Emergency Room		
<b>FOR IN-PATIENT</b> ✓ Discharge Slip		Nurse's Station (Ward)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR OUT-PATIENT</b>				
1. Present charge slip/s (if applicable)	Receive charge slip and provide patient the actual hospital bill to paid	None	2-3 minutes	Billing Clerk/s
2. Provide payment based on the charge slip	Receive payment and issue official receipt based on the payment made.	Amount based on charge slip	2-3 minutes	Collecting Officer
<b>FOR IN-PATIENT</b>				
1. Present discharge slip verified and signed by PhilHealth Section	A. PhilHealth Member- Accept and sign discharge slip and statement of accounts.	None	5-10 minutes	Billing Clerk/s
	B. Non-PhilHealth Member a. Financially Capable	None	5-10 minutes	Billing Clerk/s



	<ul style="list-style-type: none"><li>- Receive discharge slip and provide patient the actual hospital bill to be paid</li></ul>			
	<p>b. Financially Incapable- Refer to social worker for assessment</p>	None	5-10 minutes	Billing Clerk/s

<p>2. A. PhilHealth Member- Sign statement of accounts and provide payment necessary</p> <p>B. Non-PhilHealth Member</p> <p>a. Financially Capable- Provide Payment based on the discharge slip</p> <p>b. Financially Incapable- Present the discharge slip with social worker's assessment</p>	<p>Provide patient a copy of statement of accounts and issue official receipt if necessary.</p> <p>Sign discharge slip and issue official receipt</p> <p>Sign discharge slip and issue official receipt</p>	<p>Amount based on statement of account</p> <p>Amount based on discharge slip</p> <p>Amount based on social worker's assessment</p>	<p>2-3 minutes</p> <p>2-3 minutes</p> <p>5-10 minutes</p>	<p>Billing Clerk/s Collecting Officer</p> <p>Billing Clerk/s Collecting Officer</p> <p>Billing Clerk/s Collecting Officer</p>
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### 10. Availment of PhilHealth Claims

<b>Office or Division:</b>	Matnog Medicare Hospital – Availment of PhilHealth Claims			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	Eligible Philhealth members and dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Member Data Record		Philhealth/Claims Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Upon admission, patient's relatives/watcher present admission slip	<ul style="list-style-type: none"> <li>Receive admission slip and checks at PhilHealth portal if the patient or patient's parent (in case the patient is minor) is with or without existing PhilHealth membership</li> <li>If with existing membership and eligible to avail the benefits, the clerk informs the relative/watcher about the status of PhilHealth membership</li> <li>If without existing membership, the clerk refers the relative/watcher to Social Services Section for assessment and possible enrollment to Point of Service (POS)</li> </ul>	None	5-10 minutes	Claims Clerk
Upon discharge, patient's relatives/watcher present discharge slip and submit photocopy of updated Member Data Record (MDR)	<ul style="list-style-type: none"> <li>Receive discharge slip and photocopy of updated Member Data Record (MDR) or in the absence of copy of Member Data Record (MDR), the clerk generates PhilHealth Benefit Eligibility Form thru PhilHealth portal and provide necessary claim forms to be accomplished by the PhilHealth member</li> </ul>	None	3-5 minutes	Claims Clerk



## 11. Social Services

<b>Office or Division:</b>	Matnog Medicare Hospital – Social Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	AICS: Indigent Patient/Client Point of Service (POS): In-patient without active membership to Philhealth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
AICS: 1. Certificate of Indigency 2. Medical Certificate 3. Valid ID of patient or relatives 4. Laboratory Request 5. Prescription  Point of Service (POS): 1. Valid ID of patient 2. Birth Certificate if minor		Barangay and Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
<b>AICS</b>				
Submit laboratory request or prescription	Accept laboratory request or prescription and give checklist of requirements needed for availment of AICS	None	2 minutes	Social Worker
Submit requirements	Conduct interview and assessment to the client and provide all necessary forms to fill-out	None	20 minutes	Social Worker
Sign all necessary forms	Accept signed forms and review completeness of signature and necessary attachments	None	3 minutes	Social Worker

<b>Point of Service (POS)</b>  Patient relatives/watcher present themselves for interview	Interview to gather data for his/her eligibility and advice to secure the documents needed for his/her online enrollment to Point of Service	None	3 minutes	Social Worker
Submit needed requirements or documents	Conduct interview and assessment on the client  Client will be given Intake Sheet and PMRF to fill-out and signature	None	20 minutes	Social Worker



## 12. Records Service

<b>Office or Division:</b>	Matnog Medicare Hospital – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. OPD card 2. Barangay or Police Request for medical certificate (for medico legal cases)			1. Records Office 2. Barangay or PNP Station	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
<b>OPD Patients</b>				
Present request for medical records or OPD card	Receive request for medical records	None	1 minute	Records Clerk
Wait for the medical records	Retrieve medical records	None	3-5 minutes	Records Clerk
Wait for the medical records to be forwarded to OPD clerk	Forwards the medical records to OPD clerk	None	2-3 minutes	Records Clerk
<b>Issuance of Medical Certificate</b>				
Present request for medical records and request for medical certificate	Receive request for medical records and medical certificate	None	1 minute	Records Clerk
Wait for medical records	Retrieve medical records	None	3-5 minutes	Records Clerk

Wait until examined by the physician and proceed to the cashier for payment of medical certificate	Type medical certificate	None	3-5 minutes	Records Clerk
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### 13. Ambulance Services

<b>Office or Division:</b>	Matnog Medicare Hospital – Ambulance Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Client to Staff and Staff to Client			
<b>Who may avail:</b>	In patients and ER patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Duly filled up referral form 2. Duly filled up trip tickets			Referring Physician	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>DURATION</b>	<b>PERSON RESPONSIBLE</b>
Prepares and wait for transport of patient referred by physician	Prepares the records/referral and inform the referral hospital	None	5-10 minutes	Physician
Patient/ watcher cooperate for pre departure patients physical preparation	Inform the ambulance driver & provides instructions and referral slip	None	5-20 minutes	Nurse
Signs as passenger	Prepares trip ticket and secures approval of travel from hospital officers	None	2-5 minutes	Driver
Boarding of patient & watcher	Conveys patient to the referral hospital/ destination	None	1 to 1 ½ hours	Driver





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<b>Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM)</b>
How feedbacks are processed	<b>ECSM and ICSM are being evaluated and rated per month and submitted to Hospital DICO</b>
How to file a complaint	<b>Complaint could be address to the Chief of Hospital- Attention: Care Desk Assistance</b>
How complaints are processed	<ol style="list-style-type: none"> <li><b>1. Verbal/Written complaints are forwarded to Care Desk Assistance Services</b></li> <li><b>2. Care Desk Officer endorse to the grievance committee for review and evaluation</b></li> <li><b>3. Grievance Committee to invite parties involve for a meeting to discuss the matter</b></li> <li><b>4. If resolved-cased closed, parties sign amicable settlement paper</b></li> <li><b>5. If unresolved, forward documents to the Provincial Grievance Committee for further actions.</b></li> </ol>
Contact Information of CCB, PCC, ARTA	<p>It shall also include the following hotline:</p> <ul style="list-style-type: none"> <li><b>• 8888 – Presidential Complaints Center</b></li> <li><b>• 0908-881-6565 – CSC Contact Center ng Bayan</b></li> <li><b>• 478-5093 – Anti-Red Tape Authority</b></li> </ul>



**MATNOG MEDICARE HOSPITAL**

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Matnog Medicare Hospital	Brgy. Gadgaron, Matnog, Sorsogon	09630160629  056-311-5735