



PHILHEALTH AVAILMENT - CITIZEN'S CHARTER

Office or Division:	Philhealth			
Classification:	Simple			
Type of Transaction:	Government to Individual			
Who may Avail:	Member and Dependent Patient's or In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated MDR Birth Certificate Baptismal Marriage Certificate Any Valid ID's		Philhealth Office PSA/Municipal Civil Registrar Church PSA Origin of the ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Upon admission (while the patient is at emergency room)	Check if the patients are with or without existing membership to Philhealth (under Portal/CEWS)	None	10 Mins	PHIC Clerk
2. If patients are eligible to avail or Portal/CEWS "YES"	Notify or inform admitting nurse/nursing attendant on duty of patient's Philhealth status and membership category	None	3 Mins	PHIC Clerk
3. If without existing Membership or Portal/CEWS "NO"	Refer to Social Services Section for assessment and enrollment to Point of Service or (POS)	None	5 Mins	PHIC Clerk
4. If no signal of internet connection/brownout	Notify or inform admitting nurse/nursing attendant on duty tat the patient is for	None	1-2 hours (or depends on the	PHIC Clerk

	POS enrollment		situation	
5. Upon Discharge of the patients	Signing of PHIC forms POS enrolled patients Patients with existing PHIC membership or Portal/CEWS	None	3 Mins	PHIC Clerk

NOTES TO THE CITIZEN'S CHARTER AND THE SERVICES GUIDES

1. FIRST COME FIRST BASIS

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2. UNEXPECTED EVENTS

At times, fortuitous event occurs such as typhoon, earthquake etc., during such times, the resources of the provincial government of Sorsogon, such as manpower, equipment, etc., are re-directed to help the devastated areas, barangays and communities in the province. Such re-direction of resources may affect the schedule of performance of the other services.

3. POWER OUTAGES

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CASH MANAGEMENT CITIZEN'S CHARTER

Office or Division:	Cash Management			
Classification:	Simple			
Type of Transaction:	Government to Individual			
Who may Avail:	Patient, Clients and Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip/Order of Payment		Nurse Station/ER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
Go to cashier's office and present charge slip	Compute the corresponding fees to be collected.	Depending on the amount on the charge slip	5-7 minutes	Collecting Officer
Pay to the cashier the amount to be collected	Receives payment	Depending on the amount on the charge slip	5 minutes	Collecting Officer
Get the corresponding O.R. for the amount paid	Issuance of the official receipt	None	5 minutes	Collecting Officer
	Records cash collection in the cashbook	None	6 minutes	Collecting Officer
	Prepares report of collections & deposit	None	45 minutes	Collecting Officer
	Prepares remittance of collection	None	30 minutes	Collecting Officer

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PHARMACY CITIZEN'S CHARTER

Office or Division:	Pharmacy
Classification:	Simple
Type of Transaction:	Government to Individual
Who may Avail:	In - Patient OPD

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. VALID PRESCRIPTION (OPD PATIENT) 2. VALID PRESCRIPTION (IN-PATIENT) 3. CHARGE SLIP	OPD WARD PHARMACY

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
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AVAILMENT OF MEDICINES AND MEDICAL SUPPLIES REQUESTS FROM OPD

How to Avail of the Service:

1. Present the Doctor's written order	TRANSCRIPTION OF MEDICATION ORDER Checks for the available medicines in the pharmacy and validate the complete information needed in the prescription (Name of Patient, Age, Gender, Address, Date)	None	1 Minute	Pharmacist
2.	PREPARATION OF AVAILABLE MEDICINES Pharmacist double checks the actual medicines and the medicines in the prescription, label and pack the medicines	None	1-3minutes	Pharmacist

	ordered.			
3.	<p>PHARMACIST WILL PREPARE THE CHARGE SLIP</p> <p>The patient are instructed to go to the social worker for evaluation and approval</p>	None	1-3minutes	Pharmacist
4. Return the charge slip to the pharmacy	<p>CHECKS THE RETURNED CHARGE SLIP</p> <p>Charity patients – if the charge slip have signed “FREE” by the social worker.</p>	None	1 Minute	Patient/ Guardian/ Relative
5. Sign the charge slip	<p>RECEIVING OF CHARGE SLIP</p> <ul style="list-style-type: none"> The receiving person are ask to put their full name and signature, date and time at theback of the filled prescription For the medicines that are not available in the pharmacy. Patient/Guardian/Relative are given new prescription that contains all un-served items and were advised and redirected to get their medicine outside, whether at RHU or on private pharmaceutical establishments 	None	2-5 minutes	Patient/ Guardian/ Relative
6. Receive the medicines	<p>DISPENSING and PATIENT COUNSELLING</p> <p>Pharmacist gives the available medicines ordered and counsel the patient/guardian on how to take it.</p>	None	1-3 minutes	Pharmacist
AVAILMENT OF MEDICINES AND MEDICAL SUPPLIES REQUESTS FROM IN-PATIENT				
How to Avail of the Service:				
1. Present the	TRANSCRIPTION OF	None	1 minute	Pharmacist

Doctor's written order	<p>MEDICATION ORDER</p> <p>Checks for the available medicines in the pharmacy and validate the complete information needed in the prescription (Name of Patient, Age, Gender, Address, Date)</p>			
2.	<p>PREPARATION OF AVAILABLE MEDICINES</p> <p>Pharmacist double checks the actual medicines and the medicines in the prescription, label and pack the medicines ordered.</p>	None	1 – 3 minutes	Pharmacist
3.	<p>PHARMACIST WILL PREPARE THE CHARGE SLIP</p>	None	1 – 3 minutes	Pharmacist
4. Sign the charge slip	<p>RECEIVING OF CHARGE SLIP</p> <ul style="list-style-type: none"> •The receiving person are ask to put their full name and signature, date and time at the back of the filled prescription •For the medicines that are not available in the pharmacy. Patient/Guardian/Relative are given new prescription that contains all un-served items and were advised and redirected to get their medicine outside, whether at RHU or on private pharmaceutical establishments 	None	2-5 minutes	Patient/ Guardian/ Relative
5. Receive the medicines	<p>DISPENSING AND PATIENT COUNSELING</p> <p>For In-Patient medication order (Rx copied by nurse)</p> <ul style="list-style-type: none"> • Pharmacist gives the available medicines ordered to the guardian/nurse on duty 	None	2-4 minutes	Pharmacist

	<p>For In-Patient Discharge medications</p> <ul style="list-style-type: none"> • Pharmacist gives the available medicines ordered and counsel the patient/guardian on how to take it. 			
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Emergency Room

CITIZEN'S CHARTER

Office or Division:	Nursing & Medical / Emergency Room			
Classification:	Simple			
Type of Transaction:	Government to individual			
Who may Avail:	Patients who needs Emergency Care			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Patient's Records Consent for Procedure Form			Emergency Room	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Proceed to TRIAGE AREA	-Assessment using Triage checklist. -Register patient in the ER Form/ Patient Record. -Initial measurement of Vital Signs	None	2-5 minutes	ER Nurse/ Nursing Attendant
	Refer patient to the physician on duty	None	2 -5 minutes	ER Nurse/ Nursing Attendant
2. Sign at the consent form for any procedure	Obtain consent for procedure	None	1 minute	ER Nurse/ Nursing Attendant
	Assist physician in examining the patient and carry out orders for medication/medical care	None	30 – 45 minutes	Physician ER Nurse/ Nursing Attendant
	<ul style="list-style-type: none"> • If vital signs are absent give resuscitative measures and refer to physician on duty <ul style="list-style-type: none"> ➤ If resuscitative measures fail and ROD pronounces patient as dead on arrival (DOA), the ER Nurse records to mortality logbook, Perform Post – mortem care 	None		

	<ul style="list-style-type: none"> • In case of medico-legal, refer to Physician on Duty • If patient is for surgery, prepare patient's record and consent for special procedure. • If patient is for admission, prepare admitting forms and instruct relative to proceed to the admitting unit. Notify the ward regarding admission. • If patient is for referral to other health facility, obtain referral documents from Physician on duty. <p>If patient is for discharge (send home) instruct patient/relative to comply with discharge requirements</p>			
	Enter patient's name at ER logbook and score card with complete data, diagnosis and disposition	None		

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CITIZEN'S CHARTER

(LABORATORY)

Office or Division:	Outsource Laboratory			
Classification:	Simple			
Type of Transaction:	Private (Out-source) to Individual			
Who may Avail:	Indigent Patient/Client with requirements			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request form with approval or signed by the Medical Social Worker		Hospital (Social Services)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
IN-PATIENT				
1. Consult physician on duty	Retrieval of medical records to the medical records room	None	10-15 minutes	OPD / Nursing attendant
	Medical assessment of patient	None	15 minutes	ROD / Physician on duty
	Issuance of laboratory Request	None	5 minutes	Physician on duty
2. For interview of Medical Social Worker / To see Medical Social Worker	Assess or categorize patients financial capability (Financially Incapable)	None	10-20 minutes	Medical Social Worker
	Signs the laboratory request of financially incapable patients	None	3 minutes	Medical Social Worker

2.1 Submit the approved Laboratory request to Phlebotomist	Extraction/ Receiving of submitted specimen	None	10-15 minutes (depending on needed specimen)	Phlebotomist
3.	Assess / categorize patients financial capability (Financially Capable); Advise patient to pay for the laboratory procedure to the Phlebotomist	None	10-20 minutes (depending on cases)	Medical Social Worker
3.1 Submit the laboratory request with note financially capable to the Phlebotomist	Receive the payment of patient and issuance of acknowledgement receipt	None	5 minutes	Phlebotomist
3.2	Extraction/Receiving of submitted specimen	None	10-15 minutes (depending on needed specimen)	Phlebotomist
3.3	Advise patient that the result and Official Receipt will be released 24 hours post extraction however for the Electronic copy needed by the physician on duty it will be received via email within 2 hours post extraction	None	5 minutes	Phlebotomist

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CITIZEN'S CHARTER

Medical Records

Office or Division:	Admin			
Classification:	Simple			
Type of Transaction:	Government to Individual			
Who may Avail	In-Patient and Out-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Marriage Certificate/Contract 2. Birth Certificate of the Mother and Father 3. Baptismal Certificate or Valid ID in the absence of the Birth Certificate indicating the birthdate of the mother and father 		PSA Municipal Registrar Office/PSA Church ID's Origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
MEDICAL CERTIFICATE				
1. Coordinate to Admin Office for the request of Certificate	Secure the patient's medical chart	None	5 Minutes	Medical Record Staff
2. Patient /relatives present themselves for interview	Brief interview with the requestor for the purpose of the request	None	2 Minutes	Medical Record Staff
	Prepare the Medical Certificate	None	5 Minutes	Medical Record Staff
	Coordinate to Attending Physician for the signing of the Certificate	None	2 Minutes	Medical Record Staff
3. Secure the copy of the Certificate	Provide a copy of the Medical Certificate to the requestor	None	1 Minute	Medical Record Staff

	Filing and Recording of the Certificate	None	1 Minute	Medical Record Staff
BIRTH CERTIFICATE				
1. Patient /relatives present themselves for interview (after birth delivery)	Conduct Intake Interview to the mother/relatives during daily rounds	None	5 Minutes	Medical Record Staff
	Provide and explain the list of the requirements	None	2 Minutes	Medical Record Staff
2. Secure and submit the requirements needed	Review the correctness of the submitted requirements	None	2 Minutes	Medical Record Staff
	Secure the patient's medical chart	None	5 Minutes	Medical Record Staff
	Prepare the Birth Certificate	None	10 Minutes	Medical Record Staff
	Coordinate to Attending Physician and Administrative Officer, Mother and/or Father of the Newly born child for the signing of the Certificate	None	5 Minutes	Medical Record Staff
3. Birth Registration at the Municipal Civil Registrar Office and pay the required amount	Accompany the requestor/client to the Municipal registrar Office for the birth registration	None	30 Minutes	Medical Record Staff
4. Secure the Original Copy of the Registered Birth Certificate	Secure copy of the Birth Certificate	None	1 Minute	Medical Record Staff
DEATH CERTIFICATE				
1. Client coordinate to Admin Office for the request of Death Certificate	Secure the patient medical chart	None	5 Minutes	Medical Record Staff
2. Patient /relatives present themselves for interview	Brief interview with the requestor	None	2 Minutes	Medical Record Staff
	Prepare the Death Certificate	None	10 Minutes	Medical Record Staff
	Coordinate to Attending	None	2 Minutes	Medical Record

	Physician, Admin Officer, RHU Physician and Relatives of the Deceased for the signing of the Certificate			Staff
3. Secure the copy of the Certificate	Provide a copy of the Death Certificate to the requestor	None	1 Minute	Medical Record Staff
	Filing and Recording of the Certificate	None	1 Minute	Medical Record Staff

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OUT PATIENT DEPARTMENT (OPD) CITIZEN'S CHARTER

Office or Division:	Nursing Service / OPD			
Classification:	Simple			
Type of Transaction:	Government to Individual			
Who may Avail:	All Patients/clients who want to seek health consultation at Prieto Diaz Medicare Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Card		Registration Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
1. Proceed to record section for registration New Patient – will be issued with new OPD card Old Patient – present the OPD card	Register the new patient and issue a new OPD card For old patients – retrieve the OPD record		New patient – 2mins. Old patient with OPD card – 5mins. Old patient without OPD card – 10-15mins.	Nursing Attendants
2. Proceed to OPD section	Take the vital signs and record the patient's chief complaint, assessment and other observations		3minutes	OPD midwife/Nursing Attendant
3. Wait for the call to the consultation room	Assess the patient and give prescription of medication and instruction for laboratory work out		3-5minutes	Physician
4. Listen carefully to the instruction	Give instructions for the medication or laboratory request and advise for follow up check-up		1-2minutes	OPD Midwife/Nursing Attendant
5. Present the laboratory	If laboratory results are in, refer to physician for		2 minutes	OPD Midwife/Nursing

result	appropriate management and instruction			Attendant Physician
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First come first served policy will be applied, but triaging of patient will still be observed as to emergent, urgent, or non-urgent case. The time required to deliver the service mentioned in the citizen's charter starts at the time the patient is registered in the record section.

2. TRIAGING AT OPD SECTION

If the case of the patient in the waiting area turned to be urgent or emergent, the staff would pay immediate attention to the said patient for immediate medical needs or intervention at the Emergency Room or Holding area.

3. CONSULTATION AFTER OPD HOURS, SUNDAYS OR HOLIDAY

Patients who may come for consultation after OPD hours on Mondays to Saturdays and on Sundays or Holidays, will be directed to the ER.



SOCIAL SERVICES CITIZEN'S CHARTER

Office or Division:	Social Services
Classification:	Simple
Type of Transaction:	Government to Individual
Who may Avail: AICS Point of Service (POS)	Indigent Patient/Client In - Patient (those with inactive membership, non-member and expired validity)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency 2. Medical Certificate 3. Valid ID, 4. Laboratory Request 5. Prescription of Medicines	Barangay Hospital Origin of the ID Hospital Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	DURATION	PERSON RESPONSIBLE
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IN-PATIENT

1. Inquiry to the Social Services on how to avail medical assistance (laboratory and medicines)	Orientation on how to avail the services and initial interview on the availment of AICS	None	5 Mins	Medical Social Worker
	Provide and explain the list of the requirements	None	2 Min.	Medical Social Worker
2. Secure all the requirements and submit to the Social Worker	Review completeness and correctness of the documents	None	5 Mins	Medical Social Worker
3. Patient /relatives present themselves for interview	Conduct Intake Interview and assessment	None	20 Mins	Medical Social Worker

4. Sign the Certificate of Eligibility (COE) form and Reimbursement Expense Receipt (RER).	Filled out documents for signing of the clients	None	2 Mins	Medical Social Worker
5. Hand over the Official Receipt (Medicines to be purchased)	Release of amount needed to purchase medicines / refund if medicines are already purchased and payment of laboratory	None	2 Mins	Special Disbursing Officer
POINT OF SERVICE (POS)				
Client/ patient/ watcher proceeds to PhilHealth Section	Interview client/ patient and validates information, classification of clients and gathering of data whether they are qualified to avail the service such as Point of Service	None	15 Mins	Medical Social Worker/PHIC Processor
(If PhilHealth is active)	Give 1 set Claim Forms and instruct client/ patient on how to fill – out all the forms	None	10 Mins	PHIC Processor
(If 4P's beneficiary and Senior Citizen – not yet enrolled)	Advise the 4P's/ SC member to submit needed documents, and facilitate filling out of PMRF forms. The worker compiles the PMRF with complete attachments to be forwarded to PhilHealth Office, Sorsogon.	None	15 Mins	PHIC Processor
(If membership has expired validity/ no existing record on PhilHealth)	If POS , further assessment shall be conducted by the Social Worker, patient/ relative will be interviewed at the office for online registration under the program	None	15 Mins	Medical Social Worker
Submit needed requirements	Review correctness and consistency of the documents	None	3 Mins	Medical Social Worker
	Online POS enrollment	None	10 Mins	Medical Social Worker
(If classified as Financially Capable)	Instruct client/ patient to proceed to LHIO for payment and ensure completeness of attachments	None	5 Mins	PHIC Processor

	Instruct client/ patient to immediately submit completely filled – out Claim Forms and as its attachments	None	5 Mins	PHIC Processor
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