

# ELEUTERIO T. DECENA MEMORIAL HOSPITAL

## HOSPITAL OPERATIONS DEPARTMENT

Contact Person: <b>LEONARDO C. EUSEBIO MBA, CHA, Ph.D</b> Department Head	Contact Nos.: (034)-707-4521; 458-9855 Location: 3/F Provincial Capitol Building
---------------------------------------------------------------------------------	----------------------------------------------------------------------------------------

### Vision:

PROVINCIAL GOVERNMENT HOSPITAL ARE CENTERS OF EXCELENCE IN HEALTHCARE

### MISSION:

PROVIDE AN ENABLING ENVIRONMENT SO THAT PROVINCIAL GOVERNMENT HOSPITALS SHALL BE CENTER OF EXCELLENCE IN HEALTHCARE

### Chief of Hospitals:

**MA. ESTRELLA R. LEDESMA, M.D.**

Chief of Hospital II- Teresita L. Jalandoni Provincial Hospital  
Silay City, Tel. No. 714-6234; Email add: tjph\_silay@yahoo.com

**MA. GIRLIE H. PINONGAN, M.D**

Chief of Hospital II- Cadiz District Hospital  
Cadiz City, Tel. No. 213-0239; Email add: cdh.eedd@gmail.com

**CLAUDELLA JOSEFA S. PABILLO, M.D.**

Chief of Hospital II- Lorenzo D. Zayco District Hospital  
Kabankalan City, Tel. No. 471-3635; Email add: lzdhcom@gmail.com

**LALAIN L. TEORIMA, M.D.**

Chief of Hospital I- Ignacio L. Arroyo Memorial District Hospital  
Municipality of Isabela, Tel. No. 3872-691; Email add: ilasmdh@yahoo.com

**GLICERIO A. JAVELLANA, M.D.**

Chief of Hospital I- Gov. Valeriano M. Gatuslao Memorial Hospital  
Himamaylan City, Tel. No. 3883-783; Email add: vgathospital@yahoo.com

**JIJI LUCIL FELICITAS D. VERZOSA, M.D.**

Chief of Hospital I- Eleuterio T. Decena Memorial District Hospital  
Municipality of Hinoba-an; Email add: drigzcubid\_etdmh@yahoo.com

**MYRE G. PARPA, M.D.**

Chief of Hospital- Valladolid District Hospital  
 Valladolid, Tel. No. 461-0360; Email add: vdh\_eedd2012@yahoo.com

**LEONILO DEL CARMEN, M.D.**

Acting Chief of Hospital- Merceditas J. Montilla District Hospital  
 Sipalay City; Email add: merceditasmontilla@gmail.com

**MIGUELITO A. AQUINO, M.D.**

OIC-Chief of Hospital- Don Salvador Benedicto Memorial District Hospital  
 La Carlota City, Tel. No. 4603-360; Email add: dsbh40@yahoo.com

**1. TRIAGE****Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Triage Form			Nurse on Duty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up Triage Form	Assess patients using Triage Checklist		30 minutes	Nurse 1/ Nursing Attendant
2 Proceed to Emergency Room	Receive patient for admission		1 hour	Emergency Room Nurse/ Nursing Attendant

**Schedule of Availability of Service:**

Monday-Sunday (24 hours)

**1. ADMISSION OF PATIENTS**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present required documents	Prepare Chart for admission and carry out doctor's order		1 hour	Nurse 1/ Nursing Attendant
2 Proceed to Nurse Station	Receive patient for admission		15 minutes	Station Nurse/ Nursing Attendant

**Schedule of Availability of Service:**

Monday-Sunday (24 hours)

**2. DISCHARGE OF PATIENTS**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	Admitted Patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

Doctor's Order		NURSE'S STATION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Receive order for discharge from the Doctor	Forward client chart to billing section or list of patients for discharge to cost centers	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Nurse/ Nursing Attendant
	Issue Statement of Account (SA) and inform Ward staff to pick up SA		20 minutes	Cost Centers/ Billing Section Staff
	Distribute SA and advise watcher to settle account or refer to Social Welfare Officer for reclassification, if necessary		20 minutes	Ward Nurse/ Nursing Attendant
2. Pay amount due and secure clearance from cost centers	Issue Official Receipt (OR) and sign clearance		10 minutes	Cashier
3. Present OR and clearance	Check OR/clearance and issue going-home		10 minutes	Station Nurse
4. Submit clearance	Check and receive clearance		2 minutes	Security Guard
	<b>TOTAL</b>		<b>67 minutes</b>	

**Schedule of Availability of Service:**

Monday-Sunday (24 hours)

**3. DIAGNOSTIC SERVICES**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Diagnostic Request Form		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE

1. Proceed to diagnostic room and submit request form	Verify request and issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Radiologic Technician/Medical Equipment Technician (RT/MET)
2. Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the procedure	Get OR details, perform procedure and issue Claim Slip		Variable	RT/MET
4. Waiting for released	Process Film		1 hour	RT/MET
5. Waiting for released	Interpret radiographs and prepare results		1 hour	Radiologist
6. Present Claim Slip	Release result		10 minutes	RT/MET
	<b>TOTAL</b>		<b>1 hour and 18 minutes</b>	

• **X-ray (Monday-Sunday) 24 hours**

- Teresita L. Jalandoni Provincial Hospital
- Lorenzo D. Zayco District Hospital
- Cadiz District Hospital
- Valladolid District Hospital
- Ignacio L. Arroyo Sr. Memorial District Hospital
- Don Salvador Benedicto Memorial Hospital
- Eleuterio T. Decena Memorial Hospital
- Mercedes J. Montilla District Hospital

• **Ultrasound**

- Lorenzo D. Zayco District Hospital ( OB Ultrasound) Sunday, Monday, Tuesday, Wednesday- 8am to 5pm
- Teresita L. Jalandoni Provincial Hospital (per Schedule)

• **CT-Scan**

o Teresita L. Jalandoni Provincial Hospital (Per Schedule)

### 3. LABORATORY SERVICES

#### Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Laboratory Request Form			Medical Doctors	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (under normal circumstances)</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to laboratory room and submit request form	Verify request and issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Medical Technologist
2. Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the procedure	Get OR details, perform procedure and issue Claim Slip		Variable	Medical Technologist
4. Waiting for released	Processing data		30 minutes	Medical Technologist
5. Waiting for released	Interpret and prepare results		30 minutes	Medical Technologist
6. Present Claim Slip	Release result		10 minutes	Medical Technologist
	<b>TOTAL</b>		<b>78 minutes</b>	

#### Schedule of Availability of Service:

Monday-Sunday (24 hours)

**PHARMACY SERVICES**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			
Who may avail	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription Form duly signed by the physician			Medical Doctors	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (under normal circumstances)</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to pharmacy unit and submit prescription form	Verify prescription form	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Pharmacist
2. Present Charge Slip and pay amount due	Issue Official Receipt		3 minutes	Cashier
3. Present OR and prepare for the dispensing	Get OR details, dispense drugs and medicines		Variable	Pharmacist
4. Received drugs and medicines	Encode in the pharmacy logbook		10 minutes	Pharmacist
	<b>TOTAL</b>		<b>18 minutes</b>	

**Schedule of Availability of Service:**

Monday-Sunday; 8:00 AM- 4:00 PM

**4. OPD ROUTINE, NON-EMERGENCY LABORATORY SERVICES**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	SIMPLE			

Who may avail	<b>General Public</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request		Medical Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (under normal circumstances)</b>	<b>PERSON RESPONSIBLE</b>
1. Present Requirement	Advise client on the procedure to be undertaken and Issue Charge Slip	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.
2. Present Charge Slip and pay amount due	Issue Official Receipt (OR)		5 minutes	Cashier
3. Present OR and submit self for the procedure	Conduct the procedure (extract, process and examine specimen)		25 minutes per procedure	Medical Technologist
	Prepare and review results		20 minutes	Medical Technologist
4. Receive the results	Release the results		5 minutes	Medical Technologist/ Lab Aide/ Lab. Tech.
	<b>TOTAL</b>		<b>60 minutes</b>	

**Schedule of Availability of Service:**  
Monday-Friday; 8:00 AM- 4:00 PM

### 5. OPD CONSULTATION AND TREATMENT

**Description of the Service:**

OFFICE OF DIVISION	<b>Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL</b>			
Classification	<b>SIMPLE</b>			
Type of Transaction	<b>G2C</b>			
Who may avail	<b>General Public</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Slip if available, OPD card		Medical Doctors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME (under normal circumstances)</b>	<b>PERSON RESPONSIBLE</b>



1. Get priority number	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 seconds	Nursing Attendant
<b>2. Old Client:</b>			20 minutes	
Present Yellow Card				Nursing Attendant
<b>New Client:</b>				
Provide information	Interview client, fill out form and take vital signs		15 minutes	Nursing Attendant
3. Undergo consultation/treatment at designated department	Conduct consultation, issue prescription, apply appropriate treatment and order lab exam, if necessary, and give going-home instructions		Consultation- 30 minutes; Treatment Variable	Physician
4. Issue charge slip	Received charged slip		5 minutes	OPD Staff
5. Pay amount due	Issue Official Receipt	10 minutes	Cashier	
	<b>TOTAL</b>		<b>90 minutes</b>	

Schedule of Availability of Service:  
24 hours a day, 7 days a week (in patients)  
Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

**6. NEWBORN**

**Description of the Service:**

OFFICE OF DIVISION	<b>Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL</b>
Classification	<b>G2C</b>
Type of Transaction	<b>SIMPLE</b>
Who may avail	<b>General Public</b>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out patients)		Medical Doctors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Referral Slip and provide necessary information	Interview client, register newborn in the Logbook, fill out Newborn Screening (NBS) Filter Card and issue Charge Slip for OPD	Pls. Refer to Provincial Tax Ordinance No. 07-001	35 minutes	Midwife
2. Present Charge Slip and pay amount due	Issue Official Receipt		10 minutes	Cashier
3	Inform client of the schedule of collection of blood sample		5 minutes	Midwife
4. Bring infant to the laboratory and present OR	Collect blood sample from teh infant and Issue Claim Slip		10 minutes	Medical Technologist
	Prepare blood specimen for transmittal to NBS Center in Iloilo City			Nurse/Midwife
	<b>TOTAL</b>		<b>60 minutes</b>	

Schedule of Availability of Service:

24 hours a day, 7 days a week (in patients)

Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

**7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	5 years old and below- all services under the program,
	Over 5 years old up to 15 years old- consultation
	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Slip, if necessary	MMDH RECORD or OPD SECTION
Hospital ID Card (OPD Card) for old patients	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<b>7.1 CONSULTATION</b>				
Register patient	Fill out hospital forms, interview client and get vital signs	Pls. Refer to Provincial Tax Ordinance No. 07-	20 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Conduct consultation and issue		20 minutes	Physician
<b>7.2 IMMUNIZATION</b>				
Register patient	Fill out hospital forms, interview client and get vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Administer immunization and give going-home instruction		10 minutes	Nurse/Midwife/Nursing Attendant
<b>7.3 RELEASE OF NEWBORN SCREENING RESULTS</b>				
Present Claim Slip	Retrieve Newborn Screening Result		15 minutes	Nurse/Midwife/Nursing
Receive result	Release result and give going-home instructions		30 minutes	Nurse/Midwife/Nursing Attendant
	<b>TOTAL</b>		100 minutes	

Schedule of Availability of Service:

24 hours a day, 7 days a week (in patients)

Monday-Friday; 8:00 AM- 12 NN; 1:00-5:00 PM (out patients)

**8. ACCESS TO FAMILY PLANNING PROGRAM**

Description of the Service:

OFFICE or DIVISION	Hospital Operations Department - ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Referral Slip</li> <li>Hospital ID/OPD Card</li> <li>PHIC Card (when necessary)</li> </ul>	Medical Doctors MMDH OPD or Records Section PHIC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register at OB Gyne, get priority number and wait for number to be called ( <i>New patients must fill out information Sheet</i> )	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	1 minute	Nursing Attendant
<b>2. Old Client:</b> Present Hospital ID/OPD Card	Retrieve client record on file, interview client and take vital signs		10 minutes	Midwife
<b>New Client:</b> Submit Accomplished Information Sheet	Interview client, fill out form and take vital		15 minutes	Midwife
3. Undergo examination	Examine client, perform necessary procedures and issue going home		20 minutes	Physician
4. Listen to instructions/Receive supplies	Carry out Doctor's Order/Issue Family Planning Method supplies		15 minutes	Midwife/Nursing Attendant
<b>TOTAL</b>			<b>61 minutes</b>	

**Schedule of Availability of Service:**

Thursday-Friday; 8:00- 12NN; 1:00-5:00 PM

**9. PREPARATION OF CERTIFICATE OF LIVE BIRTH (For Registration with the Local Civil Registrar)**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department-ELEUTERIO T. DECENA MEMORIAL HOSPITAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	Parent/s or nearest relative, in the absence of both parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Valid Identification of the requesting party</li> <li>Authenticated Marriage Contract-for married couples</li> <li>Community Tax Certificate- single mothers and unwed couples</li> </ul>	Government issued ID Register of Deeds Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and notify client of additional requirements, if necessary; appraise client on the status of request	Pls. Refer to Provincial Tax Ordinance No. 07-001	30 minutes	Clerk II
	Prepare certificate of live birth		30 minutes	Clerk II
	Sign certificate of <b>live birth</b>		10 minutes	Physician / Record
	Transmit certificate of live birth to LCR for registration		Within 15 days	Clerk II

**Schedule of Availability of Service**

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

**10. PREPARATION OF CERTIFICATE OF DEATH (For Registration with the Local Civil Registrar)**

**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department-ELEUTERIO T. DECENA MEMORIAL HOSPITALAL
Classification	G2C
Type of Transaction	SIMPLE
Who may avail	Parent/s or nearest relative, in the absence of both parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Valid Identification of the requesting party</li> <li>Authenticated Marriage Contract-for married couples</li> <li>Community Tax Certificate- single mothers and unwed couples</li> </ul>	Government issued ID Register of Deeds Treasurers Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk II
2. Pay amount due	Issue OR		10 minutes	Cashier
3. Submit draft of death certificate	Prepare death certificate		45 minutes	Records Officer/Clerk II
4. Review data on the certificate	Sign <b>death certificate</b>		10 minutes	Physician
5. Present OR	Release death certificate and instruct client to submit the same to the Local Civil		5 minutes	Clerk II

**Schedule of Availability of Service**

Monday-Friday 8;00 AM-12NN; 1:00-5;00 PM

**POINT OF SERVICE**

Description of the Service

OFFICE OR DIVISION	<b>Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL</b>			
Classification	<b>G2C</b>			
Type of Transaction	<b>Simple</b>			
Who may avail	<b>Admitted Patients and NOCHP cardholder</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Point of Service Child: Birth Certificate Baptismal Parents: Birth Certificate/Marriage Contract Any valid ID's NOCHP: Nochp Card		Point of Service For required documents needed by PhilHealth NOCHP For the validation of the assessment of the member		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Point of Service	-Prepare forms for Point of Service assessment to the patient -Prepare the charge slip to be fill up and sign by the NOCHP member with help of NOCHP		20 minutes	Social Welfare Officer
-Present required documents			5 minutes	Social Welfare Officer
NOCHP				
"-Present NOCHP Card or temporary card				
<b>TOTAL</b>			<b>25 minutes</b>	

**Schedule of Availability of Service**

Monday-Sunday 8;00 AM-12NN; 1:00-5;00 PM

**APPLICATION FOR LEAVE**

Description of the Service

OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2C			
Type of Transaction	Simple			
Who may avail	HOSPITAL PERSONNEL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application For Leave Form and Medical Certificate Clearance if 5 days or more		Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present required documents	Fill up logbook, compute leave credits and leave cards, copy leave credit balance from leave cards to leave application, fill up all the		8 minutes	Clerk or Administrative Officer
Submit accomplished leave application to Chief of Hospital	Approve or disapprove leave application		3 minutes	Chief of Hospital
<b>TOTAL</b>			<b>11 minutes</b>	

**VOUCHERS**

Description of the Service

OFFICE OR DIVISION	Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL			
Classification	G2B (Government to Businesses), G2C (Government to Citizens), G2G (Government interacts with Businesses and Citizens)			
Type of Transaction	Simple			
Who may avail	GOVERNMENT ENTITY, PRIVATE ENTITY, HOSPITAL PERSONNEL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Billing and Statement of Account		Concern Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit required documents	Compute payment, generate or print voucher, attach required documents, generate and print obligation request, provide end user control number, data tracking system and send to Hospitals Operation Department.		30 minutes	Clerk, Administrative Officer, Chief of Hospital
<b>TOTAL</b>			<b>30 minutes</b>	

**TRAVEL ORDER**

Description of the Service

<b>OFFICE OR DIVISION</b>	<b>Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL</b>			
<b>Classification</b>	<b>G2C</b>			
<b>Type of Transaction</b>	<b>Simple</b>			
<b>Who may avail</b>	<b>HOSPITAL PERSONNEL</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Invitation Letter			Hospital Operations Department Head or Chief of Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit required documents	Print travel order, fill up date, place of travel and purpose, provide travel order control		10 minutes	Clerk, Administrative Officer
Approval	Submit to Chief of Hospital for review and		3 minutes	Chief of Hospital
<b>TOTAL</b>			<b>13 minutes</b>	

**SALARY PAYROLL**

Description of the Service

<b>OFFICE OR DIVISION</b>	<b>Hopsital Operations Department -ELEUTERIO T. DECENA MEMORIAL HOSPITAL</b>			
<b>Classification</b>	<b>G2C</b>			
<b>Type of Transaction</b>	<b>Simple</b>			
<b>Who may avail</b>	<b>HOSPITAL PERSONNEL</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
DTR, Leave application (approved)			Concerned Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit approved DTR and leave	Generate and print payroll collection list, obligation request, attatch approved DTR and leave for the previous month, provide end user number DTS and release to HOD for		3 Hours	Payroll Officer, Administrative Officer, Chief of Hospital, Department Head
<b>TOTAL</b>			<b>13 minutes</b>	