

Ignacio L. Arroyo Memorial District Hospital
HOSPITAL OPERATIONS DEPARTMENT

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1. ADMISSION OF PATIENTS

Description of the Service: The department of a hospital responsible for the provision of medical & surgical care to patients arriving at the

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Admission			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order		Emergency room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present required documents	Present chart for admission, carry out doctor's order and inform station of incoming patient		1 hour	Nurse 1/ Nursing Attendant
2	Receive patient for admission		15 minutes	Station Nurse/ Nursing Attendant

2. DISCHARGE OF PATIENTS

Description of the Service:

Prepare patient's bills and inform client regarding payment

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Discharge of patients			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order		Billing section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
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	30 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
Pay amount due and secure clearance from cost centers	Issue Official Receipt and sign clearance		10 minutes	Cashier
Present OR and clearance	Check OR/clearance and issue going-home instructions		10 minutes	Station Nurse
Submit clearance	Check and receive clearance		2 minutes	Security Guard
	TOTAL			1 Hour and 32 minutes

3. DIAGNOSTIC SERVICES

Description of the Service:

Examination where you can see the bones, muscle and more without having to make an incision

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Radiographic classification			
Type of Transaction	Referred OPD			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician		X-RAY Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to diagnostic room and submit requirement	Verify request andn 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	Process Film		30 minutes	RT/MET
5	Interpret radiographs and prepare results		30 minutes	Radiologist
6. Present Claim Slip	Release result		10 minutes	RT/MET
	TOTAL			

• **X-ray (Monday-Sunday) 24 hours**

- o Teresita L. Jalandoni Provincial Hospital
- o Lorenzo D. Zayco District Hospital
- o Cadiz District Hospital
- o Valladolid District Hospital
- o Ignacio L. Arroyo Sr. Memorial District

• **Ultrasound**

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

• **CT-Scan**

- o Don Salvador Benedicto Memorial Hospital
- o Eleuterio T. Decena Memorial Hospital
- o Merceditas J. Montilla District Hospital
- o Gov. Valeriano M. Gatuslao Memorial

o Teresita L. Jalandoni Provincial Hospital (Per Schedule)

4. OPD ROUTINE, NON-EMERGENCY LABORATORY SERVICES

Description of the Service:

A room containing scientific equipment where analysis are carried out such as chemistry, hematology, microbiology are performed either in Emergency Room, outpatient Department or Admitted.

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Laboratory Examination			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Laboratory Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
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.

Schedule of Availability of Service:

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

Saturday; 8:00 AM- 12:00 NN

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

A part of Hospital of allotted physical facilities which provide care to patient who are not registered as inpatient. Patient receives diagnosis and do not stay overnight.

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Consultation			
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip if available, yellow card		Out Patient Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Get priority number	Call priority number	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 seconds	Nursing Attendant
2. Old Client:			20 minutes	
Present Yellow Card				Nursing Attendant
New Client:			15 minutes	
Provide information	Interview client, fill out form and take vital signs			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			5 minutes	OPD Staff
5. Pay amount due	Issue Official Receipt		10 minutes	Cashier
	TOTAL			

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 SCREENING

Description of the Service:

The practice of testing all babies in their first day of life for certain disorder and conditions that can hinder their normal development

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Newborn Screening Test			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out patients)		From primary care physician of the LGU, RHU, and Private clinic		
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	
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

	TOTAL		1 Hour	
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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: NOT APPLICABLE

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
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				
Hospital ID Card (Yellow Card) for old patients				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
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7.1 CONSULTATION				
Register patient	Fill out hospital forms, interview client and get vital signs	Pls. Refer to Provincial Tax	20 minutes	Nurse/Midwife/Nursing Attendant
Submit patient for consultation/examination	Conduct consultation and issue prescription/instruction		20 minutes	Physician
7.2 IMMUNIZATION				
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	P.S. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Nurse/Midwife/Nursing Attendant
7.3 RELEASE OF NEWBORN SCREENING RESULTS				
Present Claim Slip	Retrieve Newborn Screening Result		15 minutes	Nurse/Midwife/Nursing Attendant
Receive result	Release result and give going-home instructions		30 minutes	Nurse/Midwife/Nursing Attendant
	TOTAL			

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

Program which allows access to family planning methods and practices in addition to contraception.

Description of the Service:

OFFICE or DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Family planning			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Referral Slip • Hospital ID/Yellow Card • PHIC Card (when necessary) 		Out Patient Department		
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
2. Old Client: Present Hospital ID/Yellow Card	Retrieve client record on file, interview client and take vital signs		10 minutes	Midwife
New Client: Submit Accomplished Information Sheet	Interview client, fill out form and take vital signs		15 minutes	Midwife
3. Undergo examination	Examine client, perform necessary procedures and issue going home instructions/prescriptions		20 minutes	Physician

4. Listen to instructions/Receive supplies	Carry out Doctor's Order/Issue Family Planning Method supplies		15 minutes	Midwife/Nursing Attendant
	TOTAL			

Schedule of Availability of Service:

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

9. ISSUANCE OF MEDICAL AND MEDICO-LEGAL CERTIFICATES

Description of the Service:

Releasing of a medical certificate or written statement from a physician which attest to the result of a medical examination of a patient or seek note or evidence of a health condition.

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	Medical certificate			
Who may avail	Patients or their relatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from PNP/Legal counsel of concerned parties-for medico-legal certificate		Medical Records		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill out and present Request Slip	Issuance Order of Payment (OP) and Claim Slip for medico-legal certificate	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk
2. Present OP and pay amount due	Issue Official Receipt (OR)		10 minutes	Cashier
3	Retrieve records and prepare the document		30 minutes	Clerk
4. Sign the document	Sign the document		5 minutes	Physician
5. Present OR and receive the document	Log and release the document		5 minutes	Clerk

Schedule of Availability of Service:

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

PM

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

Description of the Service: Issuance & releasing of live birth for registration at the Local Civil Registrar

OFFICE OF DIVISION	Hospital Operations Department
Classification	Simple
Type of Transaction	Releasing of live birth
Who may avail	Parent/s or nearest relative, in the absence of both parents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<ul style="list-style-type: none"> • Valid Identification of the requesting party • Authenticated Marriage Contract-for married couples • Community Tax Certificate- single mothers and unwed couples 	Medical Records Office
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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 live birth		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

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

Description of the Service: Issuance & releasing of death certificate for registration at the Local Civil Registrar

OFFICE OF DIVISION	Hospital Operations Department
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Classification	simple			
Type of Transaction	releasing of death certificate			
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"> Valid Identification of the requesting party Authenticated Marriage Contract-for married couples Community Tax Certificate- single mothers and unwed couples 		Medical Records		
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	Prepare death certificate		45 minutes	Records Officer/Clerk II
4	Sign death certificate		10 minutes	Physician
5. Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration		5 minutes	Clerk II

Schedule of Availability of Service

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

12. TRIAGE AREA (EMERGENCY ROOM)

Description of the Service:

DETERMINING THE PRIORITY OF PATIENTS TREATMENTS BY THE SEVERITY OF THEIR CONDITION OR LIKELIHOOD OF RECOVERING WITH OR WITH OUT TREATMENT

OFFICE OF DIVISION	Hospital Operations Department			
Classification	Simple			
Type of Transaction	TRIAGING			
Who may avail	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRIAGE CHECKLIST HOSPITAL ID REFERRAL SLIP		EMERGENCY ROOM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Triage of patient to be done by the nurse using Hospital checklist.	fill out checklist forms, interview clients & get vital signs.		2 minutes	Nurse / Nursing Attendant
	Separate Covid-19 suspect from non-covid to isolation holding area.		2 minutes	Nurse / Nursing Attendant
2. register patient	fill out hospital forms.		2 minutes	Clerk/ Nurse/ Nursing Attendant
3. Submit patient for consultation/examination	Conduct consultation and issue prescription or instruction		5 minutes	Physician
4. Doctors Disposition	Manage and treat non-covid patients.		1 hour	Physician/ Nurse
	Coordinate/call with LGU/PESU for transport of Covid-19 suspect, Probable, and confirmed cases.		30 minutes	Physician/ Nurse

Schedule of Availability of Service

24 hours, 7 days a week

How to avail of the Service:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
			(Under Normal Circumstances)	
1	Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	10 minutes	Clerk II
2	Pay amount due	Issue OR	10 minutes	Cashier
3		Prepare death certificate	45 minutes	Records Officer/Clerk II
4		Sign death certificate	10 minutes	Physician
5	Present OR	Release death certificate and instruct client to submit the same to the Local Civil Registrar for registration	5 minutes	Clerk II

VISSION

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