

Lorenzo D. Zayco District Hospital
HOSPITAL OPERATIONS DEPARTMENT

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

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: lzdcom@gmail.com

MYRE G. PARPA, M.D.

Chief of Hospital- Valladolid District Hospital
Municipality of Valladolid, Tel. No. 461-0360;
Email add: vdh_eedd2012@yahoo.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. ADMISSION OF PATIENTS

Description of the Service:

LALAIN L. TEORIMA, M.D.

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

JJI 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

LEONILO DEL CARMEN, M.D.

Acting Chief of Hospital- Mercedes J. Montilla District Hospital
Sipalay City; Email add: mmdh121613.hospital@yahoo.com

OFFICE OF DIVISION	Lorenzo D. Zayco District Hospital			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceeds to Triage Area	Interview & issue clearance		3 minutes	Nurse
2. Present clearance to ER	Interview & evaluate patient and advised go to admitting		15 minutes	Nurse/ Nursing Attendant
3. Proceeds to Admitting Section for recording.	Interview for patient data		3 minutes	Clerk
4. Back to ER and inform ER staff admission records done.	Prepare patient for ward indorsement		30 minutes	Nurse/ Nursing Attendant

2. DISCHARGE OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. With order may go home or for discharged.			5 minutes	doctor on duty
2. carry out doctor order			5 minutes	nurse on duty
3. return excess meds/supplies (if any)			10 minutes	medication nurse

4. do tagging on biz box			3 minutes	nurse on duty
5. complete may go home documents.				
* discharged summary			5 minutes	nurse on duty
* going home instruction			5 minutes	nurse on duty
* client survey form			10 minutes	patient /folks
6. Process bill and clearance			30 minutes	patient/folks
7. Give clearance to staff on duty			5 minutes	patient/folks
8. Give going home instruction			10 minutes	nurse on duty
9. Sign discharged slip			2 minutes	patient /folks
10. Complete charting/documentation			10 minutes	nurse on duty
11. Discharged patient on biz box			5 minutes	nurse on duty
		TOTAL		

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician				
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 resu		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 Hospital
- o Don Salvador Benedicto Memorial Hospital
- o Eleuterio T. Decena Memorial Hospital
- o Merceditas J. Montilla District Hospital

• CT-Scan

- o Teresita L. Jalandoni Provincial Hospital (Per Schedule)

•Ultrasound

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

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Secure Clearance to triage area	Call priority number		5 MINUTES	PATIENTS
2. Get Record for admitting section			5 MINUTES	PATIENT/ADMITTING CLERK
3. Proceed to OPD for vital signs taking			3 MINUTES	NURSING STAFF
4. Clarify patient according to case			5 MINUTES	STAFF ON DUTY
a. Medical	Interview client, fill out form and take vital signs			Nursing Attendant

1. do consultation	Conduct consultation, issue prescription, apply appropriate treatment and order lab exam, if necessary, and give going-home instructions
2. give prescription and instruction	
3. proceed to laboratory/x-ray with order for examination.	Issue Official Receipt
4. refer back result	
b. Surgery	
1. do consultation	
2. give perscription and instructions	
3. if for dressing/ injection. Proceed to treatment room.	
4. if with lab/ x-ray	
5. refer result	
6. if for minor operation schedule patient.	
c. Pediatrics	
1. do consultation	
2. give prscription and intruction	
3. proceed to laboratory/x-ray/ultrasound (if w/ order)	
4. refer back result	
d. OB-Gyne	
1. interview patient with OB/Gyne data	
2. Do examination	
3. Conduct pre-natal	
4. proceed to laboratory/x-ray/ultrasound (if w/ order)	
5. Dental check up-C/o dental Clinic	
6. refer back result	
7. schedule next visit	
5. Do charity and documentation	

10 MINUTES	OPD IN DOCTOR ON DUTY
5 MINUTES	OPD DOCTOR ON DUTY
5 MINUTES	PATIENTS
10 MINUTES	STAFF ON DUTY/ DOCTOR ON DUTY
10 MINUTES	OPD SURGEON ON DUTY
5 MINUTES	SURGEON ON DUTY
5 MINUTES	SURGEON ON DUTY
5 MINUTES	PATIENTS
10 MINUTES	STAFF ON DUTY
3 MINUTES	DOCTOR AND STAFF ON DUTY
10 MINUTES	STAFF ON DUTY
5 MINUTES	STAFF ON DUTY
5 MINUTES	PATIENT
10 MINUTES	STAFF ON DUTY/DOCTOR ON DUTY
5 MINUTES	STAFF ON DUTY
5 MINUTES	STAFF ON DUTY
10 MINUTES	OBSTRETICIAN ON DUTY
5 MINUTES	PATIENT
5 MINUTES	PATIENT AND DENTIST
10 MINUTES	STAFF ON DUTY
3 MINUTES	OB DOCTOR
5 MINUTES	STAFF ON DUTY

6. Encode patient data on biz box			15 MINUTES	OPD CLERK
7. Endorse chart to Admitting section for filing.			10 MINUTES	SATFF ON DUTY

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)

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL
Classification	
Type of Transaction	
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Check if baby is already admitted for 24 hours			5 minutes	STAFF ON DUTY
2. Make line list of 24 hours baby due for newborn screening.			10 minutes	STAFF ON DUTY
3. double check with admitting chart			10 minutes	NBS COORDINATORS
4. fill up NBS filter cards correctly			15 minutes	NBS COORDINATORS
5. Prepare necessary logistic needed			10 minutes	NBS COORDINATORS
6. Do actual newborn screening			15 minutes	NBS COORDINATORS
7. Air dry filter cards			5 minutes	NBS COORDINATORS
8. Collection if dry filter cards the following day.			3 minutes	NBS COORDINATORS
9. Fill up necessary documents			10 minutes	NBS COORDINATORS
10. endorsed to administrative office for waiting to NBS result			15 minutes	NBS COORDINATORS
	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)

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service:

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
7.1 CONSULTATION				
Register patient	Fill out hospital forms, interview client and get vital signs	Pls. Refer to Provincial Tax Ordinance No. 07-001	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		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

Description of the Service:

OFFICE or DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL
Classification	
Type of Transaction	
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) 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
New Client				
1. Secure Clearance for triage area			5 MINUTES	PATIENTS
2. Get record at admitting section			5 MINUTES	PATIENTS/ADMITTING
3. Proceed to OPD/ Family Planning Clinic			3 MINUTES	PATIENT
4. Interview and vital signs taking			5 MINUTES	OPD STAFF
5. Counseling			30 MINUTES	FP COORDINATOR
6. For assesment of physician			10 MINUTES	DOCTOR ON DUTY
7. Filling up of FP form			10 MINUTES	PATIENT WITH FP COORDINATOR
8. Provisision of FP commodities			15 MINUTES	FP COORDINATOR
9. Schedule for next visit			2 MINUTES	FP COORDINATOR
10. Documentation			10 MINUTES	FP COORDINATOR
Old Client				
1. Secure Clearance for triage area			5 MINUTES	PATIENT
2. Get record at admitting section			5 MINUTES	PATIENT/ADMITTING CLERK

3. Proceed to OPD/ Family Planning Clinic			3 MINUTES	PATIENT
4. Interview and vital signs taking			5 MINUTES	OPD STAFF
5. Counseling (Problem Concerns)			30 MINUTES	FP COORDINATOR
6. Provision of FP commodities			15 MINUTES	FP COORDINATOR
7. Schedule for next visit			2 MINUTES	FP COORDINATOR
9. Documentation			10 MINUTES	FP COORDINATOR
		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:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
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				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up request form	Interview & issue Order of Payment	Refer to Tax ordinance	2 minutes	Clerk
2. proceed to cashier & payment amount due	Issue Official Receipt (OR)		2 minutes	Cashier
3.Back to Records Section	Retrieve records and prepare the document		10 minutes	Clerk
4. Sign the document	Sign the document		5 minutes	Physician
5. Present OR and receive the document	Log and release the document		2 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:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
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 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up request form	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	5minutes	Clerk
	Prepare certificate of live birth		5minutes	Clerk
	Sign certificate of live birth		10 minutes	Physician / Record
			Weekly	Clerk
2.Proceed to Cashier & pay amount due	Issue OR			Clerk
3.Back To records section& present OR	Present document to client for signing		3 minutes	clerk
	Transmit Document to LCR		Weekly	Clerk

Schedule of Availability of Service

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

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

Description of the Service:

OFFICE OF DIVISION	LORENZO D. ZAYCO DISTRICT HOSPITAL			
Classification				
Type of Transaction				
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 				

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	5 minutes	Clerk II
2. Pay amount due	Issue OR		5 minutes	Cashier
3. Present Official Receipt	Prepare death certificate		10 minutes	Records Officer/Clerk II
	Sign death certificate		10 minutes	Physician
	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

How to avail of the Service:

STEP	CLIENT	SERVICE PROVIDER	DURATION	RESPONSIBLE PERSON
			(Under Normal)	
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
---	------------	--	-----------	----------

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

Teresita L. Jalandoni Provincial Hospital
HOSPITAL OPERATIONS DEPARTMENT

Contact Person:
LEONARDO C. EUSEBIO MBA, CHA, Ph.D
Department Head

Contact Nos.:
(034)-707-4521; 458-9855
Location: 3/F Provincial Capitol Building

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: lzdcom@gmail.com

MYRE G. PARPA, M.D.

Chief of Hospital- Valladolid District Hospital
Municipality of Valladolid, Tel. No. 461-0360; Email add: vdh_eedd2012@yahoo.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

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

JJI 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

LEONILO DEL CARMEN, M.D.

Acting Chief of Hospital- Merceditas J. Montilla District Hospital
Sipalay City; Email add: mmdh121613.hospital@yahoo.com