

1. ADMISSION OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
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. PRESENT E.R / OPD RECORDS	New Patient: Provide New Hospital Number >>>Transcribe the initial patient information to Hospital informaion System (HIS)	N/A	3 - 5 MINUTES	ADMITTING CLERK/S ON DUTY
1.a PRESENT HOSPITAL CARD	Old Patient: Retrieve old ER/OPD TREATMENT / TRIAGE RECORD		5 - 8 MINUTES	ADMITTING CLERK/S ON DUTY
2. For ADMISSION PRESENT FACESHEET, IN - PATIENT SLIP, and NOTICE OF ADMISSION together with HOSPITAL CARD	Prepare chart for admission: * Fill in all necessary information (name, address, age, sex, etc.,) * Instruct patient/companion to see the Medical Social Worker for classification * Provide watcher's pass, name tag	N/A	10 MINUTES	ADMITTING CLERK/S ON DUTY

2. DISCHARGE OF PATIENTS

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	All Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Receive written order for discharge from the Physician	Return all remaining medicines at patient bedside to the pharmacy for final billing	Pls. Refer to Provincial Tax Ordinance No. 07-001	15 minutes	Nurse/ Nursing Attendant
	Tag the patient as May go Home and indicate the complete diagnosis in the system (Hospital Information System) for billing.		2 minutes	Nursing Attendant
	Issue Statement of Account (SA) and clearance to the watcher/fcompanion and advice to settle account or refer to Social Welfare Officer for reclassification.		30 minutes	Billing Section
Pay amount due	Issue Official Receipt and sign clearance		10 minutes	Cashier
Present OR and clearance	Check OR/clearance and issue going-home instructions		10 minutes	Nurse/ Nursing Attendant
Submit clearance	Check and receive clearance		2 minutes	Security Guard
	TOTAL			

Schedule of Availability of Service:

24 hours a day, 7 days a week

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction	X-Ray			
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-Ray request Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Radiology Department and submit requirement/s	Verify request and render in the Hospital Information System for charges	Pls. Refer to Provincial Tax Ordinance No. 07- 001	3 minutes	Radiologic Technologist/X-ray technologist
2. Present X-ray request and pay amount due for our patient	Issue Official Receipt		3 minutes	Cashier
3. Present x-ray request if NOCHP member for out patient	Verify x-ray request		5 minutes	NOCHP In-charge
4. Present official receipt for out patient	Get OR details		3 minutes	Radiologic Technologist/X-ray technologist
5. Prepare for the Procedure	Perform procedure and issue claim slip		10 minutes	Radiologic Technologist/X-ray technologist
6	Interpret radiographs and prepare results		10 minutes/patient	Radiologist
7	Endorse results to ward for in patients		20 minutes	Radiologic Technologist/X-ray technologist
6. Present Claim Slip	Release result		3 minutes	Radiologic Technologist/X-ray technologist
	Total			

Schedule of Availability of Service

In Patients - 24/7

Out Patients - 8am-12nn ; 1pm-5pm

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department
Classification	
Type of Transaction	Ultrasound
Who may avail	In and Out Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ultrasound request Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Radiology Department and submit requirement	Verify request and render in the Hospital Information System for charges	Pls. Refer to Provincial Tax Ordinance No. 07-001	3 minutes	Radiologic Technologist/X-ray technologist
2. Present Ultrasound request and pay amount due for our patient	Issue Official Receipt		3 minutes	Cashier
3. Present Ultrasound request if NOCHP member for out patient	Verify Ultrasound request		5 minutes	NOCHP
4. Present official receipt for out patient	Get OR details		3 minutes	Radiologic Technologist/X-ray technologist
5. Prepare for the Procedure	Perform procedure and issue claim slip		10 minutes	Radiologic Technologist/X-ray technologist
6	Prepare results		5 minutes/patient	Radiologist / Sonologist
7	Endorse results to ward for in patients		20 minutes	Radiologic Technologist/X-ray technologist
6. Present Claim Slip	Release result		3 minutes	Radiologic Technologist/X-ray technologist

Schedule of Availability of Service

Monday, Thursday, Friday and Saturday 8am - 12nn

Tuesday, Wednesday 1PM - 5PM

3. DIAGNOSTIC SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department
Classification	
Type of Transaction	CT-Scan
Who may avail	In and Out Patients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CT-Scan request Form		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Radiology Department and submit requirement	Verify request and render in the Hospital Information System for charges	Pls. Refer to Provincial Tax Ordinance No. 07- 001	3 minutes	Radiologic Technologist/X-ray technologist
2. Present CT-Scan request and pay amount due for our patient	Issue Official Receipt		3 minutes	Cashier
3. Present CT-Scan request if NOCHP member for out patient	Verify CT Scan request		5 minutes	NOCHP
4. Present official receipt for out patient	Get OR details		3 minutes	Radiologic Technologist/X-ray technologist
5. Prepare for the Procedure	Perform procedure and issue claim slip		10 minutes	Radiologic Technologist/X-ray technologist
6	Interpret image and prepare results		50 minutes/patient	Radiologist / Sonologist
7	Endorse results to ward for in patients		20 minutes	Radiologic Technologist/X-ray technologist
6. Present Claim Slip	Release result		3 minutes	Radiologic Technologist/X-ray technologist

Schedule of Availability of Service

In Patients - 24/7

Out Patients - 8am-12nn ; 1pm-5pm

3. DIAGNOSTIC SERVICES - LABORATORY

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department				
Classification					
Type of Transaction					
Who may avail	In and Out Patients				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request from attending physician		Tagged from the Hospital Information System at Admitting Section / OPD			
CLIENT STEPS	AGENCY ACTION LABORATORY	CLINICAL	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Clinical Laboratory	Verify and render request in the Hospital Information System		Pls. Refer to Provincial Tax Ordinance No. 07- 001	10 minutes	Medical Technologist / Lab Aide
2.	Direct to Cashier/ Medical Social Worker			10 minutes	Cashier/Medical Social Worker
3. Present Official Receipt and prepare for the procedure	Get Official Receipt details and perform procedure			Variable	Medical Technologist
4.	Process and Examine			1 hour	Medical Technologist
5. Present Claim Slip	Release result after Turn-Around-Time			10 minutes	Medical Technologist
		TOTAL			

3. DIAGNOSTIC SERVICES - MOLECULAR LABORATORY

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	In and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from attending physician		Tagged from Hospital Information System at Admitting Section / OPD		
CLIENT STEPS	AGENCY ACTION MOLECULAR LABORATORY	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit specimen	Receive and disinfect specimen	Pls. Refer to Provincial Tax Ordinance No. 07- 001	30 minutes	Medical Technologist / Lab Aide
2.	Log Case Investigation Form		variable	Medical Technologist
	Process specimen		3 hour	Medical Technologist
3.	Examine at PCR machine		2 hours	Medical Technologist
4.	Validate and Release Results		30 minutes	Medical Technologist
	TOTAL			

3. DIAGNOSTIC SERVICES - HEMODIALYSIS

Description of the Service:

The service is performed on patients whose kidneys have ceased to function. Hemodialysis is a technique of removing waste materials from the patient’s blood using the principle of Dialysis. The process takes place in an artificial kidney also known as a dialyzer where in the patient’s blood taken from his/her artery, is circulated through the dialyzer on one side of a

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Admitted and OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from attending Nephrologist 2. Medical Abstract 3. Latest Treatment Sheet Records (At least 3 updated sessions) 4. Blood Serology not later than 6 months (Anti-HBS, Anti-HBSAg, Anti-HCV) 5. Diagnostic Results not later than 6 months (CBC, Creatinine, Sodium, Potassium, SGPT,				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to Dialysis Unit and submit requirement	Verify requirements	Pls. Refer to Provincial Tax Ordinance No. 07- 001	5 minutes	Nurse
2. Advice to Admitting section for Admission.	Input of patient's information through hospital information System		3 minutes	Admitting Personnel
3. Present documents to PhilHealth personnel	Verify documents and releasing of PhilHealth Slip		5 minutes	PhilHealth Personnel
4. Return PhilHealth slip at Dialysis unit	Input of Charges		3 minutes	Nurse
5. Proceed to Social Services office	Verification of assistance and Application of Discounts		5 minutes	Social worker in-charge
6. Present PhilHealth slip to Billing section	Bill print out		5 minutes	Billing personnel in-charge
7. Bring printout to Cashier's office	For payment of excess charges		5 minutes	Cashier
8. Present OR and prepare for the procedure	Get OR details and perform procedure		5 minutes	Nurse
	TOTAL		36 minutes	

4. OPD ROUTINE, NON-EMERGENCY LABORATORY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department
Classification	Out Patient Department
Type of Transaction	
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request				
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:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out-patients)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
For Old Patient/Client: Triage and fill in health declaration form and get priority number and present hospital card	Interview client/folks thoroughly; patient with signs and symptoms related to COVID-19 is instructed to proceed to the Tent examination area for further evaluation, have patient/folks fill out health declaration form	Please refer to Provincial Tax Ordinance No. 07-001	1 minute	Nurse
Present hospital card/referral slip/may go home instruction	Conduct interview and take vital signs		3 minutes	Nurse/Midwife/Nursing Attendant
New Patient/Client: Provide complete and correctd information	Conduct interview, fill out OPD form, encode patient details in Hospital Information System, provide hospital card and take vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Undergo consultation / treatment / procedures at designated department room	Conduct consultation, issue prescription and laboratory request, apply appropriate treatment/procedure/ order and discuss/ issue/ give going-home instructions		10 minutes	Physician/Nurse
	Issue charge slip for payment of treatment room rate		5 minutes	Nurse/Midwife/Nursing Attendant
Pay amount due	Issue Official Receipt		10 minutes	Cashier

Schedule of Availability of Services:

Medicine/Surgery Consultation/Treatment Room (Injection/Catheterization/Minor Surgeries)	Monday to Friday 8AM-12PM and 1PM-5PM
Animal Bite Treatment Center	Tuesday and Friday 8AM-12PM and 1PM-5PM
Urology Consultation	Tuesday to Friday
ENT Consultation	Every Wednesday
Diabetic Clinic	Every Wednesday
Ophthalmology Consultation	Every Thursday

5. OPD CONSULTATION AND TREATMENT

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (for out patients)				
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	25 minutes	NBS Nurse/Midwife
2. Present Charge Slip and pay amount due	Issue Official Receipt		10 minutes	Cashier
3 Proceed to Newborn Screening Office	Inform client of the schedule of collection of blood sample		5 minutes	NBS Nurse/Midwife
4. Bring infant to the laboratory and present OR	Collect blood sample from the infant and Issue Claim Slip		5 minutes	Medical Technologists
	Prepare blood specimen for transmittal to NBS Center in Iloilo City		5 minutes	NBS Nurse/Nursing Attendant
	TOTAL		50 minutes	

7. UNDER-FIVE CLINIC AND PEDIATRIC OPD CONSULTATION

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department
Classification	Out Patient Department
Type of Transaction	Under Five Clinic and Pediatric Consultation
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Referral Letter/Slip, if referred May go home instruction for post discharged Hospital ID Card (Yellow Card) for old patients	Referring Clinic/RHU/MHO Station or Ward Admitting Section/OPD Registration Area
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Triage and fill out health declaration form	Interview client/folks thoroughly; patient with signs and symptoms related to COVID 19 is instructed to proceed to the Tent examination area for further evaluation, have patient/folks fill out health declaration form and instructed to proceed to Room Number 5	Please refer to Provincial Tax Ordinance No. 07- 001	1 minute	Nurse
Old Client: Present hospital card/referral slip/may go home instruction	Conduct interview and take vital signs		3 minutes	Nurse/Midwife/Nursing Attendant
New Client: Provide correct and complete information	Conduct interview, fill out OPD form, encode patient details to Hospital Information System, provide hospital card and take vital signs		5 minutes	Nurse/Midwife/Nursing Attendant
Undergo Consultation	Conduct consultation, issue prescription and laboratory request and discuss/issue going home instruction		10 m inutes	Physician/Nurse
	Immunize newborn baby at OB Ward		60 minutes	Nurse/Midwife/Nursing Attendant

Schedule of Availability of Service:

Pediatric Consultation Monday-Friday 8:00 AM- 12 NN; 1:00-5:00 PM
 Immunization Monday - Friday every Monday

8. ACCESS TO FAMILY PLANNING PROGRAM

Description of the Service:

OFFICE or DIVISION	Hospital Operations Department			
Classification	Out Patient Department			
Type of Transaction	Access to Family Planning Program			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Referral Letter/Slip if referred • May go home instruction for post discharged • Hospital card for old patient 		Referring Clinic/RHU/MHO Station or Ward Admitting Section/OPD Registration Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Triage, fill in health declarattion from and enlist for consultation	Interview client/folks thoroughly; patient with signs and symptoms related to COVID-19 is instructed to proceed to the Tent examination area for further evaluation, have patient/folks fill out health declaration form	Please refer to Provincial Tax Ordinance No. 07-001	1 minute	Nurse
Old Client: Present hospital card/referral slip/may go home instruction	Conduct interview and take vital signs		3 minutes	Nurse/Midwife/Nursing Attendant
New Client: Provide correct and complete information	Conduct interview, fill out OPD form, encode patient details to Hospital Information System, provide hospital card and take vital signs		5 minutes	Nurse/Midwife/Nursing Attendant

Undergo Consultation	Conduct consultation, issue prescription and laboratory request and discuss/issue going home instructions		15 minutes	Physician/Nurse
	Total		24 minutes	

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	Hospital Operations Department
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 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	Refer to Hospital Information System for retrieval of records and prepare the document		30 minutes	Clerk
4. Sign the request	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:

OFFICE OF DIVISION	Hospital Operations Department
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 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 Local Civil Registrar 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 LIVE BIRTH (For Registration with the Local Civil Registrar)

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
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 Valid Identification of the deceased (e.g. SSS, GSIS or PHIC Card) Authenticated Marriage Contract-for married couples 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Fill out Request Slip (RS) and present requirements	Validate information and give Statement of Account	Please refer to Provincial Tax Ordinance No. 07-001	10 minutes	Clerk II
Pay amount due	Issue OR		10 minutes	Cashier
	Prepare death certificate		45 minutes	Records Officer/Clerk II
	Sign death certificate		10 minutes	Physician
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

5. MEDICAL SOCIAL SERVICE

Description of the Service:

Medical Social Work in hospitals is a specialized area of social worker that resolves around the development of patients and their families.

The medical social services adopts policies and procedures contained in the 1994 Manual for Medical Social Workers of the Department of Health, which is applicable to its present operations.

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	Admitted patients/outpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>PLEASE SEE BELOW</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
A.1. IN PATIENT (admission/confinement period)		Please refer to		
present patients chart/provide information	1. Assessment/classification		5 minutes	Medical Social Worker
	2. checklist/instructions given			
Secure/submit requirements for possible assistance	1. Check/validate submitted requirements		5-10 minutes	Medical Social Worker
Submit duly accomplished PMRF	1. Conduct interview/assessment enrolment to Point Of Service (POS)		10-20 minutes	Medical Social Worker
A.2. DISCHARGE				
A. Settle hospital bill/clearance	Non NBB patients: Discounting of Hospital Bill/Application of possible assistance		10 minutes	Medical Social Worker
	NBB patients: Settled hospital bill		2 minutes	Medical Social Worker
B. OUTPATIENT/EMERGENCY ROOM				
Present charge slip	Patient classification/discounting of bill		5 minutes	Medical Social Worker

Secure/submit requirements for possible assistance	Checklist for possible assistance given to patient c/o watcher		20 minutes	Medical Social Worker
Settle hospital bill/clearance	Check/validate documents submitted Application of possible assistance to hospital bill		N/A	
Schedule of Availability of Service	16 hours a day, 7days a week (in and out patients)		Sunday-Saturda; 8AM-10PM	

MAIP ASSISTANCE	PCSO ASSISTANCE	POINT OF SERVICE ENROLMENT
Original Copies 1. Certificate of indigency (Bgry. Captain) 2. Certificate of confinement (records section)/Medical Abstract (Attending Physician)/Medical Certificate (Records Section) 3. Hospital Bill	1. Medical Abstract (Original/certified true copy) 2. Original copy of Hospital Bill (with signature of billing head) 3. Valid ID of patient and patients representative (photocopy) 4. Original copy e.g. vehicular accident, gunshot/stab wound)	1. PMRF May need any of the following for validation of data a. Birth Certificate b. Baptismal c. Marriage Contract 2. MDR (if patient has inactive PHIC)

EMERGENCY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		Admitting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
SCREENING				
1. Triage Area	Triage personnel instruct to perform handwashing, interview with necessary questions and fill up the health declaration form.		3 minutes	Triage Officer
REGISTRATION				
1. Departmental counters	Accomplish ER Record and check vital signs		5 minutes	ER Nurse
2. Admitting Section	Admitting personnel encodes patient's data and activates in the Health Information System (Bizbox)		1 minute	Admitting personnel
3. Records Section	Records section personnel locates old chart for referencing and filing of documents in the ER.		5 minutes	Record section personnel
ASSESSMENT				
1. Patient wait comfortably in bed or wheelchair	ER Nurse refer patient to physician on duty. Physician sees and examines patient and writes order to patient's chart.		10 minutes	ER Nurse/Physician
TREATMENT AND MANAGEMENT				

1.Proceed to the pharmacy and central supply room and present hospital card	Nurse carries out doctor's order and encodes in the Hospital Information System : medications, hospital supplies, laboratory and radiologic tests ordered by the physician.	Refer to Provincial Tax Ordinance	10 minutes	ER Nurse
2.Present requested medications and supplies to the nurse on duty	Nurse on duty prepares and administers needed medications.		5 minutes	ER Nurse
3.Laboratory section	Performs blood extraction if ordered		10 minutes	Medical technologists
4.Radiology section	Performs imaging if ordered		10 minutes	Radiology technician
EVALUATION				
1.Secure complete laboratory results and available radiologic image	Physician evaluates patient based on his/her laboratory result, xray result and current clinical presentation.		2 hours	ER nurse Medical Technologist Radiology technician
2.Listens and recognizes the disposition explained by the physician	Physician explains to the patient whether there is a need for observation, to be admitted, to be transferred or to be discharged.		10 minutes	Physician
DISCHARGE				
1.Watchers go to Medical Social Services for interview, patient classification and possible discount	Nurse on duty tags patient in Hospital Information System as May Go Home(MGH) Provide clearance slip to folks to be presented to Security Guard upon discharge		3 minutes	ER Nurse
2. Folks pay the bill and ask for receipt	Issuance of Official Receipt		3 minutes	Cashier
Folks present Official Receipt and clearance slip to nurse on duty. Patient/companion/s listen to comprehensive discharge instruction given by Nurse.	Nurse removes all contraptions from the patient prior to discharge and provides comprehensive discharge instruction to the patient and/or folks.	None	10 minutes	ER Nurse

Availability of Service: 24/7

PHIC/ BILLING SECTION

Description of the Service:

Preparation of Patients Statement of Account

OFFICE OF DIVISION	Hospital Operations Department			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TAGS PATIENT AS GOING HOME AS PER DOCTOR'S ORDER IN THE HOSPITAL INFORMATION S				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (Under Normal Circumstances)	PERSON RESPONSIBLE
1. WAIT FOR BILLING SECTION TO RELEASE BILL ACCORDING TO THE SCHEDULE OF RELEASING	* PREPARE STATEMENT OF ACCOUNT (SOA) OF TAGGED PATIENTS WITH GOING HOME ORDER		3 - 5 MINUTES	BILLING CLERK
	* FORWARD SOA TO RELEASING WINDOW		1-2 MINUTES	BILLING CLERK
	*ENCODE NAME OF PATIENTS IN THE RELEASING FORM AND ATTACH CLEARANCE TO THEIR SOA		5-10 MINUTES	BILLING CLERK
- PRESENT HOSPITAL CARD TO BILLING WINDOW	A.) SOA WILL BE RELEASED TO PATIENTS WITH: A1) PHIC STICKER/OK SLIP A2) NON-PHIC/ NOT QUALIFIED TO FILE PHIC/TRANSFER B.) SOA WILL NOT BE RELEASED TO PATIENTS WITHOUT PHIC OK SLIP		5-10 MINUTES	BILLING CLERK
2. FILING/ RECEIVING OF PHIC DOCUMENTS				
*GET THE PMRF FORM FROM SECURITY GUARD ON DUTY (OBW PATIENTS NEED TO GET BIRTH CERTIFICATE OF BABY)	CLERK IN WINDOW 3 SENDS PAPERS TO PHILHEALTH VIA EMAIL	N/A	3-5 MINUTES	PHILHEALTH CLERK
*CLERK RELEASES MDR SENT BY PHILHEALTH BACOLOD	SECURITY GUARD GIVES MDR TO WATCHER	N/A	3-5 MINUTES	SECURITY GUARD-ON-DUTY

*WATCHER GETS PRIORITY NUMBER FROM SECURITY GUARD-ON-DUTY	RELEASES PRIORITY NUMBER	N/A	30 SECONDS-1MINUTE	SECURITY GUARD-ON-DUTY
*SUBMIT THEIR PHIC PAPERS TO PHIC RECEIVING CLERK TOGETHER WITH THEIR HOSPITAL CARD (WINDOWS 1 AND 3)	CHECK PHIC STATUS OF MEMBER THROUGH ONLINE PORTAL	N/A	3-5 MINUTES	PHIC RECEIVING CLERK
* LISTEN TO INSTRUCTIONS GIVEN BY CLERK-IN-CHARGE, SIGN NECESSARY DOCUMENTS	A.) COMPLETE PHIC PAPERS: - PRINT PBEF AND CSF AND ISSUE A PHIC "OK SLIP"	N/A	3-5 MINUTES	PHIC RECEIVING CLERK
	B.) INCOMPLETE PHIC PAPERS: - INSTRUCT THE MEMBER WHAT TO COMPLY	N/A		PHIC RECEIVING CLERK
	- PHIC "OK SLIP" WILL BE ISSUED TO PHIC MEMBERS WHO SUBMITTED COMPLETE SET OF DOCUMENTS	N/A	1-2 MINUTES	PHIC RECEIVING CLERK

Schedule of Availability of Service:

Monday to Sunday : 8AM - 5PM

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

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HOSPITAL OPERATIONS DEPARTMENT

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