

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients * PHIC CARD (whom necessary)				
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 (new patient must fill and informtion sheet)	1) Call priority number		1 minutes	1) NURSING ATTENDANT
2) Old client Present Hospital ID / Yellow card. New client , submit accomplished information sheet	1) Retrive client record on file, interview client and take vital signs 2) interview client, fill out form and take vital sign		10 minutes 15 minutes	2) MIDWIFE
3) Undergo examination	3) Examine client, perform necessary procedure and issue going have instructions / prescriptions		20 minutes	3) PHYSICIAN
4) Listen to instructions receive supplies	4) Carry out Doctors Order / issue Family Planning method supplies		15 minutes	2) MIDWIFE /NURSING ATTENDANT

Schedule of Availability of Service:

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

Saturday 8-12 nn

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	RELEASE OF NEWBORN SCREENING RESULTS			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1) Fill out hospital forms, interview client	Pls. Refer to Provincial Tax	15 minutes	1) MIDWIFE / MED. TECH. LAB. TECH. / LAB AIDE
2) Receive Result	2) Release result and give going-home instructions	Ordinance No. 07-001	10 minutes	2) MIDWIFE / MED. TECH. LAB. TECH. / LAB AIDE

Schedule of Availability of Service:

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

Saturday 8-12 nn

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	IMMUNIZATION
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1) Register patient	1) Fill out hospital forms, interview client and get vital signs.	Pls. Refer to Provincial Tax	5 minutes	1) NURSE / MIDWIFE / NURSING ATTENDANT
2) Submit Patient for Immunization	2) Administer immunization and give going-home instruction	Ordinance No. 07-001	10 minutes	1) NURSE / MIDWIFE / NURSING ATTENDANT

Schedule of Availability of Service:

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

Saturday 8-12 nn

OPD CONSULTATION AND TREATMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction	CONSULTATION			
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* REFERRAL SLIP, if necessary * HOSPITAL ID (YELLOW CARD) for Old patients				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1) Register patient	1) Fill out hospital forms, interview client and get vital signs.	Pls. Refer to Provincial Tax	1) 15 minutes	1) NURSE / MIDWIFE / NURSING ATTENDANT
2) Submit Patient for consultation / examination	2) Conduct consultation and issue prescription / instruction	Ordinance No. 07-001	2) 20 minutes	2) PHYSICIAN
	TOTAL		35 minutes	

Schedule of Availability of Service:

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

Saturday 8-12 nn

PHILHEALTH SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Philhealth
Who may avail	OPD, Admitted , Patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
* PHILHEALTH MEMBER - MDR , Valid I.D. * NON-PHILHEALTH MEMBER - Valid I.D., Birth Certificate/ Marriage Contract	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
* For Philhealth Member 1. Upon Admission, Folks/ Patient should go to Philhealth section for status verification	* Validate / check Philhealth status of member refer to medical social worker. If eligible to avail, PPHILHEALTH BENEFITS; - Generate Data, - Prepared documents to be signed by member, If not eligible to avail of Philhealth benefits	Depending upon the result of the validation verification	10 minutes / 15 minutes	Administrative Aide III (Clerk I)
* For Non Philhealth Member	Refer to Medical Social Worker			

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Death Certificate
Who may avail	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
<p>1. Prepares the draft copy of the Death Certificate.</p> <p>* Coordinates with the family to identify the authorize next-to-kin to give data for the preparation and to sign the death cert.</p>	<p>Interview the authorized next-of-kin for needed demographic data for the Death cert.</p> <p>* Forwards the prepared draft of the Death Certificate to the Attending Physician.</p>			Nurse-on- duty
<p>2. Accomplishes the part of the Death Cert. pre-form to be completed by him/her.</p> <p>* Affixes his/her signature on the pre-form as well as on the four copies of Official death certificates Forms.</p>	<p>Return the accomplished documents to the Nurse-on-duty.</p>			Attending Physician
<p>3. Recieves the accomplished documents from the attending Physician.</p>	<p>Re-check documents for completeness of data entry.</p> <p>* Forwards the documents to the Medical Record Section.</p>			Nurse-on- duty
<p>Acknowledges receipt of the Death Cert. pre-form and the signed official form.</p>	<p>Checks accuracy of the transcribed document.</p> <p>* Accomplish the Waiver for the release of the four copies of the death certificate to next-of-kin.</p>			Medical Records Section

* Transcribes the data from the Death Cert. pre-form into the Official Form.	* Remind the next-of-kin to register the death certificate within 48 hours upon receipt to the Local Civil Registrar's Office-Valladolid.			
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Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Birth Certificate
Who may avail	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fills up the Birth Certificate preform given by the nurse/midwife	Submit accomplishment B.C. preform (blanksheet) to the nurse/midwife			Parent (Father / Mother)
1.Receives accomplishment BC preform patient. * Checks completeness and accuracy by interviewing the patient.	Forwards the accomplished preform with four copies of the blank official form of Birth Certificate to the Attending Physician			Nurse/ Midwife
1. Acknowledges receipt of the accomplished Birth Certificate preform. * Checks and complete to be completed by him/her.	Affix his/her signature on th eblank official forms. Send back the completed form to Nurse/Midwife.			Attending Physician
1. Acknowledges receipt of the Birth Cert. pre-form from the Nursing Department. * Re-checks the preform for accuracy and completeness of data entry.	Transcribe datafrom Birth Cert. for completeness, correct spelling of names, dates and other details. Prepares transmittal letter and forward with the attached Birth Cert. to Local Civil Registrar's Office-Valladolid.			Medical Records section

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Issuance of Medical Certificate - Medico Legal Certificate (OPD)
Who may avail	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. OPD Record should be forwarded to the Medical Records Section for issuance of Medical Certificate..				
2. Inform attending physician of the request to release information				
3. Patient and/ or authorized representative should secure police request addressed to the Chief of Hospital to get medico-legal certificate.				
4. Requesting party will go to the Cashier's Office to pay for medical certificate fee of P20.				
5. Requesting party should fill up medical certificate log book.				
6. Issuance of medical certificate for signature of attending physician.				
7. A copy should be retained by the medical records section with specified signature of the person receiving for file.				

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Issuance of Medical Certificate - Out Patient Department
Who may avail	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. OPD Record should be forwarded to the Medical Records Section for issuance of Medical Certificate..				
2. Inform attending physician of the request				
3. Requesting party will go to the Cashier's Office to pay for medical certificate fee of P20.				
4. Requesting party should fill up the request form and record in the logbook.				
5. Issuance of medical certificate for signature of attending physician.				
6. OPD record will be returned to Out Patient Department for safekeeping.				

Schedule of Availability of Service:

MEDICAL RECORDS SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Issuance of Medical Certificate - Admitted Patients
Who may avail	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Inform nurse on duty about the request for issuance of medical certificate.				
2. Ask consent from the attending Physician				
3. Nurse on duty should bring the chart with final diagnosis to the record section for the preparation of medical certificate.				
4. Requesting party will go to the Cashier's Office to pay for medical certificate Fee. Of P20.00.				
5. Requesting party should fill up the request form for a copy of medical certificate and record in the logbook.				
6. Issuance of medical certificate for signature of attending physician.				

Schedule of Availability of Service:

EMERGENCY ROOM SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	Emergency Case's
Type of Transaction	Consultation
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
* Emergency Room is Open 24hours a day, 7 days a week * Emergency Room will Cater to patients. Which requires immidiate / urgent medical	Emergency Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Upon Arrival of Patient at the emergency room, ER Nurse on duty will get patients general imformation & complaints	Staff will assess the patients vital sign and record it on patients chart. He /she will give appropfrate nursing care when necessary. Patient will be referred to Resident on duty for evaluation and appropfrate treatment The physician/ health can provide shall inform the patient of the possible management or procedure to be done and possible consequences of his/her decission.	* Emergency Room Fee -P200 * EGC Fee - P200 Oxygen Fee - (depends of oxygen use)	3-5 minutes	Billing
2.Transfer to other Hospital * If the patienti unconscious, incapable of giving consent and or unaccompanied.	The Physician can transfer patient even without his consent, provided that such The Physician will decide whether the patient will be admitted, observed further, referred to higher levels, Facility, or dischagre without the Physician order	OBS Fee- P300		

3. Observation	Patient in the observation unit maybe given short term treatment, assessment and reassessment before decision can be made regarding whether patient will require further treatment on in-patient discharged from the hospital			
4. For Suturing	Patient are assess by Nurse on duty if in need of suture and referred to ROD for the procedure needed. Doctor on duty is responsible of the procedure.			

Schedule of Availability of Service:

NEWBORN SCREENING SERIVCES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	
Who may avail	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Prepare the necessary materials.				
2. Warm the baby's heel				
3. Clean the puncture site.				
4. Dry the puncture site.				
5. Prick the heel.				
6. Wipe the first drop of blood with a clean cotton swab.				
7. Apply intermittent pressure to the area surrounding the puncture site.				
8. Place blood drops onto the filter card				

9. Dry the samples.				
10. Pack the samples and send out to the NSCV Laboratory				

Schedule of Availability of Service:

OPERATING ROOM SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	Operation (Major, Minor)
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
* Out Patient Record (OPD) * In-patient Adm. Record (admitted) Consent.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
OPD * OPD Record * Patients signed consent * V / S * Bring patient to Minor / OR Room prepare sit-up.	Verify Doctor's order proper information , requesting operation after procedure issue charge slip	PHIC / NOCHP / SWA	5 minutes taking V/S consult Operation - Depends on what kind of Operation preaption - 3minutes	NURSING ATTENDANT / NURSE OPERATION - SURGION PREPARTION - NURSE

Schedule of Availability of Service:

LABORATORY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID 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. Present Requirement	Advice client on the procedure to be undertaken & issue charge slip or if with	Pls. Refer to Provincial Tax Ordinance No. 07-001	5 minutes	Med.tech/Lab. Aide/Lab.tech.
2. Present charge slip and pay amount due, * if with NOCHP, have it stamped @ the NOCHP	Issue official receipt (OR) present request w/ stamp from NOCHP		5-10 minutes	Cashier/NOCHP office
3. Present ODP/ NOCHP stamped request & submit self for the procedure	Conduct the procedure (extract,process & examine specimen)		2 hrs.	Medtech.
	Prepare & review results		30 minutes	Medtech.
5. Receive the results	Release the results		5 minutes	Medtech/Lab. Aide/Labtech.

Schedule of Availability of Service:

DENTAL SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	
Who may avail	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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* Referral Slip (if necessary) photocopy of Senior Citizen ID for Senior Citizen	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register Patient	Interview patient, Fill out dental form and get vital signs (BP and Temp)	Pls. Refer to Provincial Tax Ordinance No. 07-001	10 minutes	Dental Aide and OPD Nurse
2. Submit patient for consultation / Examination	Conduct consultation / Examination and issue prescription or change slip if procedure is necessary		10 minutes	Dentist
3. Present charge slip and pay amount due	Issue Official Receipt		5 minutes	Cashier
4. Present Receipt and submit for Treatment	Perform Procedure		20 minutes	Dentist
5. Listen to post treatment instructions	Issue prescription and give going home instruction		5 minutes	Cashier

Schedule of Availability of Service:

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

X-RAY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	
Type of Transaction	
Who may avail	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* X-ray Request from Attending Physician				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Proceed to X-ray Room and Submit request.	Verify Request and Issue Charge slip		3 minutes	Rad. Tech.
2. Present charge slip and pay amount	Issue Official Recial Receipt		5 minutes	Cashier
3. Present receipt, and ready for procedure	Get Receipt details, procedure, process films, Issue claim slip		30 minutes	Rad. Tech.
4. Present claim slip	Interpret Radiograph and prepare result, Release Result		3 Days	Radiologist Rad. Tech.

Schedule of Availability of Service:

DILIVERY ROOM SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> * Out Patient Record * Admitting Record * Lab result * Prenatal Booklet 		<ul style="list-style-type: none"> * OPD / Labor Room * Labor Room * Laboratory, RHU, OPD 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. OPD Record	Verify Patient Identify	Pls. Refer to Provincial Tax Ordinance No. 07- 001	5 minutes	NURSE / N.A / Midwife
2. Notify ROD	Inform ROD That a Patient is waiting		2 minutes	NURSE / N.A / Midwife
3. Request Lab. If Necessary	Request Lab. and Result Laboratory		2 minutes	NURSE / N.A / Midwife
4. Admission / Consultation	According to ROD Situation		5 minutes	ROD

Schedule of Availability of Service:

DIETARY SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Inpatient & Outpatient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> * Inpatient > Diet List * Out Patient > Request from the Doctor 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Service Offered for the patient A. Meals				> Dietary Staff

B. Diet Counseling				> Nutritionist - Dietitian
C. Oral Tube Feeding Preparation				> Nutritionist - Dietitian
for Out patient				
A. Diet Counseling				> Nutritionist - Dietitian
B. Nutrition Education				> Nutritionist - Dietitian

Schedule of Availability of Service:

PHARMACY

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* PRESCRIPTION * RIS * CO / CR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Present Prescription	Dispensing	PHIC, PAY, NOCHP,	5 minutes	Pharmacist
Deliveries of Drugs & Medicines	Check Expiry date check Quantity	SWA	30 minutes	Pharmacist / Pharmacy Aide / Clerk

Schedule of Availability of Service:

MEDICAL SOCIAL WORK DEPARTMENT SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail	Admitted patients classified according to administrative order no. 51-A s 2001 per enrollment and non-admitted			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
* Valid Identification Card or any valid documents (Birth certificate, Baptismal and marriage * Certificate of Indigency				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Interview / assess patients or clients	Validate information from other family member of patient		20 minutes	Medical Social Worker
2. Classification of patients	Enrollment of patient to the program (point of service) and other medical		15 minutes	Medical Social Worker
	Preparation, of Registration slip		10 minutes	Medical Social Worker
	Releasing of certificate of eligibility and medical assistance.		5 minutes	Medical Social Worker

Schedule of Availability of Service:

AMBULANCE SERVICES

Description of the Service:

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL
Classification	Ambulance Services Provider
Type of Transaction	Ambulance Services
Who may avail	Patients Confined @ Valladolid District Hospital

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
* REFERRAL (to other Hospital) * DOCTORS REQUEST (citi scan, Ultra Sound)	Nurse on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present Referral Slip to Guard on Duty at ER	1. Advice Client on the procedure how to avail of the Ambulance service		5 minutes	Ambulance Driver on Duty
2. ER Guard will inform the Ambulance Driver	2. Driver will take hold on the referral slip.			Ambulance Driver % Nurse on Board
3. Driver will transport the patient to their Hospital choice	3. Driver will now transport the patient		30 minutes CLMMH	Driver

Schedule of Availability of Service:

CASHIER SERVICES**Description of the Service:**

OFFICE OF DIVISION	Hospital Operations Department - VALLADOLID DISTRICT HOSPITAL			
Classification				
Type of Transaction				
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lab. Request, X-ray Request, Patient Bill, Drs. Prescription		Lab. Dept. , X-ray Dept. , Billing Clerk, Pharmacy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
Pay amount due	Issue Official Reciept, Remit to PTO	Lab. X-ray, Patient bll medicines	3 minutes twice a wk	Cashier I

Schedule of Availability of Service:

NOCHP SERVICES

Description of the Service:

OFFICE OF DIVISION	NOCHP
Classification	Health Insurance
Type of Transaction	Consultation / OBS / Inpatient
Who may avail	NOCHP member (Indegent Family) Senior

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NOCHP MEMBER-NOCHP ID - not yet member (for enrolment) a) Indegent PHIC -government sponsored PHIC undate MDR b) Senior citizen ID if senior		- Member or NOCHP office or coordinators - Philhealth office - Senior citizen association/ LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
after or during		NONE	1- 2 minutes	NOCHP Coordinator
* OPD - Any Laboratory request from VDH doctors	NOCHP office for verification stamping of request			
* Inpatient - Drug prescription for THM - meds.	NOCHP office for verification stamping of available drugs.		1-2 minutes	NOCHP Coordinator

Schedule of Availability of Service:

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	

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
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
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

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
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Letter-request from PNP/Legal counsel of concerned parties-for medico-legal certificate	
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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:

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 Prepare certificate of live birth Sign certificate of live birth Transmit certificate of live birth to LCR for registration	Pls. Refer to Provincial Tax Ordinance No. 07-001	30 minutes 30 minutes 10 minutes Within 15 days	Clerk II Clerk II Physician / Record 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 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	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

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



CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **EUGENIO JOSE V. LACSON**, Filipino, of legal age, **GOVERNOR** of the **PROVINCIAL GOVERNMENT OF NEGROS OCCIDENTAL (PGNO)**, the person responsible and accountable in ensuring compliance with Section 6 at the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1.) The Provincial Government of Negros Occidental (PGNO) including its 19 Service Offices and 11 Hospitals, has established its services standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - I. Comprehensive and uniform checklist of requirements for each type of application or request;
 - II. Step-by-step procedure to obtain a particular service;
 - III. Person responsible for each step;
 - IV. Maximum time needed to conclude the process;
 - V. Documents to be presented by the applicant or requesting party, if necessary;
 - VI. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2.) The Citizen's Charter is posted as an Information billboard through Interactive information kiosks, electronic billboards, posters, tarpaulin standees, or any other readable materials that could be easily understood by the public.
- 3.) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4.) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5.) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6.) The posted Citizen's Charter has been updated within the calendar year of 2018 to 2019.
- 7.) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this JUL 22 2020 in Bacolod City, Negros Occidental, Philippines.

[Signature of Eugenio Jose V. Lacson]
EUGENIO JOSE V. LACSON
GOVERNOR
PROVINCIAL GOVERNMENT OF NEGROS OCCIDENTAL

SUBSCRIBED AND SWORN to before me this JUL 22 2020 in Bacolod City, Negros Occidental, Philippines, with affiant exhibiting to me his/her PGNO ID with ID No. 070108680

Doc. No. 414
Page No. 83
Book No. XIII
Series of 2020

[Signature of Anabel S. Palic]
ANABEL S. PALIC
NOTARY PUBLIC
BACOLOD CITY, MURCIA, NEGROS OCCIDENTAL
PHILIPPINES
REGISTRATION NO. 974253
EXPIRES ON DEC. 31, 2021
MCS - MINDANAO COMMUNITY SERVICE
MCS - MINDANAO COMMUNITY SERVICE
MCS - MINDANAO COMMUNITY SERVICE
MCS - MINDANAO COMMUNITY SERVICE
VALID UNTIL DEC 31, 2021