

# Naujan Community Hospital



## 1. EMERGENCY ROOM

Emergency Room service provides medical and surgical care to patients arriving at the hospital in need of immediate care

<b>Office/Division:</b>	Emergency Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Hospital ID card		- Triage staff on duty		
- Demographic Information sheet		- Triage staff on duty		
- Registration form		- Triage staff on duty		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the ER frontline staff	1. Direct patient/ companion to Emergency Room	None	1 minute	Triage Officer/Triage Attendant
2. Fill out the COVID-19 algorithm information sheet	2. Verifies the data in algorithm information sheet and other pertinent history	None	1 minute	Triage Officer/Triage Attendant
3. Submit self for initial assessment and proper triage	3. Assess patient, review documents, and check vital signs. 3.1 Fill out necessary information on the ER record	None	3 minutes	Triage Officer/Triage Attendant
4. Cooperate for necessary health care interventions	4. Provide emergency treatment and prescribe medicines and/or requests diagnostic tests (STAT)	None	15 minutes	Physician and Nurse on Duty

5. Wait for instructions	5. Evaluate results of diagnostic procedures 5.1 Evaluate disposition of patient A. Discharge B. Admission C. Discharge/ Transfer	None	5 minutes	Physician
<b>❖ Discharge of ER Patient</b>				
6. Get the charge slip	6. Gives charge slip for ER fee and other medications and procedures	None	1 minute	ER Nurse/Midwife/Nursing Attendant
7. Pay corresponding amount to the Cashier	7. Receive payment and issue corresponding official receipt	See table of laboratory services price / MDRP index	1 minute	Cashier
8. Listen and follow instructions	8. Send patient home with prescribed oral medications	None	1 minute	ER Nurse
<b>❖ Patient to be admitted</b>				
9. Cooperate with Physician and Nurse	9. Explain the need for admission 9.1 Accomplish the patient's admission chart	None	1 minute	Physician/Nurse
10. Get admission notice	10. Give admission notice	None	1 minute	Physician
<b>❖ For transfer of ER patient</b>				
11. Cooperate with Physician and Nurse	11. Coordinate transfer to appropriate specialty hospital 11.1 provide referral documents	None	5 minutes	Nurse on duty
<b>TOTAL</b>				

## 2. ADMISSION OF PATIENTS

This service is provided to patients that require nursing care, receive medications, and undergo tests and/or surgery that can only be performed in the hospital setting

<b>Office/Division:</b>	Admitting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clinical Chart			ER Department	
Patient Information form			Admitting section	
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign consent for admission	1. Explain admission process to the patient	None	1 minute	Nurse on duty
2. Answer all the information required by the officer	2. Interview / accomplish admission sheet and other related admission requirements	None	1 minute	ER Nurse/Midwife/Nursing Attendant
3. Present PhilHealth Identification Number	3. Inquire PhilHealth Clerk if patient is an eligible PhilHealth member 3.1 If PhilHealth member, check the validity of PhilHealth membership in the IHCP portal	None	3 minutes	ER Nurse/Midwife/Nursing Attendant

	3.2 If Non-PhilHealth member, instruct the patient to proceed to the Social Service Office for assessment			
4. Cooperate in interventions needed	4. Make orders for treatment 4.1 Carry out treatment ordered	None	5 minutes	Physician, Nurse
5. Cooperate with admitting personnel for escort to the respective room/ward	5. Transport patient to the respective room/ward	None	1 minute	Midwife/Nursing Attendant /Aide
<b>TOTAL</b>				

### 3. DISCHARGE OF PATIENTS

The hospital will discharge patient when the patient no longer needs to receive inpatient care and can go home; or to send to another health care facility

<b>Office/Division:</b>	Nursing Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All attended patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Discharge clearance		Nurse Station		
Billing statement		Billing Section		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Notice for Discharge	1. Verify doctor's order for discharge	None	2 minutes	Nurse

	1.1 Issue request for clearance form and forward to Billing Section			
2. Request/review the Billing Statement	2. Issue Billing Statement	None	10 minutes	Hospital Billing Clerk
3. Pay applicable fee	3. Receive payment and issue corresponding official receipt	No Balance Billing (NBB) for PhilHealth patient (Sponsored, SC, <i>Kasambahay</i> and Point of Service (POS) member	1 minute	Cashier
4. Accomplish the clearance form	4. Sign respectively on the clearance form and assist the patient/patient's relative to have it accomplished	None	3 minutes	Nurse
5. Present accomplished clearance form	5. Check clearance and instruct on home medication and follow up consultation	None	1 minute	Nurse
6. Get the gate pass	6. Issue Gate Pass	None	1 minute	Nurse
7. Give clearance slip and gate pass to guard	7. Transport patient to lobby	None	2 minutes	Midwife/N/ Utility Worker/ Guard on duty
<b>TOTAL</b>				

## 4. Out Patient Department Consultation

The outpatient department provides diagnosis and care for patients that do not need to stay overnight.

<b>Office/Division:</b>	Out-Patient Department (OPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital ID card for old OPD clients		Triage staff on duty		
Demographic Information sheet		Triage staff on duty		
Registration form		Triage staff on duty		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out registration form ( <i>for new OPD clients</i> ) and present hospital ID number ( <i>for old patient</i> ) to designated staff	1. Receive filled out form and hospital ID and forward to Medical Records Section	None	1 minute	OPD guard on duty
2. Wait for data verification	2. Verify data and locate medical chart and bring to the designated staff	None	1 minute	Medical Records clerk
3. Fill out the COVID-19 algorithm Information sheet	3. Assist patient in filling out the form	None	1 minute	Triage Officer
4. Proceed to waiting area and wait for the number to be called for triaging	4. Call patient's name according to sequence. ( <i>Observe priority patients</i> )	None	1 minute	Triage Officer
5. Approach the Triage Officer when name/number is called and present	5. Interview/Assess patient, take vital signs, and categorize whether for OPD	None	3 minutes	Triage Officer

self for interview and vital signs checking	or to be given ER measures			
6. Wait to be called for consultation	6. Assess and examine patient. Prescribe medicines and/ or request additional procedure	None	5 minutes	Physician on duty
7. Listen to and follow instructions	7. Give and explain prescribed medications	None	1 minute	Nurse
8. Proceed to Pharmacy	8. Prepare the prescribed drug/medicine	Indicate the price/s of drug/medicine Advise the patient to pay the amount to the Cashier	1 minute	Pharmacist
9. Pay corresponding amount	9. Receive payment and issue corresponding official receipt	Applicable amount	1 minute	Cashier
10. Present official receipt to Pharmacy	10. Verify the OR and issue the drug/medicine; provide further instructions ( <i>if necessary</i> )	None	1 minute	Pharmacist
<b>❖ If for diagnostic procedure:</b>				
11. Proceed to Laboratory and present the laboratory request	11. Receive laboratory request and issue charge slip	None	1 minute	Med Tech / Laboratory Aide
12. Pay applicable fee/s as indicated in the charge slip	12. Collect payment; issue corresponding official receipt	See table of laboratory services price index	1 minute	Cashier

13. Go back to Laboratory Unit and present the OR	13. Extract/Collect required specimen	None	5 minutes	Medical Technologist
14. Wait for the result	14. Issue laboratory result	None	Depending on the type of laboratory test performed (see <i>turn-around time</i> )	Med Tech/Lab Aide
15. Return to OPD upon receipt of diagnostic results	15. Evaluate results 15.1 Check and give instructions on prescription, referral and follow up	None	3 minutes	Physician on duty

## 5. Patient Transport Services

Patient Transport Services is designed and equipped with an ambulance unit for transporting sick or injured patients to, from, and between places of treatment, affording safety and comfort to the patients up to the point of destination.

<b>Office/Division:</b>	Nursing Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All patients requiring transport			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Service Delivery Network (SDN) referral Slip		- Physician on Duty		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>❖ Patients from ER/Ward/OPD</b>				
1. Prepare for the transfer/conduction of patient	1. Inform ambulance driver about the transfer/conduction and its details	None	5 minutes	Physician on duty
2. Wait for further instructions	2. Process availability of ambulance	None	3 minutes	Nurse/Midwife Nursing Attendant



3. Cooperate with Physician and Nurse	3. Coordinate transfer to patient's hospital of choice 3.1 Provide referral slip	None	5 minutes	Physician/Nurse on duty
4. Get charge slip	4. Issue Charge slip	None	2 minutes	Nurse/Midwife Nursing Attendant
5. Pay corresponding fee	5. Receive Payment and issue corresponding official receipt	As indicated in the SOA	1 minute	Cashier
6. Wait for ambulance service	6. Transport patient	None		Driver

## 6. Laboratory Services

Laboratory Services is one of the services rendered by hospital conducted by trained and qualified laboratory personnel to generate a quality laboratory result guided by standard operating procedure for diagnostic purposes.

<b>Office/Division:</b>	Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory request		Doctor		
Proof of payment ( <i>if applicable</i> )		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present laboratory test request to the laboratory	1. Receive and verify the laboratory test request 1.1 Instruct the client for the required specimen; give specimen bottle	None	2 minutes	Med Tech / Laboratory Aide

2. For fecalysis and urinalysis, get specimen bottle, provide the required sample 2.1 For other laboratory test/s requiring blood sample, cooperate during extraction of blood sample	2. Receive fecal/urine sample 2.1 Extract blood sample	None	15 minutes	Med Tech / Laboratory Aide
3. Wait for the sample to be processed	3. Examine the sample received	None	See table of turn-around time	Med Tech
4. <i>For OPD patient</i> , secure order of payment ❖ <i>For in-patient</i> , required fee shall be automatically charged to the respective hospital bill	4. Charge the requested laboratory examination/s	See Laboratory Services Price Index	2 minutes	Med Tech / Laboratory Aide
5. Pay the required fees to the Cashier	5. Receive payment and issue corresponding official receipt	None	5 minutes	Cashier
6. Present official receipt to the laboratory	6. Verify proof of payment	None	2 minutes	Med Tech / Laboratory Aide
7. Secure laboratory results	7. Release laboratory result	None	2 minutes	Laboratory Aide
<b>TOTAL</b>				

**📄 Laboratory Turn-around Time and Services Price Index**

<b>Examinations</b>	<b>Turn-around Time</b>	<b>Amount (Php)</b>
Complete Blood Count (CBC)	1 hour	160.00
Platelet Count	30 mins.	100.00
Blood typing	15 mins.	100.00
Clotting time/Bleeding time	30 mins.	40.00
Fasting Blood Sugar (FBS)	30 mins.	100.00
Random Blood Sugar (RBS)	30 mins.	100.00
Fecalysis	30 mins.	40.00
Occult Blood (FOBT)	30 mins.	100.00
Malaria Microscopy	1 hour	150.00
Urinalysis	30 mins.	40.00
Pregnancy Test	15 mins.	150.00
Acid Fast Bacilli (AFB)	After 3 specimen collection	40.00
HBsAg	30 mins.	150.00
*stat request	30 mins.	

### 7. Pharmacy Services (Out-Patient)

The pharmacy is a division of the hospital wherein the procurement, storage, controlling, monitoring, and dispensing of drugs, medicines, and medical supplies are carried out and performed by legally and professionally competent pharmacists. The pharmacist's role is to provide at all times, an adequate supply of safe, effective, and good quality drugs in appropriate dosage forms consistent with the needs of the patients and to rationalize drug utilization in collaboration with the medical staff.

<b>Office/Division:</b>	Pharmacy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Prescription		- Doctor		
- Senior citizen ID/PWD ID <i>(if applicable)</i>		- Pharmacy		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the prescription to the pharmacist	1. Receive, read, and analyze the prescription	None	1 minute	Pharmacist

<p>2. Request for the cost of item/s in the prescription</p> <ul style="list-style-type: none"> <li>❖ Present Senior Citizen's ID card <i>(if Senior Citizen)</i> or PWD ID card <i>(if PWD)</i></li> </ul>	<p>2. Indicate the cost items in the prescription</p> <ul style="list-style-type: none"> <li>❖ Grant corresponding discount</li> </ul> <p>2.1 Return the prescription and provide further instructions to the client <i>(if necessary)</i></p>	None	2 minutes	Pharmacist
3. Pay to the cashier	3. Receive payment and issue corresponding official receipt	See table <i>(Maximum Drug Retail Price Index)</i>	1 minute	Cashier
4. Bring the prescription back to the pharmacy – together with the official receipt	4. Prepare and double check the prescribed medicines/medical supplies; provide medication instructions	None	4 minutes	Pharmacist
5. Wait for the items in the prescription to be dispensed	5. Dispense the items in the prescription	None	1 minute	Pharmacist
<b>TOTAL</b>				

**G-1 Pharmacy Services (In-Patient)**

<b>Office/Division:</b>	Pharmacy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All In-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Prescription		- Doctor		
- Senior citizen ID/PWD ID <i>(if applicable)</i>		- Pharmacy		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the prescription to the pharmacist ❖ Present Senior Citizen's ID card of the patient <i>(if Senior Citizen)</i> or PWD ID card <i>(if PWD)</i>	1. Receive, read, and analyze the prescription 1.1 Prepare and double check the prescribed medicines/medical supplies	None	1 minute	Pharmacist
2. Wait for the items in the prescription to be dispensed	2. Dispense the items in the prescription ❖ <i>Cost of the items will be automatically charged to the patient's hospital bill</i>	See table <i>(Maximum Drug Retail Price Index)</i>	1 minute	Pharmacist
<b>TOTAL</b>				

**🏠 Maximum Drug Retail Price Index**

<b>MEDICINES</b>	<b>Unit</b>	<b>Price per Unit (Php)</b>
Acetylcysteine 200mg	pc	16.00
Aciclovir 200mg/5mL	pc	993.00
AlMgOH suspension 60mL	pc	35.00
AlMgOH suspension 120mL	pc	60.00
AlMgOH tab	pc	2.00
Allopurinol 100mg	pc	2.00
Amlodipine 5mg	pc	2.00
Amlodipine 10mg	pc	3.00
Amikacin 250mg/2mL	pc	88.00
Amiodarone 150mg/3mL	pc	607.00
Ampicillin 250mg vial	pc	17.00
Ampicillin 500mg vial	pc	23.00
Ampicillin 1g vial	pc	27.00
Amoxicillin 500mg	pc	3.00
Amoxicillin drops	pc	23.00
Amoxicillin 250mg/5mL	pc	35.00
Ascorbic acid 500mg tab	pc	9.00
Ascorbic acid drops	pc	23.00
Ascorbic acid syrup	pc	22.00
Aspirin 80mg tab	pc	2.00
Aspirin 100 mg tab	pc	4.00
Atropine SO4 1mg/mL	pc	49.00
ATS 1,500U	pc	94.00
Azithromycin 500mg tab	pc	17.00

BCG vial	pc	638.00
Benzylpenicillin 1M	pc	17.00
Betahistine 8mg tab	pc	9.00
Bisacodyl 5mg tab	pc	2.00
Bisacodyl 5mg supp	pc	94.00
Bisacodyl 10mg sup	pc	98.00
Butamirate citrate 50mg	pc	20.00
Calcium gluconate vial	pc	188.00
Calmoseptin ointment	pc	39.00
Carbocisteine 500mg	pc	3.00
Captopril 25mg tab	pc	2.00
Celecoxib 200mg	pc	9.00

Cefalexin 500mg cap	pc	5.00
Cefalexin 100mg/mL	pc	22.00
Cefalexin 125mg/5mL	pc	25.00
Cefalexin 250mg/5ml	pc	40.00
Cefuroxime 500mg tablet	pc	74.00
Cefuroxime 250mg/5mL	pc	433.00
Cefuroxime 750mg vial	pc	273.00
Ceftazidime 1g	pc	68.00
Ceftriaxone 1g vial	pc	39.00
Celecoxib 200mg	pc	9.00
Cetirizine 10mg tab	pc	1.00
Cetirizine 2.5mg/mL	pc	32.00
Cetirizine 5mg/mL	pc	55.00
Cinnarizine 25mg	pc	2.00
Ciprofloxacin 500mg	pc	5.00
Citicoline 1g amp	pc	294.00
Clarithromycin 500mg	pc	22.00
Clopidogrel 75mg tab	pc	4.00
Clonidine 150mcg/mL	pc	157.00
Clonidine 75mg	pc	16.00
Clonidine 150mg	pc	9.00
Cloxacillin 500mg	pc	5.00
Cloxacillin 250mg/5mL	pc	48.00
Co-amoxiclav 625mg tablet	pc	19.00
Co-Amoxiclav 228.5mg/5mL	pc	339.00
Co-Amoxiclav 312mg/5mL	pc	243.00
Colchicine 500mcg	pc	3.00
Cotrimoxazole 400mg/80mg	pc	2.00
Cotrimoxazole 200mg/40mg/5mL	pc	27.00
Dexamethasone vial	pc	65.00
Diazepam 5 mg/MI	pc	282.00
Diclofenac 25mg/mL	pc	30.00
Dicycloverine 10mg	pc	1.00
Dicycloverine 10mg/5mL	pc	23.00
Diltiazem 60mg tab	pc	6.00
Diphenhydramine 50mg	pc	5.00
Diphenhydramine 12.5mg/5mL	pc	20.00
Diphenhydramine 50mg/mL	pc	93.00
Digoxin 0.25 mcg	pc	8.00

Digoxin 500mcg/2mL	pc	429.00
Domperidone 10mg	pc	2.00
Dopamine 40mg/mL	pc	88.00
Epinephrine 1mg/mL	pc	69.00
Ferrous sulfate 325mg	pc	2.00
Ferrous sulfate 75mg/0.6mL	pc	20.00
Ferrous sulfate 150mg/5mL	pc	22.00
Ferrous sulfate+FA+Vit.B.Comp	pc	3.00
Furosemide 20mg	pc	1.00
Furosemide 40mg	pc	1.00
Furosemide 20mg/mL	pc	39.00
Gentamycin 80mg/2mL	pc	55.00
Gliclazide 30mg	pc	4.00
Glimepiride 2mg	pc	11.00
Glycerine 1.9g supp	pc	16.00
Glycerine 2.5g supp	pc	12.00
Guai + salbu cap	pc	5.00
Guai + dextromethorphan syrup	pc	80.00
Hepa B vaccine	pc	328.00
Hydralazine ampule	pc	88.00
Hydrocortisone 100mg	pc	80.00
Hydrocortisone 250mg	pc	116.00
Hydroxyethyl Starch	pc	1,646.00
Hyoscine 10 mg	pc	6.00
Hyoscine 20mg/mL amp	pc	55.00
Ibuprofen 200 mg	pc	2.00
Ibuprofen 200mg/5mL	pc	61.00
Ipratropium + Salbu neb	pc	35.00
ISDN 5mg	pc	40.00
Isoxsuprine 10 mg	pc	5.00
Ketorolac 30mg/mL	pc	34.00
Ketorolac 10mg	pc	27.00
Lactulose 3.35mg/5mL 120mL	pc	272.00
Lagundi 300mg/5mL	pc	60.00
Lidocaine vial	pc	89.00
Lidocaine polyamp	pc	48.00
Loperamide 2mg	pc	2.00
Losartan 50mg (Losagan)	pc	5.00



Lubricating jelly	pc	15.00
Magnesium sulfate vial	pc	83.00
Mebendazole 100mg/5mL	pc	21.00
Mebendazole 100mg tablet	pc	5.00
Mefenamic acid 500mg	pc	2.00
Methyldopa 250mg tablet	pc	10.00
Meloxicam 15mg	pc	4.00
Metformin 500mg	pc	3.00
Metoclopramide 10mg	pc	2.00
Metoclopramide 5mg/5mL	pc	25.00
Metoclopramide 5mg/mL amp	pc	11.00
Metoprolol 50mg	pc	2.00
Metronidazole 500mg	pc	2.00
Metronidazole 125mg/5mL	pc	25.00
Metronidazole 500mg IV	pc	30.00
Methylergomethrine 125mcg	pc	6.00
Methylergomethrine 200mcg/mL	pc	44.00
Montelukast 10mg	pc	20.00
Multivitamins cap	pc	2.00
Multivitamins drops	pc	23.00
Multivitamins syrup	pc	27.00
Nalbuphine 10mg/mL	pc	230.00
Nicardipine 1mg/mL	pc	669.00
Nifedipine 5mg	pc	3.00
Norepinephrine 1mg/mL	pc	949.00
Nitroglycerin 5mg	pc	170.00
Omeprazole 20mg	pc	3.00
Omeprazole 40mg	pc	7.00
Omeprazole 40mg IV	pc	246.00
Oresol sachet	pc	5.00
Oxytocin 10IU/mL	pc	82.00
Paracetamol 500mg	pc	2.00
Paracetamol 100mg/mL	pc	20.00
Paracetamol 125mg/5mL	pc	20.00
Paracetamol 250mg/5mL	pc	21.00
Paracetamol 150mg/mL amp	pc	22.00
Paracetamol 125mg supp	pc	30.00
Paracetamol 250mg supp	pc	33.00

Phenylpropanolamine tab	pc	5.00
Phytomenadione 10mg/mL	pc	65.00
Potassium chloride vial	pc	89.00
Prednisone 10mg	pc	4.00
Propanolol 10mg	pc	2.00
Ranitidine 25mg/mL	pc	12.00
Rabies vaccine 2.5IU	pc	2,320.00
Salbutamol 2mg	pc	1.00

Salbutamol neb	pc	15.00
Salbutamol 2mg/5mL	pc	20.00
Silver sulfadiazine 10mg/g	pc	129.00
Simvastatin 20mg	pc	2.00
Simvastatin 40mg	pc	5.00
Sodium chloride 1g	pc	1.00
Sodium chloride 2.5mEq/mL	pc	86.00
Sodium bicarbonate 8.4%	pc	232.00
Tamsulosin 200mg	pc	20.00
Tramadol 50mg cap	pc	3.00
Tramadol 50mg/mL	pc	17.00
Tetanus toxoid40IU/0.5mL	pc	92.00
Telmisartan 40mg tab	pc	9.00
Telmisartan 40mg/12.5mg	pc	25.00
Tranexamic 500mg	pc	8.00
Tranexamic 500mg/5mL	pc	88.00
Trimetazidine 35mg	pc	8.00
Vitamin B complex tab	pc	2.00
Vitamin B complex amp	pc	65.00
Verapamil 5mg/2mL	pc	376.00
Zinc drops	pc	33.00
Zinc syrup	pc	45.00
<b>FLUIDS</b>	<b>Unit</b>	<b>Price per Unit</b>
D10W 500mL	btl	116.00
D50.50	btl	94.00
D5.3 500 mL	btl	94.00
D5LR 500 mL	btl	112.00
D5LR 1L	btl	89.00
D5NM 1L	btl	94.00

D5NSS 1L	btl	94.00
D5W 250mL	btl	238.00
D5W 500mL	btl	93.00
D5W 1L	btl	93.00
D5IMB 500 mL	btl	95.00
Mannitol 500mL	btl	225.00
PLR 1L	btl	94.00
PNSS 500 mL	btl	94.00
PNSS 1L	btl	94.00
PNSS Irrigating sol'n	btl	94.00
Sterile water 100mL	btl	116.00
<b>SUPPLIES</b>	<b>Unit</b>	<b>Price per Unit</b>
Abdominal binder	pc	150.00
Alcohol 500mL	pc	94.00
Alcohol 1L	pc	378.00
Armsling (mediu m)	pc	50.00
Blade	pc	26.00
Bubble humidifier	pc	477.00
Chromic	pc	180.00
Cord clamp	pc	4.00
Cotton roll	pc	247.00
Elastic bandage 3x5	pc	18.00
Elastic bandage 4x5	pc	24.00
Elastic bandage 6x5	pc	45.00
Examination Gloves	pc	294.00
ET tube	pc	129.00
Face mask	pc	17.00
Foley cath G. 12	pc	40.00
Foley cath G. 14	pc	62.00
Foley cath G. 16	pc	68.00
Foley cath G. 18	pc	68.00
Gauze pad (4x4)	pc	5.00
Gloves	pc	30.00
Guedel (white)	pc	109.00
Guedel (green)	pc	108.00
Guedel (red)	pc	108.00
Hot Water bag 100mL	pc	82.00
Hydrogen peroxide (Agua Oxinada)	pc	44.00
Ice bag #9	pc	117.00

IV cath G. 18	pc	47.00
IV cath G. 20	pc	50.00
IV cath G. 22	pc	40.00
IV cath G. 24	pc	40.00
IV cath G. 26	pc	109.00
Lubricating jelly sachet	pc	15.00
Lubricating jelly 150g	pc	229.00
Macroset	pc	47.00
Medicine cup	pc	5.00
Micropore	pc	68.00
Microset	pc	50.00
Nasal cannula (Adult)	pc	60.00
Nasal cannula (Pedia)	pc	27.00
Nasal cannula (Neonate)	pc	122.00
Nasal cannula w/ Mask (adult)	pc	71.00
Nasal cannula w/ Mask (pedia)	pc	74.00
NGT F. 8, 14, 16	pc	33.00
Nebulizer kit	pc	60.00
Needle	pc	3.00
N95 mask	pc	77.00
Paratulle	pc	55.00
Penrose drain	pc	39.00
Povidone Iodine 10%	pc	1,108.00
Roll gauze	pc	1,276.00
Silk	pc	254.00
Soluset	pc	134.00
Sterile water 100 mL	pc	144.00
Suction catheter 8, 10, 12, 18	pc	60.00
Syringe 1cc	pc	10.00
Syringe 3cc	pc	10.00
Syringe 5cc	pc	10.00
Syringe 10cc	pc	12.00
Syringe 30cc	pc	25.00
Thermal Scanner	pc	3,360.00
Thermometer	pc	117.00
Urine bag (A)	pc	32.00
Urine bag (P)	pc	7.00

**\* Note:** Price varies according to manufacturer's price at a given time

## 8. Dietary Services

This section of the hospital is headed by a permanent licensed Nutritionist-Dietitian that primarily provides quality and nutritionally adequate diet for optimal nutrition among in-patients.

<b>Office/Division:</b>	Dietary			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All In-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
- Diet list			- Nurse	
- Food history and preference of in-patient			- In-Patient	
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare for the conduct of dietary service intervention	1. Study the diet list of patient	None	1 minute	Nutritionist/Dietitian
2. Cooperate in the measurement process	2. Measure height and weight of patient and secure laboratory result/s if any	None	2 minutes	Nutritionist/Dietitian
3. Honestly answer interview questions	3. Interview patient re diet history, food preferences, and the like 3.1 Assess Nutritional status, Body Mass Index 1.1 Calculate Nutritional requirements and Diet plan	None	5 minutes	Nutritionist/Dietitian
4. Get Nutritional instructions	4. Give Nutritional Instructions and Diet Plan	None	15 minutes	Nutritionist/Dietitian
<b>TOTAL</b>				

## 9. Medical Records Services

The basic function of Medical Records Section is the provision of patient's Medical Records in a timely manner to different hospital units in order to assist physicians and other hospital staff in the provision of quality care to patients. In addition, it is also responsible for reporting of statistical data to the Department of Health and other stakeholders as well as safekeeping of medical records in a standardized and professional manner while maintaining the patient's right to confidentiality and privacy by adhering to information release guidelines and protocols.

<b>Office/Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All clients with records of hospital services availed			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Request for Medical Records Form		- Records Section		
- Copy of Birth Certificate of both parents of newborn child ( <i>if not married</i> )		- Client		
- Copy of Marriage Contract of newborn child ( <i>if married</i> )		- Client		
- Hospital case number card		- Records Section		
- Valid IDs		- Client		
- Authorization Letter ( <i>for representative</i> )		- Client		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get and fill out the request form	1. Provide request form and advise client for documentary requirements	None	1 minute	Medical Records Staff
2. Provide the accomplished Request form and Hospital Case No. Card together with other documentary requirements	2. Validate the documentary requirements for legality and completeness	None	1 minute	Medical Records Staff
3. Honestly provide the information required	3. Interview the client 3.1 Prepare the hospital records requested	None	Please refer to the following list	Medical Records Staff

	3.2 Issue charge slip for certification and advise client to pay to the Cashier			
	<ul style="list-style-type: none"> <li>Medical Certificates</li> </ul>		10 minutes	
	<ul style="list-style-type: none"> <li>Certified true copies of Clinical Abstracts, Diagnostic Test Results, Insurance forms</li> </ul>		20 minutes	
	<ul style="list-style-type: none"> <li>Certificate of Live Birth, and Death Certificate</li> </ul>		20 minutes	
4. Pay to the Cashier	4. Issue corresponding official receipt	See certification fees index	1 minute	Cashier
5. Wait for the hospital record to be released	5. Release to the client hospital record requested	None	1 minute	Medical Records Staff
<b>TOTAL</b>				

## 10. Hospital Billing Services

The Hospital Billing Section is responsible for the consolidation of patients' hospital charges on medical procedures, medicines, supplies, and other related hospital expenses. It is also tasked for the preparation of the patients' Statement of Account wherein reckoning includes all forms of financial assistance availed by the patients.

<b>Office/Division:</b>	Hospital Billing
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	All patients for discharge / ER patients / patients transferred to other health care facility / OBS patients
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
- Statement of Account (SOA)	- Hospital Billing Section
- Claim Form 1	- Hospital Billing Section
- Claim Form 2	- Hospital Billing Section
- Claim Signature Form (CSF)	- Hospital Billing Section
- PhilHealth Benefit Eligibility Form (PBEF)	- Hospital Billing Section

CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>❖ For Admitted Patients (ordered for discharge)</b>				
1. Ensure that all billing documents are ready prior to discharge	1. Prepare all the necessary hospital billing documents	None	5 minutes	Hospital Billing Clerk
2. Sign all the documents requiring client signature	2. Assist in signing the documents	None	1 minute	Hospital Billing Clerk
3. Receive clearance slip	3. Issue clearance slip	None	1 minute	Nurse on Duty
<b>❖ For ER, OBS, and Patients for transfer to other health care facility</b>				
1. Proceed to the hospital billing section for discharge/transfer of patient	1. Prepare all the necessary hospital billing documents	None	5 minutes	Hospital Billing Clerk
2. Receive Statement of Account (SOA)	2. Prepare and issue Statement of Account (SOA) ❖ Refer for medical assistance (if applicable)	None	5 minutes	Hospital Billing Clerk
3. Pay hospital charges to the Cashier	3. Receive payment and issue corresponding official receipt	As indicated in the SOA	3 minutes	Cashier
4. Present proof of payment to the Nurse on duty	4. Issue gate pass	None	1 minute	Nurse on duty
<b>TOTAL</b>				



## 11. Cashiering Services

The Cashiering section of the hospital provides technical and financial skills to track and manage patient cash flows, credit, subsidies/assistance, and other monetary transactions and generates periodic reports of the same.

<b>Office/Division:</b>	Cashier			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All paying clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
- Prescription with item cost ( <i>if payment is for medicines/medical supplies</i> )			- Pharmacy	
- Laboratory charge slip ( <i>if payment is for laboratory test</i> )			- Laboratory	
- Statement of Account or SOA ( <i>if payment is for hospital bill</i> )			- Hospital billing section	
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to Cashier the prescription with item cost, laboratory charge slip, and/or SOA	1. Review the prescription with item cost, laboratory charge slip, and/or SOA	None	1 minute	Cashier
2. Wait for the account to be reckoned	2. Carefully reckon the account	None	1 minute	Cashier
3. Pay the required amount	3. Receive the payment	As indicated in the prescription, laboratory charge slip, or SOA	1 minute	Cashier
4. Get the official receipt	4. Issue corresponding official receipt	None	1 minute	Cashier
<b>TOTAL</b>				

## 12. Medical Social Services

The Medical Social Service is responsible for evaluating the needs of patients and providing assistance especially to those with financial limitations for their hospitalization. It also refers qualified clients to other institutions for medical assistance.

<b>Office/Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- Copy of Birth Certificate ( <i>if single</i> )		- Client		
- Copy of Birth Certificate of Dependent ( <i>if necessary</i> )		- Client		
- Copy of Marriage Contract ( <i>if married</i> )		- Client		
- Authorization letter ( <i>if patient's representative</i> )		- Client		
- Valid IDs ( <i>if patient's representative</i> )		- Client		
- Senior Citizen's ID ( <i>if applicable</i> )		- Client		
- PWD ID ( <i>if applicable</i> )		- Client		
- 4Ps ID ( <i>if applicable</i> )		- Client		
- If employed in private:				
o Proof of payment		- PhilHealth Office		
o Claim Signature Form		- PhilHealth member's employer		
o Claim Form 1		- PhilHealth member's employer		
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>❖ For admitted patient with PhilHealth member eligibility</b>				
1. Approach the PhilHealth staff and request for PhilHealth membership validation	1. Obtain PhilHealth Identification Number (PIN) of member 1.1 Check the validity of PhilHealth membership in the IHCP portal	None	2 minutes	Medical Social Welfare Officer
2. Provide personal details as interviewed	2. Interview client and accomplish corresponding PhilHealth Member Registration Form (PMRF)	None	2 minutes	Medical Social Welfare Officer

3. Sign in the PMRF ▪ <i>If the representative will sign in behalf of the patient/member, authorization letter and valid IDs are required</i>	3. In case of inadequate requirements, instruct the client to comply	None	1 minute	Medical Social Welfare Officer
4. Comply with the requirements	4. Check the completeness of the requirements provided and attach into the SOA of patient	None	5 minutes	Medical Social Welfare Officer
<b>❖ For indigent patient who is non-PhilHealth member</b>				
1. Approach the PhilHealth staff	1. Conduct intake interview and accomplish intake sheet/assessment tool	None	10 minutes	Medical Social Welfare Officer
2. Wait while processing the enrolment in POS	2. Enroll in the Point of Service (POS) program of PhilHealth	None	3 minutes	Medical Social Welfare Officer
▪ PhilHealth Identification Number (PIN) will be subsequently issued by PhilHealth Central Office	▪ Issuance of PIN will be constantly monitored and notified to the client once available			
<b>❖ For indigent OPD patient</b>				
1. Approach the PhilHealth staff and request for assistance	1. Conduct intake interview and accomplish intake sheet/assessment tool 1.1 Classify patient in terms of Per Capita Income (PCPT)	None	10 minutes	Medical Social Welfare Officer
2. Secure Medical Social Assistance Form	2. Accomplish and issue Medical Social Assistance Form	None	1 minute	Medical Social Welfare Officer

3. For classifications "A" or "B", proceed to Cashier to pay the amount	3. Receive payment and issue corresponding official receipt 3.1 Attach the form to SOA	As indicated in the Medical Social Assistance Form	3 minutes	Cashier
4. For classifications "C1", "C2", "C3", or "D" – no payment is required – proceed to laboratory for laboratory examination or to pharmacy to get the medicines/supplies	4. Receive the Medical Social Assistance Form for laboratory examination or issuance of medicines/supplies	None	2 minutes	Med Tech or Pharmacy
<b>TOTAL</b>				

### 13. Laundry Services

The Laundry Section is responsible for providing an adequate, clean, and constant supply of linen for the comfort and safety of the patients.

<b>Office/Division:</b>	Hospital Laundry Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	All in-patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
- Request slip ( <i>change of linen</i> )			- Nurse or Midwife on duty	
<b>CLIENT STEPS</b>	<b>AGENCY STEPS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Nurse/Midwife/Nursing Attendant for necessary change of linen	1. Inspect the linen and prepare request slip for necessary change of linen	None	5 minutes	Midwife / Nursing Attendant on duty
2. Cooperate with hospital staff for the necessary change of linen	2. Change the linen accordingly and completely	None	5 minutes	Midwife / Nursing Attendant on

	accomplish the request slip 2.1 record in the logbook 2.2 Send the used linen to the laundry area for cleaning			duty / Laundry Worker
<b>TOTAL</b>				

 **Miscellaneous Hospital Services and Certification Fees Index**

<b>Miscellaneous Hospital Services &amp; Certification</b>	<b>Amount (Php)</b>
• Room and Board	• 400.00/day
• Emergency Room	• 200.00
• Delivery Room	• 1,500.00
• Medical Oxygen	• 750.00/tank
• Expanded Newborn Screening Kit	• 1,750.00
• Medical Certificate	• 80.00 + 30.00 (DST)
• Certificate of Live Birth	• 80.00 + 30.00 (DST)
• Death Certificate	• 80.00 + 30.00 (DST)
• Certificate of Confinement	• 80.00 + 30.00 (DST)
• Clinical Abstract	• 80.00 + 30.00 (DST)