

Oriental Mindoro Provincial Hospital



1. Emergency Medical Services

An emergency medical service is a service providing out-of-hospital acute care and transport to definitive care, to patients with illnesses and injuries which the patient believes constitute a medical emergency.

Office or Division:	ORIENTAL MINDORO PROVINCIA HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All persons needing emergency medical services			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
ER Form for patient's information, Philhealth Stub		At the Admission Section within the Emergency Room Complex , Social Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Gina Tolentino, RN Nurse II
2. Patient's companion/relative will proceed to the Admitting Section and fill-up the ER Form completely for the patient's record.	2. Provide patient with ER Form and verify the details and information provided	None	3 minutes	Rhon Arjay Cleofe, Administrative Aide III
3. Submit the accomplished ER form to the Nurse on duty	3. Forward the ER Form to the Doctor on Duty	None	3 minutes	Gina Tolentino, RN Nurse II
4. Proceed to the Doctor on duty	4. The Doctor on duty will examine/assess/treat patient and/or advice for confinement if necessary depending on the patient's condition.	None	30 minutes	Dranreb Beryll Masangkay ,MD Medical Officer
5. * If the patient is for confinement: Patient's	5. Clerk on duty will issue Philhealth Stub	None	3 minutes	Rhon Arjay Cleofe, Administrative Aide III

companion will proceed to admitting section for issuance of Philhealth stub				
* If the patient is under observation:	6. The doctor will give prescription for medicine intake and/or advice for home treatment.	None	6 hours	Dranreb Beryll Masangkay ,MD Medical Officer
	TOTAL:			

2. Medical Consultation Services

The provision of expert advice and counselling by an individual with specialized medical knowledge to evaluate the nature and progress of disease in a particular patient and to establish diagnosis, prognosis and therapy.

Office or Division:	ORIENTAL MINDORO PROVINCIA HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All persons needing medical consultation services			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Patient's Information sheet		Out-Patient Section on the Security Guard/Nurse on Duty		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Gina Tolentino, RN Nurse II
2. Proceed to triage and accomplish the patient's information sheet. * Make sure to secure the priority number form the Nurse on duty.	2. Priority number will be issued by the nurse on duty.	None	3 minutes	Gina Tolentino, RN Nurse II

<p>3. Submit the accomplished patient's information sheet to Window 1</p>	<p>3.1 Encode all the information of the patients written in the accomplished information sheet in the iHOMIS system and wait until your number is called</p> <p>3.2 When your number is called, the Nurse on duty will record the patient's vital signs and will endorse to the physician on duty for consultation.</p>	<p>None</p>	<p>10 minutes</p>	<p>Marcelino Clanza, Administrative Officer I Gina Tolentino, RN Nurse II</p>
<p>4. Proceed to the physician on duty depending on the needed medical treatment.</p>	<p>4. Physician on duty will examine/assess/treat patient and/or advice to undergo other medical examinations depending on the needed medical treatment.</p>	<p>None</p>	<p>30 minutes</p>	<p>Rolando C. Marquez, MD. MS I</p>
<p>5. If patient has no capacity to pay for the needed procedures: Proceed to the Social Service Section for assistance</p>	<p>5. Interview patient and issue certificate of indigency</p>	<p>None</p>	<p>5 minutes</p>	<p>Lerma P. Castillo, RSW Social Worker</p>
<p>6. If patient decides to pay the required procedures: Proceed to the Cashier, pay the required fees by showing the Order of payment.</p>	<p>6.1 Accept the payment based on the Order of Payment</p> <p>6.2 . Issue Official Receipt</p>	<p>None</p>	<p>3 minutes</p>	<p>Lucila B. Cajoles Cashier II</p>

* Make sure to secure Official receipt that will be issued upon payment				
7. Proceed to the laboratory and/or X-ray section for the required procedures. And present the laboratory/x-ray, ultrasound, CT-scan request. Wait for the result.	7.1 . Proceed to the required procedures. 7.2 . If the required procedure is not available, patient will be referred to other health facility	None	2 hours	Marife C. Aclan ,RRT Allen Abelgas, RRT Rad.Tech II Demetrio CastilloMedical Technologist III
8. Present the result of the required procedures to the physician on duty	8. The consulting physician will give instructions, final diagnosis and prescriptions for medicine intake	None	30 minutes	Rolando C. Marquez, MD. MS I
	TOTAL:	None		

3. X-ray Services

X ray Services are an electromagnetic radiation service that differentially penetrate structures within the body and creates images of these structures on photographic film or a fluorescent screen. These services are useful in detecting abnormalities within the body. They are a painless, non-invasive way to help diagnose problems such as broken bones, tumors, dental decay, and the presence of foreign bodies.

Office or Division:	ORIENTAL MINDORO PROVINCIA HOSPITAL
Classification:	Highly Technical
Type of Transaction:	G2C-Government Citizen
Who may avail:	All persons needing X-ray services
CHECKLIST OF REQUIREMENT	WHERE TO SECURE
X-ray Request issued by the Physician	Consulting Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Marife Aclan, RRT Allen A. Abelgas, RRT Rad. Tech II
2. Present the laboratory request to the Medical Technologist on duty to indicate the amount to be paid * Make sure to secure the Order of Payment that will be issued	2.1 Issue order of payment 2.2 If the patient has no capacity to pay, advise patient to proceed to the Social Service Section for assistance	None	3 minutes	Marife Aclan, RRT Allen A. Abelgas, RRT Rad. Tech II
3. Proceed to the Social Service Section for assistance and present the x-ray request from the physician	3.1 Interview the patient and issue certificate of indigency 3.2 Instruct/guide where to ask for assistance from different guarantors	None	5 minutes	Lerma P. Castillo Social Worker
4. Proceed to different guarantors/proponent for financial/medical assistance (GSMAC, PSWD/DSWD, PCSO, Cong. Doy) * Make sure to secure guarantee letter indicating the amount provided	4. Give the list of the necessary requirements (Request indicating the amount of the required procedures)	None	3 minutes	GSMAC Staff, PSWDO, DSWDO, PCSO Staff, Cong. Doy Staff

<p>5. If the patient decides to pay for the needed procedures: Proceed to the Cashier, pay the required fees by showing the Order of payment. * Make sure to secure Official receipt that will be issued upon payment</p>	<p>5.1 Accept the payment based on the Order of Payment 3.1 Issue Official Receipt</p>	<p><i>See fees below</i></p>		<p>Marife Aclan, RRT Allen A. Abelgas, RRT Rad. Tech II</p>
<p>6. Return to the X-ray Section and present the official receipt/ routing slip for the required procedures and wait for the result</p>	<p>6.1 Check the Official Receipt/Processed Routing Slip 6.2 Proceed to the required procedures 6.3 Release of the result</p>	<p>None</p>	<p>2-minutes checking of receipt 20 minutes-procedures 2-3 minutes release of result</p>	<p>Marife Aclan, RRT Allen A. Abelgas, RRT Rad. Tech II</p>
TOTAL:				

Schedule of fees

X-ray:

Skul Ap/l	PHP 400.00
Water's Towne's View	PHP 200.00
Nasal Bone	PHP 300.00
Mandible Ap/l	PHP 300.00
Cervical Ap/l	PHP 200.00
Chest Pa	PHP 200.00
Chest Ap/l (Pedia)	PHP 300.00
L-Sacral Ap/l	PHP 400.00
Pelvis	PHP 200.00
Plain Abdomen	PHP 200.00
Abdomen Upright and Supine	PHP 400.00

Coccyx Ap/l	PHP200.00
Shoulder Joint	PHP200.00
Lateral Decubitus View	PHP200.00
Knee Ap/l	PHP300.00
Leg Ap/l	PHP300.00
Ankle Ap/l	PHP300.00
Foot Ap/l	PHP300.00
T Cage	PHP200.00
Baby gram	PHP200.00
T-Lumbar Ap/l	PHP400.00
Hand Ap/l	PHP300.00
Hip Joint	PHP200.00
Femur Ap/l	PHP300.00
Arm Ap/l	PHP300.00
Elbow	PHP300.00
Forearm Ap/l	PHP300.00

Ct-Scan:

Cervical Pain	PHP4100
Cervical w/ contrast	PHP 5600
Chest plain	PHP5600
Chest w/ contrast	PHP 7100
Cranial plain	PHP4100
Cranial w/ bone setting	PHP4200
Cranial w/ Contrast	PHP5600.00
Extremities plain	PHP4100
Extremities w/ contrast	PHP5600.00
Facial plain	PHP5600.00
Facial w/ contrast	PHP7100.00
Lower abdomen plain	PHP6100.00
Lower abdomen w/ contrast	PHP7600.00
Lumbar plain	PHP5600.00
Lumbar w/ contrast	PHP7100.00
Mandible plain	PHP5600.00
Mandible w/ contrast	PHP7100.00
Naso pharynx plain	PHP5600.00
Naso pharynx w/ contrast	PHP7200.00
Orbits plain	PHP4100.00
Orbits w/ contrast	PHP5600.00
PNS plain	PHP5600.00
PNS w/ contrast	PHP7100.00
Stonogram	PHP6000.00

Thoracic spine plain	PHP5600.00
Thoracic Spine w/ contrast	PHP7100.00
TMJ plain	PHP5600.00
TMJ w/ Contrast	PHP7100.00
Upper abdomen plain	PHP6100.00
Upper abdomen w/ contrast	PHP7600.00
Whole abdomen plain	PHP8600.00
Whole abdomen w/ contrast	PHP10600.0
Urogram	PHP10600.00
Abdomen w/ liver triphase	PHP10600.00

Ultrasound:

Whole abdomen	PHP1000.00
Abdomino-Pelvic	PHP1000.00
Transvaginal/Transrectal	PHP900.00
Breast	PHP800.00
KUB-Prostate	
Upper & Lower Abdomen	PHP750.00
Thyroid/Neck	
Soft Tissue	
Hepatobiliary Tree	PHP650.00
KUB/Chest	PHP450.00
Scrotal w/ Doppler	PHP900.00
Single Organ	PHP400.00
Biophysical Scoring (BPS)	PHP700.00
Pelvic	PHP500.00
Twin Pelvic UTZ	PHP800.00
Cranial	PHP600.00

4. COVID-19 Testing Services

Tests services that identify SARS-CoV-2, the virus that causes COVID-19.

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL	
Classification:	Highly Technical	
Type of Transaction:	G2C-Government Citizen	
Who may avail:	All persons needing COVID-19 Testing services	
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE
	Patient's Information Sheet, CIF Form and CF2 Form	Will be provided by the Provincial Epidemiology and Surveillance Officer at the Oriental Mindoro Provincial Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
2. Tell the truth when interviewed by the Provincial Epidemiology and Surveillance Officer.	2.1. Accomplish the necessary Form (Patient's Information Sheet, CIF & CF2 Form)	None	5 minutes	Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
	2.2. Assess and evaluate/validate patient for possible conduct of COVID-19 test.	None	20 minutes	Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
	2.3. If verified for COVID- testing, patient will be brought to the isolation ward for surveillance	None	5 minutes	Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
	2.4. Submit CIF Form/CF2 to Laboratory Section for the schedule of the COVID-19 testing	None	5 minutes	Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
	2.5. Actual COVID-19 testing of patient by the assigned Medical Technologist	None	10 minutes	Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
	2.6. Result of COVID-19	None	24 hours	Rachel M. Mendoza, R.N. MAN

	testing to be forwarded to the Chief of Hospital Office			Provincial Epedemiology and Surveillance Officer Rachel M. Mendoza, R.N. MAN Provincial Epedemiology and Surveillance Officer
	TOTAL:			

5. Pharmacy Services

Dispensing of drugs for inpatient and outpatient-oriented services, medication dispensing, preparation of drug products prescribed by doctors. Ensures that every patients admitted are receiving the prescribed drugs in adequate dose for sufficient duration.

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All patients with prescribed drugs appropriate for their clinical needs.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Prescription, Philhealth Stub and Official Receipt		Physician on duty, Philhealth Section and Cashier Office at the OMPH Complex		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Catherine P. Escalona Pharmacist III
2. Present the prescription issued by the attending physician together with the Philhealth Stub	2. Issue the prescribed medicines.	None	3 minutes	Catherine P. Escalona Pharmacist III

3. If patient has no capacity to pay: Proceed to the Social Services Section for assistance	3. Interview patient and issue certificate of indigency	None	10 minutes	Lerma P. Castillo Social Worker
4. If patient decides to pay: Proceed to the Cashier, pay the required fees by showing the Order of payment. * Make sure to secure Official receipt that will be issued upon payment	4.1. Accept the payment based on the Order of Payment 4.2. Issue the Official Receipt	Depends on the amount of prescribed drugs	3 minutes	Lucila B. Cajoles Cashier II
5. Return to the Pharmacy, present the Official Receipt for dispensing of prescribed drugs	5.1. Check the Official Receipt 5.2. Dispense the prescribed drugs	None	5 minutes	Catherine P. Escalona Pharmacist III
	TOTAL			

6. Blood Bank with Additional Services

A place where blood is collected from the donors, typed, separated into components, stored, and prepared for transfusion to recipients. A blood bank may be a separate free-standing facility or part of a larger laboratory in a hospital.

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL	
Classification:	Highly Technical	
Type of Transaction:	G2C-Government Citizen	
Who may avail:	All patients needing blood transfusion.	
	CHECKLIST OF REQUIREMENT	WHERE TO SECURE
	Properly accomplished Blood Request Form from other Blood Service Facilities; Properly accomplished Blood Request Form from Nurse Station	Other Blood Service Facilities (if confined at the other health facility) and from the Nurse Station (if in-patients)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Marites Maramot, Med. Lab. Aide
2. Submit the required documents for assessment and verification. * Make sure to secure the Order Payment that will be issued	2.1. Receive and verify the submitted documents 2.2. Issue the Order of Payment if the required documents were provided	None	5 minutes	Marites Maramot, Med. Lab. Aide
3. If patient has no capacity to pay: Proceed to the Social Services Section for assistance	3.1. Interview the patient 3.2. Issue the certificate of indigency	None	10 minutes	Lerma P. Castillo, Social Worker
4. If the patient decides to pay: Proceed to the Cashier, pay the required fees by showing the Order of payment. * Make sure to secure Official receipt that will be issued upon payment	4.1. Accept the payment based on the Order of Payment 4.2. Issue the Official Receipt	Whole Blood:PHP 1, 800.00 Packed Red Cell: PHP1,500.00 Platelet Concentrate/Fresh Frozen Plasma: PHP1,000.00	3 minutes	Lucila B. Cajoles Cashier II
5. Return to the Blood Bank Laboratory, present the official receipt or routing slip for issuance and processing of requested blood unit/s	5. Component Processing	PHP 250.00/ unit	2 hours	Marites Maramot, Med. Lab. Aide
6. For Inpatients Present the properly accomplished Blood Request Form from	6.1. Receive and verify the submitted documents	None	5 minutes	Marites Maramot, Med. Lab. Aide

the Nurse Station for the issuance of charge slip which indicates the amount to be paid.	6.2. Issue the Order of Payment if the required documents were provided			
7. If patient has no capacity to pay: Proceed to Social Service Section for assistance	7.1. Interview the patient 7.2. Issue certificate of indigency	None	10 minutes	Lerma P. Castillo Social Worker
8. If the patient decides to pay: Proceed to the Cashier, pay the required fees by showing the Order of payment. * Make sure to secure Official receipt that will be issued upon payment	8.1. Accept the payment based on the Order of Payment 8.2. Issue the Official Receipt	Gel Cross Match: PHP700.00 Blood typing: PHP 200.00 Retying of unit: PHP 200.00	3 minutes	Lucila B. Cajoles Cashier II
9. Return to the Blood Bank Laboratory, present the official receipt or routing slip and leave the request form to the Med. Tech on duty and present the donor if blood requested is not available.	9.1. Proceed to stat. request 9.2. If the blood is available: The Nurse on Duty will be informed by the Med. Tech and the requested blood unit/s needed will be given to the patient 9.3. If the blood requested is not available: Blood extraction from the donor will be processed	None	Stat. Request: 1 hour/unit Routine Request: 2 hours / unit	Marites Maramot, Med. Lab. Aide
	TOTAL:			

7. Cashier Services

Accepts payment from clients in the form of cash or other forms of payment. They issue the customer's receipt of payment and return the correct change due as necessary for cash payments.

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All patients with corresponding fees.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Order of Payment, Charge Slip		Pharmacy, Laboratory, Blood Bank with Additional Function, X-ray, ER, CSR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book on the counter's area	1. Provide the alcohol and logbook to the client	None	3 minutes	Lucila B. Cajoles Cashier II
2. Present Order of Payment and charge * Make sure to secure the Order Payment that will be issued	2.1. Accept the payment based on the Order of Payment 2.2. Issue the Official Receipt	Depends on the amount indicated on the Order of Payment and Charge Slip	3 minutes	Lucila B. Cajoles Cashier II
	TOTAL:			

8. Billing Services

Provides proper billing to patients

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All admitted and out- patients for discharge/clearance.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Charge/Disposition Slip, New born and hearing Sticker, Clearance Slip, Properly accomplished CEWS, CSF, CF2, CF4, Philhealth Stub, Guarantee Letter		Nurse Station/Philhealth Section within the OMPH, GSMAC Office, PSWDO, DSWDO, PCSO Office, Cong. Doy Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book on the counter's area	1. Provide the alcohol and logbook to the client	None	3 minutes	Jennifer Pineda Accounting Clerk II
2. Present the disposition/charge slip issued by the Nurse on Duty of the assigned ward to the Billing Clerk * Make sure to secure Routing Slip	2.1 Receive and verify the required documents 2.2 Issue Routing Slip for processing of Philhealth Claims	None	3 minutes	Jennifer Pineda Accounting Clerk II
3. Proceed to Philhealth Section and present the obtained Routing Slip and wait until the patient's name is called	3. Receive and verify the routing slip and Philhealth Stub for issuance of required documents (CEWS, CSF, CF2, CF4)	None	10 minutes	Lilian R. Panagsagan Administrative Aide IV
4. Return to the Billing Section and submit all the documents indicating the signature of the patient on the documents.	4. Reviews all the submitted requirements and appraises the patient's amount to be paid *If after Philhealth	None	10 minutes	Jennifer Pineda Accounting Clerk II

	has been deducted from the hospital bill, and still have excess bill of less than P5,000.00, the patient need not pay			
If the patient has excess on bill after deducting the financial assistance from different guarantors/ proponents	5.1. Advice to ask for financial assistance to different guarantors	None	3 minutes	Jennifer Pineda Accounting Clerk II
5. Proceed to different guarantors/ proponent for financial/medical assistance (GSMAC, PSWD/DSWD, PCSO, Cong. Doy)Present all the required documents * Make sure to secure guarantee letter indicating the amount provided	5.2. Give the list of the necessary requirements in requesting financial assistance 5.3. Receive and verify all the submitted documents 5.4. Issue guarantee letter indicating the amount provided	None	1 hour	GSMAC Staff, PSWDO,DSWD O, PCSO Staff, Cong. Doy Staff
6. Return to the Billing Section, present the obtained Guarantee	6.1. Check and verify the submitted guarantee letter. 6.2. If there is still an excess of bill after deducting the amount on the guarantee letter, Issue Order of payment indicating the excess amount.	No	5 minutes	Jennifer Pineda Accounting Clerk II
7. Pay the required fees to the Cashier by showing the Order of payment	7.1. Accept payment based on the Order of Payment	Depends on the excess of the	3 minutes	Lucila B. Cajoles Cashier II

<ul style="list-style-type: none"> Make sure to secure the Official Receipt upon payment 	7.2. Issue the Official Receipt to the client.	amount of Bill		
8. Return to the Billing Section, present the obtained Official Receipt for the release of Clearance	8.1. Receive the Official Receipt 8.2. Issue the clearance to the client	None	3 minutes	Jennifer Pineda Accounting Clerk II

9. Medical Records Services

Maintains all health records in accordance with the principles and practices of efficient and effective health record management.

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All patients treated/confined and undergo consultation needing Medical Records.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Request Slip Form, Marriage Contract of parents if married and affidavit of acceptance of father if not married, valid ID or Community Tax certificate, Request from the Police		Window 1 at the Medical Records Section, PSA, Attorney's Office, Brgy. Hall, Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book on the counter's area	1. Provide the alcohol and logbook to the client	None	3 minutes	Sevilla Maristella Administrative Aide III
2. Proceed to the Training Office and accomplish the application form with all the necessary details required.	2. Issue Application Form for Birth Registration	None	3 minutes	Marcelino Clanza Medical Officer I
3. Submit the accomplished Application form for Birth Registration	3.1. Receive and verify the required documents and check for completeness	None	15 minutes	Marcelino Clanza Medical Officer I

with all the required documents	3.2. Encode and print Birth Certificate 3.3. Give the printed Birth Certificate to the informant for checking of details			
4. Review, check if the details are correct based on the submitted accomplished application form for birth registration: If there is no correction: Forward to the Clerk on duty and If there is an error: Inform the Clerk on duty for correction	4.1. Re print the corrected Birth Certificate and give to the informant for checking of details 4.2. Prepare transmittal for submission to the Office of the Local Civil Registrar 4.3. Inform the informant for the schedule of claim of the registered birth certificate	None	10 minutes	Marcelino Clanza Medical Officer I
Securing Death Certificate 1. Proceed to the Nurse Station of the assigned ward to sign on the Death Certificate. * Make sure that the Doctor on duty has signed on the Death Certificate	1. Forward the signed Death Certificate to the Medical Records Section for the processing and recording	None	5 minutes	Nurse on Duty on the assigned ward
2. Wait until the Death Certificate has been processed and recorded	2.1. Return to the Medical Records Section to get the processed Death Certificate. 2.2. Issue the Death Certificate	None	10 minutes	Nurse on Duty on the assigned ward
3. Proceed to the Local Civil Registrar Office for registration	3.1. Receive and verify the Death Certificate	None P320.00- if not	15 minutes	Local Civil Registrar Officer

	3.2. Issue the approved Death Certificate	married for the Father's Affidavit of Acceptance		
Securing Medical Certificate				
1. Proceed to Window 1 of the Medical Records Section. Present valid ID and authorization letter(if requesting party is not the patient)	1.1. Receive the required documents and check for the completeness 1.2. Issue requisition Slip	None	3 minutes	Sevilla Maristella Administrative Aide III
2. Accomplish the request slip and submit to Window 1	2.1. Receive and check the details in the accomplished request slip. Issue the Order of Payment 2.2. Issue the Order of Payment	None	15 minutes	Marcelino Clanza Medical Officer I
3. Pay the required fees at the Cashier by showing the Order of Payment * Make sure to secure the Official Receipt that will be issued upon payment	3.1. Accept the payment based on the Order of Payment 3.2. Issue Official Receipt	PHP50.00	3 minutes	Lucila B. Cajoles Cashier II
4. Return to Window 1 of the Medical Records Section. Present the Official Receipt for the release of Medical Certificate	4.1. Check the Official receipt and guarantee letter 4.2. Issue the Medical Certificate to the client	None	3 minutes	Sevilla Maristella Administrative Aide III

<p>Securing Medico Legal Certificate</p> <p>1. Proceed to Window 1 of the Medical Records Section. Present valid ID and authorization letter(if requesting party is not the patient)</p>	<p>1.1. Receive and validate the required documents (Authorization Letter, Valid ID, Request from the Police)</p> <p>1.2. Issue requisition Slip</p>	<p>None</p>	<p>3 minutes</p>	<p>Sevilla Maristella Administrative Aide III</p>
<p>2. Accomplish the request slip and submit to Window 1</p>	<p>2.1. Receive and check the details in the accomplished request slip.</p> <p>2.2. Issue the Order of Payment</p> <p>2.3. Start processing the request</p>	<p>None</p>	<p>2 days</p>	<p>Sevilla Maristella Administrative Aide III, Marcelino Clanza, Administrative Officer I</p>
<p>3. Pay the required fees at the Cashier by showing the Order of Payment * Make sure to secure the Official Receipt that will be issued upon payment</p>	<p>3.1. Accept the payment based on the Order of Payment</p> <p>3.2. Issue Official Receipt</p>	<p>PHP105.00</p>	<p>3 minutes</p>	<p>Lucila B. Cajoles Cashier II</p>
<p>4. Return to Window 1 of the Medical Records Section present the Official Receipt for the release of Medico-Legal Certificate</p>	<p>4.1. Check the Official receipt and guarantee letter</p> <p>4.2. Issue the Medico-Legal Certificate to the client</p>	<p>None</p>	<p>3 minutes</p>	<p>Sevilla Maristella Administrative Aide III, Marcelino Clanza, Administrative Officer I</p>
	<p>TOTAL:</p>			

10. Philhealth Services

Process and validate submitted accomplished Philhealth forms and documentary requirements of all the patients for discharge.

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All patients for discharge availing Philhealth Benefits.			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Philhealth Eligibility Form, Updated Member Data Record, Photo Copy of Marriage Contract (PSA), Photo Copy of Birth Certificate (PSA), Patient's Stub, Routing Slip, CEWS, CSF, CF2, CF4, Philhealth Stub		Philhealth Office, PSA, Admitting Section within the ER Complex, Social Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book on the counter's area	1. Provide the alcohol and logbook to the client	None	3 minutes	Lilian R. Panagsagan Administrative Aide IV
2. Submit the required documents for the processing of Clearance and wait until the documents have been checked and verified	2.1. Receive and verify the required documents and check for completeness 2.2. Return to the client all the verified documents for processing of clearance	None	10 minutes	Lilian R. Panagsagan Administrative Aide IV
	TOTAL :			

11. Social Services

Responsible for providing assistance to patients with financial limitations, for their diagnostic work up and treatment. Conducts screening to evaluate the needs of the patients and hand required services or assistance

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All patients needing Financial/Medical Assistance			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Marriage Contract, MDR, 4Ps ID, Philhealth Member's PIN number, Accomplished PMRF, Official Receipt of Contribution, CEWS, Birth Certificate, Charge Slip, Certificate of Indigency			PSA, Philhealth Office, Nurse Station of the assigned ward, Brgy. Hall/Brgy Captain	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book on the counter's area	1. Provide the alcohol and logbook to the client	None	3 minutes	Lerma P. Castillo, RSW Social Worker
2. Secure priority number and wait until the number is called	2. Issue priority number	None	2 minutes	Lerma P. Castillo, RSW Social Worker
3. Once your number is called, proceed to the assigned Social Worker and present the required documents (MDR, Birth/Marriage Cert)	3. Interview, profile and verify the Philhealth status, If the patient is classified as indigent, A patient stub will be issued to claim for drugs/medicines and other supplies at the Pharmacy and CSR	None	10 minutes	Lerma P. Castillo, RSW Social Worker
4. If classified as direct contributor: Proceed to the Philhealth Office and update your payment (minimum of 1 year) to be able to claim	4. Advise the client to pay for the required contribution	PHP 3,600.00 (minimum of 1 year)	20 minutes	Ms. Haydee R. Abao Collecting Officer LHIO-Philhealth Office

Philhealth benefits * Make sure to secure Official Receipt upon payment				
<i>Patient Scheduled for Discharge</i> 1. Secure priority number and wait until the number is called	1. Issue priority number	None	2 minutes	Lerma P. Castillo, RSW Social Worker
2. Submit all the necessary requirements needed for discharge	2.1. Receive and verify the required documents and check for completeness (CEWS, Birth Certificate, Charge Slip) 2.2. Return to the client all the verified documents for processing of clearance	None	5 minutes	Lerma P. Castillo, RSW Social Worker
<i>Securing Medical Assistance (anti-rabies, laboratory procedures, drugs and medicines assistance)</i> 1. Secure priority number and wait until your number is called	1. Issue priority number	None	2 minutes	Lerma P. Castillo, RSW Social Worker
2. Once your number is called, proceed to the Social Worker for intake interview and present Laboratory Request, Prescription and Certificate of Indigency from the Barangay)	2.1. Receive laboratory request and/or prescription Interview patient 2.2. Issue certificate of indigency (if did not obtain Certificate of Indigency from the Barangay) 2.3. Advise when needed to ask for	None	5 minutes	Lerma P. Castillo, RSW Social Worker

	assistance from different guarantors			
3. Proceed to the Social Service Section for assistance and present the laboratory request from the physician	3.1. Interview the patient and issue certificate of indigency 3.2. Give details where to ask for assistance from different guarantors	None	5 minutes	Lerma P. Castillo, RSW Social Worker
4. Proceed to different guarantors/proponent for financial/medical assistance (GSMAC, PSWD/DSWD, PCSO, Cong. Doy) * Make sure to secure guarantee letter indicating the amount given	4. Give the list of the necessary requirements (Request indicating the amount of the required procedures)	None	1 hour	GSMAC Staff, PSWDO,DSWDO, PCSO Staff, Cong Doy Staff
5. After securing guarantee letter, proceed to the Office of the Chief of Hospital and present the obtained guarantee letter for issuance of routing slip * Make sure to secure the stamp and signature of the assigned staff on the routing slip	5. Issue, stamp and sign in the routing slip	None	3 minutes	Dante A. Nuestro, MD.,MHA OIC- Chief of Hospital
6. Return to the Social Service Office, present the routing slip * Make sure that the Social Worker signs and stamps on the routing slip	6.1. Receive the routing slip 6.2. Stamp and sign on the routing slip 6.3. Return the signed and stamped routing slip to the client for the claiming of assistance	None	3 minutes	Lerma P. Castillo Social Worker

7. Proceed to Pharmacy/Laboratory/ Animal Bite Center for the assistance needed and present the routing slip	.1. Receive and validate the routing slip .2. Issue the needed assistance	None	5 minutes	Catherine P. Escalona, Pharmacist III Gina B. Tolentino Nurse II
TOTAL:				

12. Laboratory Services

Laboratory services are tests provided by a medical lab that aid in diagnosis and treatment of patients

Office or Division:	ORIENTAL MINDORO PROVINCIAL HOSPITAL			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government Citizen			
Who may avail:	All persons needing Laboratory services			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Laboratory Request issued by the Physician			Consulting Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize hands and sign in the Client Log Book in the office	1. Provide the alcohol and the logbook to the client	None	3 minutes	Med. Tech III
2. Present the laboratory request to the Medical Technologist on duty to indicate the amount to be paid * Make sure to secure the Order of Payment that will be issued	2.1 Issue order of payment 2.2 If the patient has no capacity to pay, advise patient to proceed to the Social Service Section for assistance	None	3 minutes	Med. Tech III
4. Proceed to the Social Service Section for assistance and present the	4.1 Interview the patient and issue certificate of indigency	None	5 minutes	Social Worker

laboratory request from the physician	4.2 Instruct/guide where to ask for assistance from different guarantors			
5. Proceed to different guarantors/proponent for financial/medical assistance (GSMAC, PSWD/DSWD, PCSO, Cong. Doy) * Make sure to secure guarantee letter indicating the amount provided	5. Give the list of the necessary requirements (Request indicating the amount of the required procedures)	None	30 minutes	GSMAC Staff, PSWDO,DSWDO, PCSO Staff, Cong. Doy Staff
6. If the patient decides to pay for the needed procedures: Proceed to the Cashier, pay the required fees by showing the Order of payment. * Make sure to secure Official receipt that will be issued upon payment	6.1 Accept the payment based on the Order of Payment 6.2. Issue Official Receipt	<i>See table below</i>		Med. Tech III
7. Return to the Laboratory Section and present the official receipt/ routing slip for the required procedures and wait for the result	7.1 Check the Official Receipt/Processed Routing Slip 7.2. Proceed to the required procedures 7.3. Release of the result	Depends on the amount of the required procedures	2-minutes checking of receipt 20 minutes-procedures 2-3 minutes release of result	Med. Tech III
TOTAL:				

Schedule of Laboratory Fees:

CBC	PHP 100.00
Clotting	PHP 30.00
Blood typing	PHP 30.00
PBS	PHP 170.00
Reticulocyte Count	PHP 150.00
Protine	PHP500.00
Prothrombin time	PHP 500.00
ESR	PHP 200.00
Urinalysis	PHP 50.00
Pregnancy Test	PHP 150.00
Fecalysis	PHP 50.00
Occult Blood Test	PHP150.00
FBS	PHP 100.00
BUN	PHP 100.00
Creatinine	PHP100.00
BUA	PHP120.00
Total Cholesterol	PHP100.00
Lipid Profile	PHP500.00
Triglycerides	PHP100.00
Sodium	PHP120.00
Potassium	PHP120.00
SGOT	PHP120.00
SGPT	PHP120.00
LDL	PHP100.00
HDL	PHP100.00
VLDL	PHP100.00
Total Bilirubin	PHP600.00
Total Protein, Albumin,Globulin	PHP 620.00
Amylase	PHP190.00
Alkaphos	PHP 190.00
HBAIC	PHP 650.00
TYPHIDOT	PHP 525.00
Denguedot	PHP1200.00
HBsAg (Rapid)	PHP250.00
RPR/Syphilis (Rapid)	PHP150.00
Malaria (Rapid)	PHP500.00
HAsAg (Elisa)	PHP250.00
HIV (Elisa)	PHP500.00
HCV (Elisa)	PHP510.00
RPR/Syphilis (Elisa)	PHP500.00

Malaria (Elisa)	PHP500.00
Urine Culture/sensitivity	PHP900.00
Blood Culture/Sensitivity	PHP1300.00
Stool/ Rectal Swab	
Culture/Sensitivity	PHP1300.00
Urogenital Specimen	
Culture/Sensitivity	PHP1300.00
Discharge Culture/Sensitivity	PHP1300.00
Effusion Culture/Sensitivity	PHP1300.00
Respiratory Culture/Sensitivity	PHP1300.00
Gram Stain	PHP 150.00
AFB	PHP 150.00
KOH	PHP 150.00
PAS	PHP 1500.00
FT3	PHP 600.00
FT4	PHP 600.00
TSH	PHP 600.00
T3	PHP 600.00
T4	PHP 600.00
Trop 1	PHP 1200.00
Clp	PHP 800.00
Cilmb	PHP 900.00
NT-Prob NP	PHP 1800.00