

Oriental Mindoro Southern District Hospital



1. OPD CONSULTATION

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient logs in Patient's Logbook at OPD information desk;	iHOMIS Clerk provides a logbook at OPD information desk	-	1 minute	iHOMIS Clerk
2. Patient fills-up demographic information sheet for data recording;	iHOMIS Clerk logs the demographic information into the iHOMIS system	-	2-3 minutes	iHOMIS Clerk
3. Patient fills-up the COVID-19 Algorithm Information Sheet;	Triage staff on duty verifies the data in COVID-19 algorithm information sheet and other pertinent clinical history.	-	4-8 minutes	Triage on Duty
4. Patient proceed to OPD Nurse Station	Nurse takes vital signs, and requests for routine diagnostic procedures	-	5 minutes	OPD Nurse
5. Patient proceeds to Cashier for payment	Cashier receives payment and release OR	Schedule of fees	1 minute	Cashier on Duty
6. Patient returns to OPD nurse station: a. to submit the Official Receipt	The nurse: a. receives the Official Receipt	-	Turnaround Time	a. OPD nurse

b. to wait for medical technologist for specimen collection c. to wait for diagnostic results	b. notifies laboratory for specimen collection c. attached the laboratory result/s to OPD chart			b. MedTech c. OPD nurse
7. Patient is checked-up	Physician examines and manage the patient	-	5-10 minutes	Physician-on-duty

2. EMERGENCY ROOM CONSULTATION

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			NA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient and companion proceed directly to Emergency Room to fill-up demographic information sheet for data recording;	iHOMIS Clerk provides a logbook at ER information desk and logs the demographic information into the iHOMIS system	-	2-3 minutes	iHOMIS Clerk
2. Patient or companion fills-up the COVID-19 algorithm information sheet;	Triage staff on duty verifies the data in COVID-19 algorithm information sheet and other pertinent clinical history;	-	4-8 minutes	Triage on Duty
3. Patient stays on the ER bed	Nurse takes vital signs;	-	5 minutes	ER Nurse on Duty

	Physician provides clinical management and requests for diagnostic procedure/s (STAT) via iHOMIS, and interprets the result/s	-	(Duration depends on type of illness)	ER Physician on Duty
4. DISPOSITION: A. Proceed to ADMISSION (end of process) B. For DISCHARGE (proceed to steps 6-9)		-	-	-
5. Patient or companion proceeds to the following sections for signing of ER clearance: Laboratory; Radiology; CSSR and Pharmacy	Laboratory, Radiology, CSSR, and Pharmacy sign the ER clearance	-	3-5 minutes	Laboratory, Radiology, CSSR, and Pharmacy staff
6. Patient or companion proceeds to Billing Section for costing and signing of ER clearance slip	Billing releases SOA and signs the ER clearance	-	2-3 minutes	Billing Clerk on Duty
7. Patient or companion proceeds to the Cashier for payment and signing of ER Clearance slip	Cashier releases Official Receipt	Total Cost of Services Rendered	1 minute	Cashier on Duty
8. Patient or companion returns to ER for discharge of patient	ER nurse receives the ER clearance and look for the Official Receipt, then discharges the patient as ordered.	-	-	ER Nurse on Duty

3. ADMISSION

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/next of kin signs the 'Consent for Admission Form'	ER nurse provides form for 'Consent for Admission'	-	1 minute	ER nurse on Duty
2. Companion of patient proceeds to pharmacy for medicines and to CSSR for medical supplies, then returns to ER	Physician completes charting for admission	-	10-15 minutes	ER Physician on Duty
	Nurse carries out doctor's order: Medication Laboratory Other nursing procedures	-	1 hour	ER Nurse on Duty
	Patient is transferred to ward	-	5 minutes	ER Utility on Duty
3. Authorized Representative proceeds to Philhealth Section for issuance of Philhealth stub	Philhealth clerk releases Philhealth stub	-	8-10 minutes	Philhealth Clerk
4. (For non-Philhealth) Authorized representative proceeds to MSS for MSS classification and/or enrolment to 'POS'	MSW classifies patient and releases MSS classification card or enrolls the patient to 'Point of Service'	-	10-15 minutes	Medical Social Worker

4. PHILHEALTH AVAILMENT FOR ER SURGICAL PATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following (applicable): MDR; Valid ID (Philhealth, Senior Citizen, etc.)		Philhealth; Any agency releasing valid ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or authorized representative proceeds to Philhealth Section to check for benefit eligibility <ul style="list-style-type: none"> • If YES, proceed to step 2 • If NO, proceed to Medical Social Worker Office 	Philhealth clerk checks benefit eligibility through iHOMIS	-	1-2 minutes	Philhealth Clerk on Duty
2. Patient or authorized representative submits required documents to Philhealth Section for signing of CSF, CEWS and other necessary documents	Philhealth clerk: <ul style="list-style-type: none"> a. receives identified requirement; b. provides CSF, CEWS and other documents for signing to patient c. sign ER clearance d. releases Philhealth stub 	-	5 minutes	Philhealth Clerk on Duty
3. Patient or authorized representative presents the accomplished ER clearance	ER nurse receives the signed ER Clearance and Philhealth Stub	-	1 minute	ER Nurse

5. PHILHEALTH AVAILMENT FOR INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following (applicable): MDR; Receipt of payment to Philhealth; Philhealth ID Valid ID (e.g. Senior Citizen, etc.); Birth certificate; Marriage contract; CSF signed by employer		Philhealth Any agency releasing valid ID PSA Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or authorized representative proceeds to Philhealth Section to check for benefit eligibility through iHOMIS • If YES, proceed to step 2 • If NO, proceed to Medical Social Worker Office	Philhealth clerk checks benefit eligibility through iHOMIS	-	1-2 minutes (12-17 minutes)	Philhealth Clerk
2. Patient or authorized representative submits verified diagnosis	Nurse fills-up stub for diagnosis;	-	1 minute	Ward Nurse on Duty
3. Patient or authorized representative receives Philhealth Stub	Philhealth clerk receives tub with diagnosis and release Philhealth stub	-	1 minute	Philhealth Clerk

6. MEDICAL SOCIAL SERVICE CLASSIFICATION CARD for EMERGENCY AND/OR OUTPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER or OPD clearance; Billing statement		ER or OPD Nurse Station Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient / authorized representative secures a number and wait for the turn to be interviewed	MSS Aide release number to patient for cuing.	-	-	MSS Aide on Duty
2. Patient or authorized representative is interviewed for MSS classification and encoding to iHOMIS	MSW interviews the patient/nearest kin and encodes the MSS classification to iHOMIS	-	5-10 minutes	Medical Social Worker
3. Patient or authorized representative receives the MSS Classification Card and Certification	MSW releases MSS classification	-	1 minute	Medical Social Worker

7. MSS CLASSIFICATION CARD for INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any of the following (appropriate): Birth Certificate; Marriage Contract; Government Issued Valid I.D's		PSA or any agency releasing valid ID		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient / authorized representative secures a number for the turn to be interviewed	MSS Aide release number to patient for cuing.	-	1 minute	MSS Aide on Duty
2. Patient or authorized representative is interviewed for MSS classification and for encoding to iHOMIS <ul style="list-style-type: none"> If the patient has an active Philhealth, proceed to step 3 only. If the patient has no Philhealth but is qualified to Point of Service enrolment, proceed to steps 3 up to 5. 	MSW interviews the patient/nearest kin and encodes the MSS classification to iHOMIS	-	5-10 minutes	Medical Social Worker
3. Patient or authorized representative receives the MSS Classification Card	MSW releases MSS classification	-	1 minute	Medical Social Worker
4. Patient fills-up PMRF and CF1 Forms	MSW enrolls the patient to 'Point of Service'	-	5 minutes	Medical Social Worker
5. Patient / authorized representative proceeds to Philhealth section for release of stub.	Philhealth section releases Philhealth stub	-	1 minute	Philhealth Clerk

8. CSSR FILLING-UP PRESCRIPTION for ER PATIENTS

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hospital clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		ER nurse station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative secures the prescription	ER physician/nurse releases the prescription	-	1-2 minutes	ER Physician/Nurse on Duty
2. Authorized representative presents the prescription at the CSSR for filling-up	CSSR staff receives and fills-up the prescription	-	1 minute	CSSR Staff on Duty
3. Authorized representative receives filled-up prescription and returns to ER	CSSR staff releases the filled-up the prescription	-	2-3 minutes	ER Nurse on Duty

9. CSSR FILLING-UP PRESCRIPTION for OUTPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription MSS Certification		OPD Nurse station MSW Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient secures the prescription	OPD physician/nurse releases the prescription	-	1-2 minutes	OPD Physician/Nurse on Duty
2. Patient presents the prescription at the CSSR for costing	CSSR staff receives the prescription	-	1 minute	CSSR Staff on Duty

*for indigent client: 2.1. proceed to MSS for classification 2.2. proceed to the billing section for encoding and Computation	MSW releases MSS classification Billing encodes and compute for SOA	- -	5-10 minutes 1-2 minutes	Medical Social Worker Billing Clerk on Duty
3. Patient proceeds to the cashier for payment	Cashier releases Official Receipt	Cost of Items	1 minute	Cashier on Duty
4. Patient returns to CSSR to receive filled-up prescription	CSSR staff releases filled up prescription	-	1 minute	CSSR Staff on Duty

10. CSSR FILLING-UP PRESCRIPTION for INPATIENT (NON-INFECTIOUS)

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription;		Ward Nurse Station		
Philhealth Stub (Philhealth client)		MSW Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative secures or receives the prescription from the Nurse Station	Ward nurse releases the prescription	-	1 -2 minutes	Ward Nurse on Duty
2. Authorized representative presents the prescription for filling - up	CSSR staff receives the prescription	-	1-2 minutes	CSSR Personnel on Duty
3. Authorized representative receives filled-up prescription and returns to Nurse Station	Ward nurse receives filled-up prescription	-	1-2 minutes	Ward Nurse on Duty

11. CSSR FILLING-UP PRESCRIPTION for INPATIENT (INFECTIOUS)

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription;		Ward Nurse Station		
Philhealth Stub (Philhealth client)		MSW Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In this process, patient nor nearest kin does not participate in the procedure because of 'Infection Control Protocols'	Security guard post at the entrance of 'Infectious Ward' receives the prescription from the Nurse Station	-	1 minute	Security Guard on post and Ward Nurse
	Security guard presents the prescription for filling - up	-	1-2 minutes	Security Guard and CSSR staff
	Security guard receives filled-up prescription and returns to Nurse Station	-	1-2 minutes	Security Guard and Ward Nurse

12. CSSR FILLING-UP PRESCRIPTION for DISCHARGED INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative secures the prescription	Ward nurse releases the prescription	-	1 -2 minutes	Ward Nurse on Duty
2. Authorized representative presents the prescription at the CSSR for costing	CSSR staff receives the prescription for costing	-	1 minute	CSSR Staff on Duty
3. Authorized representative proceeds to the cashier for payment	Cashier on duty releases Official Receipt	Cost of Items	1 minute	Cashier on Duty
4. Authorized representative returns to the CSSR to receive filled up prescription	CSSR staff fills up the prescription and releases the supply	-	1-2 minutes	CSSR Staff on Duty

13. LABORATORY REQUEST for OPD PATIENTS

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request/s		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for laboratory request	Patient's laboratory request is sent via iHOMIS	-	1 minute	iHOMIS clerk
2. Patient proceeds to cashier for payment	Cashier on duty releases Official Receipt	Schedule d Fees	1 minute	Cashier on Duty
*For indigent client: Proceed to Medical Social Service Office	MSW releases MSS classification	-	5-10 minutes	Medical Social Worker

For category C1, C2, and C3, return to cashier for payment	Cashier on duty releases Official Receipt	Schedule Fees	1 minute	Cashier on Duty
For category D, proceed to OPD	-	-	-	-
3. Patient returns to OPD nurse station: a. to submit the Official Receipt b. to wait for medical technologist for specimen collection c. to wait for diagnostic results	The nurse: a. receives the Official Receipt b. notifies laboratory for specimen collection c. attached the laboratory result/s to OPD chart	-	Turnaround Time	Medical Technologist on Duty

14. LABORATORY REQUEST for WALK-IN PATIENTS

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Medical Clinics outside OMSD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient fills-up demographic information sheet for data recording at OPD;	iHOMIS Clerk logs the demographic information into the iHOMIS system	-	2-3 minutes	iHOMIS clerk
2. Patient fills-up the COVID-19 algorithm information sheet;	Triage staff on duty verifies the data in COVID-19 algorithm information sheet and other pertinent clinical history.	-	4-8 minutes	Triage on Duty

3. Patient proceeds to cashier for payment	Cashier on duty releases Official Receipt	Schedule Fees	1 minute	Cashier on Duty
4. Patient returns to OPD nurse station: a. to submit the Official Receipt b. to wait for medical technologist for specimen collection c. to wait for diagnostic results	The nurse: a. receives the Official Receipt b. notifies laboratory for specimen collection c. releases the laboratory result/s	-	Turnaround Time	a. OPD Nurse b. MedTech c. OPD Nurse

15. LABORATORY REQUEST for ER PATIENTS

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. -	iHOMIS clerk sends laboratory request	-	1 minute	iHOMIS Clerk
2. Patient submits for collection of specimen at ER	MedTech collects the specimen	-	3-5minutes	Medical Technologist
	MedTech subjects the specimen to laboratory examination	-	Turn Around Time	Medical Technologist
3. Patient's waits for the result at ER	Medtech releases the result at ER	-	1 minute	Medical Technologist

16. LABORATORY REQUEST for INPATIENTS

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Ward Station via iHOMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	iHOMIS clerk sends laboratory request	-	1 minute	Ward Nurse on Duty
2. Patient submits for collection of specimen at the ward	MedTech collects the specimen	-	3-5 minutes	Medical Technologist
	MedTech subjects the specimen to laboratory examination	-	Turn Around Time	Medical Technologist
3. Patient's waits for the result at ward	Medtech releases the result at ward	-	1 minute	Medical Technologist

17. PHARMACY FILLING-UP PRESCRIPTION for ER PATIENTS

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative secures the prescription	ER physician/nurse releases the prescription	-	1 minute	ER Physician/Nurse

2. Authorized representative presents the prescription at the pharmacy for filling-up	Pharmacist staff receives and fills up the prescription	-	1-2 minutes	Pharmacy Staff on Duty
3. Authorized representative receives filled-up prescription and returns to ER	Pharmacy staff releases the filled-up prescription	-	2-3 minutes	Pharmacy Staff on Duty

18. PHARMACY FILLING-UP PRESCRIPTION for OUTPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient secures the prescription	OPD physician/nurse releases the prescription	-	1-2 minutes	OPD Physician/Nurse
2. Patient presents the prescription at the pharmacy for costing	Pharmacy staff receives the prescription for costing	-	1 minute	Pharmacy Staff on Duty
*for indigent client: 2.1. proceed to MSS for classification 2.2. proceed to the billing section for encoding and computation	MSW releases MSS classification; Billing encodes and compute for SOA	- -	3-5 minutes 1 minute	MSW Billing Clerk on Duty
3. Patient proceeds to the cashier for payment	Cashier releases Official Receipt	Cost of Items	1 minute	Cashier on Duty
4. Patient returns to pharmacy to receive filled-up prescription	Pharmacy staff releases filled up prescription	-	1-2 minutes	Pharmacy on Duty

19. PHARMACY FILLING-UP PRESCRIPTION for INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative secures or receives the prescription	Ward nurse releases the prescription	-	1-2minutes	Ward Nurse on Duty
2. Authorized representative presents the prescription to the pharmacy	Pharmacist staff receives and fills up the prescription	-	1-2 minutes	Pharmacy Staff on Duty
3. Authorized representative receives filled-up prescription and returns to Nurse Station	Pharmacy staff releases the filled-up prescription	-	1-2 minutes	Pharmacy Staff on Duty

20. PHARMACY FILLING-UP PRESCRIPTION for DISCHARGED INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative secures the prescription	Ward nurse releases the prescription	-	1-2 minutes	Ward Nurse on Duty
2. Authorized representative presents the prescription at the pharmacy for costing	Pharmacy staff receives the prescription for costing	-	1 minute	Pharmacy Staff on Duty
3. Authorized representative proceeds to the cashier for payment	Cashier releases Official Receipt	Cost of Items	1 minute	Cashier on Duty
4. Authorized representative returns to the pharmacy to receive filled up prescription	Pharmacy staff releases the filled-up prescription	-	1-2 minutes	Pharmacy Staff on Duty

21. RADIOLOGIC REQUEST from EMERGENCY ROOM

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiologic Request		ER Nurse Station via iHOMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. -	iHOMIS sends radiologic request via iHOMIS	-	1 minute	iHOMIS clerk
	Patient is sent to x-ray room	-	3-5 minutes	ER NA and Utility
	Patient is subjected to requested radiologic procedure/s	-	5 minutes	RadTech on Duty
	Patient is returned to ER	-	3-5 minutes	ER NA and Utility
	Patient's radiologic image is released via iHOMIS	-	5 minutes	RadTech on Duty
2. ER patient for discharge:				
2.1. Authorized representative presents ER clearance form to: 1 st : Pharmacy 2 nd : CSSR 3 rd : Laboratory 4 th : Radiology	Pharmacy, CSSR, Laboratory, and Radiology sign to ER Clearance	- - -	1 minute 1 minute 1 minute	Pharmacist on Duty CSSR Staff on Duty MedTech on Duty RadTech on Duty
2.2. Authorized representative proceeds to Billing Section for charge slip	Billing releases SOA and signs the ER clearance	-	1 minute	Billing Clerk on Duty

2.3. Authorized representative proceeds to Cashier	Cashier releases Official Receipt	Schedule of fees	1 minute	Cashier on Duty
2.4. Patient or authorized representative presents the accomplished ER clearance form and official receipt	ER nurse receives the ER clearance and look for the Official Receipt, then discharges the patient as ordered.	-	1 minute	ER Nurse on Duty
2.5. Patient receives the official radiologic result	RadTech releases the official radiologic result/s	-	72 hours	Radiologist on Duty

22. RADIOLOGIC REQUEST from OPD

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All hospital clients

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiologic Request		OPD Nurse Station via iHOMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. -	Patient's radiologic request is sent via iHOMIS	-	1 minute	iHOMIS Clerk
2. Patient proceeds to Billing to get charge slip	Billing releases SOA	-	2-3 minutes	Billing Clerk on Duty
3. Patient proceeds to cashier	Cashier releases Official Receipt	Schedule of fees	1 minute	Cashier on Duty
4. Patient proceeds to x-ray room for requested procedure/s	Radiologic technician carries out radiologic procedure/s	-	5 minutes	Radiologic Technician
5. Patient returns to OPD	Physician/Nurse gives advice.	-	5 minutes	OPD Nurse on Duty
6. Patient receives the official radiologic result	RadTech releases the official radiologic result/s	-	72 hours	Radiologic Technician

23. RADIOLOGIC REQUEST from INPATIENT (WARD)

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiologic Request		Ward Nurse Station via iHOMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. -	Patient's radiologic request is sent via iHOMIS	-	1 minute	iHOMIS clerk
2. -	Patient is sent to x-ray room	-	5 minutes	ER NA and Utility
3. -	Patient is subjected to requested radiologic procedure/s	-	5 minutes	RadTech on Duty
4. -	Patient is returned to ward	-	5 minutes	ER NA and Utility
5. -	Patient's radiologic image is released via iHOMIS	-	5 minutes	RadTech on Duty
6. Patient receives the radiologic result/s	RadTech releases the official radiologic result/s	-	72 hours	RadTech on Duty

24. STATEMENT OF ACCOUNT (SOA) for ER PATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ER Clearance Form			ER Nurse Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or authorized representative secures 'ER Clearance Form'	ER nurse releases 'ER Clearance Form'	-	1 minute	ER Nurse on Duty
2. Patient or authorized representative proceeds to the following sections for signing of ER clearance: 2.1. Laboratory 2.2. X-ray 2.3. CSSR 2.4. Pharmacy	Laboratory, Radiology, CSSR, and Pharmacy signs the clearance ER clearance form	- - - -	1 minute 1 minute 1 minute 1 minute	MedTech on Duty RadTech on Duty CSSR staff on Duty Pharmacy on Duty
3. Patient or authorized representative proceeds to Billing	Billing releases SOA and signs the ER clearance	-	2-3 minutes	Billing Clerk on Duty
4. Patient or authorized representative proceeds to Cashier for Official Receipt	Cashier releases Official Receipt	-	1 minute	Cashier Clerk on Duty

25. STATEMENT OF ACCOUNT (SOA) for INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or authorized representative requests for partial or up to date SOA	Billing clerk releases a slip for processing SOA	-	1 minute	Billing Clerk on Duty
2. Patient or authorized representative proceeds and gives the slip to Cashier	Cashier releases Official Receipt	P 20	1 minute	Cashier on Duty
3. Patient or authorized representative returns to billing to process SOA	Billing clerk processes the SOA	-	2-3 minutes	Billing Clerk on Duty
4. Patient or authorized representative receives partial or up to date SOA	Billing releases SOA	-	1 minute	Billing Clerk on Duty

26. PAYMENT OF HOSPITAL BILLS for ER PATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All hospital clients		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
ER Clearance Form	ER Nurse Station		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or authorized representative requests for Statement of Account (SOA)	Billing releases SOA	-	2-3 minutes	Billing Clerk on Duty
2. Patient or authorized representative proceeds to the Cashier for payment and signing of ER Clearance slip	Cashier receives SOA from Billing and payment from client	Total Cost of Services Rendered	1 minute	Cashier on Duty
3. Patient or authorized representative receives Official Receipt (OR) and signed ER clearance slip	Cashier releases Official Receipt and signs ER clearance	-	1 minute	Cashier on Duty

27. PAYMENT OF HOSPITAL BILLS for OPD PATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		Pharmacy; Laboratory; CSSR; Radiology		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceeds to Billing Section	Billing releases SOA	-	1 minute	Billing Clerk on Duty
2. Patient proceeds to the Cashier for payment	Cashier receives SOA from Billing and payment from client	Total Cost of Services Rendered	1 minute	Cashier on Duty
3. Patient receives Official Receipt (OR)	Cashier releases Official Receipt and signs ER clearance	-	1 minute	Cashier on Duty

28. PAYMENT OF HOSPITAL BILLS for INPATIENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for the name to be called via paging system	Billing clerk announces the name of patient on process	-	-	Billing Clerk on Duty
2. Patient or authorized representative proceeds to: 2.1. Philhealth client to Billing Section to accomplish CF2 2.2. Non-Philhealth client proceeds to Step 3	2.1. Billing clerk provides document for completion of CF2 2.2. -	-	2-3 minutes	Billing Clerk on Duty
3. Patient or authorized representative proceeds to the Cashier for payment	Cashier receives the payment	Total Cost of Services Rendered	1 minute	Cashier on Duty
4. Patient or authorized representative receive Official Receipt (OR) and signed clearance	Cashier releases Official Receipt and the signed clearance	-	1 minute	Cashier on Duty

29. DENTAL CHECK UP and PROCEDURES

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient signs in at the dental logbook and fills-up the Demographic Information Sheet for recording to iHOMIS at OPD	iHOMIS Clerk provides a logbook at OPD information desk and logs the demographic information into the iHOMIS system	-	2-3 minutes	iHOMIS Clerk
2. Patient fills-up the COVID-19 algorithm information sheet;	Triage staff on duty verifies the data in COVID-19 algorithm information sheet and other pertinent clinical history.	-	4-8 minutes	Triage on duty
3. Patient proceeds to OPD Nurse Station	Patient's vital signs are taken and recorded	-	5 minutes	OPD Nurse on Duty
4. Patient proceeds to Dental Room for filling-up Individual Patient Treatment Record and Oral Evaluation	Dental aide provide the IPTR to patient; The dentist does oral evaluation	-	5 minutes	Dental Aide Dentist
5. Patient proceeds to Pharmacy	Pharmacy provides costing of prescription	-	2-3 minutes	Pharmacy Staff on Duty
6. Patient proceeds to Cashier for payment	Cashier receives payment and releases OR	P 90.00	1 minute	Cashier on Duty
7. Patient returns to pharmacy to receive filled-up prescription	Pharmacy releases the filled-up prescription	-	1 minute	Pharmacy Staff on Duty

8. Patient returns to Dental Clinic for dental procedure/s	Dentist proceeds with the procedure/s	-	15-30 minutes	Dentist
9. Patient is advised about take home medication	Dentist advises the patient about home medication	-	2-3 minutes	Dentist

30. PATIENT DISCHARGE

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. -	Patient is ordered for discharge by writing “May Go Home” in the chart	-	1 minute after clinical assessment	Physician on Duty
2. Authorized representative brings the excess medicines and medical supplies to the pharmacy and CSSR respectively	Pharmacy and CSSR receives the excess medicines and medical supplies	-	5 minutes	Pharmacy and CSSR staff on Duty
3. Patient’s Discharge Slip is forwarded to Philhealth	Nursing aide forwards the ‘Discharge Slip’ to Philhealth	-	2-3 minutes	Nursing Aide
<ul style="list-style-type: none"> • For OB patients: <ul style="list-style-type: none"> ✓ Patient proceeds to FP clinic for FP services ✓ NB is brought to prenatal area for 	<ul style="list-style-type: none"> ✓ FP nurse/midwife advises for FP ✓ NB is vaccinated ✓ OB nurse performs discharge IE 	- - -	PPIUD: 10 minutes 5 minutes 1 minute	FP nurse/midwife FP nurse/midwife

NBS and immunization ✓ Patient proceeds to DR for discharge IE				OB nurse
4. Patient waits for the name to be called via Hospital Paging System then the authorized representative proceeds to Philhealth to sign CSF & CEWS	Billing clerk announces the name of patient on process; Philhealth clerk provides CSF and CEWS for signature of patient	-	(1 hour) 1 minute	Billing Clerk
5. Authorized representative proceeds to Billing	Billing provides the SOA to Cashier		1-2 minutes	
6. Authorized representative proceeds to Cashier for settlement of hospital bills	Cashier receives payment or processes the settlement of hospital bills and signs the clearance	Cost of Services	1 minute	
7. Patient or authorized representative presents the accomplished clearance to the nurse station	Ward nurse receives the accomplished clearance	-	5 minutes	
8. Patient or authorized representative presents accomplished clearance to the guard	The guard receives the clearance and allows the patient to leave hospital premise	-	1 minute	Security Guard on Duty

31. ISSUANCE OF MEDICAL CERTIFICATE from CONFINEMENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All hospital clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid ID and/or Authorization Letter		Any agency releasing valid ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or authorized representative submits filled-up 'Request Form' for Medical Certificate to Records Section	Records Section receives the filed-up 'Request Form' for Medical Certificate	-	1 minute	Medical Records Officer
2. Patient or authorized representative proceeds to Billing	Billing Section provides SOA	-	1 minute	Billing Clerk on Duty
3. Patient or authorized representative proceeds to Cashier	Cashier receives payment and release OR	P 80	1 minute	Cashier on Duty
4. Patient or authorized representative returns to Records Section for presentation of Official Receipt	Patient's medical certificate is prepared	-	20-30 minutes	Medical Records Officer
5. Patient or authorized representative receives the medical certificate	Medical Certificate from Confinement is released to patient	-	1 minute	Medical Records Officer

32. ISSUANCE OF MEDICAL CERTIFICATE for EMPLOYMENT

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Any agency releasing valid ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client logs in Patient's Logbook at OPD information desk then fills-up demographic information sheet for data recording	iHOMIS Clerk provides a logbook at OPD information desk and logs the demographic information into the iHOMIS system	-	1 minute	iHOMIS Clerk

2. Patient fills-up the COVID-19 algorithm information sheet;	Triage staff on duty verifies the data in COVID-19 algorithm information sheet and other pertinent clinical history.	-	4-8 minutes	Triage on Duty
3. Client proceeds to COH office for vital signs, history taking, and request of mandatory diagnostic procedures	COH requests for routine diagnostic procedures	-	5 minutes	COH Secretary
4. Client proceeds to Billing	Billing provides the SOA	-	1 minute	Billing Clerk on Duty
5. Client proceeds to Cashier	Cashier receives the payment and release OR	Schedule d Fees Plus 80	1 minute	Cashier on Duty
6. Client proceeds to diagnostic complex for procedures	Diagnostic complex carries out the requested diagnostic procedures	-	10 minutes	RadTech on Duty MedTech on Duty
7. Client returns to COH Office with requested laboratory results for evaluation and physical examination	COH evaluates the diagnostic results and conducts physical examination	-	5 minutes	COH
8. Client receives the medical certificate for employment.	COH releases the medical certificate for employment	-	1 minute	COH

33. ISSUANCE OF BIRTH CERTIFICATE (UNMARRIED PARENTS)

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All hospital clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid ID		Any agency releasing valid ID
Barangay Clearance or Community Tax Certificate		Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/s submit filled-up Birth Certificate Draft Form for validation	Records Section receives and validates the filed-up 'Birth Certificate Form'	-	5 minutes	Medical Records Officer
2. Parent/s proceed to Local Civil Registrar (LCR) for signing of "Affidavit to Use the Surname of the Father"	(Outside Hospital Facility) LCR provides the "Affidavit to Use the Surname of the Father"	-	5 minutes	Local Civil Registrar
3. Parent/s proceed to Billing	Billing Section provides SOA	-	1 minute	Billing Clerk on Duty
4. Parent/s proceed to Cashier	Cashier receives payment and releases OR	P 80.00	1 minute	Cashier on Duty
5. Parent/s return to Records Section	Child's Birth Certificate is prepared	-	10-15 minutes	Medical Records Officer
6. -	Child's Birth Certificate is forwarded to LCR and is returned to OMSDH	-	72 hours	Medical Records Officer
7. Parent/s receive the birth certificate	Records Section releases the Birth Certificate	-	1 minute	Medical Records Officer

34. ISSUANCE OF BIRTH CERTIFICATE (MARRIED PARENTS)

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All hospital clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Marriage Contract (photocopy)		PSA
Community Tax Certificate (for late registration)		Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/s submit filled-up Birth Certificate Draft Form for validation	Records Section receives and validates the filed-up 'Birth Certificate Form'	-	5 minutes	Medical Records Officer
2. Parent/s proceed to Billing	Billing Section provides SOA	-	1 minute	Billing Clerk on Duty
3. Parent/s proceed to Cashier	Cashier receives payment and releases OR	P 80.00	1 minute	Cashier on Duty
4. Parent/s return to Records Section	Child's Birth Certificate is prepared	-	10-15 minutes	Medical Records Officer
5. -	Child's birth certificate is forwarded to LCR and is returned to OMSDH	-	72 hours	Medical Records Officer
6. Parent/s receive the birth certificate	Records Section releases the Birth Certificate	-	1 minute	Medical Records Officer

35. ISSUANCE OF DEATH CERTIFICATE

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate of deceased; or marriage contract		PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative fills-up draft form	Records Section receives and validates the filed-up draft form	-	1–2 minutes	Medical Records Officer
2. -	Records officer/staff fills-up official Death Certificate Form (5	-	5 minutes	Medical Records Officer

	copies) from patient's chart.			
3.	Attending physician signs the document	-	1 minute	Physician
4. Parent/s proceed to Billing	Billing Section provides SOA	-	1 minute	Billing Clerk on Duty
5. Parent/s proceed to Cashier	Cashier receives payment and releases OR	P 80.00	1 minute	Cashier on Duty
6. Authorized representative receives the document to: 1 st be signed by the embalmer 2 nd be reviewed by RHU 3 rd be filled to Local Civil Registrar	Records Section releases the Death Certificate	-	(transaction done outside the hospital)	Medical Records Officer

36. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

Hospital Health services

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		From any agency releasing valid ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient / authorized representative fills-up the application form	Records Section receives and validates the filed-up application form	-	1 – 2 minutes	Medical Records Officer
2. Patient / authorized representative proceeds to Billing	Billing Section provides SOA	-	1 minute	Billing Clerk on Duty

