

Bulalacao Community Hospital



1. AVAILING OF MEDICAL CERTIFICATE

Medical certificate is being issued most commonly to serve as prerequisite for enrolment, employment, and other legal purposes.

Office/Division:	ADMINISTRATIVE SECTION
Classification:	SIMPLE, HIGHLY TECHNICAL
Type of Transaction:	G2C, G2G
Who may avail:	Requesting Party required by Schools, Employers, Other Government Agencies, and Insurance Companies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Medical Certificate (1 original copy)		Schools, Companies, Government Agencies, and Insurance Companies requiring the Medical Certificate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Letter of Request for Medical Certification and follow OPD procedure when diagnostic is needed	1.1 Receive letter of request	None	1 minute	Administrative Assistant II Administrative Section
	1.2 Retrieve OPD and admitting records	None	5 minutes	Administrative Aide Records Unit
	1.3 Conduct consultation	None	10 minutes	Medical Officer IV Attending Physician
	1.4 If needed, instruct requesting party to proceed to Laboratory for diagnostic examination	None	3 hours*	Medical Officer IV Attending Physician
	1.5 Interpret diagnostic examination results	None	5 minutes	Medical Officer IV Attending Physician

	1.6 Prepare Medical Certificate	None	5 minutes	Administrative Aide Records Unit
	1.7 Signing of Medical Certificate	None	2 minutes	Medical Officer IV Attending Physician
2. Pay the Certificate Fee	2. Accept payment and issue official receipt and instruct to present O.R.	P80.00	2 minutes	Cash Clerk I Billing Unit
3. Present Official Receipt	3.1 Check Official Receipt	None	1 minute	Administrative Aide Records Unit
	3.2 Instruct requesting party to sign in log book for issued documents and secure a copy for filing purposes	None	2 minutes	
	3.3 Release Medical Certificate	None	1 minute	
TOTAL:		P80.00	3 hours, 34 minutes	

**Waiting time included*

2. AVAILING OF BIRTH CERTIFICATE

Birth certificate is given to serve as attachment for PHIC claims and other purposes.

Office/Division:	ADMINISTRATIVE SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G			
Who may avail:	Parents of Newborn delivered at facility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Live Birth (<i>1 original copy</i>)		Administrative Section		
OPD Record of Newborn (<i>1 original copy</i>)		Record Section		
Certificate of Live Birth (<i>4 original copies</i>)		Municipal Civil Registry Office		
Marriage Contract of Parents of Newborn (<i>1 photocopy</i>)		Parents of Newborn		
Birth Certificate of Parents of Newborn(<i>1 photocopy</i>)		Parents of Newborn		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents; supply necessary information	1.1 Accept request, required documents, and interview parents	None	5 minutes	Administrative Assistant II Administrative Section
	1.2 Retrieve OPD record of newborn	None	5 minutes	Administrative Aide Records Unit
	1.3 Accomplish Live Birth Form	None	10 minutes	Administrative Assistant II Administrative Section
2. Receive Live Birth Form and proceed to the Municipal Civil Registry Office	2. Issue Live Birth Form and instruct parents to proceed to Municipal Civil Registry Office	None	3 minutes	Administrative Assistant II Administrative Section
3. Present the report of live birth and wait for the release of the Municipal	3. Receive and check the given form; accomplish Certificate of Live	Secretary's Fee (See table below)	28 minutes	Municipal Civil Registrar LGU-Bulalacao Municipal Civil

Form No. 102 (Certificate of Live Birth)	Birth			Registry Office
4. Present duly accomplished Certificate of Live Birth to BCH Administrative Service for signing of attending physician	4.1 Receive and review Certificate of Live Birth	None	5 minutes	Administrative Assistant II Administrative Section
	4.2 Sign Certificate of Live Birth	None	2 minutes	Medical Officer IV Attending Physician
	4.3 Release duly signed Certificate of Live Birth	None	2 minutes	Administrative Assistant II Administrative Section
5. Return Certificate of Live Birth to Municipal Civil Registry Office for processing	Receive the given document and perform necessary procedure	None	5 minutes	MARIETA C. GADO Municipal Civil Registrar LGU-Bulalacao Municipal Civil Registry Office
TOTAL:		Secretary's Fee	1 hour, 5 minutes	

MUNICIPAL RATE OF SECRETARY'S FEE FOR BIRTH REGISTRATION	
Type of Registration	Amount of Fee
On-Time Registration	PhP10.00
Delayed Registration	PhP50.00
Affidavit to Use the Surname of the Father <i>(applicable only if the parents of the registrant are not married and wish to use the father's surname)</i>	PhP200.00

3. AVAILING OF DEATH CERTIFICATE

Being used as an attachment for PhilHealth claims and other purposes, death certificate is issued after the decease of a patient.

Office/Division:	ADMINISTRATIVE SECTION
Classification:	SIMPLE
Type of Transaction:	G2C, G2G
Who may avail:	Parents of Newborn delivered at facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certificate <i>(For DOA with previous consultation and record at BCH)</i> <i>(1 original copy)</i>	Record Section
OPD Record and Admission <i>(1 original copy)</i>	Record Section
Death Certificate Form <i>(4 original copies)</i>	Municipal Civil Registry Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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FOR DEAD ON ARRIVAL PATIENT

1. Verbal request for the issuance of Death Certificate	Interview relative of the deceased and prepare Death Certificate	None	15 minutes	Municipal Civil Registrar LGU-Bulalacao Municipal Civil Registry Office
2. Forward the Death Certificate to the Rural Health Unit/Municipal Health Office <i>Note: If the deceased has available records of consultations on RHU/MHO, proceed to Step 3 after completing this step. However, if there is none, the client has to follow additional procedures in Steps 2.1 and 2.2.</i>	2.1. Review and sign Death Certificate	None	10 minutes	Medical Officer IV LGU-Bulalacao Municipal Health Office Municipal Health Officer LGU-Bulalacao Municipal Health Office

<p>2.1. Verbal request for the issuance of Medical Certificate</p> <p>2.1.1. Pay for the certification fee</p> <p>2.2. Return to RHU and present the duly signed Medical Certificate</p>	2.2. Retrieve OPD and Admitting Records	None	5 minutes	Administrative Aide Records Unit
	2.3. Prepare Medical Certificate	None	5 minutes	Administrative Assistant II Administrative Section
	2.4. Sign Medical Certificate	None	1 minutes	Medical Officer IV Physician-on-Duty
	2.5. Receive payment and issue official receipt	PhP80.00	2 minutes	Cash Clerk I Billing Unit
	2.6. Release Medical Certificate	None	1 minute	Administrative Assistant II Administrative Section
	2.7. Receive the document and sign the Death Certificate	None	2 minutes	Medical Officer IV LGU-Bulalacao Municipal Health Office Municipal Health Officer LGU-Bulalacao Municipal Health Office
	3. Submit duly signed Death Certificate to Municipal Civil Registry Office	Receive the document and perform necessary procedure	None	5 minutes
3.1. Secure a copy for personal file	Issue final copy of Death Certificate	None	2 minutes	
FOR EMERGENCY ROOM DEATH AND ADMISSION				
1. Proceed to Municipal Civil Registry Office and ask for Death Certificate Form	Interview the requesting party; prepare and issue Death Certificate subject for signing	None	15 minutes	Municipal Civil Registrar LGU-Bulalacao Municipal Civil Registry Office

	of doctors from BCH and RHU			
2. Bring Death Certificate to BCH	2.1. Retrieve OPD and Admitting Records	None	5 minutes	Administrative Aide Records Section
	4.2 Affix signature to the Death Certificate	None	2 minutes	Medical Officer IV Attending Physician
	4.3 Release duly signed Death Certificate	None	2 minutes	Administrative Assistant II Administrative Section
3. Submit the Death Certificate Form to the Rural Health Unit	Review the document and affix signature	None	5 minutes	Medical Officer IV LGU-Bulalacao Municipal Health Office Municipal Health Officer LGU-Bulalacao Municipal Health Office
4. Return Death Certificate Form to Municipal Civil Registry Office	Receive the given form and perform necessary procedure	None	5 minutes	Municipal Civil Registrar LGU-Bulalacao Municipal Civil Registry Office
4.1 Secure a copy for personal file	Issue final copy of Death Certificate	None	2 minutes	
TOTAL:		P80.00	32 minutes <i>(for DOA with records in RHU)</i> 49 minutes <i>(for DOA with no records in RHU)</i> 36 minutes <i>(for ERD&A)</i>	

4. AVAILING OF PHILHEALTH BENEFITS

This service is being provided to PhilHealth members in order for them to avail benefits for membership such as No Balance Billing Policy for indigent members.

Office/Division:	ADMINISTRATIVE SECTION/ PHILHEALTH UNIT			
Classification:	SIMPLE, COMPLEX, HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2G			
Who may avail:	All PhilHealth Members and Qualified Dependents All 4Ps Members and Qualified Dependents All IP Constituents and Qualified Dependents All Senior Citizens and Qualified Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CF1, CF2, CF3, CF4, PMRF, CEWS, PBEF		PhilHealth Unit		
Birth Certificate <i>(for dependent)</i> Marriage Contract <i>(for dependent)</i>		Municipal Civil Registry Office		
Billing Statement or Statement of Account		Cashier / Billing Unit		
Operative Record (Surgery) Laboratory Record		Administrative Service (Record Unit)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PhilHealth Section and present requirements	Receive documents and check for validity	None	3 minutes	Clerks PhilHealth Unit
2. Provide factual information	2.1. Intervene if there is discrepancy and counsel	None	4 minutes	
	2.2. Accomplish PBEF	None	4 minutes	
2.1. Affix signature	2.3. Instruct member to sign documents	None	1 minute	
	2.4. Sign clearance for discharge	None	1 minute	
TOTAL:		None	13 minutes	

5. OUT-PATIENT CONSULTATION

This serves as preventive measure to pre-empt admission and provide early medical management.

Office/Division:	MEDICAL AND NURSING SECTIONS			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Card (Hospital Number) <i>(1 original copy)</i>		Record Section		
OPD Record <i>(1 original copy)</i>		Record Section		
Laboratory Request <i>(1 original copy)</i>		Nursing Section; Medical Section (Physician)		
Prescription <i>(depends on the number of medicines)</i>		Medical Section (Physician)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For "revisiting" patient, present OPD Card. For "new" patient, ask for new hospital card.	1.1 Receive and check OPD Card	None	3 minutes	Nurse II
	1.2 Forward to Record Section for retrieval	None	5 minutes	Nurse/Nursing Aide/OPD Clerk
2. Provide information during data collection	2.1 Collect data and accomplish OPD Record	None	4 minutes	Nurse II Nurse/Nursing Aide/OPD Clerk
	2.2 Take and record vital signs	None	4 minutes	
	2.3 Perform independent nursing function if needed	None	2 minutes	
3. Proceed to Physician for consultation	3.1 Accept and verify prescription for consultation	None	2 minutes	Medical Officer IV Physician on Duty
	3.2 Do consultation	None	3 minutes	
	3.3 Explain management processes	None	2 minutes	
	3.4 Accomplish	None	2 minutes	

	laboratory report (if needed)			
	3.5 Issue and explain prescription	None	2 minutes	
	3.6 Do documentation	None	2 minutes	
4. If there is prescription, present to Pharmacy Section.	4.1 Accept and verify prescription for completeness of data	None	5 minutes	Pharmacist I Pharmacy
	4.2 Instruct to pay corresponding charges	<i>Depends on the cost of medicines dispensed</i>	5 minutes	
	4.3 Dispense medicine with instruction	None	5 minutes	
5. If there is laboratory report, proceed to Billing Section/Cashier for payment.	5.1 Accept payment and issue official receipt	<i>See table of lab tests costs below</i>	2 minutes	Cash Clerk I Billing Unit
6. Submit official receipt to Laboratory Section; wait for instruction; submit specimen; and receive official laboratory results	6.1 Accept Laboratory Report with O.R.	None	1 minute	Med Tech I Laboratory Aide
	6.2 Explain diagnostic procedure	None	2 minutes	
	6.3 Perform procedure	None	<i>See turnaround time table of every laboratory test below</i>	
	6.4 Issue Laboratory Result	None	2 minutes	
7. Submit Laboratory Result to Physician	7.1 Interpret and explain Laboratory Results	None	3 minutes	Medical Officer IV

	7.2 prescription	Issue None	2 minutes	Physician on Duty
TOTAL:		Cost of Medicine + Cost of Lab Test	58 minutes + Turnaround Time of Lab Test	

COST OF LABORATORY EXAMINATIONS	
Name of Laboratory Exam	Cost
FECALYSIS	PhP60.00
URINALYSIS	PhP60.00
BLOOD CHEM	PhP840.00
HEPATITIS B	PhP150.00
COMPLETE BLOOD COUNT	PhP180.00
PREGNANCY TEST	PhP100.00
MALARIAL SMEAR	PhP50.00
DENGUE BLOT	PhP1,000.00
TYPHI DOT	PhP500.00

TURNAROUND TIME OF LABORATORY EXAMINATIONS	
Name of Laboratory Exam	Duration
COMPLETE BLOOD COUNT	30 minutes
URINALYSIS	30 minutes
FECALYSIS	1 hour
PREGNANCY TEST	30 minutes
DENGUE BLOT	1 hour
TYPHI DOT	1 hour
RBS	Result will be released on the succeeding day.
BLOOD CHEMISTRY	Tuesday and Thursday (Manual Method)
FBS, BUN, CREATINE, CHOLESTEROL, TRIGGLETIRIDE, AST, ALT, URIC ACID	About 4 hours depending on the number of patient being examined

6. PRE-NATAL/POST-PARTUM CONSULTATION

This service is significant in order to monitor the progress of pregnant women and to ensure facility-based delivery as well as to evaluate adherence to S/P NSD care and doctor's instruction for post-partum cases.

Office or Division:	MEDICAL AND NURSING SECTIONS			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G			
Who may avail:	ALL PREGNANT WOMEN WHO ARE EXPECTED TO DELIVER AND MOTHERS WHO GAVE BIRTH AT THE FACILITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OPD Card		Administrative Section (Record Unit)		
Laboratory Request		Nursing Aide/ OPD Clerk		
Prescription		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For "revisiting" patient present OPD Card. For "new" patient, ask for new hospital card and log the name on the attendance log book.	1.1 Receive OPD Card	None	2 minutes	Nurse II Nurse/Nursing Aide
	1.2 Forward to Record Section for retrieval of OPD Card	None	2 minutes	Administrative Aide Records Unit
	1.3 Present attendance log book	None	1 minute	Administrative Aide Records Unit
2. Provide information during data collection	2.1 Collect data and accomplish OPD Card	None	4 minutes	Nurse II Nurse/Nursing

	2.2 Take and Record vital signs	None	4 minutes	Aide
	2.3 Perform independent nursing function as needed	None	2 minutes	
3. For pre-natal consultation, proceed to the designated room for internal examination or Leopold's Maneuvers.	3.1 Receive OPD Record	None	2 minutes	Nurse II Nurse/Nursing Aide
	3.2 Does Leopold's Maneuvers/ I.E	None	8 minutes	
	3.3 Does health education	None	5 minutes	
4. For Post-Partum consultation - proceed to physician for consultation. If with order of internal examination, proceed to delivery room.	4.1 Do consultation	None	7 minutes	Medical Officer IV Attending Physician
	4.2 Do internal examination	None	7 minutes	Medical Officer IV Attending Physician
5. For those with laboratory, receive Laboratory Request and proceed to Billing Section/Cashier to settle charges	5.1 Issue Laboratory Request	None	2 minutes	Medical Officer IV
	5.2 Instruct patient to settle charges at Billing Section	None	2 minutes	Attending Physician

	5.3 Accept request as reference for charges	<i>See Cost of Lab Exams</i>	2 minutes	Cash Clerk I Billing Unit
	5.4 Issue official receipt	None	2 minutes	
6. Proceed to Laboratory Section and present Laboratory Request together with O.R.	6.1 Accept Laboratory Request, explain diagnostic procedure, proper specimen collection	None	<i>See Turnaround Time Table of Lab Exams</i>	Med Tech I Laboratory Aide
	6.2 Perform diagnostic procedure			
	6.3 Issue Laboratory Result			
7. Submit Laboratory Result to Physician	7.1 Interpret laboratory result	None	2 minutes	Medical Officer IV Attending Physician
	7.2 Issue prescription		2 minutes	
	7.3 Instruct patient on follow-up check up		1 minute	
8. For those with prescription, proceed to the pharmacy.	8.1 Accept and verify prescription for completeness of data	None	2 minutes	Pharmacist I Pharmacy Aide

	8.2 Instruct to pay corresponding charges for medicine and supplies		1 minute	
9. Pay the necessary charges	Accept payment and issue official receipt	<i>Depends on the cost of medicines dispensed</i>	2 minutes	Cash Clerk I Billing Unit
10. Proceed to pharmacy and present prescription with O.R	Issue prescription and dispense medicine and supplies with instruction	None	5 minutes	Pharmacist I Pharmacy Aide
TOTAL:	Cost of Lab Exam + Cost of Medicine	53 minutes + Turnaround Time for Lab Exams		

7. MINOR SURGERY

This is done to provide surgical management to emergency cases like vehicular accidents and perennial repair after normal spontaneous delivery.

Office/Division:	MEDICAL AND NURSING SECTIONS			
Classification:	SIMPLE			
Type of Transaction:	G2C, G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OPD Card			Administrative Section (Record Unit)	
OPD Record			Administrative Section (Record Unit)	
Prescription			Physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For "revisiting" patient present OPD Card.	1.1 Receive OPD Card	None	2 minutes	Nurse II

For "new" patient, ask for new hospital card.	1.2 Forward to Record Section for retrieval	None	2 minutes	Nurse/Nursing Aide
2. Provide information during data collection	2.1 Collect data and accomplish OPD Record	None	3 minutes	Nurse II Nurse/Nursing Aide
	2.2 Take and record vital signs		5 minutes	
	2.3 Perform independent nursing functions		2 minutes	
3. Sign consent form for procedure	3.1 Explain surgical procedure	None	2 minutes	Nurse II Nurse/Nursing Aide
	3.2 Secure consent		2 minutes	
	3.3 Refer to Physician		1 minute	
4. Submit to procedure	4. Perform surgical procedure	None	Depending on the extent of injuries	Medical Officer IV Attending Physician
5. Receive prescription and provide instruction for home medication and follow-up checkup	5. Issue prescription and instruction	None	5 minutes	Medical Officer IV Attending Physician
6. Settle hospital bill * If PhilHealth member or dependent, proceed to PhilHealth Section.	6.1. Submit requisition slip to Cashier/Billing Unit	None	5 minutes	Nurse II Nurse/Nursing Aide
	6.2. Usher patient's companion to PhilHealth Section			
	6.3. Explain and collect required document	None	10 minutes	PhilHealth Clerks
TOTAL		None	39 minutes + Duration of the Surgical Procedure	

8. PROVISION OF DIAGNOSTIC/ LABORATORY SERVICES

This is done to provide surgical management to emergency cases like vehicular accidents and perennal repair after normal spontaneous delivery.

Office/Division:	LABORATORY SECTION			
Classification:	SIMPLE, COMPLEX			
Type of Transaction:	G2C, G2G			
Who may avail:	ALL WITH LABORATORY REQUEST			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Medical/Nursing Sections		
Official Receipt		Cashier/ Billing Unit		
Charge slip Laboratory Result Receive logbook for results		Laboratory Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>FOR OUTPATIENTS</i>				
1. Secure Laboratory Request	Issue Laboratory Request	None	2 minutes	Medical Officer IV Attending Physician Nurse II Nurse/Nursing Aide
2. Present Laboratory Request	Receive and check request for completeness	None	5 minutes	Med Tech I
3. Receive Charge Slip	Issue Charge Slip of Laboratory list to be processed and instruct to pay charges	None	5 minutes	Med Tech I Laboratory Aide

4. Proceed to Cashier/Billing Section of payment and present charge slip	Accept charge slip, payment and issue O.R.	<i>See Cost of Lab Exams Table on page 13</i>	2 minutes	Cash Clerk I Billing Unit
5. Return to Laboratory Section for specimen collection & extraction	Validate O.R., provide instruction for proper specimen collection and containers for sample	None	5 minutes	Med Tech I Laboratory Aide
6. Proceed to extraction area	6.1 Prepare Patient for specimen collection/ extraction	None	3 minutes	Med Tech I Laboratory Aide
	6.2 Do extraction		10 minutes	
	6.3 Inform patient on waiting time and usher to waiting area		2 minutes	
7. Proceed to waiting area	7.1 Process specimen/laboratory procedures	None	<i>See Turnaround Time Table for Lab Exams</i>	
	7.2 Encoding and recording of results to log book		15 minutes	
8. Wait for name to be called and sign on the receiving logbook once the result	Release Laboratory Results and give log book to patient	None	5 minutes	Med Tech I Laboratory Aide
9. Submit laboratory result	Accept and interpret laboratory result	None	15 minutes	Medical Officer IV Attending Physician

FOR INPATIENTS

	10.1 Receive Laboratory Request	None	1 minute	Med Tech I Laboratory Aide
	10.2 Validate Data		2 minutes	
	10.3 Provide instruction and containers in specimen collect		2 minutes	
	10.4 Identify Patient		1 minute	
	10.5 Collect specimen and extraction		5 minutes	
	10.6 Process		See <i>Turnaround Time Table for Lab Exams</i>	
	10.7 Do encoding and recording		15 minutes	
	10.8 Release Laboratory Result		2 minutes	
	10.9 Accomplish charge slip and forward to billing section		2 minutes	
	TOTAL	COST OF LAB EXAMS	1 hour, 9 minutes + Turnaround Time for Lab Exams (for outpatients) 30 minutes + Turnaround Time for Lab Exams (for inpatients)	