

# Galing at Serbisyo para sa Mindoreño Action Center (GSMAC)



## 1. Provision of Medicine Assistance

It is a program of the Provincial Government of Oriental Mindoro (PGOM) that provides Medicine Assistance to its indigent citizens. This is funded through the Provincial Social Welfare and Development Office's under the Aid to Individual in Crisis Situation program.

<b>Office or Division:</b>	GSMAC, PSWDO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription of Medicines - latest (1 original copy)		Hospital/Clinic		
Certificate of Indigency (1 original copy)		PSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give the Prescription of Medicines to the Information Desk which contains client's name, age, sex and address of the patient, including the date, name and signature & license/PTR number of the doctor	1.1 Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 mins	Provincial Social Action Center (PSAC) Head
	1.2 Check and evaluate the eligibility of the client for medicine assistance. Each client/patient is entitled for only one (1) assistance within one month, and can only	None	2 mins	PSAC Head

	<p>acquire the next assistance after 30 days.</p> <p>After verifying, the client will be endorsed to PSWDO representative for interview</p>			
2. Proceed to PSWDO desk for interview	2.1 PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Indigency.	None	10 mins	PSWDO Officer
3. Proceed to waiting area.	3.1 Check the price of prescribed medicines from the list of medicines, provided by affiliated pharmacies. If the medicines are not on the list, the Associate will coordinate with affiliated pharmacies about the availability and price of the medicines, by phone call.	None	5 mins	PSAC Head
	3.2 Compute the amount of assistance to be released	None	2 mins	PSAC Head
	3.3 If the total amount of medicines is considerably big,	None	2 mins	PSAC Head

	<p>prepare an Endorsement Letter to PCSO for additional assistance.</p> <p>3.4 Prepare Guarantee Letter (GL), to be signed by PSAC Head and GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.</p> <p>3.5 Photocopy GL and Prescription of Medicines.</p> <p>3.6 Prepare Petty Cash Voucher (PCV) and Reimbursement Expense Receipt (RER).</p>	None	2 mins	PSAC Head
		None	1 minutes	PSAC Head
		None	1 minute	PSAC Head
4. Sign as Payee on PCV and RER	<p>4.1 Give the PCV and RER to the client for signature. After obtaining the signature, attach PCV and RER with Information Sheet, Certificate of Indigency and photocopies of GL and prescription.</p> <p>4.2 Check the completeness and correctness of the documents then release original copies of GL and</p>	None	1 minute	PSAC Head
		None	1 minute	PSAC Head

	Prescription of Medicines to the client and instruct them from which affiliated pharmacy to claim the medicines.			
5. Accomplish a Satisfaction Survey Form. The clients can state their remarks, complaints or suggestion on this form.	5.1 Receive the accomplished Satisfaction Survey Form from the client and file the said document.	None	1 minute	PSAC Head
<b>TOTAL:</b>		None	30 mins	

## 2. Provision of Hospital Bill Assistance

PGOM provides Hospital Bill Assistance to citizens of Oriental Mindoro, in line with PSWDO's AICS program that provides indigent clients financial or material assistance.

<b>Office or Division:</b>	GSMAC, PSWDO	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Hospital Bill (1 original copy)		Hospital
Medical Certificate (1 original copy)		Hospital
Medical Abstract (in absence of Medical Certificate, 1 original copy)		Hospital

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Give the hospital bill and medical certificate/abstract to the Information Desk.</p>	<p>1.1 Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date &amp; time of arrival.</p>	None	2 mins	PSAC Head
	<p>1.2 Check and evaluate the eligibility of the client for Hospital Bill Assistance. Each client/patient is entitled for only one (1) assistance within one month, and can only acquire the next assistance after 30 days. After verifying, the client will be endorsed to PSWDO representative for interview</p>	None	2 mins	PSAC Head
<p>2. Proceed to PSWDO desk for interview</p>	<p>2.1 PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Indigency.</p>	None	10 minutes	PSWDO Officer

<p>3. Proceed to waiting area.</p>	<p>3.1 If the hospital bill is considerably big, the client is given an Endorsement Letter to PCSO to augment funds to settle the bill.</p> <p>3.2 Prepare Guarantee Letter (GL), to be signed by PSAC Head and GSMAC COO. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.</p> <p>3.3 Photocopy GL, together with the hospital bill and Medical Certificate or Medical Abstract, whichever was provided.</p> <p>3.4 Prepare a Petty Cash Voucher (PCV) and Reimbursement Expense Receipt (RER).</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>1 minute</p> <p>1 minute</p>	<p>PSAC Head</p> <p>PSAC Head</p> <p>PSAC Head</p> <p>PSAC Head</p>
<p>4. Sign as Payee on PCV and RER</p>	<p>4.1 Attach PCV and RER with Information Sheet, Certificate of Indigency and photocopies of GL, Hospital Bill and MedCert (Certificate of</p>	<p>None</p>	<p>1 minute</p>	<p>PSAC Head</p>

	<p>Confinement or Medical Abstract, whichever was provided).</p> <p>4.2 Check the completeness and correctness of the documents then release original copies of GL and hospital bill to the client. The client must present the GL to the specified hospital.</p>	None	1 minute	PSAC Head
<p>5. Accomplish a Satisfaction Survey Form. The clients can state their remarks, complaints or suggestion on this form.</p>	<p>5.1 Receive the accomplished Satisfaction Survey Form from the client and file the said document.</p>	None	1 minute	PSAC Head
<b>TOTAL:</b>		None	25 mins	

### 3. Provision of Assistance for Laboratory Examination and Diagnostic Procedure

PGOM provides Laboratory Examination and Diagnostic Procedure Assistance to citizens of Oriental Mindoro, in line with PSWDO's AICS program that provides indigent clients financial or material assistance.

<b>Office or Division:</b>	GSMAC, PSWDO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request Form (1 original copy)		Hospital/Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the Information Desk the Laboratory Request Form from the attending physician, which contains specific procedure or examination to be performed	1.1 Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 mins	PSAC Head
	1.2 Check and evaluate the eligibility of the client for Laboratory Examination and Diagnostic Procedure Assistance. Each client/patient is entitled for only one (1) assistance	None	2 mins	PSAC Head



	<p>within one month, and can only acquire the next assistance after 30 days. After verifying, the client will be endorsed to PSWDO representative for interview</p>			
<p>2. Proceed to PSWDO desk for interview</p>	<p>2.1 PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Indigency.</p>	<p>None</p>	<p>10 mins</p>	<p>PSWDO Officer</p>
<p>3. Proceed to waiting area.</p>	<p>3.1 Prepare Guarantee Letter (GL), to be signed by PSAC Head and GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.</p> <p>3.2 Photocopy GL and Laboratory Request Form.</p> <p>3.3 Prepare a Petty Cash Voucher (PCV) and Reimbursement Expense Receipt (RER).</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 mins</p> <p>1 min</p> <p>1 min</p>	<p>PSAC Head</p> <p>PSAC Head</p> <p>PSAC Head</p>

4. Sign as Payee on PCV and RER	4.1 Attach PCV and RER with Information Sheet, Certificate of Indigency and photocopies of GL and Laboratory Request Form.	None	1 min	PSAC Head
	4.2 Check the completeness and correctness of the documents then release original copies of GL and Laboratory Request Form to the client.	None	1 min	PSAC Head
5. Accomplish a Satisfaction Survey Form. The clients can state their remarks, complaints or suggestion on this form.	5.1 Receive the accomplished Satisfaction Survey Form from the client and file the said document.	None	1 min	PSAC Head
<b>TOTAL:</b>		None	22 mins	

#### 4. Provision of Ambulance Assistance

PGOM provides Ambulance Assistance to citizens of Oriental Mindoro, in line with PSWDO's AICS program that provides indigent clients financial or material assistance. Ambulance assistance is extended to clients within and outside the province. Emergency cases are prioritized while less serious cases are usually scheduled, subject to availability of the ambulance.

<b>Office or Division:</b>	GSMAC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Requests for Ambulance Assistance can be done either by: (1) calling the GSMAC hotline (043) 286-2280, (043) 288-2310, 0939-920-5850 (Smart) and 0917-115-2256 (Globe) or (2) through personal appearance at the GSMAC Office in the Provincial Capitol.	1.1 Accomplish a Request Slip by filling out the following basic information: <u>Name of Patient</u> , <u>Name of Relative</u> , <u>Contact Number</u> , <u>Case</u> , <u>Pick –up Point</u> , <u>Drop Off Point</u> , <u>Date</u> and <u>Time</u> , <u>name and contact numbers of the driver</u> and <u>other particulars</u> , signed by GSMAC Head and PSAC Head.	None	6 minute	PSAC Head
	1.2 Furnish a photocopy of the Request Slip to the relative/informant,	None	1 minute	PSAC Head

	<p>in order to give communication access to the driver.</p> <p>1.3 Brief the client about the standard operating procedures and protocols in relation to the transfer, such as referrals, endorsement, stipulations in the MOA, which signed by and between the Provincial Government and stakeholders, among others.</p>	None	2 minutes	PSAC Head
	<p>1.4 Give another photocopy of Request Slip to the driver for his reference and perusal with an attached Fuel Request Slip required to secure a Trip Ticket from the Governor's Office, while the last copy is kept for filing.</p>	None	1 minute	PSAC Head
<b>TOTAL:</b>		None	10 mins	

## 5. Transfer of Cadaver Assistance

PGOM provides Transfer of Cadaver Assistance to citizens of Oriental Mindoro, in line with PSWDO's AICS program that provides indigent clients financial or material assistance. Cadavers from mainland Luzon are picked up either at Batangas or Calapan Ports.

<b>Office or Division:</b>	GSMAC			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Transfer of Cadaver can be done either by: (1) calling the GSMAC hotline (043) 286-2280, (043) 288-2310, 0939-920-5850 (Smart) and 0917-115-2256 (Globe) or (2) through personal appearance at the GSMAC Office in the Provincial Capitol.	1.1 Check availability of the vehicle then prepare a Transfer of Cadaver Form, indicating the date, name of the deceased, name of relative, contact number, pick-up and drop-off points, cause of death, and name of the driver, signed by GSMAC Head and PSAC Head.	None	6 minutes	PSAC Head
	1.2 Brief the driver on the details of the cadaver to be picked up	None	2 minutes	PSAC Head
<b>TOTAL:</b>		None	8 mins	

## 6. Provision of Blood Assistance

PGOM provides Blood Assistance to citizens of Oriental Mindoro, in line with PSWDO's AICS program that provides indigent clients financial or material assistance.

<b>Office or Division:</b>	GSMAC, PSWDO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blood Request Form (1 original copy)		Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the Information Desk the Blood Request Form the hospital. (Clients from outside the province may also avail blood assistance. Their relative may present a printed copy of the picture of the Blood Request Form from the hospital.)	1.1 Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 minutes	PSAC Head
	1.2 Check and evaluate the eligibility of the client for Hospital Bill Assistance. Each client/patient is entitled for only one (1) assistance within one month, and can only acquire the next	None	2 minutes	PSAC Head

	assistance after 30 days. After verifying, the client will be endorsed to PSWDO representative for interview			
2. Proceed to PSWDO desk for interview	2.1 PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Indigency.	None	10 minutes	PSWDO Officer
3. Proceed to waiting area.	3.1 Prepare Guarantee Letter (GL), to be signed by PSAC Head and GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	PSAC Head
	3.2 Photocopy GL and Blood Request Form.	None	1 minutes	PSAC Head
	3.3 Prepare a Petty Cash Voucher (PCV) and Reimbursement Expense Receipt (RER).	None	1 minutes	PSAC Head
4. Sign as Payee on PCV and RER	4.1 Attach PCV and RER with Information Sheet, Certificate of Indigency and photocopies of GL	None	1 minute	PSAC Head

	and Blood Request Form. 4.2 Check the completeness and correctness of the documents then release original copies of GL and Blood Request Form to the client.	None	1 minute	PSAC Head
5. Accomplish a Satisfaction Survey Form. The clients can state their remarks, complaints or suggestion on this form.	5.1 Receive the accomplished Satisfaction Survey Form from the client and file the said document.	None	1 minute	PSAC Head
<b>TOTAL:</b>		None	22 mins	