

Oriental Mindoro Central District Hospital



1. BILLING/Discharge Patients

Office or Division:	Billing Section
Classification:	Simple Transaction
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Lahat ng pasyenteng pauwi na/nalipat sa ibang pagamutan
CHECKLIST OF REQUIREMENTS	
Para sa may Philhealth: ✓ Discharge Clearance ✓ Impormasyon ng Pasyente (Form) Kumpletong dokumento na kailangan sa PhilHealth Verification Window tulad ng: • Claim Form 1(CF1) • PhilHealth Member Registration form (PMRF) • Member Data Record (MDR) • Certificate of Contribution (COC) • Philhealth Official Receipt (O.R.) • Certificate of Eligibility (CE1) • Birth Certificate or Marriage Contract • Claim Signature form ✓ Kailangan ng dokumentong magpapatunay ng relasyon sa pasyenteng member kung ang member ay hindi makakapirma, tulad ng: • Birth Certificate • Marriage Contract • Valid ID ✓ Valid ID (dapat hindi expired at walang mali sa impormasyong nakasulat/nakalimbag) • Mga valid ID na tinatanggap: ➤ GSIS/SSS/UMID ➤ PRC ID ➤ Postal ID ➤ Voter's ID ➤ Senior Citizen ID ➤ Person with Disability (PWD) ➤ NBI at Police Clearance ➤ Passport ➤ OWWA ➤ PVAO ➤ Driver's License ➤ Pag Ibig Loyalty Card	
WHERE TO SECURE	
Nurse/Kliyente	

Para sa walang PhilHealth - Discharge Clearance - Medical Social Service Classification		Nursing Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Maghintay ng tawag mula sa Nurse on Duty ng kanilang ward na magsasabi na tapos na ang kanilang bill at maari na ng kunin sa Billing Section Paalaala: Kailangan ng ID/MDR/Certificate na magpapatunay para sa: 1) Senior Citizen 2) Philippine Veterans 3) PWD	Kapag ibinigay ng Nurse ang discharge Clearance, ipaprocess ang bill ng pasyente.	Wala	15 minuto	<i>Billing Clerk</i>
Tumungo sa harap ng Billing Section Clerk. Makinig sa ipapaliwanag at pirmahan ang dokumento sa ibabaw ng pangalan. Kung ang miyembro ng PhilHealth ay siya ring pasyente, dadalhin ng bantay/kamag-anak ang mga dokumento sa ward ng pasyente upang pirmahan.	Ipapaliwanag kung sino ang pipirma at saan dapat pirmahan ang dokumento.	Wala	5 minuto	<i>Billing Clerk</i>
Ibalik sa Billing Section at ibalik ang dokumento	Tanggapin at e-verify kung kumpleto ang mga pinirmahan na kailangan sa dokumento ng philhealth.	Wala	10 minuto	<i>Billing Clerk</i>
Tatanggapin ang tig-apat (4) na kopya ng discharge clearance at Statement of Account	Bigyan ng kopya ng kabuuang bayarin (SOA) at discharge Clearance. Ipaalam na dadalhin ang kwento/kabuuang bayarin sa Cashier para sa pagbabayad.	Wala	1 minuto	<i>Billing Clerk</i>
	Tapos ang transakyon	Wala	31 minuto	

2. Pagbabayad ng Bill ng Pasyente

Office or Division:	Cash Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	In-patients and Out-Patients na magbabayad ng kanilang bill o charges slip			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Para sa mga In-Patient - Bill at Clearance ng Pasyente		Billing Section/Nursing Station		
Para sa mga Out-Patient - Charge Slip - Senior Citizen/PWD ID(kung naangkop)		OPD Section/Laboratory/X'ray/Pharmacy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In-Patient: Kukuha ang kliyente ng numero na nkalagay sa harap ng kahera. Umupo sa waiting area at hintaying matawag ang kanyang numero at lumapit sa Cashier's window.	Magtawag ng numero ang kahehang nakatalaga. Tatanggapin ang bill at clearance ng pasyente ang kaukulang bayad.	Wala	1 minuto	Cash Clerk
Ibibigay ng pasyente ang kaukulang bayad base sa kanyang bill.	Bibigyan ng resibo batay sa ibinayad sa bill ng pasyente at lalagdaan ang clearance.	Base sa ibinayad sa bill	5 minuto	Cash Clerk
	Total	Base sa ibinayad ng pasyente	11 minuto	Cash Clerk
Out-Patient: Kumuha ng numero sa harap ng Cashier at hintayin matawag ang kanyang hawak na numero at ibibigay ang charge slip	Magtatawag ang Cash Clerk sa may mga numerong hawak ng magbabayad.at tatanggapin ang charge slip.	Wala	1 minuto	Cash Clerk

Ibibigay ang kaukulang bayad batay sa charge slip.	Tatanggapin at bibigyan ng resibo batay sa binayarang charge slip	Base sa ibinayad ng pasyente	2 minuto	Cash Clerk
	Total	Base sa ibinayad ng pasyente	3 minuto	Cash Clerk

3. Pagbibigay ng Serbisyo para sa mga Pasyenteng nangangailangan ng Tulong.

Bukas Lunes hanggang Lingggo, 8:00 ng umaga hanggang 5:00 ng hapon.

Office or Division:	Medical Social Service			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Lahat ng pasyente ng Oriental Mindoro Central District Hospital na nangangailangan ng tulong.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Para sa ER, In at Out Patient ➤ Order of Payment		Nurse in charge (ER/OPD/Ward)		
2. Para sa Hospital Sponsored Philhealth ➤ Birth Certificate or Marriage Certificate ➤ Philhealth Membership Registration Form		Client Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Lumapit sa Medical Social Worker	1.1Pakikipanayam sa pasyente o kamag anak upang malaman kung anung uri ng serbisyo ang maibibigay at ipaliwanag sa kliyente ang kanyang klasipikasyon	Wala	20 minuto	Social Worker
Pirmahan ang MSS Assessment Tool ng OMCDH-Kasunduan	Ibigay ng MSS Assessment Tool	wala	1 minuto	Social Worker

Ipakita ang reseta, laboratory/ radiology request o Order of Payment	Ilagay ang kaukulang diskwento sa kanilang Order of Payment	Depende sa natitirang bayarin	1 minuto	Social Worker
1.Ipasa ang kinakailangang dokumento	1.1 Tanggapin at suriin	wala	1 minuto	Social Worker
	I-enroll sa Philhealth (Point of Service) Mabigyan ng Philhealth ang:	Wala	2 minuto	Social Worker
	1.May kakayahan o Financially Capable (Payuhan ang kliyente na magbayad ng 1 taon konttribusyon sa Philhealth)	wala	3 minuto	Social Worker
	1.Walang kakayahan of Financially Incapable	wala	2 minuto	Social Worker
Pagbalik ng kliyente	Ibigay ang kopya ng kanilang registration slip Ipaliwanag ang mabuting maidudulot na ma i-enrol sa Point of Service.	wala	Minimum - 2 hours- Maximum- 2 days	Social Worker
End of Transaction			Minimum of 2 hours & 30 minutes and Maximum of 2 days and 30 minutes	

4. HEALTH INSURANCE SECTION (PhilHealth)

Hospital Health Insurance Section (caters In-patients and Out-patients who are eligible Philhealth Beneficiaries)

The HEALTH INSURANCE SECTION (PHILHEALTH) is open from Monday-Sunday
8:00 am – 5:00 pm

Office or Division:	HEALTH INSURANCE SECTION (PhilHealth)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Qualified Philhealth Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Availing of Philhealth benefits packages (MDR, Philhealth ID, 4P's ID, Senior Citizens ID, Birth Certificate, Marriage Contract)		HEALTH INSURANCE SECTION (PhilHealth)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance availing of Philhealth benefits “Humingi ng tulong para makagamit ng PHilhealth benefits”	Assists clients/patient “Tulungan at i-guide ang kliyente/pasyente”	None	2 minutes	<i>Security Guard on Duty\GCMAC STAFF</i>
2. Proceed to the OMCDH Philhealth Section and submit requirements “Windows Transaction only” “Pumunta sa Philhealth Section at ipasa ang mga kelangan dokumento”	a) Checking of Member's Eligibility thru IHCP Portal b) Verification of other requirements “a)I-check ang validity ng miyembro b)Suriin ang mga dokumento”	None	3 minutes	<i>Health Insurance Clerks</i>

3. Declaration of patient as new Dependents (if not yet included at MDR): a) Submit requirements needed “a)Ipasa ang mga kelangan dokumento” “b)mag fill-up ng PMRF”	Verification of requirements Issuance of PMRF to be accomplished by the member or representative(if no docs available) “a)Suriin ang mga dokumento” “Pagbibigay ng PMRF form kung walang ibang Makita dokumento”	None	3 minutes	<i>Health Insurance Clerks</i>
4. Securing of Approval Stub a. Secure approval slip “Humingi ng Approval Slip”	Issuance of Approval Stub for Philhealth benefit availment “Magbigay ng Approval Slip”	None	1 minute	<i>Health Insurance Clerks</i>
5. Signing in behalf of member or dependent if not available “Pagpirma kung sakaling wala ang miyembro at iba pang kapamilya” a) submit needed requirements	Verification of requirements	None	3 minutes	<i>Health Insurance Clerks</i>

“Ipasa ang mga kelangan dokumento”	“Suriin ang mga dokumento”			
Discharges: Proceed to Philhealth Section and submit Discharge, OPD or ER Clearance “Ipasa ang Discharge ,OPD, ER Clearance”	Receives clearance and instructs properly “Tanggapin ang Clearance at bigyan ng bigyan ng kelangan panuto”	None	1 minute	<i>Health Insurance Clerks/Billing Clerk</i>
Patients Billing Statement and claims processes (after discharges) Signs CF2, CSF, SOA and other documents “Pumirma sa CF2, CSF, SOA at iba pang dokumento” Secure SOA and discharge slip and proceed to Nursing Station/ OPD/ER “Humingi ng Kopya ng SOA at hingin ang Discharge slip”	Processing of CSF, CF2 and other forms “Iproseso ang CSF, CF2 at SOA” Assists on signing of forms “Papirmahin ang kliyente” Issuance of SOA “Pagbibigay ng SOA”	None	5 minutes	<i>Health Insurance Clerks/Billing Clerk</i>
End of transaction	18 minutes			

5. Out Patient Department (OPD) Registration of New Patients (Bagong Pasyente)

Registration of new patients consulting at the OPD

Office or Division:	Medical Record Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients who would like to consult at the OPD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Data Form		Guard on Duty/ Admitting Personnel		
2. Person with Disability or Senior Citizens ID		Barangay or Municipal Hall residence		
3.Triage Form		Triage Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Companion gets number data Pre-form to be accomplished from Guard on Duty and present triage form. If PWD/SC: Present the PWD/SC ID and get priority number from Guard/Admitting Personnel and fill out pre-form. Kumuha ng numero at Pre-form sa Guard /Admitting personnel at ibigay ang triage form. Kung PWD/SC Ipakita ang SC/PWD, kumuha ng Priority Number sa Guard on duty at sagutan ang pre-form	1. Distribute the pre-forms, priority number and check triage form. Ibigay ang Pre-form at numero at suriin ang triage form.	None	1 minute	Guard on Duty/Admitting Personnel
2. Proceed to patients waiting area or OPD area and wait for the for numer to be called.	2.Calls out the number/name of the patient to be accommodated at the OPD Section.	None	2 minutes	Medical Record Staff/OPD Staff

Maupo sa mga upuang nakalaan sa harapan ng OPD at hintayin na tawagin ang numero.	Pagtawag sa pangalan o numero ng pasyente na tatanggapin sa OPD Section.			
3. Present the complete filled-out Pre-form once the number is called. If PWD/SC ID: Present PWD/SC and fill-out Pre-form once number is called from OPD Priority Lane. Kung PWD/SC: Ipakita ang PWD/SC ID.	3.1 Receives the filled-out Pre-form and queuing number. 3.2 Checks for the completeness of Pre-form. 3.3 Encodes data to the patient logbook/I-HOMIS. 3.4 Prepares the OPD Health Record and Patient Identification Card/Yellow Card of the patient and issue charge slip. 3.1 Pagtanggap ng sinagutang Pre-form. 3.2 Pagsusuri sa pagkukumpleto ng Pre-form. 3.3 Paglilista ng pasyente sa logbook/I-HOMIS. 3.4 Paggawa ng OPD Health Record at ng Patient Identification Card/Yellow Card ng	None	3 minutes	Medical Record Staff

	pasyente at magbigay ng charge slip.			
4. Proceed to Cashier for Payment of OPD Health Record. Pumunta sa Cashier para magbayad ng OPD Health Record.	4.1 Issue an unofficial receipt.	Php 20.00	2 minutes	Cashier
5. Once the number/name is called, proceed to OPD Section for consultation. Magtungo sa OPD Section kapag tinawag na ang pangalan o numero.	5.1 Forwards OPD Health Record to the Nursing Attendant of OPD Section at which the patient will consult. 5.2 Pagbibigay ng OPD Health Record ng pasyente sa Nursing Attendant ng OPD Section na kung saan siya titingnan ng Doktor.	None	2 minutes	Medical Record Staff
End of Transaction			10 minutes	

6. OPD Registration of Old Patients (Dating Pasyente)

Registration of old patients consulting at the OPD

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Old patients consulting at the OPD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient's Identification Card / Yellow Card		Medical Records Section		
2. Persons with Disability or Senior Citizen ID if applicable		Barangay or Municipal Hall of residence		
3. Triage Form		Triage Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Companion gets queuing number data Pre-form (to be accomplished from Guard on Duty and present triage form. If PWD/SC: Present the PWD/SC ID and get priority number from Guard/Admitting Personnel and fill out pre-form.	1. Distribute the pre-forms, queuing number and priority number and check triage form.	None	1 minute	Guard on Duty/Admitting Personnel
2. Proceed to patients waiting area or OPD area and wait for the for numer to be called. Maupo sa mga upuang nakalaan sa harapan ng OPD at hintayin na tawagin ang numero.	2. Calls out the number/name of the patient to be accommodated at the OPD Section. Pagtawag sa pangalan o numero ng pasyente na tatanggapin sa OPD Section.	None	2 minutes	Medical Record Staff/OPD Staff

3. Present the complete filled-out Pre-form once the number is called. If PWD/SC ID: Present PWD/SC and fill-out Pre-form once number is called from OPD Priority Lane. Kung PWD/SC: Ipakita ang PWD/SC ID.	3.1 Receives the filled-out Pre-form with old patient remark and queuing number. 3.2 Checks for the completeness of Pre-form. 3.3 Retrieves OPD Health Record of the patient. 3.4 Encodes data to the patient logbook/I-HOMIS. 3.5 Prepares the OPD Health Record and Patient Identification Card/Yellow Card of the patient and issue charge slip. 3.1 Pagtanggap ng sinagutang Pre-form na may old patient remark at numero ng pila. 3.2 Pagsusuri sa pagkukumpleto ng Pre-form. 3.3 Paghahanap ng OPD Health Record ng pasyente.	None	3 minutes	Medical Record Staff
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	3.4 Paglilista ng pasyente sa logbook/I-HOMIS. 3.4 Paggawa ng OPD Health Record at ng Patient Identification Card/Yellow Card ng pasyente at magbigay ng charge slip.			
4. 4. Proceed to Cashier for Payment of OPD Health Record. Pumunta sa Cashier para magbayad ng OPD Health Record.	4.1 Issue an unofficial receipt.	Php 20.00	2 minutes	Cashier
5. Once the number/name is called, proceed to OPD Section for consultation. Magtungo sa OPD Section kapag tinawag na ang pangalan o numero.	5.1 Forwards OPD Health Record to the Nursing Attendant of OPD Section at which the patient will consult. 5.2 Pagbibigay ng OPD Health Record ng pasyente sa Nursing Attendant ng OPD Section na kung saan siya titingnan ng Doktor.	None	2 minutes	Medical Record Staff
End of Transaction			10 minutes	

7. Records Section/Paraan ng Pagkuha ng Birth Certificate Para sa Bagong Panganak

Ang pagkuha ng Birth Certificate para sa bagong panganak na sanggol ay mula Lunes – Biyernes mula 8:00am -5:00pm maliban kung piyesta opisyal.

Office or Division:	Medical Record Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga batang ipinanganak sa ospital na ito			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Para Birth Certificate a) Para sa mga Kasal-2 photocopy ng Marriage contract at valid ID b) Para sa mga hinde Kasal- 2 photocopy ng valid I.D.'s at birth certificate ng nanay at tatay at sedula ng tatay c) Para sa single mother at menor de edad na nanay – 2 photocopy ng valid ID at birth certificate ng nanay at 2 photocopy ng valid ID ng magulang o guardian ng nanganak.		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pumila na may isang metro agwat at ipasa ang requirements sa Record section	Interbyuhin ang magulang na may layong isang metro agwat at ipalagay ang requirements sa tray	Wala	5 minuto	<i>Record Staff</i>
Maghintay sa waiting area/lobby ng hospital	Gawin ang Birth Certificate na galling sa Nurse	Wala	15 minuto	<i>Record Staff</i>
Bumalik sa Record Section kapag tinawag ang pangalan ng nanganak o asawa	Ipatawag ang magulang ng baby at bigyan ng charge slip	Wala	1 minuto	<i>Record Staff</i>
Magbayad sa Cashier	Resibuhan	P50.00	2 minuto	<i>Cashier</i>
Pagkatapos magbayad ay bumalik sa Record section at i-check kung tama ang nakasulat sa birth certificate	Isulat sa logbook at ipa-check kung tama ang naka-type sa ginawang birth certificate	Wala	3 minuto	<i>Record Staff</i>

Bumalik sa Record Section para kunin ang rehistradong Birth Certificate sa itinakdang araw	Ihanda at itala ang rehistradong Birth Certificate	Wala	5 minuto	<i>Record Staff</i>
Pumirma sa logbook at kunin ang birth certificate	Papirmahin ang magulang ng baby sa logbook bago ibigay ang birth certificate	Wala	1 minuto	<i>Record staff</i>
Tapos ang transakyon		P50.00	32 minuto	

8. Records Section/Paraan ng Pagkuha ng birth Certificate Para sa Bagong Panganak (late Registration)

Office or Division:	Medical Record Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga batang ipinanganak sa ospital na ito			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Para late Registration ng Birth Certificate: ✓ Birth Certificate na hinde napa-rehistro ✓ Negative Result from NSO ✓ Photocopy ng valid ID ng Nanay at Tatay o Marriage Contract kung kasal		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pumila na may agwat na isang metro ang layo sa iba at i-file sa record section kasama ang requirements para sa late registration ng birth certificate.	Interbyuhin ang magulang o legal guardian, i-check kung kumpleto ang dalang requirements.	Wala	1 minuto	<i>Record Staff</i>
Kuhanin ang claim slip.	Bigyan ng claim slip at pabalikin matapos ang 1 linggo.	Wala	1 minuto	
	Hanapin ang record ng nanay at baby at i-type ang birth certificate	Wala	5 minuto	

Pagbalik ipakita ang claim slip at magbayad sa cashier	Bigyan ng charge slip at i-type ang certificate for late registration	P50.00		Cashier
Ipakita ang resibo at kuhanin ang birth certificate at certificate for late registration at pumirma sa logbook	Ibigay ang birth certificate kasama ang certificate for late registration at papirmahin sa logbook.			Record Staff
	Total	P50.00	7 minuto	

9. Records Section/ Paraan ng Pagkuha ng Death Certificate

Ang pagkuha ng Death Certificate ay mula Lunes – Byernes 8:00am-5:00pm maliban kung ang sanhi ng pagkamatay ay Rabies at Covid-19 Suspect/Probable/Positive, ito ay ibibigay sa loob ng 12 oras anumang araw.

Office or Division:	Medical Record Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga namatay sa ospital na ito.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (SOA), Discharge Clearance at Acknowledgement Receipt		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pumila sa Records Section na may agwat na 1 metro ang pagitan	Interbiyuhin ang kamag-anak ng pasyenteng namatay	Wala	5 minuto	Record Staff
Isumete ang Death slip sa Record staff at ibigay ang mga datus na kinakailangan.	I-type ang Death certificate at ibalik sa Nurse kung saang ward namatay ang pasyente para sa pagpirma ng Doktor.	Wala	30 minuto	Record Staff
Mag bayad sa Cashier section		50.00		Cashier Staff

Bumalik sa record section matapos mag ayos sa billing section at ibigay ang SOA at discharged clearance	Ipalagay ang mga dokumento sa tray at bigyan ng charge slip. At papirmahin ang kamag-anak ng namatay sa logbook. At payuhan na pumunta sa Municipal Civil Registry para sa pagpapatala ng namatay.	Wala	2 minuto	<i>Record Staff</i>
	Tapos ang transakyon	50.00	37 minuto	

10. Records Section/ Pagpapagawa ng Insurance Claim (Insurance) at Clinical Abstract

Office or Division:	Medical Record Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga pasyenteng natingnan/na-confined sa ospital na ito.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Insurance Form		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pumila na may isang metrong agwat sa record's section, ibigay ang form ng insurance at mag fill-up ng request form	Interbyuhin ang pasyente/relative, kunin ang insurance form at pafill-up- an ang request form	Wala	5 minuto	<i>Record Staff</i>
Kunin ang claim slip at maari ng umuwi	Bigyan ng claim slip at sabihan bumalik pagnakatanggap na ng text	Wala	5 minuto	<i>Record Staff</i>
Maghintay na makatanggap ng abiso at bumalik sa itinakdang araw sa Record Section kung maaari ng kuhanin ang insurance claim o clinical abstract	Gawin o i-process ang insurance claim o clinical abstract at i-text ang pasyente/relative kapag maari ng kuhanin ang insurance claim o clinical abstract		Nakadepende sa kompirmasyon ng doktor	<i>Record Staff</i>

Pumila sa record section at ipakita ang claim slip	Kunin ang claim slip at i-check sa system ang pangalan ng pasyente. Bigyan ng charge slip.	Wala	5 minuto	<i>Record Staff</i>
Kunin ang charge slip at magbayad sa Cashier. Pagkatapos ay bumalik sa record section at ipakita ang Opisyal na resibo upang makuha ang insurance claim o clinical abstract	Hanapin ang opisyal na resibo at ibigay ang insurance form o clinical abstract at papirmahin sa logbook ang pasyente/o kamag- anak	Ph 50.00 Ph 30.00 docs stamp	5 minuto	<i>Record Staff</i>
	Total	80.00	20 minuto	

11. Records Section/ Pagkuha ng Medical Certificate, Certificate of Confinement, at Medico Legal

Office or Division:	Medical Record Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga pasyenteng natingnan/nagamot/na-confined sa ospital na ito.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Para sa Medical Certificate Para sa Certificate of Confinement(IN-Patient) ER/OPD-Medico Legal Request letter galling sa Pulis/Authority		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pumila sa record's section isang metrong agwat. Kapag galling sa OPD doctor ipakita ang medical certificate.	Interbyuhin ang pasyente/relative, at bigyan ng charge slip	Wala	5 minuto	<i>Record Staff</i>
Magbayad sa Cashier	Out Patient- Lagyan ng seal ang medical certificate. In-Patient- i-pull out sa chart ang medical certificate at lagyan ng seal	Ph 50.00 Ph 30.00 doc stamp	5 minuto	<i>Cashier</i>
Bumalik sa records section para kunin ang medical certificate	Ibigay ang medical certificate na may pirma ng doctor. At papirmahin sa logbook		1 minuto	<i>Record Staff</i>
Tapos ang transakyon		80.00	11 minuto	

12. Medical Records Information to Insurance Verifier

Availment of patient information to Insurance Verifier

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Insurance Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request		Insurance Company		
2. Valid ID		Insurance Representative		
3. Authorization Letter		Patient		
4. Waiver		Patient		
5. Triage Form		Triage Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Triage Form from the Triage Area. Sulatan ang Triage Form mula Triage Area.	1.1 Receive Triage Form from the Triage Area. Tanggapin ang Triage Form galing sa Triage Area.	None	1 minute	Medical Records Staff
2. Queue up with enough space. Submit triage form and all requirements to Medical Record Section. Pumila ng may tamang espasyo. Ibigay ang mga requirements at triage form sa Medical Record Section.	2.1 Collect triage form and all requirements. Kunin ang triage form at mga requirement.	None	2 minutes	Medical Records Staff
3. Proceed to waiting Area Pumunta sa waiting area	3.1 Medical Record staff retrieve records of patient. Hahanapin ang rekord ng pasyente	None	5 minutes	Medical Records Staff

4. Proceed to Medical Records once name is called	4.1 Attending physician determine whether information is release with guidelines of Data Privacy Act (Republic Act 10173) The issuance of documents depends on availability and presence of attending Physician.	None	5 minutes	Medical Records Staff
Pumunta sa Medical records Section kapag tinawag	4.2 Medical Records staff advise the status of request.			
	4.3 If Physician is available or present and request is approve, Medical Record staff issue a charge slip.			
	4.4 If Physician is not available or present, client advise to return to a set date.			
	Ang doctor na nagtingin ang tutukoy at magpapasya sa pagbibigay dukumento o impormasyon na na aayon sa alituntunin ng Data privacy Act (10173)			
	Sasabihin ng Medical Records staff ang estado ng Kahilingan.			

	Kapag ang doctor ay nandito, ang Medical Record ay magbibigay ng charge slip gagawin at ihahanda ang dokumento o impormasyon kapag aprobado na ng doctor. Kapag ang doctor ay wala, ang kleyente ay pababalikin sa araw na tinakda			
5. Pay cashier once called upon approval of attending Physicians. Magbayad sa cashier kapag aprobado na ng doctor.	5.1 Cashier issue a receipt to client Ilisuhan ng opisyal na resibo ng kahera	P 50.00 30.00- document ary stamp	2 minutes	Cashier
6. Proceed to Medical Records once the name is called to receive the documents or information requested. Pumunta sa Medical Records para tanggapin ang kinukuhang dokumento o impormasyon.	Issue the requested the authenticated and photocopied documents or information and record it to insurance verifier logbook Ibibigay na ang autenticadong document o impormasyon na naka photocopies at itala sa talan ng mga kumuha ng impormasyon.	None	2 minutes	Medical Records Staff
Tapos ang transakyon		P 80.00	17 Minuto	

13. DENTAL /OUT-PATIENT DEPARTMENT

Service Information: DENTAL SERVICE

Office or Division:	Dental Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Ang mga nagangailangan ng serbisyong Medikal			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OPD FORM			RECORD SECTION	
Impormasyon ng Pasyente (Form)			OPD Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng numero sa TRIAGE area (6 na payente lamang kada araw ang maaaring bigyan ng numero para sa tamang social distancing)	Bigyan ng numero ang pasyente ayon sa unang dumating (1 st come 1 st serve basis)	Wala	1 minuto	<i>Triage staff</i>
2. Kumuha ng Covid Form at sagutan ito ng matapat at totoo lamang para sa kaligtasan at seguridad ng bawat isa	Ibigay sa kliyente ang (Form) at pasagutan ito sa pasyente/kliyente at kuhanin kapag ito ay kompleto ng sagutan ang lahat ng katanungan	Wala	5 minuto	<i>Triage Staff</i>
3. Kumuha ng OPD record				
4. Magpunta sa dental clinic (2 nd floor). Ibigay sa dental aide ang OPD record ng pasyente at hintayin ang tawag ng pangalan	Kunan ng vital signs ang pasyente. Kapag mataas ang presyon ng pasyente pagpahingahin muna ito bago magpatuloy sa proseso.	Wala	3 minuto	<i>Dental Aide</i>

5. Pirmahan ang consent form	Ibigay ang consent form	wala	1 minuto	Dentista
6. Papasukin sa loob ng dental clinic ang unang pasyente ayon sa kanilang hawak na numero.	Ang Dentista ay magsasagawa ng Oral examination sa pasyente at recording at ipapaalam ang nararapat na serbisyo.	wala	10 minuto	Dentista
7. Ihanda ang sarli ayon sa gagawing serbisyo	Ang Dentista ay magsasagawa ng nararapat gawin ayon sa pangangailangan ng pasyente.	Tingnan sa talaan ng dental service	30 minuto	Dentista
Hintayin ang inyong reseta ng gamot na kailangan inumin at unawain ang instraksyon kung papaano.	Resetahan ng gamot at payuhan kung papaano at hanggang kelan ito dapat inumin. Payuhan ng tamang pangangalaga ng ngipin.	wala	1 minuto	Dentista
8., Hihintayin ng pasyente ang charge slip	Igagawa ng charge slip at ibibigay sa pasyente Mga serbisyo: Bunot ng ngipin Linis ng ngipin Fluoride application	 P100.00 P150.00 Wala Wala	1 minuto 30minuto 30 minuto 30 minuto 30 minuto	 Dentista

9. Magbabayad ang pasyente	Tanggapin ang bayad at mag-issue ng resibo	Ayon sa serbisyo	3 minuto	Kahera
10. Bumalik sa dental room para ipakita ang resibo at kumuha ng gatepass.	Tatatakan ang gatepass para ipakita sa guard.	wala	1 minuto	Dental Staff
Tapos ang transakyon			1 oras, 30minuto	

14. NUTRITION and DIETARY COUNSELING SERVICES(Out-patient)

Office or Division:	Nutrition and Dietetics Service Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga pasyenteng natingnan/na-confined sa ospital na ito na nangangailangan ng tamang diet.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Chart		Ward Section		
Referral Slip		OPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Out-Patient:				
1. Accepts the referral slip for diet counselling	1.1 Give the referral slip for diet counselling	Wala	1 minuto	<i>OPD Nursing Staff</i>
2. Submit referral Slip for diet counselling to Nutrition and Dietetics Service.	2.1 Accept and check the referral slip for Diet counselling.	Wala	3minuto	<i>Nutritionist-Dietitian</i>
	2.2 Get the patient anthropometric, biochemical, clinical, physical data.	Wala	5 minuto	<i>Nutritionist-Dietitian</i>

Ipasa ang referral Slip para sa pagpapayo sa diyeta sa Nutrisyon at Dietetics Service.	Tanggapin at suriin ang referral slip para sa diet counselling. <i>Kunin at isulat ang lahat ng impormasyon tungkol sa pasyente kasama ang anthropometric, physical exams, latest laboratory at clinical result.</i>			
3. Respond to questions <i>Tumugon sa mga katanungan</i>	3.1 Interview on his nutritional history, food likes and dislikes, meal pattern, and other needed information. 3.2 Performs diet computation 3.3 Performs diet counselling Alamin ang kabuuang kaalaman tungkol sa nutrisyon tulad ng gusto at ayaw na pagkain, uri, at mga paraan sa pagkain. Ipaliwanag ang mga tamang sukat sa pagkain. Ipaliwanag ang tamang Nutrisyon	Wala Wala Wala	5 minuto 15 minuto 25 minuto	<i>Nutritionist-Dietitian</i> <i>Nutritionist-Dietitian</i> <i>Nutritionist-Dietitian</i>

3.1 Signed the Patient Counsel Logbook.	3.1 Give the patient counsel logbook	Wala	3 minuto	Nutritionist-Dietitian
3.2 Accept prescribed dietary instruction guide.	3.2 Prepares and gives prescribed dietary instruction guide.	Wala	3 minuto	Nutritionist-Dietitian
<i>Pirmahan ang Patients Counsel Logbook.</i>	<i>Ibigay ang patients counsel logbook</i>			
<i>Tanggapin ang iniresetang gabay sa pagtuturo sa pagkain.</i>	<i>Bigyan ng tularan ng mga tamang pagkain</i>			
End of Transaction			1 oras	

15. NUTRITION and DIETARY COUNSELING SERVICES(In-patient)

Office or Division:	Nutrition and Dietetics Service Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Mga pasyenteng natingnan/na-confined sa ospital na ito na nangangailangan ng tamang diet.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Chart			Ward Section	
Referral Slip			OPD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
In-Patient:				
1. Accepts the referral slip for diet counselling from the ward nurse	1.1 Give the referral slip for diet counselling	Wala	1 minuto	<i>Ward Nursing Staff</i>
2. Relative submit referral Slip for diet counselling to Nutrition and Dietetics Service. Ipasa ang referral Slip para sa pagpapayo sa diyeta sa Nutrisyon at Dietetics Service.	2.1 Accept and check the referral slip for Diet counselling.	Wala	2 minuto	<i>Nutritionist-Dietitian</i>
	2.2 Get the medical chart of the patient and copy all the anthropometric, biochemical, clinical, physical data or record of the patient.	Wala	3 minuto	<i>Nutritionist-Dietitian</i>
	2.3 Visit and Assess the patient for Diet Counselling	Wala	10 minuto	<i>Nutritionist-Dietitian</i>
	Tanggapin at suriin ang referral			

	slip para sa diet counselling. <i>Kunin ang Medical Chart ng pasyenteng at isulat ang lahat ng impormasyon tungkol sa pasyente kasama ang anthropometric, physical exams, latest laboratory at clinical result.</i> <i>Bisitahin at suriin ang pasyente</i>			
3. Respond to questions	3.1 Interviews on his nutritional history food likes and dislikes meal pattern and other needed information. 3.2 Performs diet computation 3.3 Performs diet counselling	Wala Wala Wala	5 minuto 15 minuto 25 minuto	<i>Nutritionist-Dietitian</i> <i>Nutritionist-Dietitian</i> <i>Nutritionist-Dietitian</i>
<i>Tumugon sa mga katanungan</i>	Alamin ang kabuuang kaalaman tungkol sa nutrisyon tulad ng gusto at ayaw na pagkain, uri, at mga paraan sa pagkain. Ipaliwanag ang mga tamang sukat sa pagkain.			

	Pagpapaliwanag ng tamang Nutrisyon			
3..Signed the Patient Counsel Logbook.	3.1Give the patient counsel logbook	Wala	3 minuto	<i>Nutritionist-Dietitian</i>
a. Accept prescribed dietary instruction guide.	3.2 Prepares prescribed dietary instruction guide. <i>Ibigay ang patients Counsel logbook</i>	Wala	2 minuto	<i>Nutritionist-Dietitian</i>
<i>Pirmahan ang Patients Counsel Logbook.</i>	<i>Bigyan ng tularan ng mga tamang pagkain</i>			
<i>Tanggapin ang iniresetang gabay sa pagtuturo sa pagkain.</i>				
End of Transaction			1 oras	

16. Pagbibigay ng serbisyo ng laboratory para sa mga Out-Patient(Provision of laboratory service to Out-Patient)

Pagbibigay ng serbisyo ng laboratory para sa mga pasyente sa Out-Patient Department ng hospital at iba pang institusyon na nangangailangan nito. Bukas sa loob ng 24 oras, araw-araw.

(Provision of laboratory service to Out-Patient Department of the hospital as well as other institution needing its services. Open 24 hours everyday.)

Office or Division:	Clinical Laboratory Department
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Out-Patient needing laboratory service
CHECKLIST OF REQUIREMENTS	
Document 1: Laboratory Request	Attending Physician/ Out-Patient Department
Document 2: Triage Form	Triage
Document 3: Official Receipt	Cashier
Document 4: Medical Social Service Certification	Medical Social Service Office

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Kumuha ng numero para sa laboratory at hintayin na tawagin ito (Get a number for laboratory service and wait your number to be called)	Magbigay ng numero sa pasyente para sa laboratory at papuntahin sa waiting area . (Give number to patient and instruct to proceed to waiting area)	Wala (None)	1 Minuto (1 Minute)	<i>Guard on duty / Information Officer</i>
2	Ipakita ang laboratory request at triage form na may kumpletong detalye. (Present laboratory request and triage form with complete data)	2.1 Tanggapin ang laboratory request at triage form (Receive laboratory request and triage form) 2.2 Bigyan ng charge slip ang pasyente para sa bayaran (Issue charge slip for payment)	Wala (None)	5 Minuto (5 Minutes)	<i>Medical Technologist on duty</i>
3	Magbigay ng specimen na kailangan o magpakuha ng dugo (Submit sample needed or have specimen collected)	3.1 Tanggapin ang sample na kailangan o kuhanan ng dugo ang pasyente (Receive specimen or collect blood if necessary) 3.2 Lagyan ng pangalan at laboratory number ang sample (Label the specimen)	Wala (None)	4 Oras (4 Hours)	<i>Medical Technologist on duty</i>

		3.3 Itala ang eksaminasyon na ipinapagawa (Record specimen and examinations to be performed) 3.4 Dalhin sa laboratory ang sample at i-proseso ito. (Transport specimen to the main laboratory and process it.)			
4	Ayusin ang bayarin (Settle laboratory charges) 4.1 Magbayad ng kaukulang bayarin sa kahera (Pay laboratory charges to the cashier) 4.2 Para sa mga indigent na pasyente – magtungo sa opisina ng Medical Social Service	4.1 Tanggapin ang laboratory charges, bayad at mag-isyu ng opisyal na resibo (Received charge slip, payment and issue official receipt) 4.2 Tanggapin ang laboratory charges, tayahin ang pasyente at magbigay ng kaukulang sertipikasyon o ebalwasyon (Received laboratory charges, evaluate	Halaga ng tinukoy na singilin (Amount specified on the charge slip) Wala (None)	3 Minuto (3 Minutes) 20 Minuto (20 Minutes)	<i>Cashier</i> <i>Medical Social Officer</i>

	(For indigent patient – go to Medical Social Service Office)	patient and issue certification or evaluation)			
5	Balikan ang resulta sa oras na itinakda ng laboratory at ipakita ang resibo ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office (Return for the official result on the time specified by the laboratory and present proof of payment or the certification from the Medical Social Service Office)	5.1 Ihanda ang opisyal na resulta (Prepares official result) 5.2 Itala ang opisyal na resulta (Record official result) 5.3 Suriin ang katunayan ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office (Check the proof of payment or the certification from the Medical Social Service Office)	Wala (None)	5 Minuto (5 Minutes)	<i>Medical Technologist on duty</i>
6	Pirmahan ang record ng pagrelease (Sign in the releasing record)	6.1 Ibigay ang record book sa pasyente (Give the record book to the patient) 6.2 Ibigay ang resulta sa pasyente (Release the result to the patient)	Wala (None)	1 Minuto (1 Minute)	<i>Medical Technologist on duty</i>
		TOTAL		4 Oras at 35 Minuto	

17. Newborn Screening Services

Pagbibigay ng serbisyo ng Newborn Screening para sa lahat ng mga bagong silang na sanggol sa loob ng hospital o sa iba pa mang institusyon. Bukas mula Lunes hanggang Biyernes, 8:00 am hanggang 5:00 pm.

(Provision of Newborn Screening Services to all Newborn babies of the hospital as well as other institution. Open from Monday to Friday 8:00 am to 5:00 pm.)

Office or Division:		Clinical Laboratory Department			
Classification:		Simple Transaction			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Newborn needing Newborn Screening Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Document 1: Record of Newborn			Institution where newborn baby is delivered.		
Document 2: Official Receipt			Cashier		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ibigay o dalhin ang record ni baby sa laboratory (Present newborn record to laboratory)	1.1Tanggapin ang record ni baby at suriin kung kumpleto na ang datos at kung maaari nang kuhanan ng dugo si baby (Receive newborn record and check if it is completely filled or and be sure if blood can now be collected) 1.2 Bigyan ng charge slip ang pasyente kung ito ay sa ibang institusyon ipinanganak o i-charge ang pasyente kung ito ay sa loob ng hospital ipinanganak	Wala (None)	3 Minuto (3 Minutes)	<i>Medical Technologist on duty</i>

		(Issue charge slip to patient for payment if it is delivered outside the facility or charge the patient to its bill when it is delivered in the hospital)			
2	Para sa mga baby na ipinanganak sa ibang institusyon – ibigay ang charge slip sa kaheera at magbayad (For newborn that is delivered to other institution – present charge slip and payment to the cashier)	2.1Tanggapin ang charge slip at bayad (Received charge slip and payment) 2.2 Mag-isyu ng opisyal na resibo (Issue official receipt)	P 1800.00	3 Minuto (3 Minutes)	<i>Cashier</i>
3	Bumalik sa laboratory at ipakita ang pinagbayaran (Return to laboratory and present official receipt)	3.1 Suriin ang katibayan ng pagbabayad (Check the proof of payment)	Wala (None)	1 Minuto (1 Minute)	<i>Medical Technologist on duty</i>
4	Pakuhanan ng dugo si baby (Submit your baby for blood collection)	4.1 Kuhanan ng dugo si baby (Collect blood from newborn) 4.2 I-proseso ang filter card na may dugo ni baby para ipadala sa Newborn Screening Center (Process the filter card with collected blood from newborn and send it Newborn Screening Center)	Wala (None)	5 Minuto (5 Minutes)	<i>Medical Technologist on duty</i>

5	Bumalik sa laboratory para sa resulta makalipas ang isang buwan o hintayin ang tawag mula sa laboratory kung may karagdagang abiso mula sa Newborn Screening Center (Return to the laboratory 1 month after blood extraction to get the result or wait for a call for further notice from the Newborn Screening Center)	5.1 Ihanda ang resulta ng newborn screening ni baby (Prepare for the newborn screening result) 5.2 Tawagan ang mga magulang kung sakaling kinakailangan ang agarang aksyon sa bagong silang na sanggol (Call the parent/guardian of newborn in cases where there is a need for an immediate action to be taken.)	Wala (None)	2 Minuto (2 Minutes)	<i>Medical Technologist on duty</i>
6	Pirmahan ang record ng pagrelease ng result Sign in Releasing Record	6.1 Ibigay ang releasing record book sa pasyente (Give releasing record to the patient) 6.2 Ibigay ang opisyal na resulta ng newborn screening (Release official result of newborn screening)	Wala (None)	1Minuto (1 Minute)	<i>Medical Technologist on duty</i>
		TOTAL	P1800.00	15 Minuto	

18. PHARMACY SERVICES

Dispensing of drugs and medicines to outpatients

Office or Division:		Pharmacy Department-Medical			
Classification:		Simple Transaction			
Type of Transaction:		G2C – Government to Citizen			
Who may avail:		All Out-Patient who consulted in OPD in need of drugs and medicines			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Doctor's Prescription			Attending Physician		
2. Charge Slip			Pharmacy		
3. Official Receipt and Copy of Charge Slip			Cashier		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Presents prescription to Pharmacy (ipakita and reseta sa Parmasya)	1.1 Evaluates and validates prescription for completeness; 1.2 Checks the availability of the medicine and informs the price of the medicine. (Susuriin ang reseta at titingnan kung available and gamot na kailangan)	None (Wala)	2 minutes (2 minuto)	Pharmacist-on-duty Pharmacy (Parmasyutiko)
2	Pays the corresponding fee at the Cashier and the return to Pharmacy after payment. (Pumunta sa Cashier para sa bayad at bumalik sa Parmasya pagkatapos magbayad)	2.1 Issues Charge Slip in triplicate copies for payment and directs the patient/relative to pay at the cashier (Magbibigay ng Charge Slip para sa bibilhing gamot)	Cost of Medicine (Halaga ng gamut)	Refer to Cash Operation's Citizen's Charter (Sumangguni sa proseso ng Cashier)	Pharmacist-on-duty Pharmacy (Parmasyutiko) Collecting Officer Cash Operations (Kahera)
3	Presents the Official Receipt and copy of charge slip	3.1 Verifies the details of the Official Receipt with the Charge Slip	None	2 minutes (2 minuto)	Pharmacist-on-duty Pharmacy

	(ipakita ang Resibo at Charge Slip)	(ibeberipika ang resibo at charge slip)	(Wala)		(Parmasyutiko)
4	Claims the medicine(s) (Kunin ang gamut)	4.1 Prepares and dispense the medicines; Counsels patient regarding the medication (Ihahanda at ibibigay ang gamut sa kliyente at ituturo/ipapayo ang tamang paggamit/pag-inom ng gamut) 4.2 Records the transaction in Pharmacy OPD Record Logbook (Irerekord ang transakyon)	None (Wala)	3 minutes (3minuto) 1 minute (1 minuto)	Pharmacist-on-duty Pharmacy (Parmasyutiko) Pharmacist-on-duty Pharmacy (Parmasyutiko)
		End of transaction		8 minutes	

19. Radiology Section

Pagbibigay ng serbisyo ng radiology para sa mga Out-Patient
(Provision of radiologic service to Out-Patient)

Pagbibigay ng serbisyo ng radiology para sa mga pasyente sa Out-Patient Department ng hospital at iba pang institusyon na nangangailangan nito. Bukas sa loob ng 24 oras, araw-araw.

(Provision of radiologic service to Out-Patient Department of the hospital as well as other institution needing its services. Open 24 hours everyday.)

Office or Division:	Department of Radiology
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Out-Patient needing radiologic service
CHECKLIST OF REQUIREMENTS	
Document 1: Radiology Request Form	Attending Physician/ Out-Patient Department
Document 2: Hospital Card	Medical Record Section
Document 3: Charge Slip	Radiology Information Area
Document 4: Official Receipt	Cashier
Document 5: Triage Form	Triage

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Ipakita ang request at triage form na may kumpletong detalye. (Present radiology request with complete data)	1.1 Tanggapin at suriin ang request at triage form para sa isasagawang x-ray procedure 1.2 Bigyan ng charge slip ang pasyente para sa bayaran (1.1 Receive and sort request for the x-ray procedure to be performed) 1.2 Issue charge slip for payment)	Wala (None)	5 Minuto (5 Minutes)	<i>Radiologic Technologist on duty</i>
2 Ayusin ang bayarin (Settle radiology charges) 2.1 Magbayad ng kaukulang bayarin sa kahera (Pay radiology charges to the cashier) 2.2 Para sa mga indigent na pasyente – magtungo sa opisina ng Medical Social Service (For indigent patient – go to Medical Social Service Office)	2.1 Tanggapin ang radiology charges, bayad at mag-isyu ng opisyal na resibo (Received charge slip, payment and issue official receipt) 2.2 Tanggapin ang radiology charges, i-evaluate ang pasyente at magbigay ng kaukulang sertipikasyon o ebalwasyon (Received radiology charges, evaluate patient and issue certification or evaluation)	Halagang tinukoy na singilin (Amount specified on the charge slip) Wala (None)	3 Minuto (3 Minutes) 20 Minuto (20 Minutes)	<i>Cashier</i> <i>Medical Social Officer</i>

3	Bumalik sa Radiology Department at ipakita ang resibo ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office (Return to Radiology Department and show the official receipt of payment or certification from Medical Social Service Office)	3.1 Kunin at suriin ang resibo ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office (3.1 Get and check the proof of payment or the certification issued by the Medical Social Service Office)	Wala (None)	1 Minuto (1 Minute)	<i>Radiologic Technologist on duty</i>
4	Ipagawa ang radiologic procedure na kailangan (Submit yourself for the radiologic procedure needed)	4.1 Isagawa ang radiologic procedure na kailangan (4.1 Process the radiologic procedure needed)	Wala (None)	Nakasalalay sa pamamaraan ng hiniling na pagsusuri (Depends on the procedure of requested examination)	<i>Radiologic Technologist on duty</i>
5	Balikan ang resulta sa araw na itinakda ng Radiology Department (Return for the official result on the date specified by the Radiology Department)	5.1 Ihanda ang opisyal na resulta 5.2 Itala ang opisyal na resulta 5.1 Prepares official result 5.2 Record official result	Wala (None)	4 Minuto (5 Minutes)	<i>Radiologic Technologist on duty</i>
6	Pirmahan ang record ng pagrelease (Sign in the releasing record)	6.1 Ibigay ang record book sa pasyente 6.2 Ibigay ang resulta sa pasyente (6.1 Give the record book to the patient 6.2 Release the result to the patient)	Wala (None)	1 Minuto (1 Minute)	<i>Radiologic Technologist on duty</i>
		Total		34 minutes	

20. Admitting Section

Description: The Admitting Section is open 24 hours daily.

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients who will be admitted to the ward of the hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for admission slip			Attending Physician / ER Nurse	
Hospital Number			New Patient-Medical Record Section Old Patient- Patient Itself	
Hospital Record			Medical Record Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dalhin ang request of admission slip sa admitting section para sa panayam. (Patient / relative brings the request for Admission slip to Admitting Section for interview).	1.1. Panayamin ang pasyente / kamag-anak na kailangang “i-admit”. (Interviews the patient or relative of the patient to be admitted).	Walang Bayad	5 minuto	<i>Admitting Clerk Admitting Section</i>
	1.2. Lagyan ng mga detalye ang patient information sheet. (Fills up the patient’s information sheet).	Walang Bayad	2 minuto	<i>Admitting Clerk Admitting Section</i>
	1.3. Kumuha ng pahintulot sa pag-admit. (Secures consent for admission).	Walang Bayad	1 minuto	<i>Admitting Clerk Admitting Section</i>
	1.4. Isulat sa admission logbook. (Logs admission)	Walang Bayad	1 minuto	<i>Admitting Clerk Admitting Section</i>
	1.5 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS)).	Walang Bayad	2 minuto	<i>Admitting Clerk Admitting Section</i>

	1.6 Bigyan ng clinical face sheet, discharge record, request for admission slip, Patient information sheet, and Consent for Admission at isumite sa ER Nars. (Issues printed clinical face sheet for patient's Admission and Discharge Record with attached Request for Admission slip, Patient information sheet, and Consent for Admission to relative with instruction to submit documents to ER nurse-on-duty).	Walang Bayad	1 minuto	<i>Admitting Clerk Admitting Section</i>
	1.7. Bigyan ng form ng "Paalala" sa pasyente / bantay. (Gives reminder form to patient / watcher).	Walang Bayad	2 minuto	<i>Admitting Clerk Admitting Section</i>
	1.8. Pabalikin ang pasyente sa Emergency unit. (Instructs patient / patient's relative to return to Emergency Unit).	Walang Bayad	1 minuto	<i>Admitting Clerk Admitting Section</i>
2. Bumalik sa ER at isumite ang dokumento sa ER Nars. (Returns to ER and submits admitting documents to ER nurse-on-duty)	2.1. Ipagbigay alam sa ward na ang bagong admit na pasyente. (Informs ward or clinical area concerned of admission)	Walang bayad	2 minuto	<i>ER Nurse-on-duty Emergency Room</i>
End of Transaction			17 minuto	

21. EMERGENCY UNIT

Ang Emergency Unit is open 24 hours. It provides service to all emergency cases, ay bukas sa loob ng 24 oras. Ito ay nagbibigay ng serbisyo para sa pangunahing lunas sa mga karamdaman, nag aagaw- buhay, mga nagtamo ng sakuna o aksidente, mga manganganak at mga pasyenteng kinakailangang tumigil sa pagamutan.

1.1 Pagdating ng pasyente sa Triage

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients needing emergency care and admission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Covid Checklist Form		Triage		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Triage		
Case Investigation Form		Triage		
Laboratory Request		Triage		
Emergency Clearance		Triage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ibigay ang impormasyon tungkol sa pasyente at nakaraang paglalakbay. Itsek sa papel na ibinigay. (Give details of patients' present illness, history of travel and exposure)	1.1.Tingnan ang nakasulat na impormasyon tungkol sa pasyente o galing sa malapit na kamag-anak at alamin ang sanhi ng pagkakasakit, history ng paglalakbay at exposure sa covid positive (lugar o tao)	Walang Bayad	5 Minuto	Midwife/ Nursing Attendant
	(Check the correct information of patient, travel history and exposure to Covid positive)	Walang Bayad	3 Minuto	Midwife/ Nursing Attendant

	1.2.Kunan ng vital signs at tingnan ang kalagayan ng pasyente (Get vital signs and assess patient condition) 1.3. Isulat sa logbook o daily census ang pangalan ng pasyente (Write patient details on daily census logbook)	Walang Bayad	1 Minuto	<i>Midwife/ Nursing Attendant</i>
2. Pasyenteng walang sintomas (Patient with no symptoms)	2.1. Ibigay ang Covid Checklist form sa pasyente at direksyon kung saang unit ng ospital sya pupunta (e.g. ER/ OPD/ ABTC/ DR/ Dental/ Laboratory) (Give the Covid Checklist form and direction depending the needed health service)	Walang Bayad	2 minuto	<i>Midwife/ Nursing Attendant</i>
3. Pasyenteng mayroong sintomas (Patient with symptoms)	3.1. Dalhin ang pasyente sa Holding Area (Bring patient to the Holding Area)	Walang Bayad	1 minuto	<i>Administrative Aide</i>
	3.2. Kumuha ng kumpletong impormasyon tungkol sa sakit ng pasyente at paglalakbay (Get complete patient details about present condition and travel history)	Walang Bayad	2 minuto	<i>Nars</i>
	3.3. Isangguni sa doctor ang kalagayan ng dumating na pasyente	Walang Bayad	2 minuto	<i>Nars</i>

	(Notify the resident on duty about the new patient and his/ her condition)	Walang Bayad	5 minuto	<i>Doktor</i>
	3.4. Suriin ng doctor ang kondisyon ng pasyente at bigyan ng kinakailangang gamutan (Examine and evaluate patients' condition and provide corresponding treatment)	Walang Bayad	5 minuto (Depende sa gamot na ibibigay)	<i>Nars</i>
	3.5. Ibigay ang gamutan sa pasyente (Carries out doctors' order and administer treatment)	Walang Bayad	2 minuto	<i>Doktor</i>
	3.6. Ipaliwanag sa pasyente ang disposisyon ng kanyang kondisyon (e.g. Admission/ Transfer/ Sent Home) (Explain patients' condition and his/ her disposition)	Walang Bayad	2 minuto	<i>Nars</i>
	3.7. Ipagbigay alam sa MESU/ PESU ang detalye ng pasyente (Inform MESU / PESU about the patient)			
End of transaction			30 minutes	

22. Pagdating ng Pasyente sa Emergency Unit

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients needing emergency care and admission.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Record		Emergency Room		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Emergency Room		
Laboratory Request		Emergency Room		
Emergency Clearance		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ibigay ang impormasyon tungkol sa pasyente (pangalan, edad, kasarian, tirahan at ang kalagayan o sanhi ng pagkakasakit ng pasyente). (Give details of patients' present illness)	1.1. Isulat ang tamang impormasyon tungkol sa pasyente galing sa malapit na kamag-anak at alamin ang sanhi ng pagkakasakit. (Write the correct information of patient)	Walang Bayad	5 Minuto	<i>Nars/ Midwife/ Nursing Attendant/ Tagapagtala ng Impormasyon</i>
2. Pumunta sa Medical Record section para sa pagkuha ng Talaan ng pasyente na may bilang. (Proceeds to Medical Records Section for issuance of patients' record with hospital number)	2.1. Bigyan ng instraksyon sa pagkuha ng patients' record na may numero ng ospital sa Medical Record Section. (Give instruction on how to get patients' record with hospital number to Medical Record Section.	Dating Pasyente- Walang Bayad Bagong Pasyente- Php 20.00	1 Minuto	<i>Nars/ Midwife/ Nursing Attendant/ Tagapagtala ng Impormasyon</i>

3. Manatili sa tabi ng pasyente at magbigay ng karagdagang impormasyon (Relative stay with the patient and gives additional information for the present illness of his/ her patient)	3.1.Kunan ng “ <i>vital signs</i> ” at tingnan ang kalagayan ng pasyente (Get vital signs and assess condition of patient)	Walang Bayad	5 Minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
		Walang Bayad	3 Minuto	<i>Nars</i>
	3.2.Isangguni sa doktor ang dumating na pasyente at ang kalagayan nito (Refer to resident on duty the new arrived patient and his/ her condition)	Walang Bayad	5 Minuto	<i>Doktor</i>
	3.3.Suriin ang kalagayan ng pasyente at ibigay ang kailangang gamutan (Examine and evaluate patients’ condition and provide necessary treatment) 3.4. Ibigay ang mga kailangang gamot ayon sa resita ng doktor. (Carries out treatment prescribed by the resident physician on duty)	Walang Bayad	5 Minuto o Depende sa mga gamot na inerisita ng doctor	<i>Nars</i>
4. Ibigay ang pahintulot sa mga pagsusuri na kailangan ng pasyente	4.1.Ibigay ang mga tagubilin sa mga pagsusuri na	Walang bayad	2 Minuto	<i>Nars/ Midwife/ Nursing Attendant</i>

(Give consent on diagnostic test/ laboratory test/ x-ray/ ECG)	gagawin sa pasyente (pagsusuri ng dugo, ihi, dumi, X-ray, ECG at iba pang pagsusuri na kailangan base sa kanyang gamutan) (Explain the diagnostic or laboratory test needed by the patient) 4.2 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS)).	Walang bayad	2 minuto	<i>Data Encoder / Nars</i>
5.Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente (Pay bills to the cashier)	5.1. Ibigay ang ER Clearance at ibigay ang direksyon papunta sa Botika bago pumunta sa Cashier. (Give ER Clearance to patient or relatives, and proceeds to pharmacy and cashier to pay bills)	Depende sa supplies, gamot at laboratory o	3 Minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
End of transaction			31 minuto	

23. Pagdating ng Pasyente na Nag-aagaw Buhay sa Emergency Unit

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient needing very urgent care or resuscitation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Record		Emergency Room		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Emergency Room		
DNR- Do Not Resuscitate Consent		Emergency Room		
Emergency Clearance		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ibigay ang impormasyon tungkol sa pasyente. (Give details of patients' present illness)	1.1.Isulat ng tamang impormasyon tungkol sa pasyente galing sa malapit na kamag-anak at alamin ang sanhi ng pagkakasakit ng pasyente (Write the correct information of patient)	Walang Bayad	3 Minuto	<i>Nars/ Midwife/ Nursing Attendant/ Tagapagtala ng Impormasyon</i>
2. Ibigay ang pahintulot sa pagbibigay ng pangsagip buhay o lunas sa pasyente at karagdagang impormasyon tungkol sa sakit ng pasyente. (Give consent for resuscitation and additional information on the illness of the patient)	2.1. Mabilis na pagsusuri sa kalagayan o kondisyon ng pasyente at pagkuha ng <i>"vital signs"</i> habang inilalapat ang pangunahing lunas. (Immediate assessment of patients' condition and taking of vital signs)	Walang Bayad	3 Minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
	2.2. Mabilis na isangguni sa doktor	Walang Bayad	1 Minuto	<i>Nars</i>

	ang dumating na pasyente at ang kalagayan nito (Notify immediately the resident on duty of the new patient arrived and his/ her condition)	Walang Bayad	5 Minuto	<i>Doktor</i>
	2.3. Mabilis na pagsusuri sa kalagayan o kondisyon ng pasyente (Examine and evaluate immediately the patients' condition)	Walang Bayad	3 Minuto o Depende sa mga gamot na inalis ng doktor	<i>Doktor</i>
		Walang Bayad	Tuwing ika- 5 minuto	<i>Nurse/ Midwife/ Nursing Attendant</i>
	2.4. Mabilis na pagbibigay ng kailangang gamot at pagsasagawa ng iba pang pangsagip buhay o lunas ayon sa tagubilin ng doktor (Provide immediate treatment and resuscitation)	Walang Bayad	5 minuto	<i>Data encoder / Nurse/ Midwife/ Nursing Attendant</i>
		Walang Bayad	3 minuto	
	2.5. Patuloy na bantayan ang “vital signs” at kalagayan ng pasyente. (Continuous monitoring of patients' vital signs and patients' condition)	Walang bayad	2 minuto	

	2.6. Isaayos ang katawan ng pasyente kung sakaling binawian ng buhay. (Provide post mortem care to patient) 2.7. Makipag-ugnayan sa Administrative Aide para sa paglilipat ng pasyente sa morgue. (Coordinate to Administrative Aide in bringing the cadaver to morgue) 2.8 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS))			
3.Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente (Pay bills to the cashier)	Ibigay ang Emergency Clearance at magbigay ng direksyon papunta sa Botika at Cashier. (Give ER Clearance to patient or patients' relatives, and proceeds to pharmacy, then to cashier to pay bills)	Depende sa supplies at gamot na ibinigay	3 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
End of transaction			33 minuto	

24. Para sa mga pasyenteng kailangang ilipat sa Mataas ng Pagamutan

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient requiring intervention to higher health facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Record		Emergency Room		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Referral Letter		ER- Resident on Duty		
Informed Consent		Emergency Room		
Emergency Clearance		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Itanong ang kalagayan o kondisyon ng pasyente (Ask details of patients' present condition)	1.1.Ibigay ng tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente at ang dahilan ng paglipat sa mataas na pagamutan (Give information about status of patients' illness and the need of transfer to higher facility)	Walang Bayad	5 Minuto	<i>Doktor</i>
2. Ibigay ang pahintulot sa paglipat ng pasyente sa mataas na pagamutan. (Give consent for transfer of patient to higher facility)	2.1. Isagawa ang <i>Referral Letter</i> para sa paglipat sa mataas na pagamutan. (Make a Referral Letter- duplicate copy)	Walang Bayad	3 minuto 5 minuto	<i>Doktor</i> <i>Doktor o Nars</i>

	2.2. Makipag-ugnayan sa paglilipatang pagamutan para sa pagdating ng pasyente. (Coordinate to receiving hospital about the transfer of patient to their facility)	Walang Bayad		
		Walang Bayad	5 minuto	Nars
	2.3. Makipag-ugnayan sa Ambulance Driver at Health Worker na nakatalaga sa paglipat ng pasyente sa mas mataas na antas ng pagamutan (Coordinate to Ambulance Driver and to the Health Worker that will accompany the patient during transport)	Walang bayad	2 minuto	<i>Data Encoder/ Nurse/ Midwife/ Nursing Attendant</i>
	2.4 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS).			

3.Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente (Pay bills to the cashier)	4.1. Bigyan ng Emergency Clearance at magbigay ng direksyon papunta sa Botika at Cashier. (Give ER Clearance to patient or patients' relatives, and proceeds to pharmacy and cashier to pay bills)	Depende sa mga supplies o gamot na ibinigay sa pasyente	2 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
	4.2.Makipag-ugnayan sa Administrative Aide para sa paglipat ng pasyente sa sasakyan o ambulansya (Coordinate to Administrative Aide for the transfer of patient to ambulance)	Walang Bayad	2 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
End of transaction			24 minuto	

25. Para sa mga pasyenteng kailangang Obserbahan o Bantayan ang kalagayan o kondisyon sa loob ng apat na oras

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient requiring observation of present illness for four hour or less.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Record		Emergency Room		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Emergency Room		
Monitoring Sheet		Emergency Room		
Emergency Clearance		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Itanong ang kalagayan o kondisyon ng pasyente (Ask details of patients' present condition)	1.1. Ibigay ang tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente at ang dahilan ng observation. (Give information about status of patients' illness and the need for observation)	Walang Bayad	5 Minuto	<i>Doktor</i>
2. Manatili sa tabi ng pasyente at magbigay ng karagdagang impormasyon gayundin ang panibagong nararamdaman nito (Relative stay beside the patient and report complain of patient)	2.1. Patuloy na bantayan ang " <i>vital signs</i> " at kalagayan ng pasyente at alamin ang panibagong nararamdaman. (Monitor patients' vital signs and re-assess for any untoward signs and symptoms that may arise)	Walang bayad	5 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
		Walang Bayad	3 minuto	<i>Nars</i>

	2.2. Isangguni sa doktor ang di-magandang pakiramdam ng pasyente at ang kalagayan nito (Notify the resident on duty about the untoward signs and symptoms experienced by the patient)	Walang Bayad	5 minuto	<i>Doktor</i>
		Walang Bayad	5 minuto	<i>Nars</i>
	2.3. Suriin ang kalagayan ng pasyente at magbigay ng kailangang gamutan (Examine, evaluate patients' condition and provide treatment 2.4. Ibigay ang gamot sa pasyente ayon sa utos ng doktor (Carries out treatment ordered by the doctor) 2.5 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS).	Walang bayad	2 minuto	<i>Data Encoder/ Nurse/ Midwife/ Nursing Attendant</i>
3. Alamin ang mga gamot na iinumina pag-uwi sa bahay (Receives instruction on home medication and treatment needed)	3.1. Ipaliwanag ang tamang pag-inom ng mga gamot sa bahay at bigyan ng sapat na kaalaman para maiwasan ang pagkakasakit o komplikasyon	Walang Bayad	2 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>

	(Provides instruction on home medication, treatment given and prevention of illness and its complication)			
4. Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente (Pay bills to the cashier)	4.1. Ibigay ng Emergency Clearance at direksyon papunta sa Botika at Cashier. (Give ER Clearance to patient or patients' relatives, and proceeds to pharmacy and cashier to pay bills)	Depende sa supplies o gamot na ibinigay	2 minuto	Nars/ Midwife/ Nursing Attendant
End of transaction			29 minuto	

26. Para sa mga pasyenteng kinakailangang Tumigil sa Pagamutan

Office or Division:		Emergency Unit		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All patient requiring hospital management or confinement.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Record		Emergency Room		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Emergency Room		
Admission Record		Emergency Room		
Classification of Patient		Social Service		
Philhealth Documents		Philhealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ibigay ang pahintulot sa pagtigil ng pasyente sa pagamutan (Gives consent for admission)	1.1. Ibigay ang tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente at sa	Walang Bayad	5 Minuto	Doktor

	pagtigil sa pagamutan. (Gives information about status of patients' illness and the need for admission or confinement) 1.2. Kunan ng "Informed Consent to Care" ang pasyente (Secures Informed Consent to Care for admission) 1.3. Ibigay ang gamot ayon sa kalagayan o kondisyon ng pasyente (Provides treatment needed by the patient on his/ her stay to hospital) 1.4. Dalhin ang resita ng doktor sa botika (Bring the prescripton to the pharmacy). 1.5. Ibigay ng kailangang gamot ayon na ineresita ng doctor (Carries out prescribed treatment ordered by the resident on duty)	Walang Bayad Depende sa supplies at gamot na ibinigay sa pasyente Walang Bayad Walang Bayad	2 minuto 5 minuto 2 minuto 5 minuto o Depende sa gamot na ibibigay	<i>Nars/ Midwife/ Nursing Attendant</i> <i>Doktor</i> <i>Midwife / Nursing Attendant</i> <i>Nars</i>
2. Ayusin ang PhilHealth at klasipikasyon sa Social Service (Proceeds to Philhealth for the requirement in	2.1. Ibigay ang direksyon papunta sa PhilHealth at Social Service para sa mga dokumento	Walang Bayad	2 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>

admission and to Social Service for classification of patient)	(Gives instruction to proceed to PhilHealth for requirement on admission and to Social Service for classification of patient)			
3. Ihanda ang paglipat sa Ward Unit o silid tigilan ng pasyente sa pagamutan (Prepares for transfer to Ward)	3.1. Makipag-ugnayan sa Ward Unit Nars para bagong admit na pasyente. (Coordinates to Ward Nurse about the admission of patient)	Walang Bayad	5 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
	3.2. Makipag-ugnayan sa Laboratoryo/ X-ray para sa kinakailangang pagsusuri ng pasyenteng ititigil sa pagamutan (Coordinates to Laboratory staff / radiologic staff for the needed diagnostic test of patient)	Walang Bayad	2 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
	3.3. Makipag-ugnayan sa Administrative Aide para sa paglipat ng pasyente sa Ward Unit. (Coordinates to Administrative Aide for the transport of patient to ward)	Walang Bayad	2 minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
End of transaction			30 minuto	

27. Pagkonsulta ng pasyenteng nasa Emergency Unit

Office or Division:	Emergency Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients that need immediate consultation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Record		Emergency Room		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Emergency Room		
Emergency Clearance		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Ibigay ang kaalaman tungkol sa kalagayan o kondisyon ng pasyente (Give details of patients' present condition)	1.1. Suriin at ibigay ang tamang impormasyon tungkol sa kalagayan o kondisyon ng pasyente (Give information about status of patients' illness)	Walang Bayad	5 Minuto	<i>Doktor</i>
2. Ibigyan ang kaalaman tungkol sa mga gamot na iinumun pag-uwi sa bahay (Receives instruction on home medication and needed treatment)	2.1Ipaliwanag ang tamang pag-inom ng gamot sa bahay at bigyan ng sapat na kaalaman para maiwasan ang pagkakasakit o ang komplikasyon nito (Provides instruction on home	Walang Bayad	5 Minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
	home	Walang Bayad	2 minuto	<i>Data Encoder/ Nars Midwife/ Nursing Attendant</i>

	medication, treatment given and prevention of illness and its complication) 2.2 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS).			
3.Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente (Pay bills to the cashier)	3.1. Ibigay ang Emergency Clearance at direksyon papunta sa Botika at Cashier. (Give ER Clearance to patient or patients' relatives, and proceeds to pharmacy and cashier to pay bills)	Depende sa mga supplies at gamot na ginamit ng pasyente	2 Minuto	<i>Nars/ Midwife/ Nursing Attendant</i>
End of Transaction			14 minuto	

28. LABOR ROOM/ DELIVERY ROOM

A. Pagpunta ng pasyente sa lugar paanakan

Office or Division:	Labor Room/ Delivery Room			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All pregnant mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Pre-natal Guide		Patient Itself		
Copy of Laboratories required to pregnant woman		Patient Itself		
Monitoring Sheet		Labor Room/ Delivery Room		
Partograph		Labor Room/ Delivery Room		
OB Admission Chart		Labor Room/ Delivery Room		
Informed Consent		Labor Room/ Delivery Room		
Newborn Record		Labor Room/ Delivery Room		
Apgar Scoring and Newborn Maturity Scoring		Labor Room/ Delivery Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pumunta sa lugar paanakan para sa panganganak (Transfer to Labor Room/ Delivery Room for birthing)	1.1. Tangapin ang endorsement galing sa ER Nars (Receive endorsement from ER Nurse)	Walang Bayad	2 minuto	Nars/ Administrative Aide
	1.2. Ilagay sa komportableng higaan ang pasyente (Placed patient in comfortable bed.)	Walang Bayad	2 minuto	Nars
	1.3. Tingnan ang kondisyon ng pagbubuntis at kunan ng vital signs ang pasyente (Assess obstetrical	Walang Bayad	2 minuto	Midwife/ Nursing Attendant
				Nars/ Midwife/ Nursing Attendant

	status and take vital signs)	Walang Bayad	5 minuto	<i>Doktor</i>
	1.4. Isangguni sa doctor ang bagong dating na pasyente at kondisyon ng pagbubuntis (Notify the resident on duty or OB consultant on the new OB patient)	Walang Bayad	Tuwing ika- 5 minuto	<i>Midwife/ Nursing Attendant</i>
	1.5.Suriin ang bagong dating na pasyente at kondisyon ng pagbubuntis (Examine and evaluate the pregnant woman)	Walang Bayad	1 minuto	<i>Midwife/ Nursing Attendant</i>
	1.6. Subaybayan ang progress of labor ng payente (Monitor progress of labor)	Walang Bayad	3 minuto	<i>Midwife/ Nursing Attendant</i>
	1.7. Isulat sa Partograph kung ang pasyente ay nakararanas na ng True Labor (Write in the partograph when patient is in True Labor already)			
	1.8 Ihanda ang pasyente sa panganganak. (Prepares the patient for delivery.)			
End of Transaction			21minuto	

29. OUT-PATIENT (OPD) CONSULTATION

The Out-Patient Consultation is open from Monday to Friday at 8:00am to 5:00pm. It caters all ages of patient from infancy to adulthood.

Office or Division:	Out-Patient Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Kumuha ng numero sa main hospital entrance (Get the number to the guard in the main hospital entrance)	1.1. Bigyan ng numero ang pasyente. (Issue number to patient)	Walang Bayad	1 minuto	<i>Security Guard on Duty</i>
2.Ilagay ang numero kasama ng Hospital Number ng pasyente sa kahon sa tapat ng OPD consultation Room (Place the number together with his/ her hospital number and put in a box provided in front of consultation room)	2.1. Kunin ang ibinigay n numero at hospital number ng pasyente. (Get the patient assigned number together with his/ her hospital number and	Walang Bayad	1 minuto	<i>OPD Staff on Duty</i>
	2.2. Kunin ang talaan ng pasyente sa Medical Records Section. (Secure patients' record at the Medical Records Section)	Walang Bayad	5 minuto	<i>Medical Record Staff on Duty</i>
3. Pumunta sa "waiting area" at hintayin na tawagin ang pangalan.	3.1. Tawagin ang pangalan ng pasyente	Walang Bayad	1 minuto	<i>Nursing Attendant/ Midwife</i>

Magbigay ng buong detalye ng kasalukuyang karamdaman. (Proceeds to waiting area and wait to be called. Give full details of present illness)	(Call Patient by his/her name)	Walang Bayad	1 minuto	<i>Nursing Attendant/ Midwife</i>
	3.2.Isulat ang sanhi ng sakit ng pasyente (Record chief complain, history of present illness) 3.3.Kunan ng vital signs ang pasyente at isulat sa patients' record (Take initial vital signs and write on patients' record)	Walang Bayad	3 minuto	<i>Nursing Attendant/ Midwife</i>
4. Pumunta sa OPD Examination Room. Magdagdag ng kaukulang detalye tungkol sa sakit ayon sa pagtatanong ng doktor. (Proceeds to OPD Examination Room. Give additional information about the present illness according to the question asked by the physician)	4.1. Tawagin ang pangalan ng pasyenteng kokonsultahin. (Call out name the patient to be examined)	Walang Bayad	1 minuto	<i>Resident Physician on Duty</i>
	4.2. Ipaliwanag ang karamdaman sa pasyente. (Explain illness to the patient)	Walang Bayad	2 minuto	<i>Resident Physician on Duty</i>
	4.3. Ipaliwanag ang kailangang gamutan sa pasyente (Explain treatment to the patient)	Walang Bayad	2 minuto	<i>Resident Physician on Duty</i>
	4.4 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS).	Walang Bayad	2 minuto	<i>Data Encoder / Nurse on duty</i>
End of transaction			19 minuto	

30. WARD

Ward is open 24 hours daily. It caters to all admitted patients.

a. Pagtigil ng pasyente sa pagamutan

Office or Division:	Ward			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient chose to be admitted in the ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Admission Record		Ward		
Informed Consent		Emergency Room		
Laboratory Request		Ward		
Interdepartmental Referral		Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Pumunta sa Ward area para sa pagtigil sa pagamutan (Transfer to ward for confinement)	1.1. Tangapin ang endorsement galing sa ER Nars (Receive endorsement from ER Nurse)	Walang Bayad	2 minuto	Security Guard on Duty Nurse/ Midwife or Nursing Attendant
	1.2. Ihanda ang kama at kuwarto na paglalagyan ng pasyente. (Prepares bed and room of patient).	Walang Bayad	3 minuto	Midwife or Nursing Attendant
	1.3. Ilagay sa komportableng higaan ang pasyente (Placed patient in comfortable bed.)	Walang Bayad	4	Nars
	1.4. Suriin ang kondisyon at kunan ng vital signs ang pasyente (Assess patient condition. and take vital signs)	Walang Bayad	3 minuto	Nars
		Walang Bayad	2 minuto	
		Walang Bayad	2 minuto	Nars/ Midwife or Nursing Attendant Midwife/Nursing Attendant

	1.5. Surin ang order ng Doktor para sa patuloy gamutan. (Check Doctors order for the continuity of care.)	Walang Bayad	1 minuto	MidwifeNursing Attendant
	1.6. Magbigay ng mga tagubilin sa mga pagsusuri na gagawin (Give instruction about diagnostic procedures (e.g. proper collection of stool, urine etc.)	Walang Bayad	1 minuto	Nars / Midwife
	1.7. Isulat ang pangalan sa daily census. (Record patients name in daily census)	Walang Bayad	3 minuto	Nars /Midwife or Nursing Attendant
	1.8. Makipag ugnayan sa dietary department para sa pagkain ng pasyente. (Coordinate to the dietary department for patients' appropriate meal)	Walang Bayad	3 minuto	Nars
	1.9. Makipag ugnayan sa ibang institusyon o klinika para sa iba pang examination. (Ultrasound, CT-Scan, etc.) (Coordinate to other institution or clinic for other diagnostic procedure needed.	Walang Bayad	5 minuto	Nars
	1.10. Subaybayan ang kondisyon ng pasyente	Walang bayad	2 minuto	

	at isangguni sa doctor ang mga sintomas na nakita.. (Monitor patients' condition and refer to resident on duty any untoward signs and symptoms) 1.11. Ipagbigay- alam sa kasunod na shift and kondisyon ng pasyente, at ang pagpapatuloy ng gamutan (Endorse patients' condition and continuity of care to the in-comingshift)			
End of Transaction			26 minutes and the time required for particular disease	

31. Pagpapauwi ng pasyente (Discharging patient)

Office or Division:	Ward		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All patients recovered from illness		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself	
Hospital Record		Medical Record Section	
Statement of Account		Billing Section	
Discharge Clearance Slip		Cashier	
Gate Pass		Ward	
Home Medication Sheet		Ward	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tumanggap ng tagubilin para sa pag-uwi (Receive instruction on discharge order)	1.1. Isulat sa chart ng pasyente ang utos ng pag-uwi (Write on patient chart the discharge order)	Walang Bayad	2 minuto	<i>Doktor</i>
	1.2. Suriin ang tagubilin ng doktor para sa pag uwi ng pasyente (Check Doctors order for patients' discharge)	Walang Bayad	2 minuto	<i>Nars</i>
	1.3. Ipaliwanag sa pasyente ang pag uwi. (Explain to patient the discharge order of the physician.)	Walang Bayad	2 minuto	<i>Nars</i>
	1.4. Dalhin ang discharge clearance slip sa Billing Section. (Bring the discharge clearance slip to Billing Section.)	Walang Bayad	2 minuto	<i>Midwife or Nursing Attendant</i>
	1.5. Itala sa sistema ang pasyenteng uuwi sa i-HOMIS. (Encode the patient for discharge on i-HOMIS)	Walang Bayad	2 minuto	<i>Encoder/ Midwife or Nursing Attendant</i>

2. Bantay o kamag-anak-pumunta sa Billing Section para pagsasaayos ng Hospital Bill. (Watcher or Relative – proceeds to Billing Section to settle Hospital Bill)	2.1. Ayusin ang Hospital Bill ng pasyente. (Settle the bills of the patient for discharge)	PhilHealth Coverage	5 minuto	<i>Billing Offifer</i>
3. Tanggapin ang Statement of Account at dalhin sa Cashier (Receives the Statement of Account and bring to Cashier)	3.1 Bigyan ng Statement of Account (Gives the Statement of Account)	Walang Bayad	2 minuto	<i>Billing Offifer</i>
4. Tanggapin ang Discharge Clearance slip at ibigay sa ward nars para sap ag-uwi (Receives the Discharge Clearance slip)	4.1 Bigyan ng Discharge Clearance slip (Gives Discharge Clearance slip)	Walang Bayad	2 minuto	<i>Cashier</i>
5. Ipakita ang Statement of Account o katibayan ng pagbabayad. (Presents the Statement of Account)	5.1Tanggapin ang Statement of Account at ilakip sa chart ng pasyente. (Receives the Statement of Account and attached to patient's chart.)	Walang Bayad	2 minuto	<i>Nurse/ Midwife or Nursing Attendant</i>
6. Tumanggap ng tagubilin para sa pag-inom ng gamot sa bahay at mga dapat gawin upang maiwasan ang pagkakaroon ng sakit (Receives instruction on home medication and the prevention of illness)	6.1. Ipaliwanag ang mga gamot na iinum sa bahay, iba pang mga tagubilin at kung papaano maiiwasan magkaroon ng sakit o karamdaman. (Give instruction on home medication	Walang Bayad	2 minuto	<i>Nars/Midwife or Nursing Attendant</i>

	and the prevention of illness)			
	6.2. Bigyan ng gate pass (Give a gate pass)	Walang Bayad	1 minuto	<i>Nars/Midwife or Nursing Attendant</i>
7. Ibigay ang gate pass at isauli ang Watcher's ID (Give the gate pass and the Watcher's ID)	7.1 Tanggapin ang gate pass at Watcher's ID (Receives the gate pass and Watcher's ID)	Walang Bayad	1 minuto	<i>Security Guard on Duty</i>
	7.2 Isulat ang pangalan ng umuwing pasyente sa logbook. (Write the discharge patient on the logbook)	Walang Bayad	1 minuto	<i>Security Guard on Duty</i>
End of Transaction			26 minuto	

32. ANIMAL BITE CLINIC

Animal Bite Clinic is open Monday to Friday from 8:00am to 5:00pm. It caters all patients bitten by any kind of rabid animals.

Office or Division:	Animal Bite Clinic		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen		
Who may avail:	All patient bitten by rabid animals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself	
Hospital Record		Medical Record Section	
Informed Consent		Animal Bite Clinic	
Animal Bite Assessment Tool		Animal Bite Clinic	
Animal Bite Vaccine Card		Animal Bite Clinic	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng numero sa gwardya (Get the number from the Security Guard)	1.1. Bigyan ng numero ang pasyente (Issue number to patient)	Walang Bayad	2 Minuto	<i>Security Guard on Duty</i>
2. Ilagay ang numero kasama ng Hospital Number ng pasyente sa kahon sa tapat ng OPD consultation Room (Place the number together with his/her hospital number and put in a box provided in front of consultation room)	2.1. Kunin ang ibinigay n numero at hospital number ng pasyente. (Get the patient assigned number together with his/ her hospital number and	Walang Bayad	5 minuto	<i>Registration Clerk (Medical Records Section)</i>
	2.2. Kunin ang talaan ng pasyente sa Medical Records Section. (Secure patients' record at the Medical Records Section)	Walang bayad	2 minuto	<i>Registration Clerk (Medical Records Section)</i>
3. Pumunta sa "waiting area" at hintayin na tawagin ang pangalan. Magbigay ng buong detalye ng kasalukuyang karamdaman. (Proceeds to waiting area and wait to be called. Give full details of present illness)	3.1. Tawagin ang pangalan ng pasyente (Call Patient by his/ her name)	Walang Bayad	1 minuto	<i>OPD Midwife/ Nursing Attendant</i>
	3.2. Isulat ang sanhi ng sakit ng pasyente (Record chief complain, history of present illness)	Walang Bayad	2 minuto	<i>OPD Midwife/ Nursing Attendant</i>
	3.3. Kunan ng vital signs ang pasyente at isulat sa patients' record (Take initial vital signs and write on patients' record)	Walang Bayad	3 minuto	<i>OPD Midwife/ Nursing Attendant</i>

4. Pumunta sa OPD room at hintaying tawagin para sa pagsusuri ng doktor (Proceeds to OPD room for consultation)	4.1. Tawagin ang pasyente. Suriin at ipaliwanag ang kailangang gamutan. (Call out name of patient, examine, diagnose, explain illness to patients)	Walang Bayad	5 minuto	<i>Physician on Duty</i>
5. Pumunta sa ABTC na makikita sa ikalawang palapag ng main Building (Proceed to ABTC located at second Floor of the main Building)	5.1. Ilista at suriin ang parte ng katawan na kinagat ng hayop. (Register and assess animal bite.	Walang Bayad	1 minuto	<i>ABTC Nurse</i>
6. Tangapin ang lunas at bakuna (Receives treatment and vaccination)	6.1. Bigyan ng naaayong gamot ayon sa kategorya ng sugat. (Provides treatment/ vaccine according to category of animal bite)	Depende sa availability ng bakuna	30 minuto	<i>ABTC Nurse</i>
	6.2 Ipaliwanag ang skedyul nag susunod na pagbabakuna (Explain instruction regarding the schedule of immunization/ vaccination and follow-up schedule)	Walang Bayad	2 minuto	<i>ABTC Nurse</i>
	6.3 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS).	Walang Bayad	2 minuto	<i>Data Encoder/ ABTC Nurse</i>
End of Transaction			55 minuto	

33. FAMILY PLANNING CLINIC

Family Planning Clinic is open From Monday to Friday at 8:00am to 5:00pm. It provides services to all reproductive age group needing Family Planning services.

Office or Division:	Family Planning Clinic			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient chose to be admitted in the ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Emergency Room		
Family Planning Form 1		Family Planning Clinic		
Family Planning Client card		Family Planning Clinic		
Interdepartmental Referral		Family Planning Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng numero sa gwardya sa main hospital entrance (Get number to guard in the main hospital entrance)	1.1. Bigyan ng numero ang pasyente (issue number to patient)	Walang Bayad	1 minuto	<i>Security Guard on Duty</i>
2. Kumuha ng hospital record sa Medical Records Section (Get hospital record to Medical Records Section) New patient- Fill up the Pre-form Old Patient- Present the hospital number	2.1. Kunin ang Pre-form na may mga impormasyon ng pasyente kung bagong pasyente at bigyan ng hospital record at hospital ID number. Kung lumang pasyente tingnan ang hospital number at bigyan ng hospital record (Get the accomplished Pre-form from new patient and issue hospital	Walang Bayad	5 minuto	<i>Medical Records Section</i>

	record and hospital ID number; for old patient: check the hospital number and give the hospital record.			
3. Pumunta sa Family Planning Clinic sa ikalawang palapag ng gusali at sabihin ang pakay tungkol sa Family Planning services (Proceeds to Family Planning Clinic located at the second floor of the main building and tell needed Family Planning services)	3.1.Tawagin ang pangalan ng kliyente (Call out the name of the client)	Walang Bayad	1 minuto	<i>Family Planning Nars/ Midwife/ Nursing Attendant</i>
	3.2. Tanungin ang kliyente tungkol sa kailangang Family Planning Services. (ask client on needed Family Planning services)	Walang Bayad	2 minuto	<i>Family Planning Nars/ Midwife/ Nursing Attendant</i>
	3.3.Bigyan ng payo ang kliyente tungkol sa mga pamamaraan ng pagpaplano ng pamilya (Give counselling to client about the different methods of family planning services)	Walang Bayad	5 minuto	<i>Family Planning Nars/ Midwife/ Nursing</i>
	3.4. Bigyan ng napiling pamamaraan ng pagpaplano ng pamilya at karagdagan kaalaman tungkol ditto. (Give the chosen Family Planning method to the client and additional	Walang Bayad	5 minuto O Depende sa pamamaraang napili	<i>Family Planning Nars/ Midwife/ Nursing Attendant Attendant</i>
			2 minuto	

	information about the method or device) 3.5 Bigyan ng payo ang kliyente para sa follow-up visit (Advise client on scheduled follow-up visit) 3.6 I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (i-HOMIS)).	Walang Bayad	2 minuto	<i>Family Planning Nars/ Midwife/ Nursing Attendant</i> <i>Data Encoder/ Nars Midwife/ Nursing Attendant</i>
End of Transaction			23 minutes	