



# **BULALACAO COMMUNITY HOSPITAL**

## **External Services**



## 1. AVAILING OF BIRTH CERTIFICATE

Birth certificate is given to serve as major proof of identity of an individual. It also serves as an attachment for PHIC claims and other purposes.

Service Availability: Monday – Friday; 08:00 am – 05:00 pm

<b>Office/Division:</b>	<b>ADMINISTRATIVE SECTION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government			
<b>Who may avail:</b>	Parents of Newborn delivered at facility			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Report of Live Birth ( <i>1 original copy</i> )		Administrative Section, Bulalacao Community Hospital		
2. OPD Record of Newborn ( <i>1 original copy</i> )		Record Section, Bulalacao Community Hospital		
3. Certificate of Live Birth ( <i>4 original copies</i> )		Municipal Civil Registry Office, Local Government Unit of Bulalacao		
4. Marriage Contract of Parents of Newborn ( <i>1 photocopy</i> )		Parents of Newborn		
5. Birth Certificate of Parents of Newborn ( <i>1 photocopy</i> )		Parents of Newborn		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present required documents; supply necessary information	1. Accept request, required documents, and interview parents	None	5 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
	1.1 Retrieve OPD record of newborn	None	15 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital
	1.2 Accomplish Live Birth Form	None	15 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital



2. Receive Live Birth Form and proceed to the Municipal Civil Registry Office	2. Issue Live Birth Form and instruct parents to proceed to Municipal Civil Registry Office	None	5 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
3. Present the report of live birth and wait for the release of the Municipal Form No. 102 (Certificate of Live Birth)	3. Receive and check the given form; accomplish Certificate of Live Birth	None	30 minutes	Municipal Civil Registrar LGU-Bulalacao Municipal Civil Registry Office
4. Present duly accomplished Certificate of Live Birth to BCH Administrative Service for signing of Attending Physician	4. Receive and review Certificate of Live Birth	None	10 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
	4.1. Review and Sign Certificate of Live Birth	None	5 minutes	Attending Physician Bulalacao Community Hospital
5. Receive Certificate of Live Birth	5. Release duly signed Certificate of Live Birth and instruct client to go back to the Municipal Civil Registry Office for the issuance of the final copy of Certificate of Live Birth	None	5 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 30 minutes</b>	



## 2. AVAILING OF DEATH CERTIFICATE

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

Service Availability: Monday – Friday; 08:00 am – 05:00 pm

<b>Office/Division:</b>	<b>ADMINISTRATIVE SECTION</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>Who may avail:</b>	Relatives of the deceased who died in the facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate <i>(For DOA with previous consultation and record at BCH) (1 original copy)</i>	Records Section, Bulalacao Community Hospital
2. OPD Record and Admission <i>(1 original copy)</i>	Records Section, Bulalacao Community Hospital
3. Death Certificate Form <i>(4 original copies)</i>	Municipal Civil Registry Office, Local Government Unit of Bulalacao

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>FOR DEAD ON ARRIVAL PATIENT</b>				
1. Verbal request for the issuance of Medical Certificate for patients with existing hospital records  <i>Note: Issuance of Death Certificate to DOA patients is administered by the RHU. A medical certificate is one of the prerequisites they ask from the requesting party.</i>	1. Retrieve OPD and Admitting Records	None	15 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital
	1.1. Prepare Medical Certificate	None	10 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
	1.2. Review and sign Medical Certificate	None	5 minutes	Physician-on-Duty Bulalacao Community



				Hospital
2. Pay for the certification fee	2. Receive payment and issue official receipt	PHP 80.00	5 minutes	Cash Clerk I Billing Unit Bulalacao Community Hospital
3. Claim Medical Certificate	3. Release Medical Certificate and instruct client to proceed to the Rural Health Unit and present the issued medical certificate	None	5 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
<b>FOR EMERGENCY ROOM DEATH AND ADMISSION</b>				
1. Proceed to the Municipal Civil Registry Office and ask for Death Certificate Form	1. Instruct client to proceed to the Municipal Civil Registry Office for the issuance of Death Certificate Form	None	3 minutes	Nurse-on-Duty Bulalacao Community Hospital
2. Bring Death Certificate to BCH	2. Retrieve OPD and Admitting Records	None	10 minutes	Administrative Aide IV Records Section Bulalacao Community Hospital
	2.1. Review and affix signature to the Death Certificate	None	10 minutes	Attending Physician Bulalacao Community Hospital
	2.2. Release duly signed Death Certificate and instruct client to proceed to the Municipal Civil Registry Office for the final processing of Death Certificate	None	5 minutes	Administrative Assistant II Administrative Section Bulalacao Community Hospital
<b>TOTAL:</b>		<b>P80.00</b>	<b>40 minutes</b>	



		<p><b>(for DOA with hospital records)</b></p> <p><b>28 minutes (for ERD&amp;A)</b></p>	
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### 3. AVAILING OF MEDICAL CERTIFICATE

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

Service Availability: Monday – Friday; 08:00 am – 05:00 pm

<b>Office/Division:</b>	<b>ADMINISTRATIVE SECTION</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government			
<b>Who may avail:</b>	Requesting Party required by Schools, Employers, Other Government Agencies, and Insurance Companies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request for Medical Certificate <i>(1 original copy)</i>			Schools, Companies, Government Agencies, and Insurance Companies requiring the Medical Certificate	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Letter of Request for Medical Certification and follow OPD procedure when diagnostic is needed	1. Receive letter of request	None	1 minute	Administrative Assistant II Administrative Section Bulalacao Community Hospital
	1.1 Retrieve OPD and admitting records	None	15 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital



	1.2 Conduct consultation	None	15 minutes	Attending Physician Bulalacao Community Hospital
	1.3 If needed, instruct requesting party to proceed to Laboratory for diagnostic examination	None	8 hours* (if with possible laboratory test)	Attending Physician Bulalacao Community Hospital
	1.4 Interpret diagnostic examination results	None	5 minutes	Attending Physician Bulalacao Community Hospital
	1.5 Prepare Medical Certificate	None	15 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital
	1.6 Review and Signing of Medical Certificate	None	5 minutes	Attending Physician Bulalacao Community Hospital
2. Pay the Certificate Fee	2. Accept payment and issue official receipt and instruct to present O.R.	PHP 80.00	5 minutes	Cash Clerk I Billing Unit Bulalacao Community Hospital
3. Claim Medical Certificate	3. Check Official Receipt	None	1 minute	Administrative Aide IV Records Unit Bulalacao Community Hospital
	3.1. Instruct requesting party to sign in log book for issued	None	5 minutes	Administrative Aide IV Records Unit Bulalacao



	documents and secure a copy for filing purposes			Community Hospital
	3.2. Release Medical Certificate	None	5 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital
	<b>TOTAL:</b>	<b>P80.00</b>	<b>1 hour, 12 minutes + 8 hours if with laboratory test</b>	

\*Waiting time included

#### 4. AVAILING OF PHILHEALTH BENEFITS

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

Service Availability: Monday – Friday; 08:00 am – 05:00 pm

<b>Office/Division:</b>	<b>ADMINISTRATIVE SECTION/ PHILHEALTH UNIT</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government			
<b>Who may avail:</b>	All PhilHealth Members and Qualified Dependents All 4Ps Members and Qualified Dependents All IP Constituents and Qualified Dependents All Senior Citizens and Qualified Dependents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.CF1, CF2, CF3, CF4, PMRF, CEWS, PBEF (1 original copy each)		PhilHealth Unit, Bulalacao Community Hospital		
2.Birth Certificate (for dependent) (1 original copy) Marriage Contract (for dependent)(1 original copy)		Municipal Civil Registry Office, Local Government Unit of Bulalacao		
3.Billing Statement or Statement of Account (1 original copy)		Cashier / Billing Unit, Bulalacao Community Hospital		
4.Operative Record (Surgery) or Laboratory Record (1 original copy)		Administrative Service (Record Unit), Bulalacao Community Hospital		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to PhilHealth Section	1.Receive documents and	None	10 minutes	Administrative Assistant II





and present requirements	check for validity			Administrative Services  Clerks of PhilHealth Unit Bulalacao Community Hospital
2. Provide factual information	2. Intervene if there is discrepancy and counsel	None	5 minutes	
	2.1. Accomplish PBEF	None	10 minutes	
3. Affix signature to PhilHealth forms	3. Instruct member to sign documents	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>27 minutes</b>	

## 5. MINOR SURGERY

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

Service Availability: 24/7

<b>Office/Division:</b>	<b>MEDICAL AND NURSING SECTIONS</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. OPD Card (Hospital Number) <i>(1 original copy)</i>	Administrative Section (Record Unit), Bulalacao Community Hospital
2. OPD Record <i>(1 original copy)</i>	Administrative Section (Record Unit), Bulalacao Community Hospital
3. Prescription <i>(1 original copy)</i>	Physician, Bulalacao Community Hospital

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For "revisiting" patient present OPD Card. For "new" patient, ask for new hospital card.	1. Receive OPD Card	None	2 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	1.1 Forward to Record Section for retrieval	None	2 minutes	



2. Provide information during data collection	2. Collect data and accomplish OPD Record	None	5 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	2.1 Take and record vital signs		5 minutes	
	2.2 Perform independent nursing functions		5 minutes	
3. Sign consent form for the surgical procedure to be done	3. Explain surgical procedure	None	2 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	3.1 Secure consent		2 minutes	
	3.2 Refer to Physician		1 minute	

4. Submit the consent form to the Attending Physician	4. Perform surgical procedure	None	Depending on the extent of injuries	Attending Physician Bulalacao Community Hospital
5. Receive prescription and provide instruction for home medication and follow-up checkup	5. Issue prescription and instruction	None	5 minutes	Attending Physician Bulalacao Community Hospital
6. Settle hospital bill	6.1. Submit requisition slip to Cashier/Billing Unit	None	5 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	6.2. Usher patient's companion to PhilHealth Section			
7. If PhilHealth member or dependent, proceed to PhilHealth Section. For Non-PhilHealth members, proceed to the Social Worker's Office.	7. Explain and collect required document	None	10 minutes	Administrative Assistant II Admin Office PhilHealth Clerks Medical Social Worker Bulalacao Community Hospital



<b>TOTAL:</b>	<b>None</b>	<b>44 minutes + Duration of the Surgical Procedure</b>	
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## 6. OUT-PATIENT CONSULTATION

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

Service Availability: Monday – Friday; 09:00 am – 12:00 noon

<b>Office/Division:</b>	<b>MEDICAL AND NURSING SECTIONS</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OPD Card (Hospital Number) <i>(1 original copy)</i>	Record Section, Bulalacao Community Hospital
2. OPD Record <i>(1 original copy)</i>	Record Section, Bulalacao Community Hospital
3. Laboratory Request <i>(1 original copy)</i>	Nursing Section; Medical Section (Physician), Bulalacao Community Hospital
4. Prescription <i>(depends on the number of medicines) (1 original copy)</i>	Medical Section (Physician), Bulalacao Community Hospital

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For “revisiting” patient, present OPD Card.  For “new” patient, ask for new hospital card.	1. Receive and check OPD Card	None	3 minutes	Nurse/Nursing Aide/OPD Clerk Bulalacao Community Hospital
	1.1 Forward to Record Section for retrieval	None	5 minutes	
2. Provide information during data collection	2. Collect data and accomplish OPD Record	None	10 minutes	Nurse/Nursing Aide/OPD Clerk Bulalacao Community Hospital
	2.1 Take and record vital signs	None	10 minutes	



	2.2 Perform independent nursing function if needed	None	5 minutes	
3. Proceed to Physician for consultation	3. Receive hospital records	None	5 minutes	Physician-on-Duty Bulalacao Community Hospital
	3.1 Do consultation	None	10 minutes	
	3.2 Explain management processes	None	5 minutes	
	3.3 Accomplish laboratory report (if needed)	None	5 minutes	
	3.4 Issue and explain prescription	None	5 minutes	
	3.5 Do documentation	None	5 minutes	
4.If there is prescription, present to Pharmacy Section.	4. Accept and verify prescription for completeness of data and instruct to pay at the Billing Section/Cashier	None	5 minutes	Pharmacist I Pharmacy Bulalacao Community Hospital
4.1. Proceed to Billing Section for payment	4.1 Accept payment and issue official receipt	<i>Depends on the cost of medicines dispensed</i>	5 minutes	Cash Clerk I Billing Section/Cashier Bulalacao Community Hospital
	4.2 Dispense medicine with instruction	None	5 minutes	Pharmacist I Pharmacy Bulalacao Community Hospital
4.2. Present Official Receipt to Pharmacy and claim medicine				
5. If there is laboratory report, proceed to Billing Section/Cashier for payment.	5. Accept payment and issue official receipt	<i>See table of lab tests costs on page 23</i>	2 minutes	Cash Clerk I Billing Section/Cashier Bulalacao Community Hospital
6. Submit official receipt to	6. Accept Laboratory	None	1 minute	Medical Technologist I



Laboratory Section; wait for instruction; submit specimen; and receive official laboratory results	Report with O.R.			Laboratory Aide Laboratory Section Bulalacao Community Hospital
	6.1 Explain diagnostic procedure	None	2 minutes	
	6.2 Perform procedure	None	<i>See turnaround time table of every laboratory test on page 24</i>	
	6.3 Issue Laboratory Result	None	3 minutes	
7. Submit Laboratory Result to Physician	7. Interpret and explain Laboratory Results	None	3 minutes	Physician-on-Duty Bulalacao Community Hospital
	7.1 Issue prescription	None	3 minutes	
<b>TOTAL:</b>		<b>Cost of Medicine + Cost of Lab Test</b>	<b>1 hour &amp; 37 minutes + Turnaround Time of Lab Test</b>	



## 7. PRE-NATAL/POST-PARTUM CONSULTATION

This service is significant in order to monitor the progress of pregnant women and to ensure facility-based delivery as well as to evaluate adherence to Status Post Normal Spontaneous Delivery care and doctor's instruction for post-partum cases.

Service Availability: Friday; 09:00 am – 12:00 noon

<b>Office/Division:</b>	<b>MEDICAL AND NURSING SECTIONS</b>
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government
<b>Who may avail:</b>	ALL PREGNANT WOMEN WHO ARE EXPECTED TO DELIVER AND MOTHERS WHO GAVE BIRTH AT THE FACILITY

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. OPD Card (Hospital Number) <i>(1 original copy)</i>	Administrative Section (Record Unit), Bulalacao Community Hospital
2. Laboratory Request <i>(1 original copy)</i>	Nursing Aide/ OPD Clerk, Bulalacao Community Hospital
3. Prescription <i>(1 original copy)</i>	Physician, Bulalacao Community Hospital



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For "revisiting" patient present OPD Card. For "new" patient, ask for new hospital card and log the name on the attendance log book.	1. Receive OPD Card	None	2 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	1.1 Forward to Record Section for retrieval of OPD Card	None	2 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital
	1.2 Present attendance log book	None	2 minutes	Administrative Aide IV Records Unit Bulalacao Community Hospital
2. Provide information during data collection	2. Collect data and accomplish OPD Card	None	5 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	2.1 Take and Record vital signs	None	5 minutes	
	2.2 Perform independent nursing function as needed	None	5 minutes	
3. For pre-natal consultation, proceed to the designated room for internal examination or Leopold's Maneuvers.	3. Receive OPD Record	None	2 minutes	Nurse/Nursing Aide Bulalacao Community Hospital
	3.1 Do Leopold's Maneuvers/ I.E	None	10 minutes	
	3.2 Do health education	None	5 minutes	
4. For Post-Partum consultation - proceed to physician for consultation. If with order of internal examination, proceed to delivery room.	4. Do consultation	None	10 minutes	Attending Physician Bulalacao Community Hospital
	4.1 Do internal examination	None	10 minutes	Attending Physician Bulalacao Community Hospital



				Hospital
5. For those with laboratory test, receive Laboratory Request and	5. Issue Laboratory Request and instruct patient to settle charges at Billing Section	None	5 minutes	Attending Physician Bulalacao Community Hospital
6. Proceed to Billing Section/Cashier and settle charges	6. Accept request as reference for charges	<i>See Cost of Lab Exams on page 23</i>	2 minutes	Cash Clerk I Billing Unit Bulalacao Community Hospital
	6.1 Issue official receipt	None	3 minutes	
7. Proceed to Laboratory Section and present Laboratory Request together with O.R.	7. Accept Laboratory Request, explain diagnostic procedure, proper specimen collection	None	<i>See Turnaround Time Table of Lab Exams on page 24</i>	Medical Technologist I Laboratory Aide Laboratory Section Bulalacao Community Hospital
	7.1 Perform diagnostic procedure			
	7.2 Issue Laboratory Result			
8. Submit Laboratory Result to Physician	8. Interpret laboratory result	None	5 minutes	Attending Physician Bulalacao Community Hospital
	8.1 Issue prescription		3 minutes	
	8.2 Instruct patient on follow-up check up		2 minute	
9. For those with prescription, proceed to the pharmacy.	9. Accept and verify prescription for completeness of data	None	3 minutes	Pharmacist I Pharmacy Aide Pharmacy Bulalacao Community Hospital
	9.1 Instruct to pay corresponding charges for medicine and		2 minute	





	supplies			
10. Pay the necessary charges	10. Accept payment and issue official receipt	<i>Depends on the cost of medicines dispensed</i>	3 minutes	Cash Clerk I Billing Unit Bulalacao Community Hospital
11. Proceed to pharmacy and present prescription with O.R	11. Issue prescription and dispense medicine and supplies with instruction	None	5 minutes	Pharmacist I Pharmacy Aide Pharmacy Bulalacao Community Hospital
<b>TOTAL:</b>		<b>Cost of Lab Exam + Cost of Medicine</b>	<b>1 hour &amp; 31 minutes + Turnaround Time for Lab Exams</b>	

## 8. PROVISION OF DIAGNOSTIC/ LABORATORY SERVICES

Laboratory services are done in order to have accurate diagnostic evaluation of cases will serve as guide for medical intervention.

Service Availability:

Monday – Friday; 08:00 am – 05:00 pm

*(For inpatients, outpatients, and Emergency Room patients)*

Saturday; 07:00 am – 03:00 pm

*(For inpatients and Emergency Room patients)*

<b>Office/Division:</b>	<b>LABORATORY SECTION</b>
<b>Classification:</b>	Simple/Complex
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2B-Government to Business; G2G-Government to Government
<b>Who may avail:</b>	All with laboratory request

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory Request <i>(1 original copy)</i>	Medical/Nursing Sections, Bulalacao Community Hospital
2. Official Receipt <i>(1 original copy)</i>	Cashier/ Billing Unit, Bulalacao Community Hospital
3. Charge slip <i>(1 original copy)</i>	Laboratory Section, Bulalacao Community Hospital
4. Laboratory Result <i>(1 original copy)</i>	Laboratory Section, Bulalacao Community Hospital



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>FOR OUTPATIENTS</b>				
1. Secure Laboratory Request	1. Issue Laboratory Request and instruct patient to proceed to laboratory	None	5 minutes	Attending Physician Bulalacao Community Hospital
2. Present Laboratory Request	2. Receive and verify request for completeness of data and availability of tests  2.1 Make charge slip and instruct patient to proceed to Billing Section/ Cashier for payment	None	5 minutes	Medical Technologist I Laboratory Section Bulalacao Community Hospital
3. Receive Charge Slip and Laboratory Request and pay at the Billing Section/ Cashier	3. Accept laboratory request and issue official receipt  3.1 Instruct patient to go back to Laboratory	<i>See Cost of Lab Exams Table on page 23</i>	5 minutes	Cash Clerk I Billing Unit Bulalacao Community Hospital
4. Return to Laboratory Section for specimen collection/ submission	4. Validate O.R., provide instruction for proper specimen collection and containers for sample  4.1 Prepare Patient for specimen collection/ extraction	None	5 minutes  3 minutes	Medical Technologist I or Laboratory Aide Laboratory Section Bulalacao Community Hospital
5. Proceed to extraction area	5. Do extraction  5.1 Inform patient	None	10 minutes  2 minutes	Medical Technologist I or Laboratory Aide



	on waiting time and usher to waiting area			Laboratory Section Bulalacao Community Hospital
6. Proceed to waiting area	6. Process specimen/perform tests	None	See <i>Turnaround Time Table for Lab Exams on page 24</i>	Medical Technologist I or Laboratory Aide Laboratory Section Bulalacao Community Hospital
	6.1 Encode and record of results to log book		15 minutes	
7. Wait for name to be called and sign on the receiving logbook once the result is ready for release.	7. Release Laboratory Results and give lab results to patient	None	5 minutes	Medical Technologist I or Laboratory Aide Laboratory Section Bulalacao Community Hospital
8. Submit laboratory result to Physician	8. Accept and interpret laboratory result	None	15 minutes	Attending Physician Bulalacao Community Hospital
<b>FOR INPATIENTS/EMERGENCY ROOM PATIENTS</b>				
1. Provide specimen (blood, feces, urine, and other body fluids) for examination	1. Receive Laboratory Request from the Nurse's station / ER	None	5 minutes	Medical Technologist I or Laboratory Aide Laboratory Section Bulalacao Community Hospital
	1.1 Validate Data		5 minutes	
	1.2 Provide instruction and containers for specimen collection		5 minutes	
	1.3 Identify Patient		3 minute	
	1.4 Collect specimen /		10 minutes	



	extraction			
	1.5 Process specimen/ Run tests		See <i>Turnaround Time Table for Lab Exams on page 24</i>	
	1.6 Encode and record laboratory examination results to logbooks	<b>10</b>	15 minutes	
	1.7 Release Laboratory Result		5 minutes	
	1.8 Accomplish charge slip and forward to billing section		5 minutes	
	<b>TOTAL</b>	<b>COST OF LAB EXAMS (Refer to the Cost of Laboratory Examination on page 23)</b>	<b>1 hour &amp; 10 minutes + Turnaround Time for Lab Exams (for outpatients)</b>  <b>53 minutes + Turnaround Time for Lab Exams (for inpatients and Emergency Room patients)</b>	



## 9. TRIAGE SCREENING & CONSULTATION FOR COVID-19 AND OTHER EMERGING AND RE-EMERGING DISEASES

This is done in order to detect signs and symptoms of COVID-19 and other emerging and re-emerging diseases manifested by patients so that necessary isolation can be performed for those who will be proven positive to be infected by the virus.

Service Availability: 24/7

<b>Office/Division:</b>	<b>MEDICAL AND NURSING SECTIONS</b>			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C-Government to Citizen; G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. OPD Card (Hospital Number) <i>(1 receiving copy)</i>			Record Section, Bulalacao Community Hospital	
2. OPD Record <i>(1 original copy)</i>			Record Section, Bulalacao Community Hospital	
3. Laboratory Request <i>(1 receiving copy)</i>			Nursing Section, Medical (Physician), Bulalacao Community Hospital	
Prescription (Home Isolation) <i>(1 original copy)</i> Admission (If Warranted) <i>(1 original copy)</i> Referral slip (If transferrable) <i>(1 original copy)</i>			Medical Section (Physician), Bulalacao Community Hospital	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For re-visiting patient, present OPD Card  For new patient, ask for new hospital card	1. For revisiting patient, receive, check OPD Card, and forward to Record Section; for new patient, issue hospital card	None	5 minutes	Nurse/Nursing Aide/OPD Clerk Bulalacao Community Hospital
	1.1 Retrieve patient's records for revisiting patient	None	15 minutes	Administrative Aide IV Records Section Bulalacao Community Hospital



2. Provide details for daily patient data collection	2. Collect data & accomplish OPD record	None	5 minutes	Nurse/Nursing Aide/OPD Clerk Bulalacao Community Hospital
	2.1 Take and record vital signs	None	10 minutes	
	2.2 Perform independent function if needed	None	5 minutes	
	2.3 Refer patient to attending physician "ASAP" if necessary	None	3 minutes	
3. Proceed to physician for consultation/admission/referral	3. Receive hospital records	None	2 minutes	Physician-on-Duty Bulalacao Community Hospital
	3.1 Do assessment and consultation	None	10 minutes	
	3.2 Explain management process	None	5 minutes	
	3.3 Accomplish Laboratory Request like RAT (Rapid Antigen Test) if for admission	None	10 minutes	
	3.4 Explain and issue prescription/referral if home isolation/ transfer to higher facility	None	5 minutes	
	3.5 Coordinate with the receiving facility of patient transfer	None	5 minutes	



	3.6 Accomplish admitting chart for admissible patient	None	10 minutes	
	3.7 Coordinate with the Disease Surveillance Coordinator and report the case for reporting purposes.	None	5 minutes	
4. For home isolation, present prescription to Pharmacy Section.	4. Accept and verify prescription for completeness of data and instruct client to pay at the Billing Section	None	5 minutes	Pharmacist I & Pharmacy Aide Pharmacy Bulalacao Community Hospital
4.1. Proceed to Billing Section for payment	4.1 Accept payment and issue Official Receipt	Depends on the amount of corresponding charges.	5 minutes	Cash Clerk I Billing Unit Bulalacao Community Hospital
4.2. Present Official Receipt to Pharmacy and claim medicine	4.2 Dispense medicine with instruction	None	5 minutes	Pharmacist I & Pharmacy Aide Pharmacy Bulalacao Community Hospital
5. If there is laboratory request, present it to the Laboratory for verification and to determine the availability of tests	5. Accept and verify laboratory request and instruct client to pay at the Billing Section/Cashier	None	5 minutes	Medical Technologist I Laboratory Section Bulalacao Community Hospital
5.1. Proceed to the Billing	5.1 Accept payment and issue Official Receipt	See table of lab test	5 minutes	Cash Clerk I Billing Unit



<p>Section/Cashier for payment</p> <p>5.2. Present Official Receipt and Laboratory Request to the Laboratory Section</p>	<p>5.2 Verify Official Receipt and explain diagnostic procedure</p> <p>5.3 Extract/receive samples for testing</p> <p>5.4 Run laboratory test</p> <p>5.5 Issue laboratory results</p>	<p>cost on page 23</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>See turnaround time table of every laboratory test on page 24</p> <p>5 minutes</p>	<p>Bulalacao Community Hospital</p> <p>Medical Technologist I Laboratory Section Bulalacao Community Hospital</p> <p>Medical Technologist I Bulalacao Community Hospital</p>
<p>6 Submit laboratory result to physician</p>	<p>6. Interpret and explain laboratory result</p> <p>6.1 Issue prescription for the isolation case and issue referral form</p> <p>6.2 Coordinate with RHU for the home isolation referral</p> <p>6.3 Coordinate referral to the receiving facility if for referral to higher facility</p> <p>6.4 Accomplish admitting form chart if patient is for admission</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>Physician-on-Duty Bulalacao Community Hospital</p>





	6.5 Coordinate with the Disease Surveillance Coordinator and report the case for reporting purposes.	None	5 minutes	
<b>TOTAL:</b>		<b>Cost of Medicine + Cost of Lab Test</b>	<b>2 hours and 53 minutes + Turnaround Time of Lab Test</b>	

<b>COST OF LABORATORY EXAMINATIONS</b>	
Name of Laboratory Exam	Cost
<b><i>HEMATOLOGY</i></b>	
Complete Blood Count with Plate Count (CBC w/ PC)	P180.00
Clotting Time & Bleeding Time	60.00
Blood Typing	200.00
Malarial Smear	150.00
<b><i>CLINICAL MICROSCOPY</i></b>	
Urinalysis	50.00
Fecalysis	50.00
Fecal Occult Blood	150.00
Pregnancy Test	150.00
<b><i>SEROLOGY</i></b>	
Hepatitis B Surface Antigen (HBsAg) Screening	150.00
Salmonella Typing (IgM/IgG) Screening Test	900.00
Syphilis Screening Test	250.00
Dengue Duo (NS1Ag/ IgM/ IgG) Testing	1,200.00
COVID-19 Rapid Antigen Test	660.00
<b><i>MICROBIOLOGY</i></b>	
Gram Staining	150.00
KOH Smear	100.00
<b><i>CLINICAL CHEMISTRY</i></b>	
Fasting Blood Sugar (FBS) / Random Blood Sugar (RBS)	100.00
Cholesterol	100.00
Triglyceride	100.00
SGPT/ALT	120.00
SGOT/AST	120.00
Creatinine	100.00
Blood Uric Acid (BUA)	100.00



Blood Urea Nitrogen (BUN)	100.00
HDL	150.00
LDL	150.00
Oral Glucose Tolerance Test (OGTT)	600.00
<b><i>SPECIAL TEST</i></b>	
Expanded Newborn Screening (ENBS)	1,750.00



<b>TURNAROUND TIME OF LABORATORY EXAMINATIONS</b>					
<b>LABORATORY TEST</b>	<b>CATEGORY</b>	<b>PROCESSING TIME</b>	<b>RELEASING TIME</b>	<b>TURNAROUND TIME</b>	
				<b>ROUTINE (OPD, IN-PATIENT)</b>	<b>STAT and ER</b>
<b>HEMATOLOGY</b>					
Complete Blood Count with Plate Count (CBC w/ PC)	Simple	2 hours	5 minutes	4 hours	1 hour
Clotting Time & Bleeding Time (CTBT)	Simple	1 hour	5 minutes	4 hours	1 hour
ABO/ RH Typing	Simple	2 hours	5 minutes	4 hours	1 hour
Malarial Smear	Simple	2 hours	5 minutes	4 hours	2 hours
<b>CLINICAL MICROSCOPY</b>					
Urinalysis	Simple	2 hour	5 minutes	4 hours	1 hour
Fecalysis	Simple	2 hour	5 minutes	4 hours	1 hour
Fecal Occult Blood	Simple	2 hour	5 minutes	4 hours	1 hour
Pregnancy Test	Simple	1 hour	5 minutes	2 hours	30 minutes
<b>SEROLOGY</b>					
Hepatitis B Surface Antigen (HBsAg) Screening	Simple	2 hours	5 minutes	4 hours	1 hour
Salmonella Typhi (IgM/IgG) Screening Test	Simple	2 hours	5 minutes	4 hours	1 hour
Syphilis Screening Test	Simple	2 hours	5 minutes	4 hours	1 hour
COVID-19 Rapid Antigen Test	Simple	1 hour	5 minutes	4 hours	1 hour



Dengue duo	Simple	2 hours	5 minutes	4 hours	1 hour
<b>MICROBIOLOGY</b>					
Gram Staining	Simple	3 hours	5 minutes	8 hours	2 hours
KOH Smear	Simple	3 hours	5 minutes	8 hours	2 hours
<b>CLINICAL CHEMISTRY</b>					
Fasting Blood Sugar (FBS) / Random Blood Sugar (RBS) using glucometer	Simple	30 minutes	5 minutes	1 hour	30 minutes
Fasting blood sugar (FBS) Using machine	Simple	4 hours	5 minutes	8 hours	1 hour
Cholesterol	Simple	4 hours	5 minutes	8 hours	1 hour
Triglyceride	Simple	4 hours	5 minutes	8 hours	1 hour
SGPT/ALT	Simple	4 hours	5 minutes	8 hours	1 hour
SGOT/AST	Simple	4 hours	5 minutes	8 hours	1 hour
Creatinine	Simple	4 hours	5 minutes	8 hours	1 hour
Blood Uric Acid (BUA)	Simple	4 hours	5 minutes	8 hours	1 hour
Blood Urea Nitrogen (BUN)	Simple	4 hours	5 minutes	8 hours	1 hour
HDL	Simple	4 hours	5 minutes	8 hours	1 hour
LDL	Simple	4 hours	5 minutes	8 hours	1 hour
Oral Glucose Tolerance Test (OGTT)	Simple	4 hours	5 minutes	8 hours	3 hours
2HPP (Glucose test) glucometer	Simple	1 hours	5 minutes	4 hours	30 minutes
<b>SPECIAL TEST</b>					