



GOVERNOR'S OFFICE

GSMAC

**(Galing at Serbisyo para sa Mindoreño Action
Center)**

External Services



1. AMBULANCE ASSISTANCE

PGOM through GSMAC provides Ambulance Assistance to citizens of Oriental Mindoro. Ambulance assistance is extended to clients within and outside the province. **Emergency cases are prioritized while less serious cases are usually scheduled, subject to availability of the ambulance.**

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Requests for Ambulance Assistance can be done either by: (1) calling the GSMAC Nurse hotline 09178022596 (Globe) or (2) through personal appearance at the GSMAC Office in the Provincial Capitol.	1. Accomplish a Request Slip by filling out the following basic information: Name of Patient, Name of Relative, Companion, Contact Number, Case, Pick-up Point, Drop off Point, Date and Time, name and contact numbers of the driver and other particulars,	None	5 minutes	Administrative Officer IV GSMAC-Head
		None	2 minutes	Administrative Officer IV GSMAC-Head
		None	1 minute	Administrative Officer IV GSMAC-Head



	<p>signed by GSMAC Head, Furnish a photocopy of the Request Slip to the relative/info rmant, in order to give communica tion access to the driver.</p> <p>1.1 Brief the client about the standard operating procedures and protocols in relation to the transfer, such as referrals, coordinatio n and acceptance of hospitals, endorseme nt, stipulations in the MOA, which was signed by and between the Provincial Governmen t and stakeholder</p>			
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	s, among others. 1.2 Give another photocopy of Request Slip to the driver for his reference and perusal with an attached Fuel Request Slip required to secure a Trip Ticket from the Governor's Office, while the last copy is kept for filing.			
	Total:	None	8 minutes	



2. ANTI-RABIES VACCINE ASSISTANCE

PGOM through GSMAC provides Anti-rabies Vaccine Assistance to citizens of Oriental Mindoro, in line with PSWDO's program that provides eligible clients financial or material assistance.

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription and Schedule of Injection		Hospital/Clinic		
1 Photocopy of Prescription and Schedule of Injection		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the Prescription and Schedule of Injection to the Information Desk which contain client's name, age, sex and address of the patient, including the date, name and signature & license/PTR number of the doctor.	1. Check if the schedule is either 3rd or 4th dose and call if the vaccine is available in partner pharmacy, after checking Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 minutes	Administrative Officer IV GSMAC-Head
	1.1 After accomplishing the information sheet, the	None	2 minutes	Administrative Officer IV GSMAC-Head



	client will be endorsed to PSWDO representative for interview.			
2. Proceed to PSWDO desk for interview	2. PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Eligibility	None	5 minutes	PSWDO Officer
2. Proceed to waiting area.	3. Prepare Guarantee Letter (GL), to be signed by GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	2 minutes	Administrative Officer IV GSMAC-Head
3. Receive the Guarantee Letter together with their Original Copy of Prescription and Schedule of Injection	4. Check the completeness and correctness of the documents then release original copies of GL and Prescription and Schedule of Injection to the client and instruct them from which affiliated pharmacy to claim the vaccine.	None	1 minute	Administrative Officer IV GSMAC-Head
4. Answer a Digital Satisfaction Survey Form. The	5. Through Digital encoding, GSMAC will	None	3 minutes	Administrative Officer IV GSMAC-Head



clients will rate the service rendered by GSMAC to them and state their remarks, complaints or suggestion on this form.	receive the accomplished Satisfaction Survey Form from the client and consolidate the same.			
	Total:	None	15 minutes	



3. BLOOD SCREENING ASSISTANCE

PGOM provides assistance through blood screening to citizens of Oriental Mindoro, in cooperation with the Oriental Mindoro Blood Council (OMBC) and Oriental Mindoro Blood Bank (OMBB).

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Request Form (original copy)		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Information Desk the Blood Request Form from the hospital. Including one photocopy of the same. (Clients from outside the province may also avail blood assistance. Their relative may present a printed copy of the picture of the Blood Request Form from the hospital.)	1. Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 minutes	Administrative Officer IV GSMAC-Head
	1.1 Check and evaluate the eligibility of the client for Blood Screening Assistance. Each client/patient is entitled for only one (1) assistance within one month, and can only acquire the next assistance after 30 days.	None	2 minutes	Administrative Officer IV GSMAC-Head



	After verifying, the client will be endorsed to PSWDO representative for interview			
2. Proceed to PSWDO desk for interview	2. PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Eligibility	None	5 minutes	PSWDO Officer
3. Proceed to waiting area.	3. Prepare Guarantee Letter (GL), to be signed by GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	Administrative Officer IV GSMAC-Head
3. Receive the Guarantee Letter	4. Check the completeness and correctness of the documents then release original copies of GL and Blood Request Form to the client.	None	1 minute	Administrative Officer IV GSMAC-Head
4. Answer a Digital Satisfaction Survey Form. The clients will rate the service rendered by GSMAC to them and state their remarks, complaints or suggestion on this form.	5. Through Digital encoding, GSMAC will receive the accomplished Satisfaction Survey Form from the client and consolidate the same.	None	3 minutes	Administrative Officer IV GSMAC-Head
	Total:	None	16 minutes	



4. BURIAL ASSISTANCE

PGOM through GSMAC provides burial assistance to the immediate family member/s of the deceased within one month after death.

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death (1 Photocopy)		Municipal / City Registrar		
Funeral Contract (1 Photocopy)		Funeral Home/Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Information Desk the Death Certificate and Funeral Contract)	1. Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 minutes	Administrative Officer IV GSMAC-Head
	1.1 The client will be endorsed to PSWDO representative for interview	None	1 minute	Administrative Officer IV GSMAC-Head
2. Proceed to PSWDO desk for interview	2. PSWDO associate will interview the client and encode	None	5 minutes	PSWDO Officer



	information into the PSWDO database, then will issue Certificate of Eligibility			
3. Proceed to waiting area.	3. Prepare Guarantee Letter (GL), to be signed by GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.	None	3 minutes	Administrative Officer IV GSMAC-Head
4. Receive the Guarantee Letter	4. Check the completeness and correctness of the documents then release original copies of GL and Blood Request Form to the client.	None	1 minute	Administrative Officer IV GSMAC-Head
5. Answer a Digital Satisfaction Survey Form. The clients will rate the service rendered by GSMAC to them and state their remarks, complaints or suggestion on this form.	5. Through Digital encoding, GSMAC will receive the accomplished Satisfaction Survey Form from the client and consolidate the same.	None	3 minutes	Administrative Officer IV GSMAC-Head
	Total:	None	15 minutes	



5. HOSPITAL BILL ASSISTANCE

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

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Bill (1 original copy)		Hospital		
Medical Certificate (1 original copy)		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the hospital bill and medical certificate to the Information Desk.	1. Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2 minutes	Administrative Officer IV GSMAC-Head
	1.1 Check and evaluate	None	2 minute	Administrative Officer IV GSMAC-Head



	<p>the eligibility of the client for Hospital Bill Assistance. Each client/patient is entitled for only one (1) assistance within one month, and can only acquire the next assistance after 30 days. After verifying, the client will be endorsed to PSWDO representative for interview</p>			
2.Proceed to PSWDO desk for interview	2. PSWDO associate will interview the client and encode information into the PSWDO database, then will	None	5 minutes	PSWDO Officer



	issue Certificate of Eligibility			
3. Proceed to waiting area.	3. If the hospital bill is considerably big, the client is given an Endorsement Letter to PCSO, DSWD, and Office of Representative to augment funds to settle the bill. 3.1 Prepare Guarantee Letter (GL), to be signed by GSMAC Head. For authenticity, stamp GSMAC24 /7 logo on all pages of the documents.	None None	3 minutes 3 minutes	Administrative Officer IV GSMAC-Head Administrative Officer IV GSMAC-Head
4. Receive the Guarantee Letter	4. Check the completeness and correctness of the	None	1 minute	Administrative Officer IV GSMAC-Head



	documents then release original copies of GL to the client. The client must present the GL to the specified hospital.			
5. Answer a Digital Satisfaction Survey Form. The clients will rate the service rendered by GSMAC to them and state their remarks, complaints or suggestion on this form.	5. Through Digital encoding, GSMAC will receive the accomplished Satisfaction Survey Form from the client and consolidate the same.	None	3 minutes	Administrative Officer IV GSMAC-Head
	Total:	None	19 minutes	



6. LABORATORY EXAMINATION AND DIAGNOSTIC PROCEDURE

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

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



	<p>assistance within one month, and can only acquire the next assistance after 30 days. After verifying, the client will be endorsed to PSWDO representative for interview</p>			
2. Proceed to PSWDO desk for interview	<p>2. PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Eligibility</p>	None	5 minutes	PSWDO Officer
3. Proceed to waiting area.	<p>3. Prepare Guarantee Letter (GL), to be signed by GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.</p>	None	3 minutes	Administrative Officer IV GSMAC-Head
4. Receive the Guarantee Letter	<p>4. Check the completeness and correctness of the documents then release original copies of GL and Laboratory Request Form to the client.</p>	None	1 minute	Administrative Officer IV GSMAC-Head
5. Answer a Digital Satisfaction Survey Form. The clients will rate the service rendered by GSMAC to them and state	<p>5. Through Digital encoding, GSMAC will receive the accomplished Satisfaction Survey Form from the client and consolidate the same.</p>	None	3 minutes	Administrative Officer IV GSMAC-Head



their remarks, complaints or suggestion on this form.				
	Total:	None	16 minutes	



7. MEDICINE ASSISTANCE

PGOM through GSMAC provides Medicine Assistance to citizens of Oriental Mindoro, in line with PSWDO's program that provides eligible clients financial or material assistance.

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription of Medicines (latest original copy)		Hospital/Clinic		
2 Photocopies of prescription		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the Prescription of Medicines to the Information Desk which contains client's name, age, sex and address of the patient, including the date, name and signature & license/PTR number of the doctor	1. Accomplish Information Sheet, with vital information about the client and patient such as name, age, sex, address, control number and contact number, date & time of arrival.	None	2minutes	Administrative Officer IV GSMAC-Head
	1.1 Check and evaluate the eligibility of the client for	None	2 minute	Administrative Officer IV GSMAC-Head
		None	2 minute	Administrative Officer IV GSMAC-Head



	<p>medicine assistance. Each client/patient is entitled for only one (1) assistance within one month, and can only acquire the next assistance after 30 days. After verifying, the client will be endorsed to PSWDO representative for interview.</p> <p>1.2 Call partner pharmacies as to the availability of the prescribed medicines.</p>			
2. Proceed to PSWDO desk for interview	2. PSWDO associate will interview the client and encode information into the PSWDO database, then will issue Certificate of Eligibility	None	5 minutes	PSWDO Officer



<p>3. Proceed to waiting area.</p>	<p>3. Check the price of prescribed medicines from the list of medicines, provided by affiliated pharmacies. Compute the amount of assistance to be given</p> <p>1.1 Prepare Guarantee Letter (GL), to be signed GSMAC Head. For authenticity, stamp GSMAC24/7 logo on all pages of the documents.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 minutes</p>	<p>Administrative Officer IV GSMAC-Head</p> <p>Administrative Officer IV GSMAC-Head</p>
<p>4. Receive the Guarantee letter together with the original and 1 photocopy of prescription</p>	<p>4. Check the completeness and correctness of the documents then release original copies of GL and Prescription of Medicines to the client and instruct them from</p>	<p>None</p>	<p>1 minute</p>	<p>Administrative Officer IV GSMAC-Head</p>



	which affiliated pharmacy to claim the medicines.			
5. Answer a Digital Satisfaction Survey Form. The clients will rate the service rendered by GSMAC to them and state their remarks, complaints or suggestion on this form.	5. Through Digital encoding, GSMAC will receive the accomplished Satisfaction Survey Form from the client and consolidate the same.	None	3 minutes	Administrative Officer IV GSMAC-Head
	Total:	None	20 minutes	



8. TRANSFER OF CADAVER ASSISTANCE

PGOM through GSMAC provides Transfer of Cadaver Assistance to citizens of Oriental Mindoro, Cadavers from mainland Luzon are picked up at Calapan Port. Cadavers within the province are transferred from point to point.

Office or Division:	G.O - GSMAC			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Transfer of Cadaver can be done either by: (1) calling the GSMAC Cadaver service Driver 09483784010 (SMART) or (2) through personal appearance at the GSMAC Office in the Provincial Capitol.	1. Check availability of the vehicle then prepare a Transfer of Cadaver Form, indicating the date, name of the deceased, name of relative, contact number, pick-up and drop-off points, cause	None	4 minutes	Administrative Officer IV GSMAC-Head
		None	1 minute	Administrative Officer IV GSMAC-Head



	of death, and name of the driver, signed by GSMAC Head and PSAC Head. 1.1 Brief the driver on the details of the cadaver to be picked up.			
	Total:	None	5 minutes	