

NAUJAN COMMUNITY HOSPITAL
External Services



1. ADMITTING SECTION

This service is provided to patients that require nursing care, receive medications, and undergo tests and/or surgery that can only be performed in the hospital setting (24 hours daily)

Office/Division:	Admitting Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients requiring admission			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clinical Chart (Original, 1 copy)			ER Department within the hospital	
2. Patient Information form (Original, 1 copy)			Admitting section within the hospital	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign consent for admission	1. Explain admission process to the patient	None	1 minute	Nurse on Duty Nursing Attendant Midwife
2. Answer all the information required by the officer	2. Interview / accomplish admission sheet and other related admission requirements	None	1 minute	Nurse on Duty Nursing Attendant Midwife
3. Present PhilHealth Identification Number	3.1 Inquire PhilHealth Clerk if patient is an eligible PhilHealth member If PhilHealth member, 3.2 check the validity of PhilHealth membership in the IHCP portal	None	3 minutes	Nurse on Duty Nursing Attendant Midwife
4. Proceed to the Social Service Office for assessment	4. If Non-PhilHealth member, instruct the patient to proceed to the Social Service Office for assessment	None	3 minutes	Social Worker Officer



5. Cooperate in interventions needed	5. Make orders for treatment 5.1 Carry out treatment ordered	None	5 minutes	Physician on Duty
6. Cooperate with admitting personnel for escort to the respective room/ward	6. Transport patient to the respective room/ward	None	1 minute	Nurse on Duty Nursing Attendant Midwife
	Total	None	14 minutes	

2. Billing Services Section

Provide proper billing to patients. (daily 8:00am to 5:00pm)

Office/Division:	Hospital Billing Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients for discharge / ER patients / patients transferred to other health care facility / OBS patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original copy of Statement of Account		Hospital Billing Section		
2. One (1) original copy of Claim Form 1		Hospital Billing Section		
3. One (1) original of Claim Form 2		Hospital Billing Section		
4. One (1) original copy of Claim Signature Form (CSF)		Hospital Billing Section		
5. Two (2) original copy of PhilHealth Benefit Eligibility Form (PBEF)		Hospital Billing Section		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
❖ For Admitted Patients (<i>ordered for discharge</i>)				
1. Ensure that all billing documents	1. Prepare all the necessary	No	5 minutes	Administrative Aide II



are ready prior to discharge	hospital billing documents	ne		Administrative Aide I
2. Sign all the documents requiring client signature	2. Assist in signing the documents	No ne	1 minute	Administrative Aide II Administrative Aide I
3. Receive clearance slip	3. Issue clearance slip	No ne	1 minute	Administrative Aide II Administrative Aide I

❖ For ER, OBS, and Patients for transfer to other health care facility				
1. Proceed to the hospital billing section for discharge/transfer of patient	1. Prepare all the necessary hospital billing documents	None	5 minutes	Administrative Aide II Administrative Aide I
2. Receive Statement of Account (SOA)	2. Prepare and issue Statement of Account (SOA) * Refer for medical assistance (if applicable)	None	5 minutes	Administrative Aide II Administrative Aide I
3. Pay hospital charges to the Cashier	3. Receive payment and issue corresponding official receipt	As indicated in the SOA	3 minutes	Cash Clerk
4. Present proof of payment to the Nurse on duty	4. Issue gate pass	None	1 minute	Nurse on Duty
TOTAL		As indicated in the SOA	21 minutes	



3. Birthing/Delivery services

Provide 24 hours of services to pregnant women giving birth and provide consultation, counselling and prenatal care.

Office/Division:	OPD – Delivery Room			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All pregnant mothers due for delivery of baby			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Baby oil (20ml of more)		Client		
2. Bulak (big)		Client		
3. Alcohol 70% solution 500ml		Client		
4. Baby diaper (5 pieces)		Client		
5. Adult diaper (5 pieces)		Client		
6. Lampin (6 pieces)		Client		
7. Manuso (1 piece)		Client		
8. Daster (2 pieces)		Client		
9. Damit o pajama ng baby (2 pieces)		Client		
10. Medyas at gloves ng baby (2 pairs)		Client		
11. Bigkis para sa baby (2 pieces)		Client		
12. Sombrero ng baby (1 piece)		Client		
13. Unan (2 pieces)		Client		
14. Kumot (1 piece)		Client		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Approach the triage staff</p>	<p>1. Assess patient, conduct history taking and admission orders 1.1 Carry out doctor's order 1.2 Usher to the labor room and monitor progress of labor</p>	<p>None</p>	<p>10 minutes</p>	<p>Nurse I Midwife I</p>
<p>2. Cooperate with the Midwife during delivery of the baby</p>	<p>3.1 Manage the delivery of the baby (repair laceration if needed) 3.2 Monitor the patient during recovery</p>	<p>None</p>	<p>1 hour 20 hours</p>	<p>Midwife I Nurse I NA I</p>
	<p>Total:</p>	<p>None</p>	<p>21 hours 10 minutes</p>	



4. Cashiering Services

Accepts payment from clients in the form of cash. Issue the customer's receipt of payment and return the correct change due as necessary for cash payments. (daily 8:00am – 5:00pm)

Office/Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All paying clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Prescription with item cost (<i>if payment is for medicines/medical supplies</i>)		1. Pharmacy Section with the hospital		
2. One (1) original copy of Laboratory charge slip (<i>if payment is for laboratory test</i>)		2. Hospital Laboratory Section		
3. One (1) original copy of Statement of Account or SOA		3. Hospital Billing section		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to Cashier the prescription with item cost, laboratory charge slip, and/or SOA	1.1 Review the prescription with item cost, laboratory charge 1.2 Carefully calculate the account slip, and/or SOA	None	2 minutes	Cash Clerk
3. Pay the required amount	3. Receive the payment	As indicated in the prescription, laboratory charge slip, or SOA	1 minute	Cash Clerk



4. Get the official receipt	4. Issue corresponding official receipt	None	1 minute	Cash Clerk
TOTAL		As indicated in the prescription, laboratory charge slip, or SOA	4 minutes	

5. Dietary Services

Responsible for providing meals and nutritional care and counselling among in-patients (daily)

Office/Division:	Dietary			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All In-Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) original copy of Diet list			1. Nurse Station	
2. One original (1) Food history and preference of in-patient			2. Nurse Station	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare for the conduct of dietary service intervention	1. Study the diet list of patients	None	1 minute	Nutritionist Dietician I / Dietary Services Section
2. Cooperate in the measurement process	2. Measure height and weight of patient 2.1. Compute nutritional requirement * Secure	None	10 minutes	Nutritionist Dietician I / Dietary Services Section



	laboratory result/s if any 2.2 Create a meal plan for the patient			
3. Receives Dietary Instructions	3. Provide dietary instruction and diet plan	None	15 minutes	Nutritionist Dietician I / Dietary Services Section
TOTAL		None	26 minutes	

6. DISCHARGE OF PATIENTS

The hospital will discharge patient when the patient no longer needs to receive inpatient care and can go home; or to send to another health care facility

Office/Division:	Nursing Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All attended patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Discharge clearance		Nurse Station within the hospital		
2. One original copy of Billing Statement		Billing Section within the hospital		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Notice for Discharge	1. Verify doctor's order for discharge 1.1. Issue request for clearance form and forward to Billing Section	None	2 minutes	Nurse II Nurse I
2. Request/re	2. Issue Billing Statement	None	10 minutes	Administrative Aide II



view the Billing Statement				Administrative Aide I
3. Pay applicable fee	3. Receive payment and issue corresponding official receipt	No Balance Billing (NBB) for PhilHealth patient (Sponsored, SC, <i>Kasambahay</i> and Point of Service (POS) member	1 minute	Cash Clerk
4. Accomplish and present the clearance form	4. Sign respectively on the clearance form and assist the patient/patient's relative to have it Accomplished 4.1 Check clearance and instruct on home medication and follow up consultation	None	4 minutes	Nurse II Nurse I
				Security Guard
4. Secure the gate pass from the Nurse Station and present to the guard on duty	5. Issue Gate Pass 5.1. Receive and verify the gate pass	None	1 minute 1 minute	



TOTAL	None	19 minutes	
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7. EMERGENCY ROOM SERVICES

Emergency Room service provides medical and surgical care to patients arriving at the hospital in need of immediate care (24 hours daily)

Office/Division:	Emergency Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients seeking Emergency Care Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Form (1 original copy)		1. Nurse Triage Officer		
2. Referral form if applicable (1 original copy)		2. Referring Facility		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/ Proceed to the ER frontline staff	1. Direct patient/ companion to Triage Area	None	5 minutes	Security Guard I
2. Proceed to Triage area for assessment	2. Assessment and leveling of care (triaging)	None	2 minutes	Nurse II Nurse I
	2.1 Check vital signs and Anthropometric measurement		5 minutes	
	2.2 Filling up of patients Data Forms,		5 minutes	
	2.3 Proceed to the doctors on duty and give the properly filled up patient data form		1 minute	



3. Proceed/ transfer to treatment area	3. Transport patient to the physician on duty	None	2 minutes	Nurse II Nurse I Administrative Aide I
4. Consent for treatment	4. Assess patient admission and/or consultation	None	15 minutes	Medical Officer IV Medical Officer III

5. Final Disposition	5.1 Give Disposition 5.2 Discharge 5.3 Admission 5.4 Transfer to other hospital 5.5 HAMA 5.6 Expired	None None None None None None	2 hours	Medical Officer IV Medical Officer III
TOTAL		None	2 hours & 35 minutes	

❖ **Discharge of ER Patient**

6. Secure charge slip form from Nurse Station	6. Provide charge slip for ER fee and other medications and procedures	None	1 minute	Nurse II Nurse, I Nursing Attendant I
7. Pay corresponding amount to the Cashier	7.1 Receive payment 7.2 issue corresponding official receipt	See table of laboratory services price / MDRP index	1 minute	Cash Clerk
8. Listen and follow instructions	8. Give instruction on take home medicines	None	1 minute	Nurse II Nurse, I Nursing Attendant I
TOTAL		None	3 minutes	



❖ Patient to be admitted				
9. Cooperate with Physician and Nurse	9.1 Explain the need for admission 9.2 Accomplish the patient's admission chart	None	3 minutes	Medical Officer IV Medical Officer III
10. Secure the admission notice from the physician on duty	10. Provide admission notice	None	1 minute	Medical Officer IV Medical Officer III
TOTAL		None	4 minutes	
❖ For transfer of ER patient				
11. Cooperate with Physician and Nurse	11. Coordinate transfer to appropriate specialty hospital 11.1 Provide referral documents	None	5 minutes	Nurse II Nurse I
TOTAL		None	5 minutes	

8. Family Planning Services

Family planning services is designed for couple or any women of reproductive age to decide how many children to have with the use of natural and/or artificial contraceptives (every Thursday 8:00am-5:00pm)

Office/Division:	Family Planning (OPD)	
Classification:	Simple	
Type of Transaction:	G2C	
Who May Avail:	All couple or any women of reproductive age	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Filled out Patient's Information Sheet	Triage Staff	
2. Pregnancy test result (if necessary)	Family Planning Counselor	



3. Consent to care		Family Planning Counselor		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the logbook and submit accomplished patient's information sheet	1. Gather necessary patients' information	None	5 minutes	Midwife I
2. Proceed to Family Planning Room, submit result of pregnancy test, sign consent to Family Planning Procedures	2. Conduct Family Planning counseling 2.1 Secure consent and perform the Family Planning method choice of the patient	None	30 minutes	Midwife I
	Total:	None	35 minutes	

9. Laboratory Services

Conducts required laboratory tests that aid in diagnosis and treatment (daily 8:00am-500pm)

Office/Division:	Laboratory			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients needing laboratory services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request from Doctors with Charge Slip/Request		1. Doctor/physician		
2. Proof of payment (<i>if applicable</i>)		2. Cashier		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Present laboratory request</p>	<p>1. Receive and verify the laboratory test request 1.1 Instruct the client for the required specimen; give specimen bottle</p>	<p>None</p>	<p>2 minutes</p>	<p>Medical Technologist I Laboratory Aide</p>
<p>2. For fecalysis and urinalysis, secure specimen bottle from laboratory, provide the required sample 2.1 For other laboratory test/s requiring blood sample, cooperate during extraction of blood sample</p>	<p>2. Receive fecal/urine sample 2.1. Extract blood from patient 2.2. Examine the sample received</p>	<p>None None</p>	<p>2 minutes 15 minutes See table of turn-around time</p>	<p>Medical Technologist I Laboratory Aide</p>
<p>3. For OPD patient, secure order of payment For in-patient, required fee shall be</p>	<p>3. Charge the requested laboratory examination/s</p>	<p>See Laboratory Services Price Index</p>	<p>2 minutes</p>	<p>Medical Technologist I Laboratory Aide</p>



automatically charged to the respective hospital bill				
4. Pay the required fees to the Cashier	4. Receive payment 4.1 Issue corresponding official receipt	None	5 minutes	Cash Clerk
5. Present official receipt to the laboratory	5. Verify proof of payment	None	2 minutes	Medical Technologist I Laboratory Aide
6. Secure laboratory results	6. Release laboratory result	None	2 minutes	Laboratory Aide
TOTAL		None	See table of turn-around time	

10. Laundry Services

The Laundry Section is responsible for providing an adequate, clean, and constant supply of linen for the comfort and safety of the patients (daily, 8:00am-5:00pm)

Office/Division:	Hospital Laundry Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All in-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip (<i>change of linen</i>)		1. Nurse or Midwife on duty		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Nurse/Midwife/Nursing Attendant for necessary change of	1. Inspect the linen and prepare	None	2 minutes	Midwife I NA I



linen	request slip for necessary change of linen			
2. Cooperate with hospital staff for the necessary change of linen	2. Change the linen accordingly, and completely accomplish the request slip 2.1. Record in the logbook 2.2. Send the used linen to the laundry area for cleaning	None	5 minutes 1 minute	Midwife I NA I Laundry Worker

TOTAL	None	8 minutes	
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Miscellaneous Hospital Services and Certification Fees Index

Miscellaneous Hospital Services & Certification	Amount (Php)
• Room and Board	• 400.00/day
• Emergency Room	• 200.00
• Delivery Room	• 1,500.00
• Medical Oxygen	• 750.00/tank
• Expanded Newborn Screening Kit	• 1,750.00
• Medical Certificate	• 80.00 + 30.00 (DST)
• Certificate of Live Birth	• 80.00 + 30.00 (DST)
• Death Certificate	• 80.00 + 30.00 (DST)
• Certificate of Confinement	• 80.00 + 30.00



	(DST)
• Clinical Abstract	• 80.00 + 30.00 (DST)

11. Medical Records Services

Provide patient's medical records in a timely manner and maintains all health records in accordance with the principles and practices of efficient and effective health record management. (Monday- Friday, 8:00am-5:00pm)

Office/Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All clients with records of hospital services availed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Medical Records Form		1. Medical Records Section within the hospital		
2. One (1) Photocopy of Birth Certificate of both parents of newborn child <i>(if not married)</i>		2 Philippine Statistics Authority		
3. One (1) photocopy of Marriage Contract of newborn child <i>(if married)</i>		3 Philippine Statistics Authority		
4. One (1) original copy of Hospital case number card		4 Medical Records Section within the hospital		
5. One (1) photocopy and original copy of Valid IDs (for verification purposes)		5 SSS, PWD, Driver's License, National ID, 4Ps ID		
6. One (1) original copy of Authorization Letter <i>(for representative)</i>		6 Client		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the request form	1. Provide request form and advise client for documentary requirements	None	1 minute	Midwife II Nursing Attendant I
2. Provide the accomplished Request form and Hospital	2. Validate the documentary requirements	None	1 minute	Midwife II Nursing



Case No. Card together with other documentary requirements	for legality and completeness			Attendant I
3. Provide the information required	3. Interview the client 3.1 Prepare the hospital records Requested 3.2 Issue charge slip for certification and advise client to pay to the Cashier	None	5 minutes	Midwife II Nursing Attendant I
<ul style="list-style-type: none"> Medical Certificates 		None	10 minutes	
<ul style="list-style-type: none"> Certified true copies of Clinical Abstracts, Diagnostic Test Results, Insurance forms 		None	20 minutes	
<ul style="list-style-type: none"> Certificate of Live Birth, and Death Certificate 		None	20 minutes	
4. Pay to the Cashier	4. Issue corresponding official receipt	None	1 minute	Cash Clerk
5. Wait for the hospital record to be released	5. Release to the client hospital record requested	None	1 minute	Midwife II Nursing Attendant I
TOTAL		See certification fees index	Depending on the type/kind of document	



12. Medical Social Services

Responsible for evaluating and determining the eligibility of the patients in availing medical social services based on Administrative Order 51-A s.2001 in government hospitals (daily, 8:00am- 5:00pm)

Office/Division:	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 Photocopy of Birth Certificate <i>(if single)</i>			1. Philippine Statistics Authority	
2. 1 Photocopy of Birth Certificate of Dependent <i>(if necessary)</i>			2. Philippine Statistics Authority	
3. 1 Photocopy of Marriage Contract <i>(if married)</i>			3. Philippine Statistics Authority	
4 (1) Photocopy of Member Data Record (MDR)			4 Philhealth Office (LHIO)	
4. Authorization letter <i>(if patient's representative)</i>			4. Client	
5. 1 Photo copy of Valid IDs <i>(if patient's representative)</i>			4. GSIS, SSS, Tin, Driver's License, OSCA ID, PWD, ID, 4Ps ID	
- If employed in private:				
Proof of payment			Cashier Section within the hospital	
Claim Signature Form			Billing Section within the hospital	
Claim Form 1			Billing Section within the hospital	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
❖ For admitted patient with PhilHealth member eligibility				
1. Proceed to the Social Service Officer and request for PhilHealth membership validation	1. Receive documents and interview client.	None	1 minute	Medical Social Welfare Officer
	1.1 Obtain PhilHealth Identification Number (PIN)	None	2 minutes	



	<p>of member</p> <p>1.2 Check the validity of PhilHealth membership in the IHCP portal</p>			
<p>2. Listen to medical Social Worker's explanation</p>	<p>2. Interview client and accomplish corresponding PhilHealth Member Registration Form (PMRF)</p> <p>2.1 Classify patient based on AO 51-A s. 2.2 and explain the patient's classification</p> <p>2.3 Indicate the classification in the patient's chart</p>	<p>None</p>	<p>2 minutes</p> <p>1 minute</p> <p>1 minute</p> <p>1 minute</p>	<p>Medical Social Welfare Officer</p>
<p>3. Sign in the PMRF</p> <ul style="list-style-type: none"> ▪ <i>If the representative will sign in behalf of the patient/member, authorization letter and valid IDs are required</i> 	<p>3. In case of inadequate requirements, instruct the client to comply</p>	<p>None</p>	<p>1 minute</p>	<p>Medical Social Welfare Officer</p>



4. Comply with the requirements	4. Check the completeness of the requirements provided and attach into the SOA of patient	None	5 minutes	Medical Social Welfare Officer
Total		None	14 minutes	
❖ For indigent patient who is non-PhilHealth member				
1. Proceed to the Social Service Officer/ PhilHealth staff	1. Conduct intake interview and accomplish intake sheet/assessment tool	None	10 minutes	Medical Social Welfare Officer
2. Wait while processing the enrolment in POS	2. Enroll in the Point of Service (POS) program of Phil Health	None	3 minutes	Medical Social Welfare Officer
▪ PhilHealth Identification Number (PIN) will be subsequently issued by PhilHealth Central Office	▪ Issuance of PIN will be constantly monitored and notified to the client once available			
Total		None	13 minutes	
❖ For indigent OPD patient				



1. Proceed to the Social Service Officer/ PhilHealth staff	1. Conduct intake interview and accomplish intake sheet/assessment tool 1.1 Classify patient in terms of Per Capita Income (PCPT)	None	10 minutes	Medical Social Welfare Officer
2. Secure Medical Social Assistance Form	2. Accomplish and issue Medical Social Assistance Form	None	1 minute	Social Welfare Officer

3. For classifications "A" or "B", proceed to Cashier to pay the amount	3. Receive payment and issue corresponding official receipt 3.1 Attach the form to SOA	As indicated in the Medical Social Assistance Form	3 minutes	Cash Clerk
4. For classifications "C1", "C2", "C3", or "D" – no payment is required – proceed to laboratory for laboratory examination or to	4. Receive the Medical Social Assistance Form for laboratory examination or issuance of medicines/supplies	None	2 minutes	Guillard M. Geneta, RMT, Med. Technologist Shiela P. Agne, RMT, Med. Technologist or Rochelle P. Mendoza, Pharmacist



pharmacy to get the medicines/supplies				
TOTAL		As indicated in the Medical Social Assistance Form	16 minutes	



13. Out Patient Department Consultation

The outpatient department provides diagnosis and care for patients that do not need to stay overnight. Daily, (Monday- Friday 9:00am-12:00nn-1:00pm-5:00pm, no consultation during Saturdays, Sundays and Holidays)

Office/Division:	Out-Patient Department (OPD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patient needing medical consultation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Hospital ID card for old OPD clients		Triage staff on duty		
2. One (1) original Demographic Information sheet		Triage staff on duty		
3. One (1) original Registration form		Triage staff on duty		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out registration form (<i>for new OPD clients</i>) and present hospital ID number (<i>for old patient</i>) to designated staff	1. Receive filled out form and hospital ID and forward to Medical Records Section	None	1 minute	Security Guard
	1.1. Verify data and locate medical chart and bring to the designated staff		1 minute	Midwife I Midwife II
2. Proceed to waiting area and wait for the number to be called for triaging	2. Call patient's name according to sequence.	None	1 minute	Nurse II Nurse, I Midwife I Midwife II



	<i>(Observe priority patients)</i>			
3. Approach the Triage Officer when name/number is called and present self for interview and vital signs checking	3. Interview/Assess patient, take vital signs, and categorize whether for OPD or to be given ER measures	None	3 minutes	Nurse II Nurse, I Midwife I Midwife II

4. Wait for the name to be called for consultation	4. Assess and examine patient. Prescribe medicines and/ or request additional procedure	None	5 minutes	Medical Officer IV Medical Officer III
5. Listen to and follow instructions	5. Give and explain prescribed medications	None	1 minute	Nurse II Nurse I
6. Proceed to Pharmacy	6. Prepare the prescribed drug/medicine	Indicate the price/s of drug/medicine Advise the patient to pay the amount to the	1 minute	Pharmacist I



		Cashier		
9. Pay corresponding amount	9. Receive payment 9.1. Issue corresponding official receipt	Applicable amount	1 minute	Cash Clerk
10. Present official receipt to Pharmacy	10. Verify the OR and issue the drug/medicine; provide further instructions (if necessary)	None	1 minute	Pharmacist I
	TOTAL	As indicated in the prescribed drug/medicine	15 minutes	
❖ If for diagnostic procedure:				
1. Proceed to Laboratory and present the laboratory request	1. Receive laboratory request and issue charge slip	None	1 minute	Medical Technologist I
2. Pay applicable fee/s as indicated in the charge slip	2. Collect payment; issue corresponding official receipt	See table of laboratory services price index	1 minute	Cash Clerk



3. Return to Laboratory Section and present the OR	3. Receive and verify issued OR 131. Extract/Collect required specimen	None	5 minutes	Medical Technologist I
4. Wait for the result	4. Issue laboratory result	None	Depending on the type of laboratory test performed	Medical Technologist I
5. Return to OPD upon receipt of diagnostic results and present to the physician on duty	5. Receive and evaluate the diagnostic 15.1 Give instructions on prescription, referral and follow up	None	3 minutes	Medical Officer IV Medical Officer III
TOTAL		See table of laboratory services price index	Depending on the type of laboratory test performed	

14. Patient Transport Services

Transport sick or injured patients to, from, and between places of treatment, affording safety and comfort to the patients up to the point of destination. (24 hours daily)

Office/Division:	Nursing Service			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All patients requiring transport			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Two (2) original copies of Service Delivery Network (SDN) referral Slip			1. Physician on Duty	
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



❖ Patients from ER/Ward/OPD				
1. Prepare for the transfer/conduction of patient	1. Inform ambulance driver about the transfer/conduction and its details	None	5 minutes	Medical officer IV Medical Officer III
2. Wait for further instructions	2. Process availability of ambulance	None	3 minutes	Nurse II Nurse I Midwife Nursing Attendant
3. Cooperate with Physician and Nurse	3. Coordinate transfer to patient's hospital of choice 3.1 Provide referral slip	None	5 minutes	Medical officer IV Medical Officer III
4. Get charge slip	4. Issue Charge slip	None	1 minute	Nurse II Nurse I Midwife Nursing Attendant
5. Pay corresponding fee	5. Receive Payment 5.1. Issue corresponding official receipt	As indicated in the SOA	1 minute	Cash Clerk
6. Wait for ambulance service	6. Transport patient	None	5 minutes	Administrative Aide III (Driver)
Total		As indicated in the SOA	20 minutes	



**Laboratory Turn-around Time and Services
Price Index**

Examinations	Turn-around Time	Amount (Php)
Complete Blood Count (CBC)	1 hour	180.00
Platelet Count	30 mins.	100.00
Blood typing	15 mins.	100.00
Clotting time/Bleeding time	30 mins.	40.00
Fasting Blood Sugar (FBS)	30 mins.	100.00
Random Blood Sugar (RBS)	30 mins.	100.00
Fecalysis	30 mins.	5 0 . 0 0
Occult Blood (FOBT)	30 mins.	100.00
Malaria Microscopy	1 hour	150.00
Urinalysis	30 mins.	5 0 . 0 0
Pregnancy Test	15 mins.	150.00
Acid Fast Bacilli (AFB)	After 3 specimen collection	5 0 . 0 0
HBsAg	30 mins.	250.00
*stat request	30 mins.	



15. Pharmacy Services (Out-Patient)

Dispense drugs and other medical supplies for inpatient and outpatient. Ensures that every patient is receiving the prescribed drugs in adequate dose for sufficient duration.

Office/Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Prescription		1. Prescribing Doctor		
2. One (1) original Senior citizen ID/PWD ID <i>(if applicable)</i>		2. Office of the Senior Citizen		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription/s to the Pharmacist	1. Review the prescription 1.1 Prepare order of payment/charge slip	Cost of medicine (See Menu Card/Price List)	3 minutes	Pharmacist I
2. Request for the cost of item/s in the prescription Present Senior Citizen's ID card <i>(if Senior Citizen)</i> or PWD ID card <i>(if PWD)</i>	2. Indicate the cost items in the prescription ❖ Grant corresponding discount 2.1 Return the prescription and provide further instructions to the client <i>(if necessary)</i>	None	2 minutes	Pharmacist I
3. Pay at the cashier and secure the official receipt.	3. Receive payment 3.1 Issue	See table <i>(Maximum Drug Retail)</i>	2 minutes	Cash Clerk



	corresponding official receipt	<i>Price Index)</i>		
4. Return to the Pharmacy - Present the Official Receipt and get the drugs/medicine/s	4. Dispense the drugs/medicine/s 4.1. Counsel to the client the proper use of the medicine/s	None	4 minutes	Pharmacist I
TOTAL		See table (<i>Maximum Drug Retail Price Index)</i>)	11 minutes	



G-1- Pharmacy Services *(In-Patient)*

Office/Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	All In-Patients (To be picked-up by Nurse/Nurse Attendant)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original prescription (completely filled)		1. Prescribing Doctor		
2. One (1) original Senior citizen ID/PWD ID <i>(if applicable)</i>		2. Office of the Senior Citizen, Municipal Social Welfare Office		
CLIENT STEPS	AGENCY STEPS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription to the pharmacist ❖ Present Senior Citizen's ID card of the patient <i>(if Senior Citizen)</i> or PWD ID card <i>(if PWD)</i>	1. Receive, read, and analyze the prescription 1.1 Prepare and double check the prescribed medicines/medical supplies	None	2 minutes	Pharmacist I



2. Wait for the items in the prescription to be dispensed	2. Dispense the items in the prescription ❖ <i>Cost of the items will be automatically charged to the patient's hospital bill</i>	See table <i>(Maximum Drug Retail Price Index)</i>	1 minute	Pharmacist I
TOTAL		See table <i>(Maximum Drug Retail Price Index)</i>	3 minutes	



□ Maximum Drug Retail Price Index

MEDICINES	Unit	Price per Unit (Php)
Acetylcysteine 200mg	pc	16.00
Aciclovir 200mg/5mL	pc	993.00
AlMgOH suspension 60mL	pc	35.00
AlMgOH suspension 120mL	pc	60.00
AlMgOH tab	pc	2.00
Allopurinol 100mg	pc	2.00
Amlodipine 5mg	pc	2.00
Amlodipine 10mg	pc	3.00
Amikacin 250mg/2mL	pc	88.00
Amiodarone 150mg/3mL	pc	607.00
Ampicillin 250mg vial	pc	17.00
Ampicillin 500mg vial	pc	23.00
Ampicillin 1g vial	pc	27.00
Amoxicillin 500mg	pc	3.00
Amoxicillin drops	pc	23.00
Amoxicillin 250mg/5mL	pc	35.00
Ascorbic acid 500mg tab	pc	9.00
Ascorbic acid drops	pc	23.00
Ascorbic acid syrup	pc	22.00
Aspirin 80mg tab	pc	2.00
Aspirin 100 mg tab	pc	4.00
Atropine SO4 1mg/mL	pc	49.00
ATS 1,500U	pc	94.00
Azithromycin 500mg tab	pc	17.00
BCG vial	pc	638.00
Benzympenicillin 1M	pc	17.00
Betahistine 8mg tab	pc	9.00
Bisacodyl 5mg tab	pc	2.00
Bisacodyl 5mg supp	pc	94.00
Bisacodyl 10mg sup	pc	98.00
Butamirate citrate 50mg	pc	20.00
Calcium gluconate vial	pc	188.00
Calmoseptin ointment	pc	39.00
Carbocisteine 500mg	pc	3.00



Captopril 25mg tab	pc	2.00
Celecoxib 200mg	pc	9.00

Cefalexin 500mg cap	pc	5.00
Cefalexin 100mg/mL	pc	22.00
Cefalexin 125mg/5mL	pc	25.00
Cefalexin 250mg/5ml	pc	40.00
Cefuroxime 500mg tablet	pc	74.00
Cefuroxime 250mg/5mL	pc	433.00
Cefuroxime 750mg vial	pc	273.00
Ceftazidime 1g	pc	68.00
Ceftriaxone 1g vial	pc	39.00
Celecoxib 200mg	pc	9.00
Cetirizine 10mg tab	pc	1.00
Cetirizine 2.5mg/mL	pc	32.00
Cetirizine 5mg/mL	pc	55.00
Cinnarizine 25mg	pc	2.00
Ciprofloxacin 500mg	pc	5.00
Citicoline 1g amp	pc	294.00
Clarithromycin 500mg	pc	22.00
Clopidogrel 75mg tab	pc	4.00
Clonidine 150mcg/mL	pc	157.00
Clonidine 75mg	pc	16.00
Clonidine 150mg	pc	9.00
Cloxacillin 500mg	pc	5.00
Cloxacillin 250mg/5mL	pc	48.00
Co-amoxiclav 625mg tablet	pc	19.00
Co-Amoxiclav 228.5mg/5mL	pc	339.00
Co-Amoxiclav 312mg/5mL	pc	243.00
Colchicine 500mcg	pc	3.00
Cotrimoxazole 400mg/80mg	pc	2.00
Cotrimoxazole 200mg/40mg/5mL	pc	27.00
Dexamethasone vial	pc	65.00
Diazepam 5 mg/ML	pc	282.00
Diclofenac 25mg/mL	pc	30.00
Dicycloverine 10mg	pc	1.00
Dicycloverine 10mg/5mL	pc	23.00
Diltiazem 60mg tab	pc	6.00
Diphenhydramine 50mg	pc	5.00



Diphenhydramine 12.5mg/5mL	pc	20.00
Diphenhydramine 50mg/mL	pc	93.00
Digoxin 0.25 mcg	pc	8.00

Digoxin 500mcg/2mL	pc	429.00
Domperidone 10mg	pc	2.00
Dopamine 40mg/mL	pc	88.00
Epinephrine 1mg/mL	pc	69.00
Ferrous sulfate 325mg	pc	2.00
Ferrous sulfate 75mg/0.6mL	pc	20.00
Ferrous sulfate 150mg/5mL	pc	22.00
Ferrous sulfate+FA+Vit.B.Comp	pc	3.00
Furosemide 20mg	pc	1.00
Furosemide 40mg	pc	1.00
Furosemide 20mg/mL	pc	39.00
Gentamycin 80mg/2mL	pc	55.00
Gliclazide 30mg	pc	4.00
Glimepiride 2mg	pc	11.00
Glycerine 1.9g supp	pc	16.00
Glycerine 2.5g supp	pc	12.00
Guai + salbu cap	pc	5.00
Guai + dextromethorphan syrup	pc	80.00
Hepa B vaccine	pc	328.00
Hydralazine ampule	pc	88.00
Hydrocortisone 100mg	pc	80.00
Hydrocortisone 250mg	pc	116.00
Hydroxyethyl Starch	pc	1,646.00
Hyoscine 10 mg	pc	6.00
Hyoscine 20mg/mL amp	pc	55.00
Ibuprofen 200 mg	pc	2.00
Ibuprofen 200mg/5mL	pc	61.00
Ipratropium + Salbu neb	pc	35.00
ISDN 5mg	pc	40.00
Isoxsuprine 10 mg	pc	5.00
Ketorolac 30mg/mL	pc	34.00
Ketorolac 10mg	pc	27.00
Lactulose 3.35mg/5mL 120mL	pc	272.00



Lagundi 300mg/5mL	pc	60.00
Lidocaine vial	pc	89.00
Lidocaine polyamp	pc	48.00
Loperamide 2mg	pc	2.00
Losartan 50mg (Losagan)	pc	5.00

Lubricating jelly	pc	15.00
Magnesium sulfate vial	pc	83.00
Mebendazole 100mg/5mL	pc	21.00
Mebendazole 100mg tablet	pc	5.00
Mefenamic acid 500mg	pc	2.00
Methyldopa 250mg tablet	pc	10.00
Meloxicam 15mg	pc	4.00
Metformin 500mg	pc	3.00
Metoclopramide 10mg	pc	2.00
Metoclopramide 5mg/5mL	pc	25.00
Metoclopramide 5mg/mL amp	pc	11.00
Metoprolol 50mg	pc	2.00
Metronidazole 500mg	pc	2.00
Metronidazole 125mg/5mL	pc	25.00
Metronidazole 500mg IV	pc	30.00
Methylethergomethrine 125mcg	pc	6.00
Methylethergomethrine 200mcg/mL	pc	44.00
Montelukast 10mg	pc	20.00
Multivitamins cap	pc	2.00
Multivitamins drops	pc	23.00
Multivitamins syrup	pc	27.00
Nalbuphine 10mg/mL	pc	230.00
Nicardipine 1mg/mL	pc	669.00
Nifedipine 5mg	pc	3.00
Norepinephrine 1mg/mL	pc	949.00
Nitroglycerin 5mg	pc	170.00
Omeprazole 20mg	pc	3.00
Omeprazole 40mg	pc	7.00
Omeprazole 40mg IV	pc	246.00
Oresol sachet	pc	5.00
Oxytocin 10IU/mL	pc	82.00
Paracetamol 500mg	pc	2.00



Paracetamol 100mg/mL	pc	20.00
Paracetamol 125mg/5mL	pc	20.00
Paracetamol 250mg/5mL	pc	21.00
Paracetamol 150mg/mL amp	pc	22.00
Paracetamol 125mg supp	pc	30.00
Paracetamol 250mg supp	pc	33.00

Phenylpropanolamine tab	pc	5.00
Phytomenadione 10mg/mL	pc	65.00
Potassium chloride vial	pc	89.00
Prednisone 10mg	pc	4.00
Propanolol 10mg	pc	2.00
Ranitidine 25mg/mL	pc	12.00
Rabies vaccine 2.5IU	pc	2,320.00
Salbutamol 2mg	pc	1.00

Salbutamol neb	pc	15.00
Salbutamol 2mg/5mL	pc	20.00
Silver sulfadiazine 10mg/g	pc	129.00
Simvastatin 20mg	pc	2.00
Simvastatin 40mg	pc	5.00
Sodium chloride 1g	pc	1.00
Sodium chloride 2.5mEq/mL	pc	86.00
Sodium bicarbonate 8.4%	pc	232.00
Tamsulosin 200mg	pc	20.00
Tramadol 50mg cap	pc	3.00
Tramadol 50mg/mL	pc	17.00
Tetanus toxoid40IU/0.5mL	pc	92.00
Telmisartan 40mg tab	pc	9.00
Telmisartan 40mg/12.5mg	pc	25.00
Tranexamic 500mg	pc	8.00
Tranexamic 500mg/5mL	pc	88.00
Trimetazidine 35mg	pc	8.00
Vitamin B complex tab	pc	2.00
Vitamin B complex amp	pc	65.00
Verapamil 5mg/2mL	pc	376.00
Zinc drops	pc	33.00
Zinc syrup	pc	45.00



FLUIDS	Unit	Price per Unit
D10W 500mL	btl	116.00
D50.50	btl	94.00
D5.3 500 mL	btl	94.00
D5LR 500 mL	btl	112.00
D5LR 1L	btl	89.00
D5NM 1L	btl	94.00



D5NSS 1L	btl	94.00
D5W 250mL	btl	238.00
D5W 500mL	btl	93.00
D5W 1L	btl	93.00
D5IMB 500 mL	btl	95.00
Mannitol 500mL	btl	225.00
PLR 1L	btl	94.00
PNSS 500 mL	btl	94.00
PNSS 1L	btl	94.00
PNSS Irrigating sol'n	btl	94.00
Sterile water 100mL	btl	116.00
SUPPLIES	Unit	Price per Unit
Abdominal binder	pc	150.00
Alcohol 500mL	pc	94.00
Alcohol 1L	pc	378.00
Armsling (mediu m)	pc	50.00
Blade	pc	26.00
Bubble humidifier	pc	477.00
Chromic	pc	180.00
Cord clamp	pc	4.00
Cotton roll	pc	247.00
Elastic bandage 3x5	pc	18.00
Elastic bandage 4x5	pc	24.00
Elastic bandage 6x5	pc	45.00
Examination Gloves	pc	294.00
ET tube	pc	129.00
Face mask	pc	17.00
Foley cath G. 12	pc	40.00
Foley cath G. 14	pc	62.00
Foley cath G. 16	pc	68.00
Foley cath G. 18	pc	68.00
Gauze pad (4x4)	pc	5.00
Gloves	pc	30.00
Guedel (white)	pc	109.00
Guedel (green)	pc	108.00
Guedel (red)	pc	108.00
Hot Water bag 100mL	pc	82.00
Hydrogen peroxide (Agua Oxinada)	pc	44.00
Ice bag #9	pc	117.00



IV cath G. 18	pc	47.00
IV cath G. 20	pc	50.00
IV cath G. 22	pc	40.00
IV cath G. 24	pc	40.00
IV cath G. 26	pc	109.00
Lubricating jelly sachet	pc	15.00
Lubricating jelly 150g	pc	229.00
Macroset	pc	47.00
Medicine cup	pc	5.00
Micropore	pc	68.00
Microset	pc	50.00
Nasal cannula (Adult)	pc	60.00
Nasal cannula (Pedia)	pc	27.00
Nasal cannula (Neonate)	pc	122.00
Nasal cannula w/ Mask (adult)	pc	71.00
Nasal cannula w/ Mask (pedia)	pc	74.00
NGT F. 8, 14, 16	pc	33.00
Nebulizer kit	pc	60.00
Needle	pc	3.00
N95 mask	pc	77.00
Paratulle	pc	55.00
Penrose drain	pc	39.00
Povidone Iodine 10%	pc	1,108.00
Roll gauze	pc	1,276.00
Silk	pc	254.00
Soluset	pc	134.00
Sterile water 100 mL	pc	144.00
Suction catheter 8, 10, 12, 18	pc	60.00
Syringe 1cc	pc	10.00
Syringe 3cc	pc	10.00
Syringe 5cc	pc	10.00
Syringe 10cc	pc	12.00
Syringe 30cc	pc	25.00
Thermal Scanner	pc	3,360.00
Thermometer	pc	117.00
Urine bag (A)	pc	32.00
Urine bag (P)	pc	7.00
<input type="checkbox"/> Note: Price varies according to manufacturer's price at a given time		

