



**ORIENTAL MINDORO CENTRAL DISTRICT  
HOSPITAL  
EXTERNAL SERVICES**



## 1. ADMITTING SECTION

Description: The Admitting Section is open 24 hours daily.

<b>Office or Division:</b>	Health Information Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Patients who will be admitted to the ward of the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for admission slip		Attending Physician / ER Nurse		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>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.)</i>	1. <i>Panayamin ang pasyente / kamag-anak na kailangang "i-admit". (Interviews the patient or relative of the patient to be admitted.)</i>	Walang Bayad	5 minuto	<i>Admin Aide Admitting Section OMCDH</i>
	1.1. <i>Lagyan ng mga detalye ang patient information sheet. (Fills up the patient's information sheet.)</i>	Walang Bayad	2 minuto	<i>Admin Aide Admitting Section OMCDH</i>
	1.2. <i>Isulat sa admission logbook. (Logs admission.)</i>	Walang Bayad	1 minuto	<i>Admin Aide Admitting Section OMCDH</i>
	1.3. <i>I-encode ang detalye ng pasyente sa sistema.</i>	Walang Bayad	2 minuto	<i>Admin Aide Admitting Section</i>





	(Instructs patient / patient's relative to return to Emergency Unit.)			
2. Bumalik sa ER at isumite ang dokumento sa ER Nars. (Returns to ER and submits admitting documents to ER nurse-on-duty.)	2. Ipagbigay alam sa ward na ang bagong admit na pasyente. (Informs ward or clinical area concerned of admission.)	Walang bayad	2 minuto	Nurse ER Section OMCDH
End of Transaction			14 minuto	

## 2. ANIMAL BITE TREATMENT CENTER

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

<b>Office or Division:</b>	Animal Bite Treatment Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patient bitten by any kind of rabid animals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
Informed Consent		Animal Bite Treatment Center		
Animal Bite Assessment Tool		Animal Bite Treatment Center		
Animal Bite Vaccine Card		New Patient-Animal Bite Treatment Center Old Patient (follow-up visit)- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Kumuha ng numero sa gwardya. (Get the number from the Security Guard.)	1. Bigyan ng numero ang pasyente. (Issue number to patient.)	Walang Bayad	2 Minuto	Security Guard I Civil Security Unit OMCDH



<p>2. Ilagay ang numero at 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.)</p>	<p>2. Kunin ang ibinigay n numero at hospital number ng pasyente. (Get the patient assigned number together with his/ her hospital number and</p>	Walang Bayad	5 minuto	Administrative Aide III Medical Records OMCDH
	<p>2.1. Kunin ang talaan ng pasyente sa Medical Records Section. (Secure patients' record at the Medical Records Section.)</p>	Walang bayad	2 minuto	Administrative Aide III Medical Records OMCDH
<p>3. Pumunta sa "waiting area" at hintayin na tawagin ang pangalan. (Proceeds to waiting area and wait the name to be called.)</p>	<p>3. Tawagin ang pangalan ng pasyente. (Call Patient by his/ her name.)</p>	Walang Bayad	1 minuto	Nurse I OPD OMCDH
<p>4. Ibigay ang buong detalye ng kagat ng hayop. (Give full details of animal bite.)</p>	<p>4. Isulat ang detalye ng kagat ng hayop. (Record chief complain, history of animal bite.)</p>	Walang Bayad	1 minuto	Nurse I OPD OMCDH
	<p>4.1. Kunan ng vital signs ang pasyente at isulat sa patients' record. (Take initial vital signs and write</p>	Walang Bayad	3 minuto	Nurse I OPD OMCDH



	<i>on patients' record.)</i>			
<i>5. Hintayin na tawagin para sa pagsusuri ng doctor. (Wait for the name to be called and proceeds to OPD room for consultation.)</i>	<i>5. Tawagin ang pasyente. Suriin at ipaliwanag ang kailangang gamutan. (Call out name of patient, examine, diagnose, explain the animal bite and give appropriate treatment.)</i>	Walang Bayad	5 minuto	Surgeon OPD OMCDH
<i>6. Pumunta sa ABTC para sa pagsusuri ng kagat ng hayop. (Proceeds to ABTC for categorization of animal bite.)</i>	<i>6. Ilista at suriin ang parte ng katawan na kinagat ng hayop. (Register and assess animal bite.)</i>	Walang Bayad	1 minuto	Nurse I ABTC OMCDH
<i>7. Tanggapin ang Bakuna sa Rabies at iba pang lunas. (Receive Anti-Rabies vaccine and other needed treatment.)</i>	<i>7. Bigyan ng naaayong Bakuna at iba pang lunas ayon sa kategorya ng sugat. ( Provide vaccine and other treatment according to category of animal bite.)</i>	Depende sa availability ng bakuna	45 minuto	Nurse I ABTC OMCDH
	<i>7.1. Bigyan at ipaliwanag ang skedyul nag susunod na pagbabakuna. (Explain instruction regarding the schedule of immunization/</i>	Walang Bayad	1 minuto	Nurse I ABTC OMCDH



	<i>vaccination and follow-up visit.)</i>  <i>7.2. Isulat ang detalye ng pasyente sa logbook, i-HOMIS at NARIS. (Enter patient's data to the logbook, Hospital Information System (i-HOMIS) and NARIS- National Rabies Information System.</i>	Walang Bayad	2 minuto	Nurse I ABTC OMCDH
<i>8. Pumunta sa Philhealth Section. (Proceeds to Philhealth Section.)</i>	<i>8. Bigyan ng direksyon patungo sa Philhealth Section para sa paggamit ng Philhealth Insurance.</i>	Walang Bayad	1 Minuto	Nurse I ABTC OMCDH
	Total	Depende sa availability ng bakuna	1 oras at 9 minuto	

### 3. BILLING SERVICE (Open from Monday to Sunday from 8:00am to 5:00pm)

#### Availing of BILLING/Discharge Patients (External Services)

<b>Office or Division:</b>	Billing Section
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	All patients of OMCDH



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>I. Patient with Valid Philhealthmembership (Mayroon Philhealth)</p> <p>A. In-Patient – Discharge/Clearance Slip (Admitted)-PhilHealth Approval Slip</p> <p>B. Out-Patient - OPD Clearance Slip            Patient's OPD Record            PhilHealth Approval Slip</p> <p>C. Emergency Room/Surgical ER/ Surgical Clearance of Slip            ER/Surgical Record            PhilHealth Approval Slip</p> <p>D. Animal Bite (ABTC) Animal Bite Clearance Slip            Patient's Record (ER/OPD)            PhilHealth Approval Slip</p>	<p>Nurse's Station            Medical Social Service</p> <p>OPD Section            OPD/Record Section            Medical Social Service</p> <p>ER/Nurse in-charge            ER/Record Section            Medical Social Service</p> <p>ABTC Nurse            Animal Bite Center/Record Section            Medical Social Service</p> <p>Nurse's Station            OPD Section</p> <p>ER/Nurse in-charge</p>
<p>II. Patient without valid Philhealth Membership (Walang PhilHealth)</p> <p>A. In-Patient – Discharge/Clearance Slip</p> <p>B. Out-Patient – OPD Clearance Slip</p> <p>C. Emergency Room/Surgical ER/Surgical Clearane or Slip</p> <p>D. Animal Bite (ABTC)</p>	<p>ABTC Nurse</p>





Animal Bite Clearance Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For PhilHealth Patient: Submit Discharge/OPD/ER Animal Bite Clearance or Slip.	1. Receive and check Discharge Clearance or Slip and other supporting documents.	None	1 minutes	<i>Admin. Aide Billing Section OMCDH</i>
Philhealth Approval Slip OPD/ER Records.	1.1. Generate and Proces Philhealth Claim Forms.	None	10 minutes	<i>Admin. Aide Billing Section OMCDH</i>
For Non-PhilHealth Patient:  Submit Discharge/OPD/ER Animal Bite Clearance or Slip.	1.2. Receive and check Discharge clearance or Slip.			<i>Admin. Aide Billing Section OMCDH</i>
Wait for issuance of statement of account or hospital bill (proceed to Step 3).	1.3. Generate Patient's Hospital Bill or SOA.			<i>Admin. Aide Billing Section OMCDH</i>
2. For Patient with Philhealth:  Sign claims form and other related documents.	2. Asks and assists patient/representative to sign claim forms and other documents needed.  2.1. Verify completeness of Claim forms.	None	5 minutes	<i>Admin. Aide Billing Section OMCDH</i>



3. Receive copy of Statement of Account or bill and listen for further instructions.	3. Issued a copy of Statement of Account or Patient's Bill.  3.1. Give instructions as needed for the next flow of transactions. (Discharging of Patient.)	Wala	10 minuto	<i>Admin. Aide Billing Section OMCDH</i>
	End of Transaction	None	10 minutes & 20 minutes w/philhealth	

**4. CASHIERING SERVICE / (Pagbabayad ng Bill ng Pasyente) – External Services**  
**Open Monday- Sunday 8am – 5:00pm at kung wala po ay sa Pharmacy ang pagbabayad.**

<b>Office or Division:</b>	Cash Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	In-patients and Out-Patients na magbabayad ng kanilang bill o charges slip			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Para sa mga In-Patient/For 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>In-Patient:</i> <i>Kukuha ang kliyente ng numero na nkalagay sa harap ng kahera. Umupo sa waiting area at hintaying matawag ang kanyang numero at lumapit</i>	1. <i>Magtawag ng numero ang kaherang nakatalaga. Tatanggapin ang bill at clearance ng pasyente ang kaukulang bayad. (Call the number the Cashier</i>	Wala	1 minuto	<i>Cash Clerk I Cashiering OMCDH</i>



<p>sa Cashier's window. (In-Patient: The client will take the number placed on the front of Cash Register. Sit on waiting area and wait for his number to be called and approach the Cashier window.)</p>	<p>assigned. The patient will be receive the bill and clearance the corresponding fee.)</p>			
<p>2. <i>Ibibigay ng pasyente ang kaukulang bayad base sa kanyang bill.</i> (Patient will provide the corresponding fee based on his/her bill.)</p>	<p>2. <i>Bibigyan ng resibo batay sa ibinayad sa bill ng pasyente at lalagdaan ang clearance.</i> (Will be given a receipt based on the patients bill paid and clearance will be signed.)</p>	<p>Base sa ibinayad sa bill (Based on what patient paid)</p>	<p>1minuto</p>	<p>Cash Clerkl Cashiering OMCDH</p>
	<p>Total</p>		<p>2minuto</p>	
<p>1. <i>Out-Patient: Kumuha ng numero sa harap ng Cashier at hintayin matawag ang kanyang hawak na numero at ibibigay ang charge slip.</i>(Get a number on the front of the Cashier and wait his number to be called and the charge slip will be issued.)</p>	<p>1. <i>Magtatawag ang Cash Clerk sa may mga numerong hawak ng magbabayad.at tatanggapin ang charge slip.</i> (The Cash Clerk will call the number held by the payer and accept the charge slip.)</p>	<p>Wala</p>	<p>1 minuto</p>	<p>Cash Clerkl Cashiering OMCDH</p>
<p>2. <i>Ibibigay ang kaukulang bayad batay sa charge slip.</i> (The corresponding fee will be provided</p>	<p>2. <i>Tatanggapin at bibigyan ng resibo batay sa binayarang charge slip.</i></p>	<p>Base sa ibinayad ng pasyente.</p>	<p>1 minuto</p>	<p>Cash Clerkl Cashiering OMCDH</p>



<i>based on the charge slip.)</i>	<i>(Will be accepted and given a receipt based on the paid charge slip.)</i>	<i>(Based on what patient paid.)</i>		
	Total		2 minuto	

## 5. DENTAL SERVICE

(Open to all who needed the dental services)

Araw at oras ng serbisyo: Lunes hanggang Byernes (8:00 ng umaga hanggang ika 4:00 ng hapon)

<b>Office or Division:</b>	Oriental Mindoro Central District Hospital			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Ang mga nagangailangan ng serbisyong Medikal			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
OPD FORM		RECORD SECTION		
Patient's Information (Form)		OPD Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Secure a number from TRIAGE area. (12 na payente lamang kada araw ang maaaring bigyan ng numero para sa tamang oras ng serbisyo.)</i>	1. Give the patient's number. (1 <sup>st</sup> come 1 <sup>st</sup> serve basis.)	None	1 minute	<i>Triage staff</i>
2. <i>Kumuha ng Covid 19 Pre-Form at sagutan ito ng matapat at totoo lamang para sa kaligtasan at seguridad ng bawat isa.</i>	2. <i>Ibigay sa pasyente ang (Form) at pasagutan ito sa kanila at kuhanin kapag ito ay kompleto nang sagutan ang lahat ng katanungan.</i>	wala	10 minuto	<i>Admin Aide Triage Section OMCDH</i>



<p>3. Kumuha ng OPD record.</p>	<p>3. For old record- hanapin ang dating record ng pasyente at ibigay sa kanila. For new patient- bigyan ng bagong record at hospital number ang pasyente.</p>		<p>30 minuto</p>	<p>Admin. Aide III Medical Records OMCDH</p>
<p>4. Magpunta sa dental clinic (2<sup>nd</sup> floor). Ibigay sa dental aide ang OPD record ng pasyente at hintayin ang tawag ng pangalan.</p>	<p>4. Kunan ng vital signs ang pasyente.</p> <p>4.1. Kapag mataas ang presyon ng pasyente pagpahingahin muna ito bago magpatuloy sa proseso.</p>	<p>wala</p>	<p>3 minuto</p>	<p>Nursing Attendant Dental Section OMCDH</p> <p>Nursing Attendant Dental Clinic OMCDH</p>
	<p>4.2. Ang dental aide ay magsasagawa ng pinal na interbyu sa pasyente sa kanilang sariling record forms (IPTR) at magbibigay ng family serial number.</p>	<p>wala</p>	<p>10 minuto</p>	<p>Nursing Attendant Dental Clinic OMCDH</p>
<p>5. Sumulat sa log book at pumirma sa consent para sa gagawin.</p>	<p>5. Ibigay ang consent form.</p>	<p>wala</p>	<p>1 minuto</p>	<p>Dentist II Dental Clinic OMCDH</p>



<p>6. <i>Papasukin sa loob ng dental clinic ang unang pasyente ayon sa kanilang hawak na numero.</i></p>	<p>6. <i>Ang Dentista ay magsasagawa ng Oral examination sa pasyente at recording at ipapaalam ang nararapat na serbisyo.</i></p>	<p>wala</p>	<p>10 minuto</p>	<p>Dentist II Dental Clinic OMCDH</p>
<p>7. <i>Pabilihin ang pasyente ng mga kailangang gamitin sa gagawing serbisyo.</i></p>	<p>7. <i>Bigyan ng lista ang pasyente sa mga kakailanganing gagamitin sa kanya.</i></p>	<p>Depende sa presyo ng gamit pangkasalukuyan at pangangailangan</p>	<p>15 minuto</p>	<p>Patient</p>
<p>8. <i>Ihanda ang sarli ayon sa gagawing serbisyo.</i></p> <p>8.1. <i>Hintayin ang inyong reseta ng gamot na kailangan inumin at unawain ang instraksyon kung papaano.</i></p>	<p>8. <i>Ang Dentista ay magsasagawa ng nararapat gawin ayon sa pangangailangan ng pasyente.</i></p> <p>8.1. <i>Resetahan ng gamot at payuhan kung papaano at hanggang kelan ito dapat inumin.</i></p> <p>8.2. <i>Payuhan ng tamang pangangalaga ng ngipin.</i></p>	<p>Tingnan sa talaan ng dental service</p> <p>wala</p>	<p>30 minuto</p> <p>1 minuto</p>	<p>Dentist II Dental Clinic OMCDH</p> <p>Dentist II Dental Clinic OMCDH</p>



<b>TAPOS NG TRANSAKSYON:</b> <b>Mahigit 2 oras</b> <i>depende sa pangangailanga ng serbisyo ksama ang paghihintay. ( 143 minuto)</i>	<i>Mga serbisyo:</i>  <i>Bunot ng ngipin</i>		30minuto	Dentist II Dental Clinic OMCDH
	<i>Linis ng ngipin</i>		30 minuto	
	<i>Fluoride application</i>		30 minuto	
	<i>Pits &amp; fissure sealant</i>		30 minuto	
	<i>Special Procedures</i> <i>1. Pagbusbos/ I&amp;D</i> <i>2. odontectomy</i> <i>3. alveolectomy may kasamang tahi</i>		30 minuto 1-2 oras 1 oras	

## 6. EMERGENCY UNIT

Description: Ang Emergency Unit is open 24 hours daily.

### A. Pagdating ng pasyente sa Triage

<b>Office or Division:</b>	Emergency Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patients needing emergency care and admission.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ibigay ang impormasyon tungkol sa pasyente at nakaraang paglalakbay. Itsek sa papel na ibinigay.	1. Tingnan ang nakasulat na impormasyon tungkol sa pasyente o galing sa malapit na	Walang Bayad	5 Minuto	Nurse II ER OMCDH



<p><i>(Give details of patients' present illness, history of travel and exposure.)</i></p>	<p><i>kamag-anak at alamin ang sanhi ng pagkakasakit, history ng paglalakbay at exposure sa covid positive (lugar o tao)</i>  <i>(Check the correct information of patient, travel history and exposure to Covid positive.)</i></p>			
	<p><i>1.1. Kunan ng vital signs at tingnan ang kalagayan ng pasyente</i>  <i>(Get vital signs and assess patient condition.)</i></p>	Walang Bayad	3 Minuto	Nurse II ER OMCDH
	<p><i>1.2. Isulat sa logbook o daily census ang pangalan ng pasyente</i>  <i>(Write patient details on daily census logbook.)</i></p>	Walang Bayad	1 Minuto	Nurse II ER OMCDH
<p><i>2. Pasyenteng walang sintomas</i>  <i>(Patient with no symptoms.)</i></p>	<p><i>2. Ibigay ang Covid Checklist form sa pasyente at direksyon kung saang unit ng ospital sya pupunta ( e.g. ER/ OPD/ ABTC/ DR/ Dental/ Laboratory)</i>  <i>(Give the Covid Checklist form and direction depending the</i></p>	Walang Bayad	2 minuto	Nurse II ER OMCDH





	<i>needed health service.)</i>			
<p><i>3. Pasyenteng mayroong sintomas (Patient with symptoms.)</i></p>	<p><i>3. Dalhin ang pasyente sa Holding Area. (Bring patient to the Holding Area.)</i></p>	Walang Bayad	1 minuto	Utility Worker ER OMCDH
	<p><i>3.1. Kumuha ng kumpletong impormasyon tungkol sa sakit ng pasyente at paglalakbay. (Get complete patient details about present condition and travel history.)</i></p>	Walang Bayad	2 minuto	Nurse II ER OMCDH
	<p><i>3.2. Isangguni sa doctor ang kalagayan ng dumating na pasyente. (Notify the resident on duty about the new patient and his/her condition.)</i></p>	Walang Bayad	2 minuto	Nurse II ER OMCDH
	<p><i>3.3. Suriin ng doctor ang kondisyon ng pasyente at bigyan ng kinakailangang gamutan. (Examine and evaluate patients' condition and</i></p>	Walang Bayad	5 minuto	Medical Officer III ER OMCDH



	<p><i>provide corresponding treatment.)</i></p> <p><i>3.4. Ibigay ang gamutan sa pasyente. (Carries out doctors' order and administer treatment.)</i></p> <p><i>3.5. Ipaliwanag sa pasyente ang disposisyon ng kanyang kondisyon (e.g. Admission/ Transfer/ Sent Home) (Explain patients' condition and his/her disposition.)</i></p> <p><i>3.6. Ipagbigay alam sa MESU/ PESU ang detalye ng pasyente. (Inform MESU / PESU about the patient.)</i></p>	<p>Depend e sa supplies at gamot na ibinigay</p> <p>Walang Bayad</p> <p>Walang Bayad</p>	<p>45 minuto</p> <p>2 minuto</p> <p>2 minuto</p>	<p>Nurse II ER OMCDH</p> <p>Medical Officer III ER OMCDH</p> <p>Nurse II ER OMCDH</p>
	Total	Depend e sa supplies at gamot na ibinigay	1 oras at 10 minuto	



## B. Pagdating ng Pasyente sa Emergency Unit

<b>Office or Division:</b>	Emergency Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patients needing emergency care and admission.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. 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	Nurse II ER OMCDH
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. 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	Nurse II ER OMCDH
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. Kunan ng "vital signs" at tingnan ang kalagayan ng pasyente. (Get vital signs and assess condition of patient.)	Walang Bayad  Walang Bayad	5 Minuto  3 Minuto	Nurse II ER OMCDH  Nurse II ER



	<p>3.1. <i>Isangguni sa doktor ang dumating na pasyente at ang kalagayan nito. (Refer to resident on duty the new arrived patient and his/ her condition.)</i></p> <p>3.2. <i>Suriin ang kalagayan ng pasyente at ibigay ang kailangang gamutan. (Examine and evaluate patients' condition and provide necessary treatment.)</i></p> <p>3.3. <i>Ibigay ang mga kailangang gamot ayon sa resita ng doktor. (Carries out treatment prescribed by the resident physician on duty.)</i></p>	<p>Walang Bayad</p> <p>Walang Bayad</p>	<p>5 Minuto</p> <p>30 Minuto</p>	<p>OMCDH</p> <p>Medical Officer III ER OMCDH</p> <p>Nurse II ER OMCDH</p>
<p>4. <i>Ibigay ang pahintulot sa mga pagsusuri na kailangan ng pasyente. (Give consent on diagnostic test/ laboratory test/ x-ray/ ECG.)</i></p>	<p>4. <i>Ibigay ang mga tagubilin sa mga pagsusuri na 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.)</i></p>	<p>Walang Bayad</p>	<p>2 Minuto</p>	<p>Nurse II ER OMCDH</p>



	<p><i>4.1. Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS. (Enter patient's data to the logbook and Hospital Information System (I-HOMIS.)</i></p>	Walang bayad	1 minuto	Nurse II ER OMCDH
<p><i>5. Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente. (Pay bills to the cashier.)</i></p>	<p><i>5. 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.)</i></p>	Depend e sa supplies at gamot na ibinigay	3 Minuto	Nurse II ER OMCDH
	Total	Depend e sa supplies at gamot na ibinigay	45 minuto	

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

<b>Office or Division:</b>	Emergency Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	All patient needing very urgent care or resuscitation.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Hospital Number	New Patient-Medical Record Section



		Old Patient- Patient Itself		
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. 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	Nurse II ER OMCDH
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. Mabilis na pagsusuri sa kalagayan o kondisyon ng pasyente at pagkuha ng “vital signs” habang inilalapat ang pangunahing lunas. (Immediate assessment of patients’ condition and taking of vital signs.)	Walang Bayad	3 Minuto	Nurse II ER OMCDH
	2.1. Mabilis na isangguni sa doktor 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	1 Minuto	Nurse II ER OMCDH
	2.2. Mabilis na pagsusuri sa kalagayan o kondisyon ng pasyente.	Walang Bayad	5 Minuto	Medical Officer III



	<p><i>(Examine and evaluate immediately the patients' condition.)</i></p> <p><i>2.3. Mabilis na pagbibigay ng kailangang gamot at pagsasagawa ng iba pang pangsagip buhay o lunas ayon sa tagubilin ng doctor. (Provide immediate treatment and resuscitation.)</i></p> <p><i>2.4. Patuloy na bantayan ang "vital signs" at kalagayan ng pasyente. (Continuous monitoring of patients' vital signs and patients' condition.)</i></p> <p><i>2.5. Isaayos ang katawan ng pasyente kung sakaling binawian ng buhay. (Provide post mortem care to patient.)</i></p> <p><i>2.6. Makipag-ugnayan sa Administrative Aide para sa paglilipat ng pasyente sa morgue. (Coordinate to Administrative Aide in bringing the cadaver to morgue.)</i></p>	<p>Walang Bayad</p> <p>Walang Bayad</p> <p>Walang Bayad</p> <p>Walang Bayad</p>	<p>3 Minuto</p> <p>30 minuto</p> <p>5 minuto</p> <p>3 minuto</p>	<p>ER OMCDH</p> <p>Medical Officer III ER OMCDH</p> <p>Nurse II ER OMCDH</p> <p>Nurse II ER OMCDH</p> <p>Nurse II ER</p>
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	<p><i>2.7. Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS. (Enter patient's data to the logbook and Hospital Information System (I-HOMIS.)</i></p>	Walang bayad	2 minuto	<p>OMCDH</p> <p>Nurse II ER OMCDH</p>
<p><i>3. Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente. (Pay bills to the cashier.)</i></p>	<p><i>3. 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.)</i></p>	Depend e sa supplies at gamot na ibinigay	3 minuto	Nurse II ER OMCDH
	Total	Depend e sa supplies at gamot na ibinigay	58 minuto	





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

<b>Office or Division:</b>	Emergency Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patient requiring intervention to higher health facilities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Itanong ang kalagayan o kondisyon ng pasyente. (Ask details of patients' present condition.)</i>	1. <i>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.)</i>	Walang Bayad	5 Minuto	Medical Officer III ER OMCDH
2. <i>Ibigay ang pahintulot sa paglipat ng pasyente sa mataas na pagamutan. (Give consent for transfer of patient to higher facility.)</i>	2. <i>Isagawa ang Referral Letter para sa paglipat sa mataas na pagamutan. ( Make a Referral Letter- duplicate copy.)</i>	Walang Bayad	3 minuto	Medical Officer III ER OMCDH/ Nurse II ER OMCDH
	2.1. <i>Makipag-ugnayan sa paglilipatang pagamutan para sa pagdating ng pasyente.</i>	Walang Bayad	5 minuto	Nurse II ER OMCDH



	<p><i>(Coordinate to receiving hospital about the transfer of patient to their facility.)</i></p> <p><i>2.2. 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.)</i></p> <p><i>2.3. Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS. (Enter patient's data to the logbook and Hospital Information System (I-HOMIS).)</i></p>	<p>Walang Bayad</p> <p>Walang bayad</p>	<p>5 minuto</p> <p>2 minuto</p>	<p>Nurse II ER OMCDH</p> <p>Nurse II ER OMCDH</p>
<p><i>3. Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente. (Pay bills to the cashier.)</i></p>	<p><i>3. Bigyan ng Emergency Clearance at magbigay ng direksyon papunta sa Botika at Cashier. (Give ER Clearance to patient or patients' relatives, and</i></p>	<p>Depend e sa mga supplies o gamot na ibinigay sa pasyent e</p>	<p>2 minuto</p>	<p>Nurse II ER OMCDH</p>



	<p><i>proceeds to pharmacy and cashier to pay bills.)</i></p> <p><i>3.1. 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.)</i></p>	Walang Bayad	2 minuto	Nurse II ER OMCDH
	Total	Depend e sa mga supplies o gamot na ibinigay sa pasyent e	24 minuto	

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

<b>Office or Division:</b>	Emergency Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patient requiring observation of present illness for four hour or less.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Itanong ang kalagayan o kondisyon ng pasyente. (Ask details of patients' present condition.)</p>	<p>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.)</p>	<p>Walang Bayad</p>	<p>5 Minuto</p>	<p>Medical Officer III ER OMCDH</p>
<p>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.)</p>	<p>2. Patuloy na bantayan ang "vital signs" 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.)</p> <p>2.1. 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.)</p> <p>2.2. Suriin ang kalagayan ng pasyente at</p>	<p>Walang bayad</p> <p>Walang Bayad</p> <p>Walang Bayad</p>	<p>5 minuto</p> <p>3 minuto</p> <p>5 minuto</p>	<p>Nurse II ER OMCDH</p> <p>Nurse II ER OMCDH</p> <p>Medical Officer III ER</p>



	<p><i>magbigay ng kailangang gamutan. (Examine, evaluate patients' condition and provide treatment.)</i></p> <p><i>2.3. Ibigay ang gamot sa pasyente ayon sa utos ng doctor. (Carries out treatment ordered by the doctor.)</i></p> <p><i>2.4. Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS. (Enter patient's data to the logbook and Hospital Information System (I-HOMIS).)</i></p>	<p>Depend e sa supplies at gamot na ibinigay</p> <p>Walang bayad</p>	<p>5 minuto</p> <p>2 minuto</p>	<p>OMCDH</p> <p>Nurse II ER OMCDH</p> <p>Nurse II ER OMCDH</p>
<p><i>3. Alamin ang mga gamot na iinumina pag-uwi sa bahay. (Receives instruction on home medication and treatment needed.)</i></p>	<p><i>3. Ipaliwanag ang tamang pag-inom ng mga gamot sa bahay at bigyan ng sapat na kaalaman para maiwasan ang pagkakasakit o komplikasyon. (Provides instruction on home medication, treatment given and prevention of illness and its complication.)</i></p>	<p>Walang Bayad</p>	<p>2 minuto</p>	<p>Nurse II ER OMCDH</p>



4. Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente. (Pay bills to the cashier.)	4. 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.)	Depend e sa supplies at gamot na ibinigay sa pasyente	2 minuto	Nurse II ER OMCDH
	Total	Depend e sa supplies at gamot na ibinigay sa pasyente	29 minuto	

F. Para sa mga pasyenteng kinakailangang Tumigil sa Pagamutan

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



	<p><i>pasyente at sa pagtigil sa pagamutan. (Gives information about status of patients' illness and the need for admission or confinement.)</i></p> <p><i>1.1. Kunan ng "Informed Consent to Care" ang pasyente. (Secures Informed Consent to Care for admission.)</i></p> <p><i>1.2. Ibigay ang gamot ayon sa kalagayan o kondisyon ng pasyente. (Provides treatment needed by the patient on his/ her stay to hospital.)</i></p> <p><i>1.3. Dalhin ang resita ng doktor sa botika. (Bring the prescripton to the pharmacy.)</i></p> <p><i>1.4. Ibigay ng kailangang gamot ayon na ineresita ng doctor. (Carries out prescribed treatment ordered by the resident on duty.)</i></p>	<p>Walang Bayad</p> <p>Depend e sa supplies at gamot na ibinigay sa pasyent e</p> <p>Walang Bayad</p> <p>Walang Bayad</p>	<p>2 minuto</p> <p>5 minuto</p> <p>2 minuto</p> <p>45 minuto</p>	<p>Nurse II ER OMCDH</p> <p>Medical Officer III ER OMCDH</p> <p>Nurse II ER OMCDH</p> <p>Nurse II ER OMCDH</p>
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<p><i>2. Ayusin ang dokumento sa PhilHealth at sa Social Service. (Proceeds to Philhealth for the the documents needed in admission and to Social Service for classification of patient.)</i></p>	<p><i>2. Ibigay ang direksyon papunta sa PhilHealth at Social Service para sa mga dokumento. (Gives instruction to proceed to PhilHealth for requirement on admission and to Social Service for classification of patient.)</i></p>	<p>Walang Bayad</p>	<p>2 minuto</p>	<p>Nurse II ER OMCDH</p>
<p><i>3. Ihanda ang paglipat sa Ward Unit o silid tigilan ng pasyente sa pagamutan. (Prepares for transfer to Ward.)</i></p>	<p><i>3. Makipag-ugnayan sa Ward Unit Nars para bagong admit na pasyente. (Coordinates to Ward Nurse about the admission of patient.)</i></p>	<p>Walang Bayad</p>	<p>2 minuto</p>	<p>Nurse II ER OMCDH</p>
	<p><i>3.1. 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.)</i></p>	<p>Depend e sa laborator y pagsu- Suri na gagawin</p>	<p>2 minuto</p>	<p>Nurse II ER OMCDH</p>
	<p><i>3.2. Makipag-ugnayan sa Administrative Aide para sa paglipat ng pasyente sa Ward Unit.</i></p>	<p>Walang Bayad</p>	<p>2 minuto</p>	<p>Nurse II ER OMCDH</p>





	<i>(Coordinates to Administrative Aide for the transport of patient to ward.)</i>			
	Total	Walang Bayad	1 oras at 7 minuto	

### G. Pagkonsulta ng pasyenteng nasa Emergency Unit

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



	<p><i>treatment given and prevention of illness and its complication.)</i></p> <p><i>2.1. I-encode ang detalye ng pasyente sa sistema. (Encodes data to Hospital Information System (I-HOMIS.)</i></p>	Walang Bayad	2 minuto	Nurse II ER OMCDH
<p><i>3. Bayaran ang mga obligasyon para sa mga ibinigay na gamutan sa pasyente. (Pay bills to the cashier.)</i></p>	<p><i>3. 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.)</i></p>	Depend e sa mga supplies at gamot na ginamit ng pasyente	2 Minuto	Nurse II ER OMCDH
	Total	Depend e sa mga supplies at gamot na ginamit ng pasyente	14 minuto	

## 7. FAMILY PLANNING CLINIC

Description: 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.

<b>Office or Division:</b>	Family Planning Clinic
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen



<b>Who may avail:</b>	All patient chose to be admitted in the ward			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>1. Kumuha ng numero sa gwardya sa main hospital entrance. (Get number to guard in the main hospital entrance.)</i>	<i>1. Bigyan ng numero ang pasyente. (issue number to patient.)</i>	Walang Bayad	1 minuto	Security Guard I Civil Security Unit OMCDH
<i>2. Pumunta sa Medical Record Section at magpalista. (Proceed to the Medical Record Section and register.)</i>  <i>New patient- Fill up the Pre-form.</i>  <i>Old Patient- Present the hospital number.</i>	<i>2. Kunin ang Pre-form na may mga imporsmasyon ng pasyente. (Get the accomplished Pre-form.)</i>  <i>2.1. Kung ang pasyente ay bago, ilista at bigyan ng hospital ID number. (For new patient, register and give the hospital ID number.)</i>  <i>2.2. Kung ang pasyente ay dati na o luma, tingnan ang hospital number at ilista. (For old patient: check the hospital number and register.)</i>	Walang Bayad	5 minuto	Administrative Aide III Medical Records OMCDH  Administrative Aide III Medical Records OMCDH  Administrative Aide III Medical Records OMCDH



<p><i>3. Pumunta sa Family Planning Clinic at tumanggap ng Family Planning services. (Proceeds to Family Planning Clinic and receive the chosen Family Planning services.)</i></p>	<p><i>3. Tawagin ang pangalan ng kliyente. (Call out the name of the client.)</i></p>	Walang Bayad	1 minuto	Nursing Attendant I Family Planning Clinic OMCDH
	<p><i>3.1. Tanungin ang kliyente tungkol sa kailangang Family Planning Services. (Ask client on needed Family Planning services.)</i></p>	Walang Bayad	2 minuto	Nursing Attendant I Family Planning Clinic OMCDH
	<p><i>3.2. Bigyan ng payo ang kliyente tungkol sa mga pamamaraan ng pagpapalano ng pamilya. (Give counselling to client about the different methods of family planning services.)</i></p>	Walang Bayad	5 minuto	Nursing Attendant I Family Planning Clinic OMCDH
	<p><i>3.3. Bigyan ng napiling pamamaraan ng pagpapalano ng pamilya at kaalaman dito. (Give the chosen Family Planning method and information about the</i></p>	Walang Bayad	15 minuto	Nursing Attendant I Family Planning Clinic OMCDH
		Walang Bayad	1 minuto	Nursing Attendant I Family Planning Clinic OMCDH



	<i>method or device.)</i>  3.4. <i>Bigyan ang kliyente ng itinakdang araw ng follow-up visit. (Give the scheduled follow-up visit to the client.)</i>  3.5. <i>Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS. (Enter patient's data to the logbook and Hospital Information System (I-HOMIS).</i>	Walang Bayad	2 minuto	Nursing Attendant I Family Planning Clinic OMCDH  Nursing Attendant I Family Planning Clinic OMCDH
	Total	Walang Bayad	32 minuto	

## 8. HEALTH INSURANCE SECTION (PhilHealth) External Services

Description: Hospital Health Insurance Section (caters In-patients, Out-patients, ER Patients who are eligible Philhealth Beneficiaries)

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

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE</b>	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	All Qualified Philhealth Beneficiaries/ALL Filipino	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Philhealth ID/MDR,	



OTHERS: <b>IF NEEDED</b> (KUNG KAILANGAN LAMANG) – -Proof of Payment/OR -Marriage Contract/License -Birth Cert.(patient/member) -Valid ID -Authorization Letter (for representative) -Certification from LSWDO		As provided by Patient or Guardian  NGA/LGU OFFICES		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for assistance availing <b>of Philhealth benefits.</b>  <i>“Humingi ng tulong para makagamit ng PHilhealth benefits”</i>	1. Assists clients/patient.  <i>“Tulungan at i-guide ang kliyente/pasyente”</i>	None	5 minutes	<i>Security Guard OPD Entrance Door OMCDH</i>
2. Proceed to the OMCDH Medical Social Service office and submit requirements <b>“Windows Transaction only”</b>  <i>“Pumunta sa Medical Social Service office at ipasa ang mga kelangan dokumento “</i>	2. Medical Social Worker will check the philhealth’s validity of the member.  <i>“I-check ang validity ng miyembro”</i>			<i>Social Worker Officer Social Welfare OMCDH</i>
	a)With current membership <i>“aktibo/dating miyembro”</i>	None	7. minutes	<i>Social Worker Officer Social Welfare Services OMCDH</i>
	b)Non-member (to be enrolled) <i>“Di pa miyembro ng Philhealth at Pagtatala”</i>	None	2 days	<i>Social Worker Officer Social Welfare Services</i>



				OMCDH
<p>3. Declaration of patient as new Dependents (if not yet included at MDR):</p> <p>a) Submit requirements needed</p> <p><b>“a)Ipasa ang mga kelangan dokumento”</b></p> <p>b) Filling up the PMRF</p> <p><b>“b)mag fill-up ng PMRF”</b></p>	<p>3. MSW will check if the patient is not yet declared at as valid dependent through philhealth portal system. An update will be done accordingly. ‘I-check ang dependent at isama sa mga naka-deklara na”</p> <p>Verify the requirements</p> <p><b>“a)Suriin ang mga dokumento”</b></p> <p>Issuance of PMRF to be accomplished by the member or representative</p> <p><b>“Pagbibigay ng PMRF”</b></p>	None	1 day	<p>Social Worker Officer Social Welfare Services OMCDH</p>
<p>4. Securing of Approval Stub</p> <p>a. Secure approval slip</p>	<p>4. Issuance of Approval Stub for Philhealth benefit availment</p> <p><b>“Magbigay ng Approval Slip”</b></p>	None	3 minutes	<p>Social Worker Officer Social Welfare Services</p>



<b>"Humingi ng Approval Slip"</b>				OMCDH
End of transaction	(Maximum time to conclude the process is 3 days and 11 minutes) except waiting time.			

## 9. ISOLATION WARD

Description: Isolation is the separation of a person or a group of person infected or believed to be infected with contagious disease to prevent spread infection. Isolation ward is open 24 hours daily. It caters to all admitted patients with communicable disease needing isolation.

### A. Pagtigil ng pasyente sa pagamutan (Isolation Ward)

<b>Office or Division:</b>	Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All admitted patients needing isolation.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>I. Pumunta sa Ward area para sa pagtigil sa pagamutan. (Transfer to ward for confinement.)</i>	<i>1. Tanggapin ang endorsement galing sa ER Nars. (Receive endorsement from ER Nurse.)</i>	Walang Bayad	2 minuto	<i>Nurse I Isolation Building OMCDH</i>
	<i>1.1. Ihanda ang kama at kuwarta na paglalagyan ng pasyente.</i>	Walang Bayad	2 minuto	<i>Nurse I Isolation Building OMCDH</i>





	<p><i>(Prepares bed and room of patient.)</i></p>		3 minuto	
	<p><i>1.2. Ilagay sa komportableng higaan ang pasyente. (Placed patient in comfortable bed.)</i></p>	Walang Bayad		<i>Nurse I Isolation Building OMCDH DH</i>
	<p><i>1.3. Suriin ang kondisyon at kunan ng vital signs ang pasyente. (Assess patient condition. and take vital signs.)</i></p>	Walang Bayad	2 minuto	<i>Nurse I Isolation Building OMCDH</i>
	<p><i>1.4. Suriin ang order ng Doktor para sa patuloy gamutan. (Check Doctors order for the continuity of care.)</i></p>	Walang Bayad	2 minuto	<i>Nurse I Isolation Building OMCDH</i>
	<p><i>1.5. Bigyan ng mga tagubilin sa mga pagsusuri na gagawin. (Give instruction about diagnostic procedures (e.g. proper collection of stool, urine etc.)</i></p>	Walang Bayad	1 minuto	<i>Nurse I Isolation Building OMCDH</i>
	<p><i>1.6. Isulat ang pangalan sa daily census. (Record patients</i></p>	Walang Bayad	1 minuto	<i>Nurse I Isolation Building</i>



	<p><i>name in daily census.)</i></p> <p><i>1.7. Makipag ugnayan sa dietary department para sa pagkain ng pasyente. (Coordinate to the dietary department for patients' appropriate meal.)</i></p> <p><i>1.8. 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.)</i></p> <p><i>1.9. Subaybayan ang kondisyon ng pasyente at isangguni sa doctor ang mga sintomas na nakita. (Monitor patients' condition and refer to resident on duty any untoward signs and symptoms)</i></p>	<p>Walang Bayad</p> <p>Walang Bayad</p> <p>Walang Bayad</p>	<p>3 minuto</p> <p>3 minuto</p> <p>5 minuto</p> <p>2 minuto</p>	<p>OMCDH</p> <p><i>Nurse I Isolation Building OMCDH</i></p> <p><i>Nurse I Isolation Building OMCDH</i></p> <p><i>Nurse I Isolation Building OMCDH</i></p>
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	1.10. <i>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-coming shift)</i>			Nurse I Isolation Building OMCDH
	Total	Walang bayad	26 minuto	

## 10. LABOR ROOM/ DELIVERY ROOM

### A. Pagpunta ng pasyente sa lugar paanakan

<b>Office or Division:</b>	Labor Room/ Delivery Room			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All pregnant mothers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Pre-natal Guide		Patient Itself		
Copy of Laboratories required to pregnant woman		Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>I. Pumunta sa lugar paanakan para sa panganganak (Transfer to Labor Room/ Delivery Room for birthing)</i>	<i>1. Tanggapin ang endorsement galing sa ER Nars (Receive endorsement from ER Nurse)</i>	Walang Bayad	2 minuto	Nurse I LR/DR OMCDH
	<i>1.1. Ilagay sa komportableng higaan ang pasyente</i>	Walang Bayad	2 minuto	Nurse I LR/DR OMCDH



	<i>(Placed patient in comfortable bed.)</i>			
	<i>1.2. Tingnan ang kondisyon ng pagbubuntis at kunan ng vital signs ang pasyente (Assess obstetrical status and take vital signs)</i>	Walang Bayad	2 minuto	Midwife II LR/DR OMCDH
	<i>1.3. 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)</i>	Walang Bayad	2 minuto	Midwife II LR/DR OMCDH
	<i>1.4. Suriin ang bagong dating na pasyente at kondisyon ng pagbubuntis (Examine and evaluate the pregnant woman)</i>	Walang Bayad	5 minuto	Medical Specialist I OB-Gyne OMCDH
	<i>1.5. Subaybayan ang progress of labor ng payente (Monitor progress of labor)</i>	Walang Bayad	Tuwing ika- 5 minuto	Midwife II LR/DR OMCDH
	<i>1.6. Isulat sa Partograph kung ang pasyente ay</i>	Walang Bayad	1 minuto	Midwife II LR/DR



	<i>nakararanas na ng True Labor (Write in the partograph when patient is in True Labor already)</i>  <i>1.7. Ihanda ang pasyente sa panganganak. (Prepare the patient for delivery.)</i>	Walang Bayad	3 minuto	OMCDH  Midwife II LR/DR OMCDH
	Total	Walang Bayad	21 minuto	

## 11. LINEN / Pagpapalit o Pagbabalik ng Linen

<b>Office or Division:</b>	Nursing Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Mga pasyenteng na-confined sa ospital na ito.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form for change of Linen		Nurse Station		
Maruming sapin sa pagsasauli		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Ibibigay ng kamag-anak ng pasyente ang Request Form for the Change of Linen at ipakita ang numero ng sapin na papalitan o ibabalik.</i>	1. <i>Kukunin ang Request Form for Change of Linen at i-check ang numero ng sapin kung magkatugma sa nakasulat.</i>	Wala	3 minuto	<i>Nursing Attendant Ward OMCDH</i>
2. <i>Ilagay ang sapin sa lagayan ng mga</i>	2. <i>Sabihin at ituturo kung saan</i>	wala	3 minuto	<i>Nursing Attendant Ward</i>



<i>nagamit na. (Laundry Basket.)</i>	<i>dapat ilagay ang sapin.</i>			<b>OMCDH</b>
<i>3. Hintayin ang papel na pipirmahan.</i>	<i>3. Para sa unang transakyon ng pagpapalit o pagbabalik, isulat ang petsa, oras, pangalan ng pasyente, number ng sapin na papalitan. Para sa pangalawang ulit na transakyon, hanapin ang record at isulat ang numero ng sapin na ibabalik, status, pangalan at petsa. Para sa panibagong record, isulat ang petsa, oras, pangalan ng pasyente, laundry staff at numero ng bagong sapin.</i>	Wala	5 minuto	<i>Nursing Attendant Ward OMCDH</i>
<i>4. Pirmahan ang Monitoring of Returned and Issued Linen at ibalik sa Laundry staff on Duty.</i>	<i>4. Papirmahin ang kamag-anak ng pasyente sa Monitoring of Returned and Issued Linen at isulat ang numero ng bagong sapin sa Request Form for Change.</i>	Wala	5 minuto	<i>Nursing Attendant Ward OMCDH</i>



5. <i>Kuhanin ang bagong sapin at isang kopya ng Request Form for change of Linen at bumalik sa ward kung saan naka-admit ang pasyente.</i>	5. <i>Ibigay ang bagong sapin at isang kopya ng Request form for Change of Linen at ibilin na ibigay ang form sa Nursing Attendant o Nurse on Duty ng ward kung saan naka-admit ang pasyente.</i>	wala	1 minuto	<i>Nursing Attendant Ward OMCDH</i>
	Tapos ang transakyon	Wala	17 minuto	

## 12. LINEN / Pagpapapirma ng Discharge Clearance

<b>Office or Division:</b>	Nursing Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Mga pasyenteng na-confined sa ospital na ito.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Request Form for change of Linen		Nurse Station		
-Discharge Clearance -Maruming sapin na ibabalik		Nurse Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Ibibigay ng kamag-anak ng pasyente ang Discharge Clearance at Request Form for change of Linen at ipakita ang numero ng sapin na ibabalik.</i>	1. <i>Kukunin ang Discharge Clearance, Request Form for Change of Linen at i-check ang numero ng sapin kung magkatugma sa nakasulat.</i>	Wala	3 minuto	<i>Nursing Attendant Ward OMCDH</i>



<i>2. Ilagay ang sapin sa lagayan ng mga nagamit na. (Laundry Basket.)</i>	<i>2. Sabihin at ituturo kung saan dapat ilagay ang sapin.</i>	wala	3 minuto	<i>Nursing Attendant Ward OMCDH</i>
<i>3. Hintayin ang pirmadong Discharge Clearance at Request Form for Change of Linen.</i>	<i>3. Isulat ang petsa, oras, pangalan ng pasyente, numero ng sapin na ibabalik, laundry staff, status at petsa. Para sa may nauna nang transakyon, hanapin ang record at isulat ang numero ng sapin na ibabalik, status, pangalan ng laundry staff at petsa. Pirmahan ang Discharge Clearance at Request Form for change of Linen.</i>	Wala	5 minuto	<i>Nursing Attendant Ward OMCDH</i>
<i>4. Kuhanin ang 2 kopya ng Discharge Clearance at 1 kopya ng Request Form for Change of Linen. Dalhin ang Discharge Clearance sa Nurse on Duty sa Ward kung saan naka admit ang pasyente.</i>	<i>4. Ibigay ang 2 kopya ng pirmadong Discharge Clearance at 1 kopya ng Request Form for Change sa kamag-anak ng pasyente at sabihing dalhin ang Discharge Clearance at Request Form for Change of Linen sa Nurse Station sa ward kung saan nakaadmit an ang pasyente.</i>	Wala	3 minuto	<i>Nursing Attendant Ward OMCDH</i>





	Tapos ang transakyon	Wala	14 minuto	
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### 13. MEDICAL RECORDS INFORMATION TO INSURANCE VERIFIER (External Services)

Availment of patient information to Insurance Verifier

<b>Office or Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Insurance Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Written request		Insurance Company		
2. Valid ID		Insurance Representative		
3. Authorization Letter		Patient		
4. Waiver		Patient		
5. Triage Form		Triage Area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Triage Form from the Triage Area.  <i>(Sulatan ang Triage Form mula Triage Area.)</i>	1. Receive Triage Form from the Triage Area.  <i>(Tanggapin ang Triage Form galing sa Triage Area.)</i>	None	1 minute	<i>Admin. Aide III Medical Records OMCDH</i>
2. Queue up with enough space. Submit triage form and all requirements to Medical Record Section.  <i>(Pumila ng may tamang espasyo.)</i>	2. Collect triage form and all requirements.  <i>(Kunin ang triage form at mga requirement.)</i>	None	2 minutes	<i>Admin. Aide III Medical Records OMCDH</i>



<p><i>Ibigay ang mga requirements at triage form sa Medical Record Section.)</i></p>				
<p>3. Proceed to waiting Area.  <i>(Pumunta sa waiting area.)</i></p>	<p>3. Medical Record staff retrieve records of patient.  <i>(Hahanapin ang rekord ng pasyente.)</i></p>	<p>None</p>	<p>5 minutes</p>	<p><i>Admin. Aide III Medical Records OMCDH</i></p>
<p>4. Proceed to Medical Records once name is called.  <i>(Pumunta sa Medical records Section kapag tinawag.)</i></p>	<p>4. 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.  4.1. Medical Records staff advise the status of request.  4.2. If Physician is available or present and request is approve, Medical</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Admin. Aide III Medical Records OMCDH</i></p> <p><i>Admin. Aide III Medical Records OMCDH</i></p> <p><i>Admin. Aide III Medical Records OMCDH</i></p>



	<p>Record staff issue a charge slip.</p> <p>4.3. If Physician is not available or present, client advise to return to a set date.</p> <p><i>(4. Ang doctor na nagtingin ang tutukoy at magpapasya sa pagbibigay dukumento o impormasyon na na aayon sa alituntunin ng Data privacy Act (10173).</i></p> <p><i>(4.1. Sasabihin ng Medical Records staff ang estado ng Kahilingan.)</i></p> <p><i>(4.2. 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.)</i></p> <p><i>(4.3. Kapag ang doctor ay wala, ang kleyente ay pabalikin sa araw na tinakda.)</i></p>			<p><i>Admin. Aide III Medical Records OMCDH</i></p>
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<p>5. Pay cashier once called upon approval of attending Physicians.</p> <p><i>(Magbayad sa cashier kapag aprobado na ng doctor.)</i></p>	<p>5. Cashier issue a receipt to client.</p> <p><i>(Iisyuhan ng opisyal na resibo ng kahera.)</i></p>	<p>P 50.00 30.00- docum entary stamp</p>	<p>2 minutes</p>	<p>Cash Clerk I Cashierieng OMCDH</p>
<p>6. Proceed to Medical Records once the name is called to receive the documents or information requested.</p> <p><i>(Pumunta sa Medical Records para tanggapin ang kinukuhang dokumento o inpormasyon.)</i></p>	<p>6. Issue the requested the authenticated and photocopied documents or information and record it to insurance verifier logbook.</p> <p><i>(Ibibigay na ang utintikadong document o impormasyon na naka photocopies at itala sa talan ng mga kumuha ng impormasyon.)</i></p>	<p>None</p>	<p>2 minutes</p>	<p><i>Admin. Aide III Medical Records OMCDH</i></p>
<p>Tapos ang transasyon</p>		<p>P 80.00</p>	<p>17 Minuto</p>	

## 14. 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.)

<b>Office or Division:</b>	Clinical Laboratory Department
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<b>Classification:</b>	Highly Technical				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All Newborn needing Newborn Screening Services				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Document 1: Record of Newborn			Institution where newborn baby is delivered.		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	<i>Ibigay o dalhin ang record ni baby sa laboratory.</i>	<p>1. <i>Tanggapin ang record ni baby at suriin kung kumpleto na ang datos at kung maaari nang kuhanan ng dugo si baby.</i></p> <p>1.1. <i>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.</i></p>	Wala	3 Minuto	<i>Medical Technologist Laboratory OMCDH</i>
2.	<i>Para sa mga baby na ipinanganak sa ibang institusyon – ibigay ang charge slip sa kahera at magbayad.</i>	<p>2. <i>Tanggapin ang charge slip at bayad.</i></p> <p>2.1. <i>Mag-isyu ng opisyal na resibo.</i></p>	P 1750.0 0	3 Minuto	<i>Cash Clerk / Cashiering OMCDH</i>



3.	<i>Bumalik sa laboratory at ipakita ang pinagbayaran.</i>	<i>3. Suriin ang katibayan ng pagbabayad.</i>	Wala	1 Minuto	<i>Medical Technologist Laboratory OMCDH</i>
4.	<i>Pakuhanan ng dugo si baby.</i>	<i>4. Kuhanan ng dugo si baby.</i>  <i>4.1. I-proseso ang filter card na may dugo ni baby para ipadala sa Newborn Screening Center.</i>	Wala	10 Minuto  22 araw	<i>Medical Technologist Laboratory OMCDH</i>  <i>Medical Technologist Laboratory OMCDH</i>
5.	<i>Bumalik sa laboratory para sa resulta makalipas ang 22 araw o hintayin ang tawag mula sa laboratory kung may karagdagang abiso mula sa Newborn Screening Center.</i>	<i>5. Ihanda ang resulta ng newborn screening ni baby.</i>  <i>5.1. Tawagan ang mga magulang kung sakaling kinakailangan ang agarang aksyon sa bagong silang na sanggol.</i>	Wala	1 Minuto	<i>Medical Technologist Laboratory OMCDH</i>
6.	<i>Pirmahan ang record ng pagrelease at sagutan ang Client Satisfaction Survey.</i>	<i>6. Ibigay ang releasing record book at Client Satisfaction Survey sa pasyente.</i>  <i>6.1. Ibigay ang opisyal na resulta</i>	Wala	1 Minuto	<i>Medical Technologist Laboratory OMCDH</i>



		<i>ng newborn screening.</i>			
		<i>6.2. Tanggapin at itabi ang Client Satisfaction Survey.</i>			
		TOTAL	P1750.00	22 araw at 20 Minuto	

### English

<b>Office or Division:</b>	Clinical Laboratory Department				
<b>Classification:</b>	Simple Transaction				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All Newborn needing Newborn Screening Services				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Document 1: Record of Newborn			Institution where newborn baby is delivered.		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Present newborn record to laboratory.	<p>1. Receive newborn record and check if it is completely filled or and be sure if blood can now be collected.</p> <p>1.1. 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.</p>	None	3 Minutes	<i>Medical Technologist Laboratory OMCDH</i>



2.	For newborn that is delivered to other institution – present charge slip and payment to the cashier.	2. Received charge slip and payment.  2.1. Issue official receipt.	P 1750.0 0	2 Minutes	<i>Cash Clerk I Cashiering OMCDH</i>
3.	Return to laboratory and present official receipt.	3. Check the proof of payment.	None	1 Minute	<i>Medical Technologist Laboratory OMCDH</i>
4.	Submit your baby for blood collection.	4. Collect blood from newborn.  4.1. Process the filter card with collected blood from newborn and send it Newborn Screening Center.	None	10 Minutes  22 days	<i>Medical Technologist Laboratory OMCDH  Newborn Screening Center</i>
5.	Return to the laboratory 22 days after blood extraction to get the result or wait for a call for further notice from the Newborn Screening Center.	5. Prepare for the newborn screening result.  5.1. Call the parent/guardian of newborn in cases where there is a need for an immediate	None	2 Minutes	<i>Medical Technologist Laboratory OMCDH  Medical Technologist Laboratory OMCDH</i>





		action to be taken.			
6.	Sign the Release Record and complete the Client Satisfaction Survey.	<p>6. Give releasing record to the patient and Client Satisfaction Survey Form.</p> <p>6.1. Release Official Result of newborn screening.</p> <p>6.2. Receive and keep the Client Satisfaction Survey.</p>	None	1 Minute	<p><i>Medical Technologist Laboratory OMCDH</i></p> <p><i>Medical Technologist Laboratory OMCDH</i></p> <p><i>Medical Technologist Laboratory OMCDH</i></p>
		TOTAL	P1750.00	22 days and 20 minutes	

## COMPREHENSIVE LIST OF SERVICES

SERVICES		DOCUMENTARY REQUIREMENTS	FEE	PROCESSING HOURS
1.	Complete Blood Count	Laboratory Request	180.00	5 Hours
2.	Prothrombin Time	Laboratory Request	350.00	5 Hours
3.	Activated Partial Thromboplastin Time	Laboratory Request	350.00	5 Hours
4.	Clotting Time / Bleeding Time	Laboratory Request	100.00	5 Hours
5.	Malarial Smear	Laboratory Request	100.00	5 Hours
<b>CLINICAL MICROSCOPY</b>				



6.	Routine Urinalysis	Laboratory Request	50.00	5 Hours
7.	Fecalysis	Laboratory Request	40.00	5 Hours
8.	Kato Katz Method	Laboratory Request	40.00	5 Hours
<b>SEROLOGY / IMMUNOLOGY</b>				
9.	HBsAg	Laboratory Request	120.00	5 Hours
10.	Syphilis / Anti-TP	Laboratory Request	170.00	5 Hours
11.	Typhidot	Laboratory Request	350.00	5 Hours
12.	Dengueblot	Laboratory Request	1200.00	5 Hours
13.	Blood Typing – Forward Card Method	Laboratory Request	180.00	5 Hours
14.	Pregnancy Test	Laboratory Request	150.00	5 Hours
15.	C – Reactive Protein	Laboratory Request	600.00	5 Hours
16.	TSH	Laboratory Request	600.00	5 Hours
17.	FT3	Laboratory Request	600.00	5 Hours
18.	FT4	Laboratory Request	600.00	5 Hours
19.	TROP I	Laboratory Request	1200.00	5 Hours
20.	CKMB	Laboratory Request	900.00	5 Hours
21.	PSA	Laboratory Request	850.00	5 Hours
<b>CLINICAL CHEMISTRY</b>				
22.	Fasting Blood Sugar	Laboratory Request	100.00	7 Hours
23.	Random Blood Sugar	Laboratory Request	100.00	5 Hours
24.	Total Cholesterol	Laboratory Request	100.00	7 Hours
25.	Triglycerides	Laboratory Request	100.00	7 Hours
26.	HDL/LDL – Cholesterol	Laboratory Request	250.00	7 Hours



27.	Blood Uric Acid	Laboratory Request	150.00	7 Hours
28.	Blood Urea Nitrogen	Laboratory Request	100.00	7 Hours
29.	Creatinine	Laboratory Request	100.00	7 Hours
30.	SGOT	Laboratory Request	200.00	7 Hours
31.	SGPT	Laboratory Request	200.00	7 Hours
32.	Alkaline Phosphatase	Laboratory Request	300.00	7 Hours
33.	Bilirubin	Laboratory Request	300.00	7 Hours
34.	Oral Glucose Tolerance Test	Laboratory Request	500.00	7 Hours
35.	Serum Electrolytes (Na K Cl)	Laboratory Request	500.00	7 Hours
36.	HbA1c	Laboratory Request	650.00	7 Hours
<b>BLOOD STATION</b>				
37.	Blood Typing Tube Method	Laboratory Request	250.00	7 Hours
38.	Compatibility Testing	Laboratory Request	500.00	7 Hours
39.	Packed Red Blood Cell	Laboratory Request	1500.00	-
40.	Whole Blood	Laboratory Request	1800.00	-

## 15. NUTRITION and DIETARY COUNSELING SERVICES

Brief Description: The Nutrition and Dietetics Counseling Services is an independent out-patient and in-patient clinic which aims to help the patients carry out the diet prescription according to the principles of nutrition and therapeutic diet management.

<b>Office or Division:</b>	Nutrition and Dietetics Service Section
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	Mga pasyenteng natingnan/na-confined sa ospital na ito na nangangailangan ng tamang diet.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Medical Chart		Ward Section		
Referral Slip		OPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Out-Patient:</b>				
1. <i>Tanggapin ang referral slip para sa pagpapayo sa diyeta. (Accepts the referral slip for diet counseling.)</i>	1. <i>Ibigay ang referral slip para sa pagpapayo sa diyeta. (Give the referral slip for diet counseling.)</i>	Wala	1 minuto	Nurse OPD OMCDH
2. <i>Ipasa ang referral slip para sa pagpapayo sa diyeta sa Nutrition at Dietetics Service. (Submit referral Slip for diet counselling to Nutrition and Dietetics Service.)</i>	2. <i>Tanggapin at suriin ang referral slip para sa diet counseling. (Accept and check the referral slip for Diet counseling.)</i>	Wala	1 minuto	Nutritionist- Dietitian Dietary Section OMCDH
	2.1. <i>Kunin at isulat ang lahat ng impormasyon tungkol sapasyente kasama ang anthropometric, physical exams, latest laboratory at clinical result. (Get the medical chart of the anthropometric, biochemical, clinical, physical data or recprd of the patient.)</i>	Wala	5 minuto	Nutritionist- Dietitian Dietary Section OMCDH
	2.2. <i>Bisitahin at suriin ang</i>	Wala	10 minuto	



	<p><i>pasyente para sa diet counseling. (Visit and Assess the patient for diet counseling.)</i></p>			<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
<p><i>3. Tumugon sa mga katanungan. (Respond to questions.)</i></p>	<p><i>3. Alamin ang kabuuang kaalaman tungkol sa nutrisyon tulad ng gusto at ayaw na pagkain, uri at mga paraan sa pagkain at mga kailangan na impormasyon. (Interview on his nutritional history, food likes and dislikes, meal pattern, and other needed information.)</i></p>	Wala	5 minuto	<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
	<p><i>3.1. Icompute at ipaliwanag ang mga tamang sukat sa pagkain. (Perform s diet computation.)</i></p>	Wala	15 minuto	<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
	<p><i>3.2. Ipaliwanag ang tama at angkop na nutrisyon para sa pasyente</i></p>	Wala	25 minuto	<p><i>Nutritionist-Dietitian Dietary Section</i></p>



	<i>(Performs diet counseling.)</i>			OMCDH
<i>4. Pirmahan ang Patients' Counsel Logbook. (Sign the Patient Counsel Logbook.)</i>	<i>4. Ibigay ang patients counsel logbook.(Give the patient counsel logbook.)</i>	Wala	2 minuto	<i>Nutritionist-Dietitian Dietary Section OMCDH</i>
<i>5. Tanggapin ang iniresetang gabay sa pagkatuto sa pagkain.(Accept prescribed dietary instruction guide.)</i>	<i>5. Ihanda at bigyan ng tularan at listahan ng mga tamang pagkain. (Prepares and gives prescribed dietary instruction guide.)</i>	Wala	1 minuto	<i>Nutritionist-Dietitian Dietary Section OMCDH</i>
End of Transaction	Total		65 minuto	
<b>In-Patient:</b>				
<i>1. Tanggapin ang referral slip para sa pagpapayo sa diyeta na mula sa ward nurse. (Accept the referral slip for diet counselling from the ward nurse.)</i>	<i>1. Ibigay ang referral slip para sa pagpapayo sa diyeta.(Give the referral slip for diet counseling.)</i>	Wala	1 minuto	<i>Nurse Medical Ward OMCDH</i>
<i>2. Ipasa ang referral Slip para sa pagpapayo sa diyeta sa Nutrisyon at Dietetics Service. (Submit referral slip for diet counseling to Nutrition and Dietetics Service.)</i>	<i>2. Tanggapin at suriin ang referral slip para sa diet counseling. (Accept and check the referral slip for Diet counselling.)</i>	Wala	1 minuto	<i>Nutritionist-Dietitian Dietary Section OMCDH</i>
	<i>2.1. Kunin ang Medical chart ng pasyente at isulat ang lahat ng</i>	Wala	5 minuto	<i>Nutritionist-Dietitian</i>



	<p><i>impormasyon tungkol sa pasyente kasama ang anthropometric, physical exams, latest laboratory and clinical result. (Get the medical chart of the patient and copy all the anthropometric, biochemical, clinical, physical data or record of the patient.)</i></p> <p><i>2.2. Bisitahin at suriin ang pasyente para sa diet counseling. (Visit and Assess the patient for Diet Counseling.)</i></p>	Wala	10 minuto	<p><i>Dietary Section OMCDH</i></p> <p><i>Nutritionist- Dietitian Dietary Section OMCDH</i></p>
<p><i>3. Tumugon sa mga katanungan. (Respond to questions.)</i></p>	<p><i>3. Alamin ang kabuuang kaalaman tungkol sa nutrisyon tulad ng mga gusto at ayaw na pagkain, uri at mga paraan sa pagkain at iba pang mga kailangan na impormasyon. (Interview on his</i></p>	Wala	5 minuto	<p><i>Nutritionist- Dietitian Dietary Section OMCDH</i></p>



	<p><i>nutritional history food likes and dislikes meal pattern and other needed information.)</i></p> <p><i>3.1. Icompute at ipaliwanag ang mga tamang sukat sa pagkain. (Perform diet computation.)</i></p> <p><i>3.2. Ipaliwanag ang tama at angkop na nutrisyon para sa pasyente. (Perform diet counseling.)</i></p>	Wala	15 minuto	<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
		Wala	25 minuto	<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
<p><i>4. Pirmahan ang Patients Counsel Logbook. (Sign the Patient Counsel Logbook.)</i></p>	<p><i>4. Ibigay ang patients counsel logbook. (Give the patient counsel logbook.)</i></p>	Wala	2 minuto	<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
<p><i>5. Tanggapin ang ineresetang gabay sa pagtututo sa pagkain. (Accept prescribed dietary instruction guide.)</i></p>	<p><i>5. Ihanda at bigyan ng tularan at listahan ng mga tamang pagkain. (Prepares prescribed dietary instruction guide.)</i></p>	Wala	1 minuto	<p><i>Nutritionist-Dietitian Dietary Section OMCDH</i></p>
End of Transaction			65 minuto	





## 16. OUT-PATIENT CONSULTATION

Description: 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.

<b>Office or Division:</b>	Out-Patient Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
Hospital Record		Medical Record Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Kumuha ng numero sa main hospital entrance para sa konsulta. (Get the number to the guard in the main hospital entrance for OPD consult.)</i>	1. <i>Bigyan ng numero ang pasyente para sa konsulta. (Issue number to patient for OPD consult.)</i>	Walang Bayad	1 minuto	Security Guard I/Civil Security OMCDH
2. <i>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.)</i>	2. <i>Kunin ang ibinigay na numero at hospital number ng pasyente. (Get the patient assigned number together with his/ her hospital number.)  2.1. <i>Kunin ang talaan ng pasyente sa Medical Records Section. (Secure patients' record at the Medical Records Section)</i></i>	Walang Bayad  Walang Bayad	1 minuto  5 minuto	Nurse I OPD OMCDH  Administrative Aide III Records Section OMCDH



<p>3. Pumunta sa “waiting area” at hintayin na tawagin ang pangalan. (Proceeds to waiting area and wait the name to be called.)</p>	<p>3. Tawagin ang pangalan ng pasyente (Call Patient by his/ her name.)</p>	<p>Walang Bayad</p>	<p>1 minuto</p>	<p>Nurse / OPD OMCDH</p>
<p>4. Magbigay ng buong detalye ng kasalukuyang karamdaman. (Give full details of present illness.)</p>	<p>4. Isulat ang sanhi ng sakit ng pasyente (Record chief complain, history of present illness)</p>	<p>Walang Bayad</p>	<p>1 minuto</p>	<p>Nurse / OPD OMCDH</p>
	<p>4.1. Kunan ng vital signs ang pasyente at isulat sa patients’ record (Take initial vital signs and write on patients’ record.)</p>	<p>Walang Bayad</p>	<p>3 minuto</p>	<p>Nurse / OPD OMCDH</p>
<p>5. 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.)</p>	<p>5. Tawagin ang pangalan ng pasyenteng kokonsultahin. (Call out name the patient to be examined.)</p>	<p>Walang Bayad</p>	<p>1 minuto</p>	<p>Nurse / OPD OMCDH</p>
	<p>5.1. Ipaliwanag ang karamdaman sa pasyente. (Explain illness to the patient.)</p>	<p>Walang Bayad</p>	<p>2 minuto</p>	<p>Internist Medicine Surgeon OB-Gyne Pediatrician OPD OMCDH</p>
	<p>5.2. Ibigay ang reseta at ipaliwanag ang kailangang gamutan sa pasyente</p>	<p>Walang Bayad</p>	<p>2 minuto</p>	<p>Internist Medicine Surgeon OB-Gyne Pediatrician OPD</p>



	<i>(Explain treatment to the patient.)</i>			OMCDH
	5.3. Isulat ang detalye ng pasyente sa logbook at sa i-HOMIS. <i>(Enter patient's data to the logbook and Hospital Information System (I-HOMIS.)</i>	Walang Bayad	2 minuto	Nurse / OPD OMCDH
	Total	Walang Bayad	19 minuto	

### 17. Out-Patient Department (OPD) Registration of New Patients (Bagong Pasyente) ( External Services)

Registration of new patients consulting at the OPD from Monday to Friday at 8am to 5pm

<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patients who would like to consult at the OPD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient/ Companion gets queuing number data Pre-form to be accomplished from	1. Distribute the pre-forms, queuing number and priority number and	None	1 minute	Security Guard / Entrance Door OMCDH



<p>Guard on Duty and present triage form.</p> <p>If PWD/SC: Present the PWD/SC ID and get priority number from Guard/Admitting Personnel and fill out pre-form.</p> <p><i>(Kumuha ng numero at Pre-form sa Guard /Admitting personnel at ibigay ang triage form.)</i></p> <p><i>(Kung PWD/SC Ipakita ang SC/PWD, kumuha ng Priority Number sa Guard on duty at sagutan ang pre-form. )</i></p>	<p>check triage form.</p> <p><i>(Ibigay ang Pre-form at numero at suriin ang triage form.)</i></p>			
<p>2. Proceed to patients waiting area or OPD area and wait for the for numer to be called.</p> <p><i>(Maupo sa mga upuang nakalaan sa harapan ng OPD at hintayin na tawagin ang numero.)</i></p>	<p>2. Calls out the number/name of the patient to be accommodated at the OPD Section.</p> <p><i>(Pagtawag sa pangalan o numero ng pasyente na tatanggapin sa OPD Section.)</i></p>	None	2 minutes	Administrative Aide III Medical Record OMCDH



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



## 18. Out-Patient Department Registration of Old Patients (Dating Pasyente)- External Services

Registration of old patients consulting at the OPD from Monday to Friday 8am to 5pm.

<b>Office or Division:</b>	Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Old patients consulting at the OPD			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Security Guard I Entrance Door OMCDH
2. Proceed to patients waiting area or OPD area and wait for the for numer to be called.  <i>(Maupo sa mga upuang nakalaan sa harapan ng OPD at hintayin na tawagin ang numero.)</i>	2. Calls out the number/name of the patient to be accommodated at the OPD Section.  <i>(Pagtawag sa pangalan o numero ng pasyente na</i>	None	2 minutes	Admin Aide III Medical Record OMCDH



	<i>tatanggapin sa OPD Section.)</i>			
<p>3. Present the complete filled-out Pre-form once the number is called.</p> <p>If PWD/SC ID: Present PWD/SC and fill-out Pre-form once number is called from OPD Priority Lane.</p> <p><i>Kung PWD/SC: Ipakita ang PWD/SC ID.</i></p>	<p>3. Receives the filled-out Pre-form with old patient remark and queuing number.</p> <p>3.1. Checks for the completeness of Pre-form.</p> <p>3.2. Retrieves OPD Health Record of the patient.</p> <p>3.3. Encodes data to the patient logbook/I-HOMIS.</p> <p>3.4. Prepares the OPD Health Record and Patient Identification Card/Yellow Card of the patient and issue charge slip.</p> <p><i>(3. Pagtanggap ng sinagutang Pre-form na may old patient remark at numero ng pila.</i></p> <p><i>3.1. Pagsusuri sa pagkukumpleto ng Pre-form.</i></p>	None	3 minutes	<p>Admin Aide III Medical Record OMCDH</p> <p>Admin Aide III Medical Record OMCDH</p> <p>Admin Aide III Medical Record OMCDH</p> <p>Admin Aide III Medical Record OMCDH</p> <p>Admin Aide III Medical Record OMCDH</p>





	<p>3.2. <i>Paghahanap ng OPD Health Record ng pasyente.</i></p> <p>3.3. <i>Paglilista ng pasyente sa logbook/I-HOMIS.</i></p> <p>3.4. <i>Paggawa ng OPD Health Record at ng Patient Identification Card/Yellow Card ng pasyente at magbigay ng charge slip.)</i></p>			
<p>4. Proceed to Cashier for Payment of OPD Health Record.</p> <p><i>(Pumunta sa Cashier para magbayad ng OPD Health Record.)</i></p>	<p>4. Issue an unofficial receipt.</p>	<p>Php 20.00</p>	<p>2 minutes</p>	<p>Cash clerk I Cashiering OMCDH</p>
<p>5. Once the number/name is called, proceed to OPD Section for consultation.</p> <p><i>(Magtungo sa OPD Section kapag tinawag na ang pangalan o numero.)</i></p>	<p>5. Forwards OPD Health Record to the Nursing Attendant of OPD Section at which the patient will consult.</p> <p><i>(5.1 Pagbibigay ng OPD Health Record ng pasyente sa Nursing Attendant ng OPD Section na</i></p>	<p>None</p>	<p>2 minutes</p>	<p>Admin Aide III Medical Records OMCDH</p>



	<i>kung saan siya titingnan ng Doktor.)</i>			
End of Transaction			10 minutes	

## 19. Pagbibigay ng Serbisyo para sa mga Pasyenteng nangangailangan ng Tulong. External Service

Bukas Lunes (7:00 ng umaga hanggang 4:00 ng hapon) Martes hanggang Linggo (8:00 ng umaga hanggang 5:00 ng hapon)

<b>Office or Division:</b>	Medical Social Service			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Lahat ng pasyente ng Oriental Mindoro Central District Hospital na nangangailangan ng tulong at walang Philhealth.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Para sa ER/Triage, In at Out, Laboratory, Pharmacy Patient <ul style="list-style-type: none"> <li>➤ Order of Payment</li> <li>➤ Prescribed Medicines</li> <li>➤ Laboratory Request</li> <li>➤ Acknowledgement Receipt</li> </ul>		Nurse in charge (ER/Triage, In at OPD/Ward), Medical Technologist in charge Pharmacist in charge		
2. Para sa Hospital Sponsored Philhealth <ul style="list-style-type: none"> <li>➤ Birth Certificate or Marriage Certificate</li> <li>➤ Philhealth Membership Registration Form</li> </ul>		Client  Medical Social Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Lumapit sa Medical Social Worker.	1. Pakikipanayam sa pasyente o kamag anak upang malaman kung anung uri ng serbisyo ang maibibigay at ipaliwanag sa kliyente ang kanyang klasipikasyon.	Wala	8 minuto	Social Worker Officer Social Welfare Services OMCDH



<p><i>Pirmahan ang MSS Assessment Tool ng OMCDH-Kasunduan.</i></p> <p><i>Ipakita ang reseta, laboratory/ radiology request o Order of Payment.</i></p>	<p><i>Ibigay ng MSS Assessment Tool.</i></p> <p><i>Ilagay ang kaukulang diskwento sa kanilang Order of Payment at ilagay ang MSS Classification.</i></p>	<p>wala</p> <p>Depende sa natitirang bayarin</p>	<p>1 minuto</p> <p>1 minuto</p>	<p>Social Worker Officer Social Welfare Services OMCDH</p> <p>Social Worker Officer Social Welfare Services OMCDH</p>
<p><i>2. Ipasa ang kinakailangang dokumento.</i></p>	<p><i>2. Tanggapin at suriin.</i></p>	<p>wala</p>	<p>1 minuto</p>	<p>Social Worker Officer Social Welfare Services OMCDH</p>
	<p><i>2.1. I-enroll sa Philhealth (Point of Service.) Mabigyan ng Philhealth ang:</i></p> <p><i>2.2. May kakayahan o Financially Capable. (Payuhan ang kliyente na magbayad ng kontribusyon sa opisina ng Philhealth.)</i></p> <p><i>2.3. Walang kakayahan of</i></p>	<p>Wala</p> <p>wala</p> <p>wala</p>	<p>2 minuto</p> <p>3 minuto</p> <p>2 minuto</p>	<p>Social Worker Officer Social Welfare Services OMCDH</p> <p>Social Worker Officer Social Welfare Services OMCDH</p> <p>Social Worker Officer</p>



	<i>Financially Incapable.</i>			Social Welfare Services OMCDH
<i>3. Pagbalik ng kliyente.</i>	<i>3. Ibigay ang kopya ng kanilang registration slip.</i>  <i>3.1. Ipaliwanag ang mabuting maidudulot na ma i-enrol sa Point of Service.</i>	wala	2 days	Social Worker Officer Social Welfare Services OMCDH
End of Transaction			Minimum of 2 hours & 30 minutes and Maximum of 2 days and 30 minutes	

## 20. PROCEDURE ON DISPENSING OF DRUGS AND MEDICINES FOR OUT- PATIENT (External Services)

Dispensing of drugs and medicines to outpatients

<b>Office or Division:</b>	Pharmacy Department-Medical				
<b>Classification:</b>	Simple Transaction				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All Out-Patient who consulted in OPD in need of drugs and medicines				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Doctor's Prescription			Attending Physician		
2. Charge Slip			Pharmacy		
3. Official Receipt and Copy of Charge Slip			Cashier		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	Presents prescription to Pharmacy.  <i>(ipakita ang reseta sa Parmasya.)</i>	1. Evaluates and validates prescription for completeness  1.1. Check the availability of the medicine	None	2 minutes	Pharmacist Pharmacy OMCDH



		<p>and informs the price of the medicine.</p> <p><i>(Susuriin ang reseta at titingnan kung available and gamot na kailangan.)</i></p>	(Wala)	(2 minuto)	<i>(Parmasyutiko)</i> OMCDH
2.	<p>Pay the corresponding fee at the Cashier and the return to Pharmacy after payment.</p> <p><i>(Pumunta sa Cashier para sa bayad at bumalik sa Parmasya pagkatapos magbayad.)</i></p>	<p>2. Issues Charge Slip in triplicate copies for payment and directs the patient/relative to pay at the cashier.</p> <p><i>(Magbibigay ng Charge Slip para sa bibilhing gamut.)</i></p>	<p>Cost of Medicine</p> <p><i>(Halaga ng gamut)</i></p>	<p>Refer to Cash Operation's Citizen's Charter</p> <p><i>(Sumangguni sa proseso ng Cashier)</i></p>	<p>Pharmacist Pharmacy OMCDH</p> <p><i>(Parmasyutiko)</i></p> <p>Cash Clerk Cashiering OMCDH</p> <p><i>(Kahera)</i></p>
3.	<p>Presents the Official Receipt and copy of charge slip.</p> <p><i>(ipakita ang Resibo at Charge Slip.)</i></p>	<p>3. Verifies the details of the Official Receipt with the Charge Slip.</p> <p><i>(ibeberipika ang resibo at charge slip.)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>2 minutes</p> <p><i>(2 minuto)</i></p>	<p>Pharmacist Pharmacy OMCDH</p> <p><i>(Parmasyutiko)</i></p>
4.	<p>Claims the medicine(s).</p> <p><i>(Kunin ang gamut.)</i></p>	<p>4. Prepares and dispense the medicines; Counsels patient regarding the medication.</p> <p><i>(Ihahanda at ibibigay ang gamut)</i></p>	<p>None</p> <p><i>(Wala)</i></p>	<p>3 minutes</p> <p><i>(3 minuto)</i></p>	<p>Pharmacist Pharmacy OMCDH</p>



		<i>sa kliyente at ituturo/ipapayo ang tamang paggamit/pag-inom ng gamut.)</i>  4.1. Records the transaction in Pharmacy OPD Record Logbook.  <i>(Irerekord ang transakyon.)</i>		1 minute  (1 minuto)	<i>(Parmasyutiko)</i>  Pharmacist Pharmacy OMCDH  <i>(Parmasyutiko)</i>
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## 21. PROVISION OF LABORATORY SERVICE TO OUT-PATIENT (Pagbibigay ng serbisyo ng laboratory para sa mga 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.)

<b>Office or Division:</b>	Clinical Laboratory Department			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Out-Patient needing laboratory service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Document 1: Laboratory Request		Attending Physician/ Requesting Party		
Document 2: Triage Form		Triage - OMCDH		
Document 3: Official Receipt		Cashier - OMCDH		
Document 4: Medical Social Service Classification for Indigent Patient		Medical Social Service - OMCDH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. <i>Kumuha ng Covid Form sa TRIAGE area at sagutan ito ng matapat at totoo lamang para sa kaligtasan at seguridad ng bawat isa.</i></p>	<p>1. <i>Ibigay sa kliyente ang (Form) at pasagutan ito sa pasyente/kliyente at suriin kung kompleto ng sagutan ang lahat ng katanungan.</i></p>	<p>Wala</p>	<p>5 minuto</p>	<p>Admin Aide Triage Area OMCDH</p>	
<p>2.</p>	<p><i>Ipakita ang laboratory request at triage form na may kumpletong detalye.</i></p>	<p>2. <i>Tanggapin ang laboratory request at triage form.</i></p> <p>2.1. <i>Bigyan ng charge slip ang pasyente para sa bayaran.</i></p>	<p>Wala</p>	<p>5 Minuto</p>	<p>Medical Technologist Laboratory OMCDH</p>
<p>3.</p>	<p><i>Magbigay ng specimen na kailangan o magpakuha ng dugo.</i></p>	<p>3. <i>Tanggapin ang sample na kailangan o kuhanan ng dugo ang pasyente.</i></p> <p>3.1. <i>Lagyan ng pangalan at laboratory number ang sample.</i></p> <p>3.2. <i>Itala ang eksaminasyon na ipinapagawa.</i></p>	<p>Wala</p>	<p>30 Minuto</p> <p>4 na oras para sa Hematology,</p>	<p>Medical Technologist Laboratory OMCDH</p>



		<i>3.3. Dalhin sa laboratory ang sample at i-proseso ito.</i>		Clinical Microscopy at Serology/Immunology 6 oras para sa Clinical Chemistry	
4.	<p><i>Ayusin ang bayarin.</i></p> <p><i>4.1 Magbayad ng kaukulang bayarin sa kahera.</i></p> <p><i>4.2. Para sa mga indigent na pasyente – magtungo sa opisina ng Medical Social Service.</i></p>	<p><i>4. Tanggapin ang laboratory charges, bayad at mag-isyu ng opisyal na resibo.</i></p> <p><i>4.1. Tanggapin ang laboratory charges, tayahin ang pasyente at magbigay ng kaukulang sertipikasyon o ebalwasyon.</i></p>	<p>Halaga ng tinukoy na singilin (Tingnan sa talaan ng pagbabayaran)</p> <p>Wala</p>	<p>3 Minuto</p> <p>(10 Minutes)</p>	<p>Cash Clerk I Cashiering OMCDH</p> <p>Social Worker Officer Social Welfare OMCDH</p>
5.	<i>Balikan ang resulta sa oras na itinakda ng laboratory at ipakita ang resibo ng pinagbayaran o sertipikasyon galing sa Medical</i>	<p><i>5. Ihanda ang opisyal na resulta.</i></p> <p><i>5.1. Itala ang opisyal na resulta.</i></p>	Wala	5 Minuto	Medical Technologist Laboratory OMCDH





	<i>Social Service Office.</i>	<i>5.2. Suriin ang katumayan ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office.</i>			
6.	<i>Pirmahan ang record ng pagrelease at sagutan ang Client Satisfaction Survey.</i>	<i>6. Ibigay ang record book sa pasyente.</i>  <i>6.1. Ibigay ang resulta sa pasyente.</i>  <i>6.2. Tanggapin at itabi ang Client Satisfaction Survey.</i>	Wala	2 Minuto	Medical Technologist Laboratory OMCDH
		KABUUAN		5 na oras para sa Hematology, Clinical Microscopy at Serology/Immunology 7 oras para sa Clinical Chemistry	

## ENGLISH

<b>Office or Division:</b>	Clinical Laboratory Department
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Out-Patient needing laboratory service
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Document 1: Laboratory Request		Attending Physician/ Requesting Party			
Document 2: Triage Form		Triage - OMCDH			
Document 3: Official Receipt and a copy of Charge Slip		Cashier - OMCDH			
Document 4: Medical Social Service Classification for Indigent Patient		Medical Social Service - OMCDH			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a COVID Form at the Triage area and fill it out honestly for everyone's safety and security.		1. Give the client the COVID Form and have the client/patient fill it in and check if all the questions are answered correctly.	None	5 minutes	<i>Admin Aide Triage Area OMCDH</i>
2.	Present laboratory request and Triage Form with complete details.	2. Accept the laboratory request and Triage Form.  2.1. Give the patient charge slip for payment.	None	5 Minutes	Medical Technologist Laboratory OMCDH
3.	Provide the specimen as needed or have blood drawn.	3. Accept the sample needed or draw the patient's blood.  3.1. Label the sample with a name and laboratory number.  3.2. Record the examination being requested.	None	30 Minutes	Medical Technologist Laboratory OMCDH



		3.3. Take the sample to the laboratory and process it.		4 hours for Hematology, Clinical Microscopy and Serology/Immunology 6 hours for Clinical Chemistry	
4.	Settle payment.  4.1 Pay appropriate fee at the cashier.  4.2 For Indigent patient – Go to Medical Social Service Office.	4.1 Accept laboratory charges, fees and issue an Official Receipt.  4.2 Accept laboratory charges, assess the patient and provide appropriate certification or evaluation.	Amount specified to be charged (See Laboratory Pricelist)  None	3 Minutes  (10 Minutes)	Cash Clerk I Cashiering OMCDH  Social Worker Officer Social Welfare OMCDH
5.	Return for the official result on the time specified by the laboratory and present proof of payment or the certification from the Medical	5. Prepares official result.  5.1. Record official result.  5.2. Check the proof of payment or the certification	None	5 Minutes	Medical Technologist Laboratory OMCDH



	Social Service Office.	from the Medical Social Service Office.			
6.	Sign the Release Record and complete the Client Satisfaction Survey.	6. Give the Record book and Client Satisfaction Survey Form to the patient.  6.1. Give the laboratory result to the patient.  6.2. Receive and keep the Client Satisfaction Survey.	None	2 Minutes	Medical Technologist Laboratory OMCDH
		Total		5 hours for Hematology, Clinical Microscopy and Serology/Immunology 7 hours for Clinical Chemistry	

**22. PROVISION OF RADIOLOGIC SERVICE TO OUT-PATIENT  
(Pagbibigay ng serbisyo ng radiology para sa mga 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.)



<b>Office or Division:</b>	Department of Radiology			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Out-Patient needing radiologic service			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <i>Kumuha ng Covid Form sa TRIAGE area at sagutan ito ng matapat at totoo lamang para sa kaligtasan at seguridad ng bawat isa.</i>	1. <i>Ibigay sa kliyente ang (Form) at pasagutan ito sa pasyente/kliyente at kuhanin kapag ito ay kompleto ng sagutan ang lahat ng katanungan.</i>	Wala	5 minuto	Admin Aide Triage Area OMCDH
2. <i>Ipakita ang request at triage form na may kumpletong detalye.</i>  (Present radiology request with complete data.)	2. <i>Tanggapin at suriin ang request at triage form para sa isasagawang x-ray procedure.</i>  2.1. <i>Bigyan ng charge slip ang pasyente para sa bayaran.</i>  (2. Receive and sort request for the x-ray procedure to be performed.)	Wala  (None)	5 Minuto  (5 Minutes)	Radiologic Technologist I Radiology Area OMCDH



		2.1 Issue charge slip for payment.)			
3.	<p><i>Ayusin ang bayarin.</i></p> <p>(Settle radiology charges.)</p> <p><i>3.1 Magbayad ng kaukulang bayarin sa kahera.</i></p> <p>(Pay radiology charges to the cashier.)</p> <p><i>3.2 Para sa mga indigent na pasyente – magtungo sa opisina ng Medical Social Service.</i></p> <p>(For indigent patient – go to Medical Social Service Office.)</p>	<p><i>3.1 Tanggapin ang radiology charges, bayad at mag-isyu ng opisyal na resibo.</i></p> <p>(Received charge slip, payment and issue official receipt.)</p> <p><i>3.2. Tanggapin ang radiology charges, i-evaluate ang pasyente at magbigay ng kaukulang sertipikasyon o ebalwasyon.</i></p> <p>(Received radiology charges, evaluate patient and issue certification or evaluation.)</p>	<p>Halaga ng tinukoy na singilin</p> <p>(Amount specified on the charge slip)</p> <p>Wala</p> <p>(None)</p>	<p>3 Minuto</p> <p>(3 Minutes)</p> <p>10 Minuto</p> <p>(10 Minutes)</p>	<p>Cash Clerk I Cashiering OMCDH</p> <p>Social Worker Officer Social Welfare Services OMCDH</p>
4.	<p><i>Bumalik sa Radiology Department at ipakita ang resibo pinagbayaran o sertipikasyon</i></p>	<p><i>4. Kunin at suriin ang resibo ng pinagbayaran o sertipikasyon galling sa Medical Social Service Office.</i></p>	<p>Wala</p>	<p>1 Minuto</p>	<p>Rad. Tech Radiology Area OMCDH</p>



	<p><i>galling sa Medical Social Service Office.</i></p> <p>(Return to Radiology Department and show the official receipt of payment or certification from Medical Social Service Office.)</p>	<p>( Get and check the proof of payment or the certification issued by the Medical Social Service Office.)</p>	(None)	(1 Minute)	
5.	<p><i>Ipagawa ang radiologic procedure na kailangan.</i></p> <p>(Submit yourself for the radiologic procedure needed.)</p>	<p><i>5. Isagawa ang radiologic procedure na kailangan.</i></p> <p>( Process the radiologic procedure needed.)</p>	Wala  (None)	2 araw  (2 days)	Rad. Tech Radiology Area OMCDH
6.	<p><i>Balikan ang resulta sa araw na itinakda ng Radiology Department.</i></p> <p>(Return for the official result on the date specified by the Radiology Department.)</p>	<p><i>6. Ihanda ang opisyal na resulta.</i></p> <p><i>6.1. Itala ang opisyal na resulta.</i></p> <p>(6. Prepares official result.</p> <p>6.1. Record official result.)</p>	Wala  (None)	5 Minuto  (5 Minutes)	Rad. Tech Radiology Area OMCDH
7.	<p><i>Pirmahan ang record ng pagrelease at sagutan ang client satisfaction form.</i></p>	<p><i>7. Ibigay ang record book sa pasyente at client satisfaction form.</i></p> <p><i>7.1. Ibigay ang resulta sa pasyente.</i></p>	Wala	3 Minuto	Rad. Tech Radiology Area OMCDH



	(Sign in the releasing record and fill out client satisfaction survey form.)	(7. Give the record book to the patient. 7.1. Release the result to the patient.)	(None)	(1 Minute)	
		total		2 days and 33 Minutes	

### COMPREHENSIVE LIST OF SERVICES

SERVICES		Actual Charges PHP	PROCESSING TIME	
			PROCEDURE	RESULT
1.	Chest / Lung Adult X-ray	280.00	5 Minutes	2 days
2.	Chest / Lung Pedia X-Ray	360.00	5 Minutes	2 days
3.	Skull APL	330.00	10 Minutes	2 days
4.	Upper and Lower Extremities	280.00	5 Minutes	2 days
5.	Abdomen	280.00	5 Minutes	2 days
6.	Spine	280.00	5 Minutes	2 days
7.	Pelvis	280.00	5 Minutes	2 days

### 23. Records Section/ Pagkuha ng Medical Certificate, Certificate of Confinement, at Medico Legal (External Services)

<b>Office or Division:</b>	Medical Record Section
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C-Government to Citizen
<b>Who may avail:</b>	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
1. Pumila sa record's section isang metrong agwat. Kapag galling sa OPD doctor ipakita ang medical certificate.	1. Interbyuhin ang pasyente/relative, at bigyan ng charge slip.	Wala	5 minuto	Admin. Aide III Medical Records OMCDH
2. Magbayad sa Cashier.	2. 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	Cash Clerk I Cashiering OMCDH
3. Bumalik sa records section para kunin ang medical certificate.	3. Ibigay ang medical certificate na may pirma ng doctor. At papirmahin sa logbook.		1 minuto	Admin. Aide III Medical Records OMCDH
	Tapos ang transakyon	Wala	11 minuto	

**TAPOS NG TRANSAKSYON:** Mahigit 2 oras depende sa pangangailanga ng serbisyo ksama ang paghihintay. ( 143 minuto)

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

<b>Office or Division:</b>	Medical Record Section	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	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
1. Pumila na may isang metrong agwat sa record's section, ibigay ang form ng insurance at mag fill-up ng request form.	1. Interbyuhin ang pasyente/relative, kunin ang insurance form at pafill-up- an ang request form.	Wala	5 minuto	Admin. Aide III Medical Records OMCDH
2. Kunin ang claim slip at maari ng umuwi.	2. Bigyan ng claim slip at sabihan bumalik pagnakatanggap na ng text.	Wala	5 minuto	Admin. Aide III Medical Records OMCDH
3. Maghintay na makatanggap ng abiso at bumalik sa itinakdang araw sa Record Section kung maaari ng kuhanin ang insurance claim o clinical abstract.	3. 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 kompirasyon ng doktor	Admin. Aide III Medical Records OMCDH
4. Pumila sa record section at ipakita ang claim slip.	4. Kunin ang claim slip at i-check sa system ang pangalan ng pasyente. Bigyan ng charge slip.	Wala	5 minuto	Admin. Aide III Medical Records OMCDH
5. 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.	5. 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	Admin. Aide III Medical Records OMCDH
	Tapos ang transakyon	Wala	20 minuto	



## 25. Records Section/Paraan ng Pagkuha ng Birth Certificate Para sa Bagong Panganak - (External Services)

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

<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Mga batang ipinanganak sa ospital na ito			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>1. Pumila na may isang metro agwat at ipasa ang requirements sa Record section.</i>	<i>1. Interbyuhin ang magulang na may layong isang metro agwat at ipalagay ang requirements sa tray.</i>	Wala	5 minuto	Admin Aide III Medical Records OMCDH
<i>2. Maghintay sa waiting area/lobby ng hospital.</i>	<i>2. Gawin ang Birth Certificate na galling sa Nurse.</i>	Wala	15 minuto	Admin Aide III Medical Records OMCDH
<i>3. Bumalik sa Record Section kapag tinawag ang pangalan ng nanganak o asawa</i>	<i>3. Ipatawag ang magulang ng baby at bigyan ng charge slip</i>	Wala	1 minuto	Admin Aide III Medical Records OMCDH
<i>Magbayad sa Cashier</i>	<i>Resibuhan</i>	P50.00	2 minuto	Cash Clerk I Cashiering



				OMCDH
4. Pagkatapos magbayad ay bumalik sa Record section at i-check kung tama ang nakasulat sa birth certificate.	4. Isulat sa logbook at ipa-check kung tama ang naka-type sa ginawang birth certificate.	Wala	3 minuto	Admin. Aide III Medical Records OMCDH
5. Bumalik sa Record Section para kunin ang rehistradong Birth Certificate sa itinakdang araw.	5. Ihanda at itala ang rehistradong Birth Certificate.	Wala	5 minuto	Admin. Aide III Medical Records OMCDH
6. Pumirma sa logbook at kunin ang birth certificate.	6. Papirmahin ang magulang ng baby sa logbook bago ibigay ang birth certificate.	Wala	1 minuto	Admin. Aide III Medical Records OMCDH
Tapos ang transakyon		P50.00	32 minuto	

## 26. Records Section/Paraan ng Pagkuha ng birth Certificate Para sa Bagong Panganak (late Registration) – External Services

<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Mga batang ipinanganak sa ospital na ito			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Para late Registration ng Birth Certificate:		Records Section		
<ul style="list-style-type: none"> <li>✓ Birth Certificate na hinde napa-rehistro</li> <li>✓ Negative Result from NSO</li> <li>✓ Photocopy ng valid ID ng Nanay at Tatay o Marriage Contract kung kasal</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. 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.</p> <p>Kuhanin ang claim slip.</p>	<p>1. Interbyuhin ang magulang o legal guardian, i-check kung kumpleto ang dalang requirements.</p>	Wala	1 minuto	<p>Admin. Aide III Medical Records OMCDH</p>
	<p>1.1. Bigyan ng claim slip at pabalikin matapos ang 1 linggo.</p>	Wala	1 minuto	
	<p>1.2. Hanapin ang record ng nanay at baby at i-type ang birth certificate.</p>	Wala	5 minuto	
<p>2. Pagbalik ipakita ang claim slip at magbayad sa cashier.</p>	<p>2. Bigyan ng charge slip at i-type ang certificate for late registration.</p>	P50.00		<p>Cash Clerk I Cashiering OMCDH</p>
<p>3. Ipakita ang resibo at kuhanin ang birth certificate at certificate for late registration at pumirma sa logbook.</p>	<p>3. Ibigay ang birth certificate kasama ang certificate for late registration at papirmahin sa logbook.</p>			<p>Admin. Aide III Medical Records OMCDH</p>
	<p>Tapos ang transakyon</p>	P50.00	7 minuto	

## **27. Records Section/ Paraan ng Pagkuha ng Death Certificate (External Services)**

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 ibigay sa loob ng 12 oras anumang araw.



<b>Office or Division:</b>	Medical Record Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	Mga namatay sa ospital na ito.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account (SOA), Discharge Clearance at Acknowledgement Receipt		Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pumila sa Records Section na may agwat na 1 metro ang pagitan.	1. Interbiyuhin ang kamag-anak ng pasyenteng namatay.	Wala	5 minuto	Admin. Aide III Medical Records OMCDH
2. Isumete ang Death slip sa Record staff at ibigay ang mga datus na kinakailangan.	2. I-type ang Death certificate at ibalik sa Nurse kung saang ward namatay ang pasyente para sa pagpirma ng Doktor.	Wala	30 minuto	Admin. Aide III Medical Records OMCDH
3. Mag ayos ng bill sa Billing section.				Admin. Aide IV Billing Section OMCDH
4. Bumalik sa record section matapos mag ayos sa billing section at ibigay ang SOA at discharged clearance.	4. 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	Admin. Aide III Medical Records OMCDH
	Tapos ang transakyon	Wala	37 minuto	



## 28. WARD

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

### B. Pagtigil ng pasyente sa pagamutan (General Ward)

<b>Office or Division:</b>	Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patient chose to be admitted in the ward			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Number		New Patient-Medical Record Section Old Patient- Patient Itself		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<i>I. Pumunta sa Ward area para sa pagtigil sa pagamutan. (Transfer to ward for confinement.)</i>	<i>1. Tanggapin ang endorsement galing sa ER Nars. (Receive endorsement from ER Nurse.)</i>	Walang Bayad	2 minuto	Nurse I Ward OMCDH
	<i>1.1. Ihanda ang kama at kuwarta na paglalagyan ng pasyente. (Prepares bed and room of patient.)</i>	Walang Bayad	2 minuto	Nurse I Ward OMCDH
	<i>1.2. Ilagay sa komportableng higaan ang pasyente. (Placed patient in comfortable bed.)</i>	Walang Bayad	3 minuto	Nurse I Ward OMCDH
	<i>1.3. Suriin ang kondisyon at kunan ng vital signs ang</i>	Walang Bayad	2 minuto	



	<p><i>pasyente. (Assess patient condition. and take vital signs.)</i></p> <p><i>1.4. Surin ang order ng Doktor para sa patuloy gamutan. (Check Doctors order for the continuity of care.)</i></p> <p><i>1.5. Bigyan ng mga tagubilin sa mga pagsusuri na gagawin. (Give instruction about diagnostic procedures (e.g. proper collection of stool, urine etc.)</i></p> <p><i>1.6. Isulat ang pangalan sa daily census. (Record patients name in daily census.)</i></p> <p><i>1.7. Makipag ugnayan sa dietary department para sa pagkain ng pasyente. (Coordinate to the dietary department for patients' appropriate meal.)</i></p> <p><i>1.8. Makipag ugnayan sa ibang institusyon o</i></p>	<p>Walang Bayad</p> <p>Walang Bayad</p> <p>Walang Bayad</p> <p>Walang Bayad</p>	<p>2 minuto</p> <p>1 minuto</p> <p>1 minuto</p> <p>3 minuto</p> <p>3 minuto</p>	<p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p>
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	<p><i>klinika para sa iba pang examination. (Ultrasound, CT-Scan, etc.) (Coordinate to other institution or clinic for other diagnostic procedure needed.</i></p> <p><i>1.9. Subaybayan ang kondisyon ng pasyente at isangguni sa doctor ang mga sintomas na nakita. (Monitor patients' condition and refer to resident on duty any untoward signs and symptoms.)</i></p> <p><i>1.10. Ipagbigay-alam sa kasunod na shift and kondisyon ng pasyente, at ang pagpapatuloy ng gamutan. (Endorse patients' condition and continuity of care to the incoming shift.)</i></p>	<p>Walang Bayad</p> <p>Walang bayad</p>	<p>5 minuto</p> <p>2 minuto</p>	<p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p>
	Total	Walang bayad	26 minuto	



B. Pagpapauwi ng pasyente (Discharging patient)

<b>Office or Division:</b>	Ward			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All patients recovered from illness			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account		Billing Section		
Discharge Clearance Slip		Cashier		
Gate Pass		Ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Tumanggap ng tagubilin para sa pag-uwi. (Receive instruction on discharge order.)</p>	<p>1. Isulat sa chart ng pasyente ang utos ng pag-uwi. (Write on patient chart the discharge order.)</p>	Walang Bayad	2 minuto	Medical Specialist I Ward OMCDH
	<p>1.1. Suriin ang tagubilin ng doktor para sa pag uwi ng pasyente. (Check Doctors order for patients' discharge.)</p>	Walang Bayad	2 minuto	Nurse I Ward OMCDH
	<p>1.2. Ipaliwanag sa pasyente ang pag uwi. (Explain to patient the discharge order of the physician.)</p>	Walang Bayad	2 minuto	Nurse I Ward OMCDH
	<p>1.3. Dalhin ang discharge</p>	Walang Bayad	2 minuto	



	<p><i>clearance slip sa Billing Section. (Bring the discharge clearance slip to Billing Section.)</i></p> <p><i>1.4. Itala sa sistema ang pasyenteng uuwi sa i-HOMIS. (Encode the patient for discharge on i-HOMIS.)</i></p>	Walang Bayad	2 minuto	<p>Nurse I Ward OMCDH</p> <p>Nurse I Ward OMCDH</p>
<p><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.)</i></p>	<p><i>2. Ayusin ang Hospital Bill ng pasyente. (Settle the bills of the patient for discharge.)</i></p>	PhilHealth Coverage	5 minuto	Admin. Aide IV Philhealth OMCDH
<p><i>3. Tanggapin ang Statement of Account at dalhin sa Cashier. (Receives the Statement of Account and bring to Cashier.)</i></p>	<p><i>3. Bigyan ng Statement of Account. (Gives the Statement of Account.)</i></p>	Walang Bayad	2 minuto	Admin. Aide IV Billing Section OMCDH
<p><i>4. Tanggapin ang Discharge Clearance slip at ibigay sa ward nars para sap ag-uwi. (Receives the Discharge Clearance slip.)</i></p>	<p><i>4. Bigyan ng Discharge Clearance slip. (Gives Discharge Clearance slip.)</i></p>	Walang Bayad	2 minuto	Cash Clerk I Cashiering OMCDH
<p><i>5. Ipakita ang Statement of Account o katibayan ng pagbabayad.</i></p>	<p><i>5. Tanggapin ang Statement of Account at ilakip sa chart ng pasyente.</i></p>	Walang Bayad	2 minuto	Nurse I Ward OMCDH



<i>(Presents the Statement of Account.)</i>	<i>(Receives the Statement of Account and attached to patient's chart.)</i>			
<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.)</i>	<i>6. Ipaliwanag ang mga gamot na iinum sa bahay, iba pang mga tagubilin at kung papaano maiwasan magkaroon ng sakit o karamdaman. (Give instruction on home medication and the prevention of illness.)</i>	Walang Bayad	2 minuto	Nurse I Ward OMCDH
	<i>6.1. Bigyan ng gate pass. (Give a gate pass.)</i>	Walang Bayad	1 minuto	Nurse I Ward OMCDH



<p><i>7. Ibigay ang gate pass at isauli ang Watcher's ID. (Give the gate pass and the Watcher's ID.)</i></p>	<p><i>7. Tanggapin ang gate pass at Watcher's ID. (Receives the gate pass and Watcher's ID.)</i></p> <p><i>7.1. Isulat ang pangalan ng umuwing pasyente sa logbook. (Write the discharge patient on the logbook.)</i></p>	<p>Walang Bayad</p> <p>Walang Bayad</p>	<p>1 minuto</p> <p>1 minuto</p>	<p>Security Guard I Exit Gate OMCDH</p> <p>Security Guard I Exit Gate OMCDH</p>
	<p>Total</p>	<p>Walang Bayad</p>	<p>26 minuto</p>	