



**Oriental Mindoro Provincial Hospital
External Services**



1. ADMINISTRATIVE - ACCOUNTING SECTION

Accounting Section is in charge in accounting the issuance of certification of last premiums of Pag-Ibig for Retirees and eRF1 (PhilHealth Premium) as requirement for PhilHealth Accreditation renewal of Medical Staff of OMPH and all Satellite Hospitals.

Operating Hours: Monday-Friday (8:00 am- 5:00 pm)

Office or Division:		Administrative Division-Accounting Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C & G2G		
Who may avail:		All permanent employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
4 Copies of Payroll, Internet Connection			At the Provincial Treasurer's Office, Office of the Provincial Accountant, Provincial Administrator's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Last Remittances of Pag-Ibig for Retirees of OMPH and all Satellite Hospitals.	1.1 Provide logbook to the client for the details. 1.2 Issue certification received from the logbook.	None	5 minutes	Administrative Assistant III (OMPH Accounting Section)
2. Issuance of eRF1 for active member Medical Staff of OMPH and all Satellite Hospitals.	2.1 Provide logbook to the client. 2.2 Issue eRF1 received from the logbook.	None	5 minutes	Administrative Assistant III (OMPH Accounting Section)
TOTAL		None	10 minutes	



2. ADMINISTRATIVE-BILLING SECTION

PROVISION OF BILLS AND CHARGES- NO BALANCE BILLING (NBB)

Provision of bills lists out the total charges of hospitalization and are often grouped by service categories, such as room and board, pharmacy, laboratory and operating room, etc.

Office or Division:	Administrative Division-Billing Section (OMPH)			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	PhilHealth Inpatient (Lifetime Member, Indigent, Hospital Sponsored)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Discharge/Disposition slip- 1 original 2. PhilHealth Stub- 1 original 3. New born and hearing sticker (for newborn)-1 original 4. Member Data Record (MDR) (if necessary) 1 photocopy 5. Marriage Contract (if the PhilHealth member is expired)-1 photocopy with registry number 6. Birth Certificate (if necessary) 1 photocopy 7. Valid ID (any government issued ID-if necessary) 1 photocopy 8. Properly accomplished CEWS, CSF, CF2, CF4 (all original 1 copy each) 			<p>Nurse Station (OMPH) Medical Social Service Nurse Station (OB Ward)</p> <p>PhilHealth Local Insurance office (Masipit, Calapan City) Philippine Statistics Authority</p> <p>Philippine Statistics Authority GSIS, SSS, TIN, Driver's License, OSCA ID, PWD ID PhilHealth Section (OMPH)</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Discharge /Disposition Slip and PhilHealth Stub (Window 1). (For expired patient, make sure there is exact date and time of death written in the slip).	<ol style="list-style-type: none"> 1. Receive and verify the discharge/ disposition slip and other necessary documents. 1.1 Verify in the system if patient charges have already been debited. 1.2 Generate and issue Clearance 	None	15 minutes	Administrative Aide III (OMPH Billing Section)



	Slip for processing PhilHealth Claims Forms.			
2. Present the obtained Clearance Slip and other necessary requirements.	<p>2. Receive and verify the PhilHealth Stub and other necessary documents for issuance PhilHealth Claims Forms (CEWS, CSF, CF2, CF4).</p> <p>2.1 Check the required documents for completeness and sign the Clearance Slip (For Claims Part)</p>	None	10 minutes	Administrative Aide III (OMPH Billing Section)
<p>3. Submit all the necessary documents/requirements</p> <p>3.1 Receive Statement of Account for signature of the patient/PhilHealth member and proceed to Malasakit Center</p>	<p>3. Review all the submitted requirements and designated PhilHealth Case Rate in the system.</p> <p>3.1 Generate and release Statement of Account (SOA) for signature and fill-up of the patient/PhilHealth member. Issue statement of account and instruct client to proceed to</p>	None	45 minutes	Administrative Aide III (OMPH Billing Section)



	Malasakit Center.			
4. Return to Billing with signed Statement of Account and other necessary documents	4. Receive and verify all the submitted documents. Stamp Cleared/Paid the SOA and Clearance Slip. 4.1 Sign Clearance Slip	None	5 minutes	Administrative Aide III (OMPH Billing Section)
5. Receive Clearance Slip (Nurse Copy) and SOA (Patient's Copy)	5. Release Clearance Slip (Nurse Copy) and SOA (Patient's copy) to client	None	5 minutes	Administrative Aide III (OMPH Billing Section)
TOTAL			1 hour and 20 minutes	



3. PROVISION OF BILLS AND CHARGES – PHIC NON-NBB PHILHEALTH MEMBERS

Provision of bills lists out the total charges for hospitalization and are often grouped by service categories, such as room and board, pharmacy, laboratory, radiology, etc.

Office or Division:		Administrative Division- Billing Section (OMPH)		
Classification		Simple		
Type of Transaction:		G2C & G2G		
Who may avail:		PhilHealth Inpatient (Private-Employed, Government Employed, Individual Paying, OFW)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Discharge/Disposition Slip- 1 original copy 2. PhilHealth Stub-1 original copy 3. Newborn and hearing sticker (for newborn)- 1 original copy 4. Member Data Record (MDR)- (if necessary) 1 photocopy 5. Marriage Contract (if the PhilHealth member is expired)-1 photocopy with registry number 6. Birth Certificate (if necessary) 1 photocopy 7. Valid ID (any government issued ID-if necessary) 1 photocopy 8. Properly accomplished CEWS, CSF, CF2, CF4 (all original 1 copy each)		Nurse Station (OMPH) Medical Social Service (OMPH) Nurse Station OB Ward (OMPH) PhilHealth Local Insurance office (Masipit, Calapan City) Philippine Statistics Authority Philippine Statistics Authority GSIS, SSS, TIN, Driver's License, OSCA ID, PWD ID Claims Section (OMPH)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Discharge/Disposition Slip and PhilHealth Stub (Window 1). (For expired patient, make sure there is exact date and time of death written in the slip)	1. Receive and verify the presented discharge/disposition slip and other necessary documents. 1.1 Verify in the system if patient's charges have already been debited. 1.2 Generate and issue	None	15 minutes	Administrative Aide III (OMPH Billing Section)



	Clearance Slip for processing PhilHealth Claims Forms.			
2. Present the obtained Clearance Slip and other necessary requirements/documents.	<p>2. Receive and verify PhilHealth Stub and other necessary documents for issuance of PhilHealth Claims Forms (CEWS, CSF, CF2, and CF4).</p> <p>2.1 Check the required documents for completeness. 2.2 Sign the clearance slip (for claims part)</p>	None	10 minutes	Administrative Aide IV, Claims Section (OMPH Billing Section)
<p>3. Submit all the necessary requirements and documents indicating the signature of the patient/member of PhilHealth on the documents.</p> <p>(If without excess bill, proceed to STEP 6) (If with excess bill, proceed to Cashier for payment or to Malasakit Center)</p>	<p>3. Review and check all the submitted requirements and designated PhilHealth Case Rate in the system.</p> <p>3.1 Generate and release Statement of Account (SOA) for signature and fill-up of the patient/member of PhilHealth.</p>	None	45 minutes	Administrative Aide III (OMPH Billing Section)



for Financial Assistance)	3.2 Inform client of hospital excess bill (if there's any) and instruct client to proceed to Malasakit Center, MSW and/or Cashier for payment			
4. Submit the official receipt and/or Acknowledgement receipt/Guarantee Letter from Malasakit Center and other necessary documents	4. Receive and verify all the submitted documents. Stamp Cleared/Paid the SOA and Clearance Slip. 4.1 Sign Clearance Slip	None	5 minutes	Administrative Aide III (OMPH Billing Section)
5. Receive Clearance Slip (Nurse Copy) and SOA (Patient's copy)	5. Release Clearance Slip (Nurse copy) and SOA (Patient's copy) to client	None	5 minutes	Administrative Aide III (OMPH Billing Section)
TOTAL			1 hour and 20 minutes	



4. PROVISION OF CHARGES- NON PHILHEALTH

Provision of bills lists out the total charges for hospitalization and re often grouped by service categories, such as room and board, pharmacy, laboratory, radiology, etc.

Office or Division:		Administrative Division-Billing Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C & G2G		
Who may avail:		Inpatient Non PhilHealth Member		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Discharge/Disposition Slip-1 original copy 2.PhilHealth Stub with Classification from MSW- 1 original copy (for checking only) 3.New born and hearing Sticker (for newborn) -1 original copy			Nurse Station, OMPH Medical Social Services, OMPH Nurse Station (OB Ward)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Discharge/Disposition Slip (For expired patient, make sure there is exact date and time of death written in the slip)	1.Receive and verify the presented discharge/dispotion slip and other necessary documents 1.1Verify in the system if patient charge have already been debited 1.2 Generate and issue Clearance Slip and check the PhilHealth stub to determine the reason of non-processing PhilHealth Claims.	None	15 minutes	Administrative Aide III (OMPH Billing Section)
2. Receive the patient's final bill and statement of account or summary of payment.	2.Generate Statement of Account (SOA) and issue summary of	None	45 minutes	Administrative Aide III (OMPH Billing Section)



2.1 Proceed to Cashier for payment or to Malasakit Center for Financial Assistance	<p>payment to client</p> <p>2.1 Inform client of the Patient's Final Bill and instruct client to proceed to Malasakit Center, MSW for financial assistance and/or Cashier for payment</p>			Administrative Aide III (OMPH Billing Section)
3. Submit the official receipt and/or Acknowledgement receipt/Guarantee Letter from Malasakit Center and other necessary documents	<p>3. Receive and verify all the submitted documents. Stamp Cleared/Paid the SOA and Clearance Slip.</p> <p>3.1 Sign Clearance Slip</p>	None	5 minutes	Administrative Aide III (OMPH Billing Section)
4. Receive Clearance Slip (Nurse Copy) and SOA (Patient's copy)	4. Release Clearance Slip (Nurse copy) and SOA (Patient's copy) to client	None	5 minutes	Administrative Aide III (OMPH Billing Section)
TOTAL			1 hour and 10 minutes	



5. PROVISION OF BILLS AND CHARGES-ER/OBS PATIENTS

Provision of bills lists out the total charges for hospitalization and are often grouped by service categories, such as room and board, pharmacy, laboratory, radiology, etc.

Office or Division:		Administrative Division-Billing Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Government employees		
Who may avail:		Emergency Room (ER) Patients/Under Observation (OBS) Patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Clearance Slip-1 original 2.Valid ID (any government issued ID- if necessary) 1 photocopy			Emergency Room, OMPH GSIS,SSS, TIN, Driver's License, OSCA ID, PWD ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit ER Clearance Slip with corresponding amount of patient's charges (if any) and signatures of the duty from different sections- Pharmacy, CSR, Radiology and Laboratory (If to be pay, proceed to Cashier for payment and return to Billing Section for Step 3) (If for Financial Assistance, proceed to STEP 2)	1. Receive and verify the presented ER Clearance slip. Check the indicated amount and signature of the duty. 1.1Verify in the system if patient's charges have already been debited. 1.2Issue Summary of Payment if the client choose to pay the bill or Process documents to avail financial assistance on Malasakit Center	None	15 minutes	Administrative Aide III (OMPH Billing Section)
2. Proceed to Malasakit Center	2.Issue Statement of	None	20 minutes	Administrative Aide III



and present the necessary requirements/ documents for financial assistance.	Account and instruct client to proceed to Malasakit Center 2.1 Process documents to avail financial assistance			(OMPH Billing Section)
3. Return to the Billing Section and submit the official receipt and/or Acknowledgement receipt/Guarantee letter from Malasakit Center and other necessary documents	3.1 Receive and verify all the submitted documents. Stamp Cleared/Paid the ER Clearance Slip. 3.2 Sign and release ER Clearance Slip.	None	5 minutes	Administrative Aide III (OMPH Billing Section)
4. Receive ER Clearance Slip (Nurse copy)	4. Release ER Clearance Slip (Nurse copy)	None	5 minutes	Administrative Aide III (OMPH Billing Section)
TOTAL			45 minutes	



6. PHILHEALTH SERVICES

Process and validate submitted accomplished PhilHealth forms and documentary requirements of all the patients for discharge.

Office or Division:		Administrative Division-PhilHealth Services (OMPH)		
Classification:		Simple		
Type of Transaction:		G2G- Government to Citizen		
Who may avail:		All patients for discharge availing PhilHealth Benefits		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PhilHealth Eligibility Form, Updated Member 2. Data Record, Photocopy of Marriage 3. Certificate (PSA), Photocopy of Birth 4. Certificate (PSA), Patient's Stub, Routing Slip, CEWS, CSF, CF2, CF4, PhilHealth Stub			PhilHealth Office, PSA, Admitting Section within the ER Complex, Social Services Section (OMPH)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PhilHealth Section and present the obtained PhilHealth Stub and wait until the patient's name is called.	1 Receive and verify the Discharge Slip, PhilHealth stub issuance of required documents (CEWS, CSF, CF2, CF4).	None	10 minutes	Administrative Aide IV (OMPH PhilHealth Section)
2. Submit the required documents for the processing of Clearance and wait until the documents have been checked and verified.	2. Receive and verify the required documents and check for completeness 2.1 Return to the client all the verified documents for processing of clearance 2.2 Instruct patient to proceed to the Billing Section.	None	10 minutes	Administrative Aide IV (OMPH PhilHealth Section)



TOTAL		20 minutes	
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7. CASHIER DIVISION

ACCEPTANCE OF PAYMENTS FROM CLIENT

Customers pay at the Cashier for the services received and for the supplies and medicines purchased during hospitalization, consultation and referrals.

Office or Division:	Cashier Section (OMPH)			
Classification:	Simple			
Type of Transaction:	G2C & G2G			
Who may avail:	Clients who will pay for their bills, medicines, laboratory, other diagnostic procedures, medical documents and other fees.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Charge Slip (Original)			OPD Services Areas	
2.Statement of Account/Summary of Payment (Original)			Billing Section	
3.Referral Slip (Original)			Referring Agency	
4.Patient with Disability ID/Senior for discount purposes (if the patient is senior citizen or PWD) (Original and Photocopy)			Patient	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Charge Slip or Statement of Account/Summary of Payment, Referral Slip	1.Receive and verify the submitted documents 1.1 Inform the client of the amount to be paid.	None	5 minutes	Cashier II (OMPH Cashier Section)
2. Pay the amount in the charge slip and wait for the issuance of the Official Receipt.	2.Receive and check the payment 2.1 Prepare Official Receipt	None	5 minutes	Cashier II (OMPH Cashier Section)
3.Receive Official Receipt and change (if any)	3.Issue Official Receipt and give change (if any)	None	1 minute	Cashier II (OMPH Cashier Section)
TOTAL			11 minutes	



8. CASHIER DISBURSEMENT

Releasing of payments for salaries and wages and other benefits to employees.

Office or Division:	Cashier Section (OMPH)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Casuals/ Contractual/ Retired/Resigned employee, legal heir in case of the deceased employee who has unpaid claims)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Valid ID with signature of the payee (original and photocopy)			Payee	
2.Valid ID with signature of the representative (original and photocopy)			Representative	
3.Special Power of Attorney (if there is a representative)			Notary Public	
4.Documents that he/she is a legal heir (in case the payee is deceased) Example: -authenticated marriage contract if the claimant is husband/wife -authenticated birth certificate if the claimant is son/daughter			Claimant or Philippine Statistics Authority, Calapan City	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inform the disbursing officer on the nature of claim and present a valid ID	1.Verify the name of claimant on the list of payroll/voucher 1.1Let the payee sign the payroll or voucher (if not available inform the payee) 1.2Verify the signature of the payee in the payroll/voucher	None	10 minutes	Cashier II (OMPH Cashier Section)



2. Receive the payroll amount from the disbursing officer and count it before leaving the counter.	2. Release and fill out the amount receive on the payroll 2.1 Stamp the payroll/voucher as "PAID"	None	2 minutes	Cashier II (OMPH Cashier Section)
TOTAL			12 minutes	



9. REFUND FOR UNSERVED PROCEDURE AND/OR MEDICINE

Service or goods that have been paid out but were not availed are given a refund after processing and submission of the necessary documents.

Office or Division:		Cashier Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C & G2G		
Who may avail:		Clients who paid for the services or goods but were not availed.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Valid ID of the client or authorized representative (Original)			Payor or Authorized Representative	
2.Official Receipt (1 Original)			Payor	
3.Authorization Letter (if representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and original Official Receipt with explanation from the concerned department written at the back of the Official Receipt why refund should be made and affixing signature over printed name of the authorized representative from the department.	1. Receive and verify the identity of the payor thru the submitted documents. 1.1 Look for the duplicate and triplicate copy of Official Receipt and stamp "CANCELLED".	None	5 minutes	Cashier II (OMPH Cashier Section)
2.Receive the refund amount (proceed to Billing Section if	2.Return the amount of money stated	None	5 minutes	Cashier II (OMPH Cashier Section)



not refund within the day)	on the Official Receipt. 2.1 Advise the payor to proceed to Billing Section (if the request for the refund was not made within the day)			
TOTAL			10 minutes	



10. ADMINISTRATIVE-HUMAN RESOURCE DEPARTMENT

ACCEPTANCE OF APPLICATION FOR RECRUITMENT, SELECTION AND PLACEMENT FOR PERMANENT POSITION AND PROMOTION

Provision of access to equal employment opportunities in the facility.

Office or Division:		Administrative Division- Chief of Hospital (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C & G2G		
Who may Avail:		Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three sets of the following Application documents to be placed in long folder:				
1. Application Letter addressed to the Provincial Governor thru the Chief of Hospital (2 Original)		Applicant		
2. Personal Data Sheet from CSC (2 Original)		CSC Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for application	1. Review completeness of documents	None	3 minutes	Administrative Aide II (Administrative Office Section)
	1.1 Give one set of document to the Chief of Hospital for applicant's interview	None	1 minute	
	1.2 Applicant's interview with the Chief of Hospital	None	5 minutes	
	1.3 Return two sets of documents	None	1 minutes	OIC-Chief of Hospital, OMPH
TOTAL			10 minutes	



11. APPLICATION OR AFFILIATES/OJT

The hospital offers teaching-learning activities to different private and government institutions bound by the Memorandum of Agreement signed by both parties. Period of exposure would depend on the required minimum hours prescribed by the institution sending affiliates.

Office or Division:		Administrative Division-Chief of Hospital (OMPH)		
Classification:		Simple		
Type of Transaction:		G2B & G2G		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Letter of inter by applicant or letter of request and endorsement from sending agency/school			Student/School	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1. Forward document to Chief of Hospital if without endorsement from Chief of Hospital	None	1 minute	Administrative Aide II (OMPH Administrative Office Section)
	1.1 Review endorsement and letter of intent/request	None	3 minutes	OIC-Chief of Hospital, OMPH
	1.2 Call up concerned units for endorsement of applicants	None	5 minutes	
	1.3 Call up applicant or affiliation coordinator for assignment	None	5 minutes	
	1.4 Facilitate signing of Memorandum of Agreement between Oriental Mindoro	None	2 days	



	Provincial Hospital and sending agency			
TOTAL			2 Days 14 minutes	

12. ISSUANCE OF CERTIFICATE OF APPEARANCE

The agency processes and releases the request for the issuance of Certificate of Appearance to all concerned personnel and other parties who have personally appeared and transact official business in the hospital with approved Travel Order from authorities.

Office or Division:		Administrative Division- Chief of Hospital (OMPH)		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Walk-in Client		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Travel Order and/or Routing Slip (Original)			Employee concerned/ Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order and/or Routing slip from the concerned Department Section	I. Receive and reviews Travel Order and/or Routing Slip.	None	2 minutes	Administrative Aide II (OMPH Administrative Office Section)
2. Receive the Certificate of Appearance and signs Visitor's Logbook.	2. Release the Certificate of Appearance and asks Client to sign Visitor's Logbook.	None	2 minutes	Administrative Aide II (OMPH Administrative Office Section)
TOTAL			4 minutes	



13. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

The agency processes and releases the request for the issuance of Certificate of Employment who had actually rendered services to the hospital after the termination of employment or upon request by an employee.

Office or Division:		Administrative Division- Human Resource Management Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C & G2G		
Who may avail:		OMPH employees/Retired/Resigned		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal: 1. 1 Employee ID (Original)			Administrative Division (OMPH)	
Authorized Representative: 1. 1 Proof of Identification of the principal and authorized representative (Original) 2. 1 Authorization letter (Original)			Administrative Division (OMPH)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out the logbook/request form/slip for the request of Certificate of Employment 1.1Submit the filled out logbook/request form/request slip.	1. Advise client to log in request in the logbook.	None	3 minutes	Administrative Aide IV (OMPH Administrative Office Section)
	1.1 Receive the filled out logbook/request form/request slip and advise the schedule of release of the COE	None	5 minutes	
	1.2 Prepare, verify and print the COE.	None	1 hour	
	1.3 Review and sign the approved COE.	None	2 minutes	Administrative Officer IV(OMPH Administrative Office Section)
2. Return on the scheduled date and claim the requested COE.	2.Release the signed COE	None	2 minutes	Administrative Aide IV(OMPH Administrative Office Section)



3. Sign the Outgoing logbook	3. Give the Outgoing Logbook and instruct client to sign	None	2 minutes	Administrative Aide IV (OMPH Administrative Office Section)
TOTAL			1 hour and 14 minutes	



14. LEAVE OF ABSENCE APPLICATION

This is one among the service features provided by the OMPH – Administrative Division to employees who are entitled to leave benefits.

Office or Division:	Administrative Division-Human Resource Management Section (OMPH)
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All OMPH employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Vacation Leave within Country: 1.CSC Form No.6 Application for Leave Form	Administrative Office-OMPH Bldg.4
For Vacation Leave Outside Country 1.CSC Form No.6 Application for Leave Form 2.Hospital Clearance-4 copies 3.Travel Authority Form (1 Original Copy)	Administrative Office-OMPH Bldg.4
For Vacation Leave of One Month or more Duration 1.CSC Form No.6 Application for Leave Form 2.Hospital Clearance-4 copies 3.Agency Head approved letter of intent	Administrative Office-OMPH Bldg.4
For Sick Leave 1.CSC Form No.6 Application for Leave Form 2.Medical Certificate (Original Copy) Medical Certificate (Fit to Work, if applicable)	Administrative Office-OMPH Bldg.4
For Maternity Leave 1.CSC Form No.6 Application for Leave Form 2.Hospital Clearance-4 copies 3.Medical Certificate (CSC Form 41)	Administrative Office-OMPH Bldg.4
For Paternity Leave 1.CSC Form No.6 Application for Leave Form 2.Birth Certificate of Child (Photocopy only) or Medical Certificate for Miscarriages (Photocopy only)	Administrative Office-OMPH Bldg.4 City Social Welfare and Development Office-City Hall (CSWDO)



<p>For Solo Parent Leave</p> <ol style="list-style-type: none"> 1.CSC Form No.6 Application for Leave Form 2.Solo Parent ID or Certification from DSWD (Photocopy) <p>For Study Leave</p> <ol style="list-style-type: none"> 1.Holds a permanent appointment 2.Holds a degree that requires passing of bar/board examination 3.Field of study pursues must be relevant to the agency's mandate or to the duties and responsibilities of the concerned employee 4.Agency Head approved Letter of intent to go on Study Leave 5.Signed and notarized Study Leave Contract 6.CSC Form No.6 Application for Leave Form 7.Hospital Clearance-4cxopies 	<p>Employee</p> <p>Training Unit</p> <p>Administrative Office-OMPH Bldg.4</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out request form for Leave Application	1.Entertain the client's request and advise to log in request in the log-in book.	None	5 minutes	Administrative Aide IV (OMPH Administrative Office Section)
2. Sign logbook and Submit the filled out request form/request slip.	2.Receive and validate the required document/Attachments	None	5 minutes	Administrative Aide IV (OMPH Administrative Office Section)
	2.1Verify the Leave Balances of the employee	None	9 minutes	



	<p>2.2 If the employee has no leave of absence, inform the employee that he/she cannot avail the desired leave.</p>		3 minutes	
	<p>2.3 Entry the dates for the leave application into leave cards.</p>	None	3 minutes	Administrative Aide IV(OMPH Administrative Office Section)
	<p>2.4 Obtain initial of Administrative Aide IV or incharge for the Leave Application Form</p>	None	30 minutes	Administrative Aide IV(OMPH Administrative Office Section)
TOTAL			55 minutes	



MATERIALS MANAGEMENT SERVICES

SUPPLY PROVISION SERVICES

ACCEPTANCE OF GOODS DELIVERED

The Supply Section is responsible of distributing office supplies and resources to various departments (end users) within the Oriental Mindoro Provincial Hospital. In addition, update and maintain office and medical equipment inventories.

Office or Division:		Administrative Division-Supply Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All permanent employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Approved Request Slip and Inventory Report (3 Original)		At the Provincial General Services Office, Provincial Capitol Complex External Provider		
2.Delivery Receipt (1 Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Office of Supply and give the required documents to personnel in charge.	1.Receives the papers relative to the delivery.	None	5 minutes	Administrative Aide IV (Storekeeper) (OMPH– Supply Section)
	1.1 Checks the PO and other procurement documents.		5 minutes	
	1.2 Convenes the End-User, Inspectorate Committee and the Representative from the Commission on Audit for inspection of the delivered goods.		20 minutes	Administrative Aide III (OMPH– Supply Section)
	1.3 Prepares inspection and acceptance			



<p>1.1 Issuance of office supplies and materials to different OMPH offices (end-user)</p>	<p>report for proper documentation</p> <p>1.4 Provide request slips to the client (end-user)</p>		<p>5 minutes</p>	
<p>2. Deliver the goods</p>	<p>2. If everything is in order, accepts delivery by affixing signature on Inspection Acceptance Report (IAR) and Delivery Receipts</p>	<p>None</p>	<p>1 day</p>	<p>Administrative Aide IV (Storekeeper) (OMPH- Supply Section)</p>
<p>TOTAL</p>			<p>1 Day 35 minutes</p>	



15. ISSUANCE OF REQUESTED SUPPLIES/EQUIPMENTS

Processing of issuance of requested supplies/equipment.

Office or Division:		Administrative Division-Supply Section (OMPH)		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		End-users, CSR		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved RIS (3 Original)			End-users , CSR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit approved Requisition and Issuance Slip (RIS)	1.Receives request	None	5 minutes	Administrative Aide IV (Storekeeper) (OMPH– Supply Section)
2.Wait for the requested supplies/equipment	2.Prepare requested supplies/equipment	None	4 hours	Administrative Aide IV (Storekeeper) (OMPH– Supply Section)
	2.1Prepares Property Acknowledgement Receipt (PAR) for equipment and Inventory Custodian Slip (ICS) for semi expendable items	None	30 minutes	Administrative Aide III (OMPH– Supply Section)
	2.2Issues requested supplies/equipment	None	1 hour	
3.Receives and signs requested supplies/equipment	3.Signs the portion issued and let the end-users/CSR sign the received portion	None	5 minutes	Administrative Aide IV (Storekeeper) (OMPH– Supply Section)
TOTAL			5 hours and 40 minutes	



NURSING SERVICES

16. ADMISSION OF PATIENTS

This process covers patients from Emergency Room, OMPH requiring admission and thorough observation, examination, treatment and care. The service is open Monday to Sunday.

Office or Division:	Nursing Services- Emergency (OMPH)			
Classification:	Simple			
Type of Classification:	G2C			
Who may avail:	Patients for Admission			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Admission Slip (1 Original)			Emergency Room, OMPH	
2. Patient Information Data Form (1 Original)			Emergency Room, OMPH	
3. Consent Form for Admission (1 Original)			Emergency Room, OMPH	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the necessary forms for admission such as Admission Slip, Patient Information and Consent Form	Receive the forms and encode it to the system	None	10 minutes	Admitting Clerk ER, OMPH
1.1 Present Admission Slip, Impormasyon sa Pasyente and Consent Form for Admitting Clerk	1.1 Receive the forms and have the Consent Form filed and signed by the patient's watcher.	None	20 minutes	Admitting Clerk ER, OMPH
2. Signs the consent Form and gives back to the staff on duty	2. Conduct interview for further clarification and encodes Patient's information in the system.	None	5 minutes	Admitting Clerk ER, OMPH
		None	5 minutes	Admitting Clerk



3. Checks the correctness or information's in the Cover Sheet 4. Receives and brings the cover sheet and consent forms for admission back to Emergency Room	3. Print cover sheet and have it double checked by the patient's watcher 4. Releases the cover Sheet together with the admission slip and Consent Form for admission to patient's watcher and instructs to Give the forms to the Nurse at the Emergency Room.	None	5 minutes	ER, OMPH Admitting Clerk ER, OMPH
TOTAL			45 minutes	



17. EMERGENCY ROOM CONSULTATION PROCESS

Steps for patients seeking for emergency consultation.

Office or Division:	Nursing Services (OMPH)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All patients seeking Emergency Care Services			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Valid ID (1 original copy) 2. Patient Data Form (1 original copy) 3. Phil Health Stub (1 original copy) 4. Referral Form (1 original copy) 5. ER chart (1 original copy) 6. Prescription Pad (1 original copy) 7. Laboratory Request Form (1 original copy) 8. Radiology Request Form (1 original copy) 9. Admission Chart (1 original copy) 10. Discharge Slip (1 original copy) 			ER Admitting Section ER Admitting Section ER Admitting Section Referring Facility ER Nurse Station ER Nurse Station ER Nurse Station ER Nurse Station ER Nurse Station ER Nurse Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ER Entrance and Register Patient to Admitting Section.	Get patient information and instruct to proceed to ER	None	10 minutes	Admitting Clerk ER, OMPH
2. Proceed to Triage Area of Assessment and prepare to answer questions regarding illness.	2.1 Receive Patient	None	3 minutes	ER Nurse on Duty ER, OMPH
	2.2 Interview patient/relative		5 minutes	
	2.3 Check Vital Signs and Anthropometric measurement.		5 minutes	
	2.4 Classify into:		3 minutes	
	<ul style="list-style-type: none"> • Medicine • Pediatrics • Surgery • OB-Gyne 		10 minutes	Institutional Worker on Duty ER, OMPH



	2.5 Transport patient to assigned ER (Clean Isolation, Minor Surgery, OB-Gyne and Pedia Area)			
3. Consent for Treatment	3. Assess and Examine the patient for admission/or consultation	None	1 hour	ER Physician on Duty ER, OMPH
4. Follow instructions given by staff	<p>Give Disposition:</p> <p>4.1 Patients for discharge/may go home: Instruct patient/relative of patient's home medications and date of when and where to follow up.</p> <p>4.2 Patients for emergency medication/lab oratory test/Radiology exam: Give request necessary forms and instruct to submit to appropriate unit/section.</p> <p>4.3 Patient for observation: Explain</p>	None	4 hours	ER Nurse on Duty ER, OMPH



	<p>management plan and what and why to wait.</p> <p>4.4Patients for admission: Follow steps in emergency room Admission process.</p> <p>4.5Patients for Transfer to other hospital: Give instruction and referral form</p> <p>4.6Patient Expired: Give instruction for Cadaver Release and processing of Death Certificate.</p>			
	TOTAL		5 hours, 36 minutes	



MEDICAL AND ANCILLARY DEPARTMENT
OMPH BLOOD BANK WITH ADDITIONAL FUNCTION
BLOOD AND BLOOD COMPONENTS PROCUREMENT

This service refers to the purchase of blood and blood components by individuals and other Blood Service Facilities.

Office or Division:		Blood Blank-OMPH		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen G2G-Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Doctor's request/ Hospital Blood request (1 original copy) 2. Cooler with ice pack			Doctor's Clinic/ Hospital From requesting Hospital	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Blood Bank Reception Area.	1. Receive requirements and check patients information if completely filled up 1.1 Process registration and issue charge slip (request slip) 1.2 Instruct client to pay at the cashier and comeback with Official receipt	None	5 minutes	Clerk or Medical Technologist (OMPH-Laboratory Section)
2. Pay applicable fees Note: Make sure to get Official receipt.	2. Receive payment and issue Official Receipt (OR)	Refer to the prices below the chart	10 minutes	Cashier Cashier's Office (OMPH-Cashier Section)



3. Present Official receipt to Blood Bank Reception Area	3. Record Official receipt number	None	5 minutes	Medical Technologist Blood Bank (OMPH-Laboratory Section)
4. Receive blood and blood components and counter check.	4. Provide instructions on how to handle blood and blood components	None	5 minutes (per unit of blood)	Medical Technologist Blood Bank (OMPH-Laboratory Section)
5. Sign blood issuance logbook.	5. Check issuance form	none	5 minutes	Medical Technologist Blood Bank (OMPH-Laboratory Section)
TOTAL			30 minutes	

Blood and Blood Components Prices

1 Unit Whole Blood	P 1,800.00
1 Unit Packed Red Blood Cell	P 1,500.00
1 Unit Platelet Concentrate	P 1,000.00
1 Unit Fresh Frozen Plasma	P 1,000.00



BLOOD DONOR SCREENING AND DONATION

This refers to the process of screening individuals for blood donation. Only persons in normal health with a good medical history and absence of high-risk behaviour associated with transfusion-transmissible infections shall be accepted as donors of blood or a component of blood.

Office or Division:	Blood Bank (OMPH)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Identification Card (original copy)-government or non-government issued ID Any of the following: PRC, SSS, GSIS, Company ID, Passport, School ID, PhilHealth, Driver's License, TIN, Postal ID, Voter's ID, Senior Citizen's ID, OFW ID &PAG-IBIG ID (1 Original)			Client (owner)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about blood donation /secure and fill out Blood Donor's Form at the Blood Bank Reception Area	1. Explain about Blood Donation using leaflets on Donor's qualification 1.1 Assist blood donor in filling out of form	None	5 minutes	OMBC Staff (OMPH-Laboratory Section)
2. Submit blood donor's form at Blood Bank Reception Area	2. Receive & check filled out Blood donor's form and instruct to wait for name to be called for interview	None	10 minutes	OMBC Staff (OMPH-Laboratory Section)
3. Receive & check filled out Blood donor's form and instruct to wait for name to be called for interview	3. Log donor's data in the logbook and call donor for screening (pre-counselling) 3.1 If qualified, extract blood	None	1 hour	OMBC Staff (OMPH-Laboratory Section)



	<p>sample and collect urine</p> <p>3.2 Instruct to wait for results of initial Screening</p> <p>3.3 Perform Blood Tests on extracted blood sample</p> <p>- Hemoglobin (hgb), Hematocrit (hct), White Blood Cells (WBC), Platelet count</p> <p>3.4 Record result at donor's logbook</p> <p>3.5 Counsel donor if not qualified</p> <p>3.6 If qualified, proceed with actual bleeding procedure.</p>			
<p>5. Proceed to Blood Bank Donor area for Blood donation – Listen and cooperate in Post-counselling and rest. Note: For donors who do not qualify, charges will be according to the tests</p>	<p>5. Prepare blood bags and do aseptic collection of donors blood (450ml)</p> <p>5.1 Conduct Post-Counselling</p>	None	45 minutes	MTOD/OMB C Staff (OMPH-Laboratory Section)
TOTAL			2 hours	



19. AVAILMENT OF DIETARY COUNSELLING AND INSTRUCTIONS

Nutrition is a supportive process which provides medical nutrition therapy to an individual based on specific health needs by creating individualized action plan which promotes better nutrition and good eating habits to prevent or manage specific diseases. The nutrition counselor provides information, educational materials and follow-up care to help individual foster responsible self-care.

Office or Division:		Ancillary Division-DIETARY (OMPH)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Inpatient/Outpatient		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from the Nurse or Doctor		Nurse Station		
1.Presents referral slip	<p>For Non-COVID Conduct anthropometric measurement, screening and collects patient's data. Computes nutritional requirements and creates individualized meal plan.</p> <p>For COVID Collect patient's data. Compute nutritional requirements and creates individualized meal plan.</p>	None	15 minutes	Nutritionist-Dietician I (OMPH – Dietary Section)
2.Receives Dietary Instructions	<p>For Non-COVID Provides dietary instruction to client face to face</p> <p>For COVID Provides dietary instruction to client thru phone</p>	None	20 minutes	Nutritionist-Dietitian I (OMPH – Dietary Section)
TOTAL			35 minutes	



HOSPITAL INFORMATION MANAGEMENT

24. ISSUANCE OF UNREGISTERED CERTIFICATE OF LIVE BIRTH

This service involves processing and releasing of unregistered Certificate of Live Birth. Availability of Service is from Monday to Friday at 8:00 am-5:00pm (no noon break).

Office of Division:	Medical Records Services (OMPH)		
Classification	Simple		
Type of Transaction:	G2C		
Who may avail:	Parents Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Primary requirements for principal: 1. Filled up Service Form 2. One (1) photocopy of valid ID, any of the <ul style="list-style-type: none"> ➤ Government issued IDs such as (GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ NBI/ Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy. Clearance 3. Official Receipt or MSS Note/Form or its equivalent 4. Marriage Certificate (for married) or Authority to Use the Surname of the Father and Certificate of Live Birth for mother (for unmarried)		NICU/DR/OR, OMPH GSIS, SSS, Pagibig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting Party Cashier/MSS, OMPH Philippine Statistics Authority/Local Civil Registry	
Authorized Representative: 1. Pre-filled us Service Form 2. One(1) photocopy of valid ID of the principal and authorized representative, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID 		NICU/DR/OR, OMPH GSIS, SSS, Paglbig, LTO DFA LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party Cashier/MSS, OMPH	



<p>3. Official Receipt or MSS Note/Form or its equivalent</p>	<p>Philippine Statistics Authority/Local Civil Registry</p>
<p>4. Marriage Certificate (for married) or Authority to use the Surname of the Father and Certificate of Live Birth for mother (for unmarried) (1 photocopy) 5. Authorization letter (1 (Original))</p>	<p>Parent (mother of father) Client</p>
<p>Additional requirements for Late Registration: <i>If more than 30 days after birth but within six months:</i></p> <p>Certification from LCR of non-registration (LCR Form No. 18)</p> <p><i>If more than six months after birth:</i> Certification from NSO for No Records of Birth Available</p>	<p>Local Civil Registrar</p> <p>Philippine Statistics Authority</p>
<p>Primary requirements for principal: 1. Pre-filled up Service Form One (1) photocopy of valid ID, any of the following:</p> <ul style="list-style-type: none"> ➤ government issued IDs such as GSIS, SSS, Pag-Ibig, Driver's License, Passport, Voter's IDs, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID <p>2. Official Receipt or MSS Note/Form or its equivalent 3. PSA Birth Certificate (Negative) 4. Marriage Certificate (for married) or Authority to use the Surname of the Father and Certificate of Live Birth for mother (for unmarried)</p>	<p>NICU/DR/OR</p> <p>GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party</p> <p>Cashier/MSS</p> <p>Philippine Statistics Authority/Local Civil Registry</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number and present requirements	1. Receive priority number and requirements	None	2 minutes	Administrative Aide III (OMPH – Records Section)
1.1 Undertake interview	1.1 Evaluate requirement and interview the client	None	5 minutes	Records Officer I
<i>For non-indigent:</i> 2. Receive charge slip/order of payment and proceed to Cashier for payment	2. Issue charge slip/order of payment and instruct the client to proceed to cashier for payment or MSS for discounting	Php 80.00	2 minutes	Administrative Aide III (OMPH – Records Section)
<i>For indigent:</i> 2.1 Receive charge slip/order of payment and proceed to MSS for discounting	2.1 Advise client to return on the scheduled date	None	2 days	Records Officer I (OMPH – Records Section)
	2.2 Prepare/encode birth certificate and secure signature of the attending physician			Administrative Aide III (OMPH – Records Section)



<i>For non-indigent:</i> 3. Pay the amount indicated on the charge slip/order of payment	<i>For non-indigent:</i> 3. Receive charge slip/order of payment and its corresponding amount; issues Official Receipt	None	20 minutes	Records Officer I (OMPH – Records Section)
<i>For indigent:</i> 3. Present charge slip/order of payment and	<i>For indigent:</i> 3. Receive charge slip/order of payment	None	30 minutes	



undertake interview	and interviews client; issues MSS Note/MSS form		2 minutes	
3.1 Receive MSS Note/MSS Form				
4. Return to Health Information Management Office (based on the indicated schedule) and present the Official Receipt/MSS Note/MSS Form	4. Receive and check Official Receipt/MSS Note/MSS Form	None	3 minutes	Administrative Aide III (OMPH – Records Section)
4.1. Sign the releasing logbook	4.1. Instruct client to sign the logbook		2 minutes	
4.2. Receive the unregistered Certificate of Live Birth Certificate	4.2. Release the unregistered Certificate of Live Birth Certificate		3 minutes	
	4.3. Advise client to process the registration of the Certificate of Live Birth Certificate at the Local Civil Registry		5 minutes	
TOTAL	For Non Indigent: P80.00		For Non Indigent: 2 Days & 46 minutes For Indigent 2 Days and 56 minutes	



	For Indigent: Depending on the MSS Discount	
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25. ISSUANCE OF UNREGISTERED DEATH CERTIFICATE

This service involves processing and releasing of unregistered Death Certificate (for Inpatient & Emergency Room, except for Dead on Arrival). Availability of service is from Monday-Friday at 8:00 am to 5:00 pm (No noon break). Further, this service is necessary for the registration of Death Certificate at the Local Civil Registry.

Next of kin refers to the following: parents, children and siblings

Office or Division:	Medical Records Services (OMPH)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Spouse and next of kin of the deceased or their Authorized Representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Primary requirements for principal: 1.Filled up Service Form 2.One (1) photocopy valid ID, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID,PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance 3.Official Receipt or MSS Note/Form or its equivalent 4.PSA Birth Certificate of the deceased patient/client 5.Marriage Certificate (spouse) or Birth Certificate (next of kin)		Doctor/Nurse on Duty GSIS,SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party Cashier/MSS Philippine Statistics Authority
Authorized Representative: 1.Filled up Service Form Photocopy of one (1) valid ID of the principal and authorized representative, any of the following: <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, 		NICU/DR/OR GSIS,SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC,



Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance 2. Official Receipt or MSS Note/Form or its equivalent 3. PSA Birth Certificate of the deceased patient/client 4. Marriage Certificate (spouse) or Birth Certificate (next of kin) 5. Authorization letter (Notarized) Special Power of Attorney		School and concerned company of the requesting party Cashier/MSS Philippine Statistics Authority Next of kin/Authorized Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number and present requirements	1. Receive priority number and requirements	None	2 minutes	Records Officer I (OMPH – Records Section)
1.1 Undertake interview	1.1 Evaluate requirements and interview the client	None	5 minutes	Administrative Aide III (OMPH – Records Section)
<i>For non-indigent:</i> 2. Receive charge slip/order of payment and proceed to Cashier for payment <i>For indigent:</i> 2. Receive charge slip/order of payment and proceed to MSS for discounting	2. Issue charge slip/order of payment and instruct the client to proceed to cashier for payment or MSS for discounting 2.1 Retrieve patient's chart	None None	2 minutes 3 minutes	Administrative Aide III (OMPH – Records Section)



	2.2 Advise client to return on the scheduled date	None	2 minutes	Records Officer I (OMPH – Records Section)
	2.3 Prepare/encode death certificate and secure signature of the attending physician	None	2 Days	Administrative Aide III (OMPH – Records Section)
<p>For non-indigent: 3. Pay the amount indicated on the charge slip/order of the payment</p> <p>For indigent: 3.1 Present charge slip/order of payment and undertake interview</p> <p>3.2 Receive MSS Note/MSS form</p>	<p>For non-indigent: 3. Receive charge slip/order of payment and its corresponding amount; issue Official Receipt</p> <p>For indigent: 3.1 Receive charge slip/order of payment and interview client; issue MSS Note/MSS form</p>	None	20 minutes	Administrative Aide III (OMPH – Records Section)
			30 minutes	Records Officer I (OMPH – Records Section)
			2 minutes	Administrative Aide III (OMPH – Records Section)
4. Return to Health Information Management Office (based on	4. Receive and check Official Receipt MSS	None	3 minutes	Administrative Aide III (OMPH – Records Section)



the indicated schedule) and present the Official Receipts/MSS Note/MSS Form	Note/MSS Form		2 minutes	
4.1 Sign the releasing logbook	4.1 Instruct client to sign the logbook		3 minutes	Records Officer I (OMPH – Records Section)
4.2 Receive the unregistered Death Certificate	4.2 Release the unregistered Death Certificate		5 minutes	Administrative Aide III (OMPH – Records Section)
	4.3 Advise client to process the registration of the Death Certificate at the Local Civil Registry			
TOTAL:			For Non Indigent; 2 Days 49 minutes	
			For Indigent: 2 Days 59 minutes	

26. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

This service involves processing and releasing of Medico-Legal Certificate. Availability of service is from Monday to Friday at 8:00 am-5:00 pm (No noon break).

Next of kin refers to the following: spouse, parents, children, and siblings

Office or Division:	Medical Records Services
Classification:	Simple
Type of Transaction:	G2C and G2G
Who may avail:	Patient Next of kin/Authorized Representative Courts and Administrative bodies exercising quasi-judicial and/or investigative function
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Primary requirements for principal:	
1. Filled up Service Form	Attending Doctor



<p>2. One (1) photocopy valid ID, any of the following:</p> <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance <p>3. Official Receipt or MSS Note/Form or its equivalent (1 original)</p> <p>4. Court Order/Letter of Request (1 photocopy)</p>	<p>GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party</p> <p>Cashier/MSS</p> <p>Clerk of Court, PNP, NBI and enforcement agencies</p>			
<p>Primary Requirement Authorized Representative:</p> <p>1. Fillep up Service Form</p> <p>2. One (1) photocopy of valid ID of the principal and authorized representative, any of the following:</p> <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance <p>3. Official Receipt or MSS Note/Form or its equivalent (1 original)</p> <p>4. Court Order/Letter of Request (1 photocopy)</p> <p>5. If underage, PSA Birth Certificate of patient and PSA Marriage Certificate of Parents (1 photocopy)</p> <p>6. Authorization letter (Notarized) Special Power of Attorney (1 original)</p>	<p>NICU/DR/OR</p> <p>GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party</p> <p>Cashier/MSS</p> <p>Clerk of Court, PNP, NBI, and enforcement agencies</p> <p>Requesting party (patient/principal)</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



1. Secure priority number and present requirements	1. Receive priority number and requirements	None	2 minutes	Administrative Aide III (OMPH – Records Section)
1.1 Undertake interview	Evaluate requirements and interview the client	None	5 minutes	Records Officer I (OMPH – Records Section)
For non-indigent: 2. Receive charge slip/order of payment and proceed to Cashier for payment	2. Issue charge/slip order of payment and instruct the client to proceed to cashier for payment or MSS for discounting	Php 105.00	3 minutes	Administrative Aide III (OMPH – Records Section) Records Officer I (OMPH – Records Section)
For indigent: 2.1 Receive charge slip/order of payment and proceed to MSS for discounting	2.1 Retrieve patient's chart	None	3 minutes	Administrative Aide III (OMPH – Records Section)
	2.2 Prepare the medico-legal certificate and secure signature of the attending physician	None	7 hours	
For non-indigent: 3. Pay the amount indicated on the charge slip/order of payment	For non-indigent: 3. Receive charge slip/order of payment and its corresponding	None	20 minutes	Administrative Aide III Records Officer I Administrative Aide III



	amount; issue Official Receipt			
<i>For indigent:</i> 3.1 Present charge slip/order of payment and undertake interview	<i>For indigent:</i> 3.1 Receive charge slip/order of payment and interview client; issue MSS Note/MSS form		30 minutes	
3.2 Receive MSS Note/MSS Form			2 minutes	
4. Return to Health Information Management Office (based on the indicated scheduled) and present the Official Receipt/MSS Note/MSS Form	4. Receive and check Official Receipts MSS Note/MSS Form	None	3 minutes	Administrative Aide III
4.1 Sign the releasing logbook	4.1 Instruct client to sign the logbook		2 minutes	Records Officer I (OMPH – Records Section)
4.2 Receive the Medico-legal Certificate	4.2 Release the Medico- legal Certificate		2 minutes	Administrative Aide III (OMPH – Records Section)
	TOTAL:	P 150.00	For Non Indigent: 7 hours 44 minutes For Indigent: 7 hours 54 minutes	



27. ISSUANCE OF MEDICAL/CONFINEMENT CERTIFICATE

This service involves processing and releasing of Medical/Confinement Certificate. Availability of service is from Monday to Friday at 8:00 am-5:00pm (No noon break).

Next of kin refers to the following: spouse, parents, children and sibling/s.

Office or Division:	Medical Records Services (OMPH)
Classification:	Simple
Type of transaction:	G2C and G2G
Who may avail:	Patient Next of kin/Authorized Representative Courts and Administrative bodies exercising quasi-judicial and/or investigative function
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Primary requirements for principal:</p> <p>1. Fill up Service Form</p> <p>2. One (1) photocopy of valid ID of the principal and authorized representative, any of the following:</p> <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy, Clearance <p>3. Official Receipt or MSS Note/Form or its equivalent</p> <p>4. Hospital card (inpatient)</p>	<p>Attending Doctor</p> <p>GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party</p> <p>Cashier/MSS</p> <p>Admitting section</p>
<p>Authorized Representative:</p> <p>1. Fill up Service Form</p> <p>2. One (1) photocopy of valid ID of the principal and authorized representative, any of the following:</p> <ul style="list-style-type: none"> ➤ Government issued IDs such as GSIS, SSS, Pag-ibig, Driver's License, 	<p>NICU/DR/OR</p> <p>GSIS, SSS, PagIbig, LTO, DFA, LGU, BIR, PhilHealth, PHLPost, COMELEC, School and concerned company of the requesting party</p>



Passport, Voter's ID, PHIC ID, TIN, Postal) ➤ NBI/Police Clearance ➤ Voter's Certification ➤ Student ID ➤ Company ID ➤ Brgy. Clearance 3. Official Receipt or MSS Note/Form or its equivalent (1 original) 4. Hospital card (inpatient) (1 original) 5. Authorization letter (Notarized)/Special Power of Attorney (1 original)		Cashier/MSS Admitting Section Requesting Party (patient/principal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number and present requirements	1. Receive priority number and requirements	None	2 minutes	Administrative Aide III Records Officer I Administrative Aide III
1.1 Undertake interview	Evaluate requirements and interview the client	None	5 minutes	(OMPH – Records Section)
<i>For non-indigent:</i> 2. Receive charge slip/order of payment and proceed to Cashier for payment <i>For indigent:</i> 2.1 Receive charge slip/order of payment and proceed to MSS for discounting	2. Issue charge/slip order of payment and instruct the client to proceed to cashier for payment or MSS for discounting	None	3 minutes	Administrative Aide III Records Officer I Administrative Aide III (OMPH – Records Section)
	2.1 Retrieve patient's chart	None	3 minutes	
	2.2 Prepare the medico-legal certificate and secure	None	2 hours	



	signature of the attending physician <i>For Confinement certificate:</i> Secure the signature MRS head		3 minutes	
<i>For non-indigent:</i> 3. Pay the amount indicated on the charge slip/order of payment <i>For indigent:</i> 3.1 Present charge slip/order of payment and undertake interview 3.2 Receive MSS Note/MSS Form	<i>For non-indigent:</i> 3. Receive charge slip/order of payment and its Corresponding amount; issue Official Receipt <i>For indigent:</i> 3.1 Receive charge slip/order of payment and interview client; issue MSS Note/MSS form	Php 80.00	20 minutes 30 minutes 2 minutes	(OMPH – Cashiering Section)
4. Return to Health Information Management Office (based on the indicated scheduled) and present the Official Receipt/MSS Note/MSS Form 4.1 Sign the releasing logbook	4. Receive and check Official Receipts MSS Note/MSS Form 4.1 Instruct client to sign the logbook	None	3 minutes 2 minutes	Administrative Aide III Records Officer I Administrative Aide III (OMPH – Records Section)



4.2Receive the Medical/ Confinement Certificate	4.2Release the Medical/Confinement Certificate		2 minutes	
	TOTAL	P 80.00	For Non Indigent: 2 Hours 45 minutes	For Indigent: 2 hours 55 minutes

LABORATORY SERVICES

AVAILMENT OF LABORATORY SERVICES IN-PATIENT AND OUT-PATIENT

SERVICES OFFERED:

EXAMINATION
HEMATOLOGY
• COMPLETE BLOOD COUNT, PLATELET COUNT (CBC, PC)
• HGB/HCT
• BLOOD TYPING (ABO, RH TYPING)
• BLEEDING TIME (BT) / CLOTTING TIME (CT)
• PROTOME
• APTT
• ERYTHROCYTE SEDIMENTATION RATE (ESR)
• PERIPHERAL BLOOD SMEAR (PBS)
• RETICULOCYTE COUNT
• MALARIAL SMEAR
• FILARIAL SMEAR
CLINICAL MICROSCOPY
• URINALYSIS (UA)
• PREGNANCY TEST
• KOH
• FECALYSIS (FA)
• FECAL OCCULT BLOOD TEST (FOBT)
• URINE KETONES



<ul style="list-style-type: none">• CERVICOVAGINAL SMEAR
CLINICAL CHEMISTRY
<ul style="list-style-type: none">• FBS
<ul style="list-style-type: none">• BUN
<ul style="list-style-type: none">• CREATININE
<ul style="list-style-type: none">• BUA
<ul style="list-style-type: none">• TOTAL CHOLESTEROL
<ul style="list-style-type: none">• TRIGLYCERIDES
<ul style="list-style-type: none">• ELECTROLYTES (Na, Ca, K, Cl)
<ul style="list-style-type: none">• SGOT
<ul style="list-style-type: none">• SGPT
<ul style="list-style-type: none">• LDL
<ul style="list-style-type: none">• HDL
<ul style="list-style-type: none">• BILIRUBIN
<ul style="list-style-type: none">• ALBUMIN
<ul style="list-style-type: none">• AMYLASE
<ul style="list-style-type: none">• HBAIC
<ul style="list-style-type: none">• PROCALTONIN
<ul style="list-style-type: none">• D-DIMER
<ul style="list-style-type: none">• PHOSPHORUS
<ul style="list-style-type: none">• MAGNESIUM
<ul style="list-style-type: none">• LDH
<ul style="list-style-type: none">• ALKALINE PHOSPHATASE
SEROLOGY
<ul style="list-style-type: none">• HBSAG
<ul style="list-style-type: none">• DENGUE DUO (NS1 AG, IgM, IgG)
<ul style="list-style-type: none">• TYPHI DOT (IgM, IgG)
<ul style="list-style-type: none">• ANTI-HCV [RAPID TEST]
<ul style="list-style-type: none">• HIV [RAPID TEST]
<ul style="list-style-type: none">• SYPHILIS [RAPID TEST]
<ul style="list-style-type: none">• FT3
<ul style="list-style-type: none">• FT4
<ul style="list-style-type: none">• TSH
<ul style="list-style-type: none">• FT3,FT4,TSH
<ul style="list-style-type: none">• PSA
<ul style="list-style-type: none">• CEA
<ul style="list-style-type: none">• CA 125
<ul style="list-style-type: none">• CA 19-9
<ul style="list-style-type: none">• CA 15-3
<ul style="list-style-type: none">• FERRITIN



• AFP
• CRP
• TROPONIN I
• CK-MB
• NT-PROBNP
• TPAG
MICROBIOLOGY
• BLOOD CS
• URINE CS
• GRAM STAIN
HISTOPATHOLOGY
• FLUID CYTOLOGY
• HISTOPATH
• FNAB
• PAP's SMEAR



OUT PATIENT

Office or Division:	Department of Pathology			
Classification:	Simple for majority of laboratory tests except for Microbiology, Hispathology and for special tests sent out to Manila which are classified as Complex			
Type of Transaction:	Government-to-Citizens (G2C) and Government-to-Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Laboratory Request From Medical Doctor (original) 2. Charge Slip (original) 3. Proof of Payment (OR) (original) 4. Classification from Hospital Social Welfare (MALASAKIT, KONSULTA, and any other assistance.) (original)			-Requesting Physician -Department of Pathology -Cashier -Hospital Social Welfare	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient presents laboratory request.	1. Received and check the request form	None	5 minutes	Registered Medical Technologist III Registered Medical Technologist I
2. Patient received charge slip	2. Issue charge slip	None	10 minutes	Registered Medical Technologist III Registered Medical Technologist I
3. Patient pays laboratory fee/ submits to HSW interview	3. Receive payment or Classification report from HSW (OMPH)	As charged (Please see fee schedule)	30 minutes	Cashier/Hospital Social Welfare (OMPH)
4. Patient presents OR/HSW classification	4. Receive and validate OR/HSW classification	None	5 minutes	Registered Medical Technologist III Registered Medical Technologist I
5. Patient submits for specimen collection	5. Collect sample	None	30 minutes	Registered Medical Technologist III Registered Medical Technologist I



6. Patient wait for results	6. Performs laboratory procedure	None	As scheduled (Please see turn around time; starts from presentation of OR/HSW classification)	Registered Medical Technologist III Registered Medical Technologist I
7. Patient gets result	7. Issue results	None	2 Days (Simple) 7 Days (Complex) 30 Days (Histopath)	Registered Medical Technologist III Registered Medical Technologist I
	TOTAL		40 Days, 1 hour and 20 minutes	

IN-PATIENT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Laboratory Results	1.1 Receive and check the request	None	5 minutes	Registered Medical Technologist III Registered Medical Technologist I
	1.2 Collect sample	None	30 minutes	
	1.3 Bill the patient	As charged (Please see fee schedule)	5 minutes	
	1.4 Perform laboratory procedure	None	As scheduled (Please see turn-around time; starts from presentation of OR/HSW classification)	
2. Get Lab Result	Issue results	None	3 Days (Simple)	Registered Medical Technologist III



			7 Days (Complex) 30 Days (Histopath)	Registered Medical Technologist I
	TOTAL		40 Days and 40 minutes	

LABORATORY FEES TO BE PAID AND PROCESSING TIME:

EXAMINATION	PRICE	PROCESSING TIME (TURN AROUND TIME)
HEMATOLOGY		
• COMPLETE BLOOD COUNT, PLATELET COUNT (CBC, PC)	180	4 HOURS
• HGB/HCT	180	4 HOURS
• BLOOD TYPING (ABO, RH TYPING)	200	4 HOURS
• BLEEDING TIME (BT) / CLOTTING TIME (CT)	60	4 HOURS
• PROTOME	750	4 HOURS
• APTT	750	4 HOURS
• ERYTHROCYTE SEDIMENTATION RATE (ESR)	200	4 HOURS
• PERIPHERAL BLOOD SMEAR (PBS)	170	6 HOURS
• RETICULOCYTE COUNT	170	4 HOURS
• MALARIAL SMEAR	150	8 HOURS
• FILARIAL SMEAR	150	8 HOURS
CLINICAL MICROSCOPY		
• URINALYSIS (UA)	50	4 HOURS
• PREGNANCY TEST	150	4 HOURS
• KOH	100	4 HOURS
• FECALYSIS (FA)	50	4 HOURS



• FECAL OCCULT BLOOD TEST (FOBT)	150	4 HOURS
• URINE KETONES	100	4 HOURS
• CERVICO VAGINAL SMEAR	50	6 HOURS
CLINICAL CHEMISTRY		
• FBS	100	5 HOURS
• BUN	100	5 HOURS
• CREATININE	100	5 HOURS
• BUA	500	5 HOURS
• TOTAL CHOLESTEROL	100	5 HOURS
• TRIGLYCERIDES	120	5 HOURS
• ELECTROLYTES (Na, Ca, K, Cl)	500	2 HOURS
• SGOT	120	5 HOURS
• SGPT	120	5 HOURS
• LDL	150	5 HOURS
• HDL	150	5 HOURS
• BILIRUBIN	600	5 HOURS
• ALBUMIN	150	5 HOURS
• AMYLASE	190	5 HOURS
• HBAIC	650	2 HOURS
• PROCALTONIN	1,400	2 HOURS
• D-DIMER	1,500	2 HOURS
• PHOSPHORUS	300	5 HOURS
• MAGNESIUM	395	5 HOURS
• LDH	300	5 HOURS
• ALKALINE PHOSPHATASE	200	5 HOURS
• OGTT	600	5 HOURS
• TPAG	600	5 HOURS



SEROLOGY		
• HBSAG	150	4 HOURS
• DENGUE DUO (NS1 AG, IgM, IgG)	1200	4 HOURS
• TYPHI DOT (IgM, IgG)	900	4 HOURS
• ANTI-HCV [RAPID TEST]	450	4 HOURS
• HIV [RAPID TEST]	250	4 HOURS
• SYPHILIS [RAPID TEST]	250	4 HOURS
• FT3	800	7 DAYS
• FT4	800	7 DAYS
• TSH	800	7 DAYS
• FT3,FT4,TSH	2,200	7 DAYS
• PSA	1,500	7 DAYS
• CEA	2,500	7 DAYS
• CA 125	2,500	7 DAYS
• CA 19-9	2,500	7 DAYS
• CA 15-3	2,500	7 DAYS
• FERRITIN	2,500	7 DAYS
• AFP	2,500	7 DAYS
• CRP	800	7 DAYS
• TROPONIN I	1,200	3 HOURS
• CK-MB	900	3 HOURS
• NT-PROBNP	1,800	3 HOURS
MICROBIOLOGY		
• BLOOD CS	1,300	7 DAYS
• URINE CS	900	7 DAYS
• GRAM STAIN	150	7 DAYS
HISTOPATHOLOGY		



• FLUID CYTOLOGY	3,000	14 DAYS
• HISTOPATH LEVELS (L) DEPEND ON SIZE OF SPECIMEN	L1-1,000 L2- 2,500 L3- 3,500 L4- 4,500 L5- 6,000 L6- 8,000	30 DAYS
• FNAB	2,800	30 DAYS
• PAP's SMEAR	500	30 DAYS

MEDICAL SOCIAL SERVICES

CLASSIFICATION OF PATIENTS

An interview conducted by a Registered Social Worker, which determine the eligibility of the patients in availing medical social services based on Administrative Order 51-A s. 2001 in government hospitals.

Office or Division:	Medical Division-Medical Social Services (OMPH)
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All patient
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Any of the following document of the patient: 1. Identification Card <ul style="list-style-type: none"> • Senior Citizen • Person's with Disability (PWD) • 4P's ID • Government ID (Postal, Voter's, etc.) 	Office of the Senior Citizen DSWD Barangay Office Philippine Post Office, COMELEC
2. Certification <ul style="list-style-type: none"> • Certificate of Indigency • Certificate of Indigenous People • Certificate of Detention 	Barangay Office NCIP BJMP DSWD



<ul style="list-style-type: none"> Certificate of Active 4P's membership 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sanitize and get queuing number from MSWD receptionist and wait to be called.	1.Provide the alcohol and issue queuing number	None	5 minutes	Social Welfare Officer I
1.1Present the documents (Valid IDs/Certification) to social worker on duty at MSW window 1 and submits to interview.	1.1Receive the documents and interview client using MSWD assessment tool.	None	15 minutes	Social Welfare Officer I
2.Listen to Medical Social Worker's explanation	2.1Classify patients based on AO 51-A s. 2001 and explain the patients classification.	None	15 minutes	Social Welfare Officer I
	2.2Indicate the classification in the patients MSWD assessment tool and per capita income.	None	5 minutes	Social Welfare Officer I
TOTAL			40 minutes	



AVAILMENT OF MALASAKIT CENTER- MEDICAL ASSISTANCE TO INDIGENT PATIENT (MC-MAIP) PROGRAM

Provision of medical assistance such as drugs and medicines, laboratory, imaging and other diagnostic procedure, medical supplies to indigent patients in government hospitals based.

Office or Division:		Ancillary Division-Medical Social Service (OMPH)		
Classification:		Simple		
Type of Transaction:		Government- to- Citizen		
Who may avail:		All Patient		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following document of the patient: 3. Identification Card (original) <ul style="list-style-type: none"> • Senior Citizen • Person's with Disability (PWD) • 4P's ID • Government ID (Postal, Voter's, etc.) 			Office of the Senior Citizen DSWD/MSWD/CSWD Philippine Post Office, COMELEC	
4. Certification (original) <ul style="list-style-type: none"> • Certificate of Indigency • Certificate of Detention • Certificate of no Valid ID 			MALASAKIT CENTER BJMP Barangay Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sanitize and get queuing from MSWD receptionist and wait to be called.	1. Provide alcohol and issue queuing number.	None	5 minutes	Social Welfare Officer I
1.1 Present the documents (ID, Prescription, Laboratory and other diagnostic, imaging Requests and additional request if there is, Hospital Statement of Account) to Social Worker on duty at Malasakit window 1 and 2 submits to interview	1.1 Receive the documents and interview client using MSS Intake Sheet, Unified Intake Sheet and conduct socio-economic evaluation. If found eligible, fill out social work	None	30 minutes	



	<p>assessment column for MC-MAIP assistance</p> <p>1.2 Review the completeness of documents</p>			
<p>2. Sign the MSWD Assessment toll and Unified Intake Sheet.</p>	<p>2.2 Register patient's name in the logbook for control</p> <p>number, and stamp the Laboratory and other diagnostic & imaging Requests and Hospital Statement of Account indicating charges has been charge to MC-MAIP fund.</p>	None	10 minutes	Social Welfare Officer I
<p>3. Fill out the logbook for patient with Non-PhilHealth, Student, Individual applying for a job and patient with no Valid ID.</p> <p>3.1 Fill out the daily log book</p>	<p>3. Provide logbook to the patient/watcher for signing.</p> <p>3.1 Register patient's information in the daily</p>	None	10 minutes	Social Welfare Officer I



	logbook for auditing.			
4. Sign and receive the acknowledgement receipt	4. Issue acknowledgement receipt for liquidation report.	None	5 minutes	Social Welfare Officer I
4.1 Receive the stamped requests (Laboratory and other diagnostic & imaging Requests and Hospital Statement of Account) and proceed to laboratory/ X-ray/ Pharmacy/ Billing.	4.1 Give the stamped requests to the client and instruct them to proceed to laboratory/ X-ray/ Pharmacy to avail the services needed charge to MC-MAIP.	None	5 minutes	Social Welfare Officer I
TOTAL			1 hour and 5 minutes	

PHILHEALTH POINT OF SERVICE ENROLLMENT (POS)

Point of Service (POS Program) is the program provided by the GAA for the current year to register Non-PhilHealth members into the National Health Insurance Program especially those financially incapable to pay their PhilHealth membership.

Office or Division:	Ancillary Division-Medical Social Service			
Classification:	Simple			
Type Of Transaction:	Government-to-Citizen			
Who may avail:	All Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any of the following document of the patient: 1. Birth Certificate of Patient 2. Birth certificate of Parent's (if patient is minor)			Philippine Statistics Authority Philippine Statistics Authority	
Valid Identification Card: <ul style="list-style-type: none"> Government issued ID (Postal, Voter's, Driver's License and other IDs which indicate birth date and signature) Certificate of Residency 			Philippine Post Office/COMELEC Barangay Office	
-Baptismal Certificate in Lieu of Birth Certificate			Church	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Sanitize and present the documents (Valid IDs/Certification) to social worker on duty at MSW window 1 and submits to interview	1.Provide alcohol and receive the documents and interview client using MSWD assessment tool.	None	10 minutes	Social Welfare Officer I
	1.1Identify the patient's PhilHealth resources.	None	30 minutes	
	1.2Advice the patient to the PCARES for checking their PhilHealth status.	None	20 minutes	
2.Submit the MSWD stub and supporting documents and wait for a review	2.Receive MSWD stub and check the status. If found qualified for POS enrolment, get the watcher/patient sign the POS agreement stub	None	20 minutes	Social Welfare Officer I
	2.1Receive the supporting documents (Birth certificate, Valid IDs and Marriage Contract)	None	10 minutes	
3.Get PMRF and fill out the form correctly	3.Provide PMRF and	None	10 minutes	Social Welfare Officer I



<p>3.1 Submit filled-out PMRF and required documents</p> <p>3.2 Wait to be enrolled to Point of Service</p> <p>3.3 Wait the approved Point of Service from Batangas Regional PhilHealth Office</p>	<p>instruct client/watcher to fill out the form correctly to avoid discrepancy.</p> <p>3.1 Receive and review PMRF and attached documents.</p> <p>3.2 For Point of Service Financially Incapable. Enrol patient to PhilHealth POS.</p> <p>3.3 Check the approved Point of Service.</p>	<p>None</p> <p>None</p> <p>None</p>	<p></p> <p>72 hours</p> <p></p>	<p></p> <p></p> <p></p>
<p>4. Pay at the PhilHealth Office for PhilHealth Membership</p>	<p>4. For Point of Service Financially Capable: Instruct the client to pay Php 5400.00 or the required month/s of contributions at PhilHealth Office for PhilHealth membership.</p>	<p>None</p>	<p>1 hour</p>	<p>Social Welfare Officer I</p>



5.Receive POS FI certification for immediate update of PhilHealth Membership	5.Provision of POS FI Certification signed by a Registered Social Worker for immediate update of PhilHealth Membership status during the following reasons: a.When there will be a holiday. b.If patient does not comply with the requirements. Within 72 hours of admission	None	10 minutes	Social Welfare Officer I
TOTAL			3 Days, 2 hours and 50 minutes	

OUTPATIENT SERVICES

OUTPATIENT SERVICES CONSULATION

The Oriental Mindoro Provincial Hospital is established to provide outpatient consultation and give quality care and treatment to all client's sick or well regardless of their race, creed, color, gender social status and political belief.

Office or Division:	Out Patient Services Department (OMPH)
Classification:	Simple



Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Hospital Number			New Patient-Medical Record Section Old Patient-Patient itself	
2.Hospital Record			Medical Record Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get the number from the security guard.	1.1Issue number to patient	None	1 minute	Security Guard on Duty
2.Place the number together with his/her hospital number and put box provided in front of Consultation Room.	2.1Get the patient assigned number together with his/her hospital number	None	1 minute	Registration Clerk (Medical Records Section)
	2.2Secure patients record at the Medical Records Section	None	5 minutes	Registration Clerk (Medical Records Section)
3.Proceed to waiting area and wait to be called. Give full details of present illness.	3.Call patient by his/her name and record the present history of illness or chief complaint	None	1 minute	OPD Nurse/Nursing Attendant
	3.1Take initial vital signs and write on patients record	None	3 minutes	
4.Proceed to OPD Room for consultation	4.Call out name of patient, examine,	None	5 minutes	Physician on Duty



	explain the illness and give treatment			
5.If the Doctor have a request for laboratory test proceed to Laboratory and X-ray Department located at Building 2.	5.Receives Request	None	1 minute	Laboratory Aide/Med. Tech or Rad. Tech on Duty
	5.1Issue charge slip to the patient		2 minutes	
	5.2Performs laboratory test to the patient		1 minute	
TOTAL			20 minutes	

ANIMAL BITE TREATMENT CENTER

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

Office or Division:	Animal Bite Treatment Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All patient bitten by rabid animals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital Number (1 original)			New Patient-Medical Record Section Old Patient-Patient itself	
Hospital Record (1 original)			Medical Record Section	
Informed Consent (1 original)			Animal Bite Treatment Center	
Animal Bite Assessment Tool (1 original)			Animal Bite Treatment Center	
Animal Bite Vaccine Card (1 original)			Animal Bite Treatment Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Get the number from the Security Guard	1.Issue number to patient	None	1 minute	Security Guard on Duty
2.Proceed to Window 2 for Registration	2.Get the patient assigned number together with his/her registration form	None	1 minute	Registration Clerk (Medical Section Records)



	2.1 Secure patients record at the Medical Records Section	None	5 minutes	
3. Proceeds to waiting area and wait to be called. Give full details of present illness.	3. Call patient by his/her name and record the present history of animal bite.	None	1 minute	OPD Nurse/Nursing Attendant on Duty
	3.1 Take initial vital signs and write on patients record	None	3 minutes	OPD Nurse/Nursing Attendant on Duty
4. Proceeds to OPD Room for consultation	4. Call out the name of patient, examine, explain the illness and give treatment	None	5 minutes	Physician on Duty
5. Proceed to Animal Bite Treatment Center	5. Register and assess animal bite	None	1 minute	ABTC Nurse on Duty
6. Receives treatment and vaccination	6. Provides treatment/ vaccine according to category of animal bite	None	30 minutes	ABTC Nurse
	6.1 Explain instruction regarding the schedule of immunization and follow up schedule	None	1 minute	ABTC Nurse
		None	1 minute	



	6.2 Encode data to National Rabies Information System			Data Encoder/ABTC Nurse
TOTAL			49 minutes	

PHARMACY

DISPENSING OF DRUGS AND MEDICINES (CASH)

This process covers dispensing of medicine and, medical supplies to all patient. The Pharmacy is open Monday – Sunday.

Office or Division:		Pharmacy Services		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Out-Patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription (completely filled)			Prescribing doctor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescription/s to the Pharmacist	1. Review the prescription 1.1 Put the total amount of the medicines in the prescription.		2 minutes	Pharmacist III (OMPH – Pharmacy Division)
2. Pay at the Cashier and get the official receipt	2. Prepare the corresponding Official Receipt	Cost of medicine (see price list)	3 minutes	Pharmacist III (OMPH – Pharmacy Division)
3. Return to the Pharmacy. Present the OR and get the drugs/medicine/s.	3. Dispense the medicines 3.1 Counsel the proper use of the medicine/s	None	5 minutes	Pharmacist III (OMPH – Pharmacy Division)
TOTAL		Cost of medicine (see price list)	10 minutes	



DISPENSING OF DRUGS AND MEDICINES (Medical Assistance)

Office or Division:		Pharmacy Services (OMPH)		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		In and Out-Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription (completely filled) (1 original)		Prescribing doctor		
VALID ID CERTIFICATE OF INDIGENCY (from Social Service) Statement of Account (SOA)- (From Malasakit to OMPH) Unified Intake Sheet (from Social Service) (1 original)		SOCIAL SERVICE ACCOUNTING		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the prescription/s	1.1Verify the authenticity of the prescription/s 1.2Instruct the client to go to the Social Service	None	2 minutes	Pharmacist III
2.Go back to the Pharmacy and presents the prescription/s	2.1Check the prescription if it is already charged in the medical assistance thru their valid stamp mark 2.2Prepape the medicine/s	None	3 minutes	Pharmacist III
3.Get the drugs/medicines and listen to the dispensing and counselling information	3.1Dispense the medicines 3.2Counsel the client for the proper use of medicine/s	None	5 minutes	Pharmacist III
	TOTAL		10 minutes	



DISPENSING OF DRUGS AND MEDICINES (Inpatients)

This process covers dispensing of medicine and supplies to all in patients under pay accommodation.

Office or Division:		Pharmacy Services		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		In-Patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription (completely filled)			Prescribing Doctor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Drugs and Medicines thru the systems.	1.1 Received the prescription 1.2 Check the availability of the prescribed drugs. 1.3 Encode the quantity of the available drugs to IHOMIS for charging.	None	5 minutes	Pharmacist III
2. Get the medicines 2. If available 2.1 If not available	2. Dispense the medicines indicated in the prescription 2.1 Inform the patient/ patient's relative to buy the unavailable drugs to other pharmacy	None	5 minutes	Pharmacist III



	TOTAL		10 minutes	
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CENTRAL SUPPLY ROOM

DISPENSING OF MEDICAL SUPPLIES FOR ADMITTED PATIENTS

The process covers issuance of medical supplies available in conformity with Requisition and Issue Slip (RIS) forwarded by the requesting clinical areas.

Availability of Service: Monday to Sunday (24 hours)

Office or Division:		Nursing Department-Central Supply Room (OMPH)		
Classification:		Simple		
Type of Transaction:		Government-to-Client		
Who may avail:		Admitted patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Prescription-1 original copy			Prescribing Doctor or Nurse	
2.PhilHealth stub-1 original copy			Admitting Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit prescription and present PhilHealth stub	1.Receive and check the availability of supplies 1.1If supplies are available, encode charges to patient's hospital bill thru IHOMIS.	None	5 minutes	Nurse I
2.Wait for the supply	2.Prepare the requested supply *unavailable items will be written in	None	5 minutes	Nurse I



	separate prescription and will be used to purchase item to other pharmacy			
3.Receive the medical supply	3.Dispense the medical supply. *If there is unavailable items, the watcher will be advise to purchase the items from other pharmacy.	None	5 minutes	Nurse I
TOTAL			15 minutes	

DISPENSING OF MEDICAL SUPPLIES FOR OUT-PATIENTS

The process covers issuance of medical supplies available is conformity with Requisition and Issue Slip (RIS) forwarded by the requesting clinical areas.

Availability of Service: Monday to Sunday (24 hours)

Office or Division:		Nursing Department-Central Supply Room(OMPH)		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen		
Who may avail:		Out patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Prescription-1 original copy			Prescribing Doctor or Nurse	
2.Official Receipt-1 original copy			Cashier Section	
3.Guarantee Letter (if applicable)-1 original copy			Local Chief Executives/PCSO/Malasakit Center/DOH/DSWD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit prescription	1. Receive and check the availability of supplies.	None	5 minutes	Nurse I



	<p>1.1If supplies are available, prepare and issue charge slip.</p> <p>*if supplies are not available, advise for other available alternative. If not advise to buy outside.</p>			
2.Receive charge slip and proceed to cashier for payment or go to Social Service Office for availment of medical assistance	<p>2.Instruct client to pay at the cashier/ Social Service Office.</p> <p>2.1Issues official receipt/medical assistance slip.</p>	None	2 minutes	Nurse I
		List of fees (see table below)	10 minutes	Cashier/Social Service Worker
3.Return to Central Supply Room and present official receipt/medical assistance slip.	3.Receive official receipt/medical assistance slip.	None	1 minute	Nurse I
4.Receive the medical supplies	4.Dispense the requested medical supplies	None	5 minutes	Nurse I
TOTAL			23 minutes	

CENTRAL SUPPLY ROOM PRICE LIST

NAME OF MEDICAL SUPPLY	UNIT	UNIT PRICE
AMBU MINI PERFIT ACE COLLAR GCI	pc	₱ 1,444.00
AMBU PERFIT CERVICAL COLLAR ADULT	pc	₱ 1,313.00
ARMSLING LARGE	pc	₱ 128.00
ARMSLING MEDIUM	pc	₱ 128.00
ARMSLING SMALL	pc	₱ 125.00
ASEPTO SYRINGE	pc	₱ 83.00
BIPAP MASK	pc	₱10,125.00
BONEWAX	pc	₱ 274.00
BUTTERFLY G.23	pc	₱ 28.00



BUTTERFLY G.25	pc	₱ 28.00
BLOOD TRANSFUSSION SET	pc	₱ 117.00
CAUTERY PAD	pc	₱ 625.00
CAUTERY PENCIL	pc	₱ 1,050.00
CHEST DRAINAGE BOTTLE 1200 ML	pc	₱ 1,657.00
CHROMIC 0 round	pc	₱ 375.00
CHROMIC 1 round	pc	₱ 375.00
CHROMIC 2 -0 round	pc	₱ 375.00
CHROMIC 3-0 round	pc	₱ 375.00
CHROMIC 4-0 round	pc	₱ 375.00
CLEAN GLOVES SMALL	pair	₱ 10.00
CLEAN GLOVES MEDIUM	pair	₱ 10.00
CLEAN GLOVES LARGE	pair	₱ 10.00
COTTON STRANDS SS	pc	₱ 110.00
COTTON APPLICATOR	pc	₱ 5.00
DIAPER LARGE	pc	₱ 25.00
DISP.GLOVES 6.5 ANSELL	pair	₱ 91.00
DISP.GLOVES 7.0 ANSELL	pair	₱ 91.00
DISP.GLOVES 7.5 ANSELL	pair	₱ 91.00
DISP.GLOVES 8.0 ANSELL	pair	₱ 91.00
DISP.GLOVES 6.5 LATEX	pair	₱ 40.00
DISP.GLOVES 7.0 LATEX	pair	₱ 40.00
DISP.GLOVES 7.5 LATEX	pair	₱ 40.00
DISP.GLOVES 8.0 LATEX	pair	₱ 40.00
DISP. NEEDLE 18	pc	₱ 6.00
DISP. NEEDLE 19	pc	₱ 6.00
DISP. NEEDLE 20	pc	₱ 6.00
DISP. NEEDLE 21	pc	₱ 6.00
DISP. NEEDLE 22	pc	₱ 6.00
DISP. NEEDLE 23	pc	₱ 6.00
DISP. NEEDLE 24	pc	₱ 6.00
DISP. NEEDLE 25	pc	₱ 6.00
DISP. NEEDLE 26	pc	₱ 6.00
DISP. NEEDLE 27	pc	₱ 6.00
DISP.HEAD COVER	pc	₱ 7.00
DISP. RESUSCITATOR BAG ADULT	pc	₱ 2,035.00
DISP. RESUSCITATOR BAG PEDIA	pc	₱ 2,573.00
DISP. RESUSCITATOR BAG NEONATE	pc	₱ 2,571.00
DISP. SYRINGE 20ml	pc	₱ 23.00
DISP. SYRINGE 30ml	pc	₱ 53.00
DISP. SYRINGE 50ml	pc	₱ 53.00
DISP. SYRINGE 1ml	pc	₱ 13.00



DISP. SYRINGE 3ml	pc	₱ 13.00
DISP. SYRINGE 5ml	pc	₱ 13.00
DISP. SYRINGE 10ml	pc	₱ 16.00
DISTILLED WATER 50ml	pc	₱ 71.00
ELECTRODES BLUE SENSOR ADULT GCI	pc	₱ 33.00
ELECTRODES BLUE SENSOR PEDIA GCI	pc	₱ 66.00
EXTENSION SET	pc	₱ 40.00
ELASTIC BANDAGE 3x5	pc	₱ 45.00
ELASTIC BANDAGE 4x5	pc	₱ 61.00
ELASTIC BANDAGE 6x5	pc	₱ 82.00
ENDOTRACHEAL TUBE 2.0 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 2.5 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 3.0 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 3.5 UNCUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 4.0 UNCUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 4.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 4.5 UNCUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 5.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 5.5 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 6.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 6.5 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 7.0 CUFFED	pc	₱ 256.00
ENDOTRACHEAL TUBE 7.5 CUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 8.0 CUFFED	pc	₱ 257.00
ENDOTRACHEAL TUBE 8.5 CUFFED	pc	₱ 257.00
EPIDURAL SET G.16	pc	₱ 1,520.00
EPIDURAL SET G.18	pc	₱ 1,529.00
EYE GOGGLES	pc	₱ 92.00
FACE MASK N95	pc	₱ 238.00
FACE MASK EAR LOOP	pc	₱ 5.00
FACESHIELD	pc	₱ 19.00
FLEET ENEMA	pc	₱ 656.00
FOLEY CATH. FR. 8	pc	₱ 62.00
FOLEY CATH. FR. 10	pc	₱ 62.00
FOLEY CATH. FR. 12	pc	₱ 62.00
FOLEY CATH. FR. 14	pc	₱ 70.00
FOLEY CATH. FR. 16	pc	₱ 66.00
FOLEY CATH. FR. 18	pc	₱ 63.00
GAUZE 4 X 8 PACK OF 10	pack	₱ 94.00
GELFOAM SPONGESTAN	pc	₱ 722.00
GLASS SLIDES	pc	₱ 3.00
GUEDEL AIRWAY GREEN	pc	₱ 107.00
GUEDEL AIRWAY ORANGE	pc	₱ 107.00



GUEDEL AIRWAY WHITE	pc	₱ 106.00
GUEDEL AIRWAY YELLOW	pc	₱ 129.00
GUEDEL AIRWAY BLACK	pc	₱ 111.00
HEPLOCK	pc	₱ 43.00
HERNIA KIT PC	pc	₱ 3,544.00
HYDROGEN PEROXIDE 60 ml	pc	₱ 47.00
HYDROGEN PEROXIDE 120 ml	pc	₱ 60.00
HYDROGEN PEROXIDE 500 ml	pc	₱ 114.00
INSULIN SYRINGE	pc	₱ 15.00
IV CATH G.16	pc	₱ 50.00
IV CATH G.18	pc	₱ 50.00
IV CATH G.20	pc	₱ 50.00
IV CATH G.22	pc	₱ 50.00
IV CATH G.24	pc	₱ 50.00
IV CATH G.26	pc	₱ 50.00
ID BRACELET PEDIA	pc	₱ 7.00
ID BRACELET ADULT	pc	₱ 7.00
JACKSON PRATT DRAIN	pc	₱ 2,232.00
JACKSON REES PEDIA	pc	₱ 5,935.00
LAP SPONGE ABDOMINAL PACK 12X12	pc	₱ 119.00
LANCET	pc	₱ 7.00
LEUKOPLAST 2.5 CMX 5M	pc	₱ 388.00
LONGBONE FIBERGLASS CAST	pc	₱ 718.00
LUBRICATING JELLY TUBE	pc	₱ 283.00
LUBRICATING JELLY SACHET	pc	₱ 18.00
MALE URINAL	pc	₱ 52.00
MACROSET REGULAR	pc	₱ 80.00
MICROSET REGULAR	pc	₱ 49.00
MACROSET NEEDLELESS	pc	₱ 174.00
MEASURING CUP 210 ML	pc	₱ 92.00
MEDICINE CUP 30 ML	pc	₱ 2.00
MERSILK 0 ROUND PC	pc	₱ 245.00
MERSILK 0 STRAND	pc	₱ 245.00
MERSILK 1 STRANDS	pc	₱ 242.00
MERSILK 2-0 ROUND	pc	₱ 245.00
MERSILK 2-0 CUTTING	pc	₱ 245.00
MERSILK 2-0 STRAND	pc	₱ 245.00
MERSILK 3-0 ROUND	pc	₱ 245.00
MERSILK 3-0 CUTTING	pc	₱ 245.00
MERSILK 3-0 STRAND	pc	₱ 252.00
MERSILK 4-0 ROUND	pc	₱ 157.00
MERSILK 4-0 CUTTING	pc	₱ 157.00



METRICIDE	pc	₱ 2,568.00
MONOCRYL 4-0 CUTTING	pc	₱ 593.00
NEB KIT PEDIA W/MASK	pc	₱ 221.00
NEB KIT W/ MOUTHPIECE	pc	₱ 63.00
NEB KIT ADULT W/MASK	pc	₱ 95.00
NGT.FR.5	pc	₱ 30.00
NGT.FR.8	pc	₱ 30.00
NGT.FR.10	pc	₱ 48.00
NGT.FR.12	pc	₱ 30.00
NGT.FR.14	pc	₱ 30.00
NGT.FR.16	pc	₱ 34.00
NGT.FR.18	pc	₱ 30.00
NYLON 3-0 CUTTING	pc	₱ 219.00
NYLON 4-0 CUTTING	pc	₱ 258.00
OXYGEN CANNULA ADULT	pc	₱ 60.00
OXYGEN CANNULA PEDIA	pc	₱ 53.00
OXYGEN CANNULA NEONATE	pc	₱ 123.00
OXYGEN MASK ADULT	pc	₱ 138.00
OXYGEN MASK PEDIA	pc	₱ 119.00
PARATULLE	pc	₱ 63.00
PENROSE DRAIN ½	pc	₱ 154.00
PENROSE DRAIN ¼	pc	₱ 154.00
PLASTER 1" MICROPOR	pc	₱ 77.00
POVIDONE IODINE 10% 60ml	pc	₱ 63.00
POVIDONE IODINE 10% 120ml	pc	₱ 102.00
PROLENE 3-0 CUTTING	pc	₱ 495.00
PULSE OXIMAX SENSOR ADULT	pc	₱ 1,156.00
PULSE OXIMAX SENSOR PEDIA	pc	₱ 1,156.00
SHAVER	pc	₱ 24.00
SHOECOVER	pc	₱ 20.00
SKIN STAPLER	pc	₱ 854.00
SKIN STAPLE REMOVER SESE	pc	₱ 276.00
SPINAL NEEDLE G.23	pc	₱ 119.00
SPINAL NEEDLE G.25	pc	₱ 119.00
STRAIGHT THORACIC FR. 28	pc	₱ 630.00
STRAIGHT THORACIC FR. 32	pc	₱ 630.00
STRAIGHT THORACIC FR. 36	pc	₱ 630.00
SUCTION FR. 5	pc	₱ 14.00
SUCTION FR. 8	pc	₱ 15.00
SUCTION FR. 10	pc	₱ 23.00
SUCTION FR. 12	pc	₱ 12.00
SUCTION FR. 14	pc	₱ 11.00



SUCTION FR. 16	pc	₱ 12.00
SUCTION FR. 18	pc	₱ 23.00
SUCTION POOLE DRAIN	pc	₱ 491.00
SURGICAL BLADE # 10 FEATHER	pc	₱ 24.00
SURGICAL BLADE # 11 FEATHER	pc	₱ 24.00
SURGICAL BLADE # 12 FEATHER	pc	₱ 24.00
SURGICAL BLADE # 15 FEATHER	pc	₱ 30.00
SURGICAL BLADE # 20 FEATHER	pc	₱ 30.00
SURGICAL BLADE # 21 FEATHER	pc	₱ 30.00
SURGICAL BLADE # 22 FEATHER	pc	₱ 30.00
SURGICAL GAUZE (RG BOLT) 24 X 28	pc	₱ 1,182.00
SURGICAL SCRUB BRUSH W/CLOREX	pc	₱ 195.00
TEGADDERM 9cmx25cm PC	pc	₱ 286.00
TEGADDERM 9cmx15cm PC	pc	₱ 300.00
TEGADDERM 6cmx10cm PC	pc	₱ 75.00
THREE WAY STOPCOCK	pc	₱ 46.00
TONGUE DEPRESSOR STERILE	pc	₱ 3.00
TRACHEOSTOMY TUBE SHILEY FEN 6	pc	₱ 4,594.00
TRACHEOSTOMY TUBE SHILEY FEN 8	pc	₱ 4,594.00
T- TUBE (LATEX) FR. 16	pc	₱ 276.00
T- TUBE (LATEX) FR. 18	pc	₱ 276.00
T- TUBE (LATEX) FR. 14	pc	₱ 276.00
URINE BAG ADULT	pc	₱ 69.00
URINE BAG PEDIA (WEE BAG)	pc	₱ 7.00
UNDERPADS	pc	₱ 18.00
UMBILICAL CORD CLAMP	pc	₱ 7.00
VENTILATOR CIRCUIT PEDIA	pc	₱ 2,794.00
VICRYL 0 CT-1 PC	pc	₱ 457.00
VICRYL 1 CT-1 PC	pc	₱ 413.00
VICRYL 2-0 CT-1 PC	pc	₱ 457.00
VICRYL 2-0 SH PC	pc	₱ 285.00
VICRYL 3-0 CT -1 PC	pc	₱ 457.00
VICRYL 3-0 CUTTING PC	pc	₱ 457.00
VICRYL 3-0 SH PC	pc	₱ 285.00
VICRYL 4-0 CUTTING PC	pc	₱ 456.00
VICRYL 4-0 SH PC	pc	₱ 309.00
VOLUMETRIC/SOLUSET SET	pc	₱ 158.00
WADDING SHEET 4 X 5	pc	₱ 94.00
WADDING SHEET 6 X 5	pc	₱ 84.00



RADIOLOGY SERVICES

AVAILMENT OF DIAGNOSTIC SERVICES

Radiology and Diagnostic Unit provides procedures on schedules except in emergency cases which are provided any time necessary as per request by the physician. This service also provides routine diagnostic procedures for outpatient department patients.

Availability of service is 24 hours Monday to Sunday, NO HOLIDAYS.

Office or Division:		Radiologic & Imaging Sciences		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		All outpatients seeking OPD General X-ray		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Doctor's Request			Spellout	
2. Official Receipt for paid X-ray procedure or MSW referral slip			Cashier Medical Social Service	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents radiological and/or Sonographical request	1. Receive and verify requirements. Instruct patient to proceed to X-ray Room waiting area. If patient has no ability to pay, proceed to Social Service for assistance of routing slip. If the patient decides to pay for the needed procedures, proceed to Cashier, pay the amount and secure for the Official Receipt.	None	3 minutes	Radiologic Technologist II Radiologic Technologist II



	The following are X-ray procedures and the corresponding amount for each:			
2. Undergo the X-ray procedure	2. Call patient name, prepare materials and instruct patient on what to do and conduct procedure.	None	5 minutes	Radiologic Technologist II
2.1 Listens to instructions on the release of results.	2.1 Instruct the patient when to get result and bring official receipt.	None	5 minutes	
	2.3 Examine images and provide initial/preliminary reading.	None	3 Days	
	2.4 Referral of preliminary reading and finalizing of result for releasing.			
3. Return to X-ray releasing counter, after 3 working days and present official receipt or MSW referral slip.	3. Receive and verify official receipt.	None	5 minutes	Radiologic Technologist II
3.1 Affix name and signature on the claim stub and proceed to be	3.1 Instruct patient/representative to affix name and	None	5 minutes	Radiologic Technologist II



designated waiting area.	signature on the logbook.			
3.2Receive official diagnostic report	3.2Print the official report and affix name and signature on the ancillary staff.	None	5 minutes	
	3.3Release the official diagnostic report.	None	5 minutes	
TOTAL			3 Days and 33 minutes	

A. RADIOLOGY SERVICES OFFERED AND FEES

X-RAY	
EXAMINATION	PRICE
Skull AP/L	Php 400.00
Water's View/Towne's View	Php 200.00
Nasal Bone	Php 300.00
Mandible AP/L	Php 400.00
Mandible Series	Php 600.00
Cervical AP/L	Php 400.00
Chest PA	Php 200.00
Chest AP/L	Php 400.00
Chest AP/L (Pedia)	Php 300.00
L-Sacral Ap/L	Php 400.00
Pelvis	Php 200.00
Plain Abdomen	Php 200.00
Abdomen Upright/Supine	Php 400.00
Coccyx Ap/L	Php 200.00
Shoulder Joint	Php 200.00
Lateral Decubitus View	Php 200.00
Knee Ap/L	Php 300.00
Leg Ap/L	Php 300.00
Ankle Ap/L	Php 300.00
Foot Ap/L	Php 300.00
T-Cage	Php 200.00



Babygram	Php 200.00
T-lumbar Ap/L	Php 400.00
Hand Ap/L	Php 300.00
Hip Joint	Php 200.00
Femur Ap/L	Php 300.00
Arm Ap/L	Php 300.00
Elbow Ap/L	Php 300.00
Forearm Ap/L	Php 300.00
Wrist Ap/L	Php 300.00

ULTRASOUND	
EXAMINATION	PRICE
Whole Abdomen	Php 1000.00
Abdomino-Pelvic	Php 1000.00
Transvaginal/Transrectal	Php 900.00
Breast	Php 800.00
KUB-Prostate	Php 750.00
Upper and Lower Abdomen	Php 750.00
Thyroid/Neck	Php 750.00
Soft Tissue	Php 750.00
Hepatobiliary Tree	Php 650.00
KUB/Chest	Php 450.00
Scrotal w/Doppler	Php 900.00
Single Organ	Php 400.00
Biophysical Scoring (BPS)	Php 700.00
Pelvic	Php 500.00
Twin Pelvic UTZ	Php 800.00
Cranial	Php 600.00

CT SCAN	
EXAMINATION	PRICE
Cervical Plain	Php 4100.00
Cervical w/contrast	Php 5600.00
Chest Plain	Php 5600.00
Chest w/contrast	Php 7100.00
Cranial Plain	Php 4100.00
Cranial w/bone setting	Php 4200.00
Cranial w/ contrast	Php 5600.00
Extremities plain	Php 4100.00
Extremities w/contrast	Php 5600.00
Facial plain	Php 5600.00
Facial w/contrast	Php 7100.00
Lower Abdomen Plain	Php 6100.00



Lower Abdomen w/contrast	Php 7600.00
Lumbar plain	Php 7600.00
Lumbar w/contrast	Php 7100.00
Mandible Plain	Php 5600.00
Mandible w/contrast	Php 7100.00
Naso pharynx Plain	Php 5600.00
Naso pharynx w/contrast	Php 7200.00
Orbits plain	Php 4100.00
Orbits w/contrast	Php 7200.00
PNS plain	Php 5600.00
PNS w/contrast	Php 7100.00
Stonogram	Php 6000.00
Thoracic spine plain	Php 5600.00
Thoracic spine w/contrast	Php 7100.00
TMJ Plain	Php 5600.00
TMJ w/contrast	Php 7100.00
Upper abdomen Plain	Php 6100.00
Upper abdomen w/contrast	Php 7600.00
Whole abdomen Plain	Php 8600.00
Whole abdomen w/contrast	Php 10600.00
Urogram	Php 10600.00
Abdomen w/liver triphase	Php 10600.00

SECURITY/FRONTLINE SERVICES

CIVIL SECURITY SERVICES

The Security unit shall be adequately manned and armed to perform their duties respectively. They shall monitor and record traffic of patients, visitors, personnel and vehicles in the hospital. Controls the number of visitors for each patient and provides the visitor's pass allowing only 2 at a time for each patient.

Office or Division	Security/Frontline Services (OMPH)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All watcher's patient and visitor seeking patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Parking Area 2.Cadaver Release Form 3.List of Patient 4.All Oxygen Incoming Full Tank's and Outgoing empty Tank's 5.Gate Pass			Entrance/Exit Gate on Duty Information Desk on Duty Guard on Duty in Wards Copy of Receipt in Voice Recorded in logbook All Duty Guard in Ward	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.Arrival/Departure of vehicle entering at OMPH	1.Parking Area	None	1 minute	Guard on Duty
2.Patient were about	2.1.Assist of patient watcher's and visitors	None	3 minutes	Guard on Duty
	2.2Control the flow entering watcher's of the patient		15 minutes	Guard on Duty
3.Check and count the number of incoming tanks.	3.Receive the copy of duplicate invoice of deliveries.	None	1 hour	Guard on Duty
4.Incident Report	4.1Follow up investigation 4.2Making report	None	30 minutes	Team Leader
TOTAL			1 hour and 49 minutes	

SPECIAL PROGRAMS

DENTAL SERVICES

DENTAL CONSULTATION AND TREATMENT

Promotes oral health education, renders oral examinations of patients to assess their specific dental needs, performs preventive & curative treatment.

Office or Division:		Dental Services-OMPH		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All patients needing Dental Consultation & treatment procedures		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Patient's Information Sheet			Outpatient Section-Security Guard/Nurse on Duty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sanitize hands	1.Provide alcohol at the OPD door entrance	None	3 minutes	Guard on Duty



<p>2.Proceed to triage and accomplish the patient's information sheet. (Make sure to secure the priority number from the Nurse on duty)</p>	<p>2.Priority number will be issued by the Nurse on duty</p>	<p>None</p>	<p>3 minutes</p>	<p>Guard on Duty</p>
<p>3.Submit the accomplished patient's information sheet to Window 1</p>	<p>3.1 Encode all the information of the patients written in the accomplished information sheet in the iHOMIS system and wait until your number is called.</p> <p>3.2 When your number is called, the Nurse on duty will record the patients vital signs, chief complaint and endorse to the dentist for consultation</p>	<p>None</p>	<p>10 minutes</p>	<p>Records Section/OPD Nurse on duty</p>
<p>4.Proceed to the Dental Clinic for consultation/ treatment</p>	<p>4.1 Dental Aide will interview & record it to the Individual Patient's treatment Record (IPTR) and let the patient sign the consent form</p>	<p>None</p>	<p>5 minutes</p>	<p>Dental Aide</p>



	<p>4.2 Performs oral examination, assesses the existing condition of the mouth, Interviews on the past medical history.</p> <p>4.3 If medically compromised, a diagnostic result/ medical clearance should be presented or will be referred to the medical doctor on duty</p> <p>4.4 Performs dental procedures according to the patients need: a.)tooth restoration b.)oral prophylaxis c.)tooth extraction d.)fluoride application e.)pit& fissure sealants</p>	<p>None</p> <p>None</p>	<p>20 minutes</p> <p>15 minutes</p> <p>20 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p>Dentist</p> <p>Dentist</p>
5.Take the post extraction instruction	Give post of instructions & oral health education/ chair side instructions	None	3 minutes	Dentist
TOTAL			1 hour and 44 minutes	



**Oriental Mindoro Provincial Hospital
Internal Services**



INTERNAL SERVICES

LAUNDRY/LINEN SERVICES

REPAIR/SEWING,CUTTING & ISSUANCE OF LINEN

This process covers the different words requesting linens. Count and segregates repairable linens. Repairing, cutting and sewing linen. Collects and records all linen from laundry section.

Office or Division:		Laundry/Linen Services-OMPH		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		All Ward		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Linen Receipt (1 original)				
2.Linen Requisition Issue Slip (1original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward/endorse repairable linen	<p>1. Receive and logs the forwarded repairable linen from ward personnel.</p> <p>1.1Cut and sew linens (doctor's gown, patient's gown, bedsheet, pillow case, curtain).</p> <p>1.2Repair and sew the repairable linen and record all linen in the logbook.</p>	None	1 hour	Linen Personnel
2. Request/receive of clean linen (doctor's gown, patients gown, bedsheet, pillow case).	2. Receive, sort and count the linen from laundry section.		1 hour	Linen Personnel Laundry Personnel



	2.1 Issue clean linen as per number of surrendered soiled linen using Linen Receipt and as per RIS. 2.3 Number of the soiled linen will be registered to the Inventory Logbook and Linen Receipt Form 2.4 Check for accuracy and completeness of receiving.			
TOTAL			2 hours	

COLLECTION AND DELIVERIES OF LINEN

This process covers the outsourced laundry service provider. The laundry are shall be planned, equipped and ventilate to prevent the spread of contaminants. Laundry facilities in the hospital should be separated from linen processing room, patient's, rooms, food preparation and storage and other areas where clean materials and equipment's are stored.

Office or Division:		Laundry/Linen Services-OMPH		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All areas requesting for clean linen		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Outsourcing Monitoring Sheet (1 original)				
2.Shortages Receipt Form (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Requesting/receiving and counting of clean linen	1.Received request form personnel 1.1Record number of sorted linen in the collection	None	2 hours	Linen Personnel /Laundry Personnel



	book/control number 1.2Signs logbook and indicates the date of collection. 1.3Counts and tallies the number of soiled linen received from laundry personnel.			
TOTAL			2 hours	

HOUSEKEEPING/UTILITY SERVICES

REQUEST FOR GENERAL CLEANING

This process covers request for the conduct of general cleaning. The service is upon the request of the area with their chosen schedule, time and day.

Office or Division:		Housekeeping/Utility Services (OMPH)		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may avail:		All offices, centers and units		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Logbook			Housekeeping office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for general cleaning	1.1Receive request through phone call or personal housekeeping office of different wards/offices. 1.2Housekeeping staff logged the	None	1 day	Utility Staff



	request to the request logbook (requesting area, requesting officer, time of request) 1.3Performs general cleaning			
2.Affixes signature in the service logbook	2.Instructs to sign in the service request logbook after completion of general cleaning	None	2 minutes	Utility Staff
TOTAL			1 day and 2 minutes	