



Oriental Mindoro Southern District Hospital External Services



BILLING AND CASHIERING SERVICES

1. PAYMENT OF HOSPITAL BILL FOR EMERGENCY ROOM (ER) CLIENT WITH PHILHEALTH FOR MINOR SURGICAL PROCEDURES

Processing payments and other financial transactions for services rendered at the emergency room and ensuring that patients understand their financial obligations. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Clearance Slip (1 original copy)		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a signed CF4 form and ER Clearance slip at the PhilHealth office	1. Receive signed CF4 form; 1.1. Release countersigned ER Clearance slip with PhilHealth stamp	none	5 minutes	Medical Social Welfare Officer PhilHealth Section OMSDH
2.1. Present the signed ER Clearance slip with PhilHealth stamp to Billing 2.2. Sign the two (2) copies of SOA and CF2	2. Explain the bill to patient; 2.1. Release two (2) copies of SOA, and the countersigned ER Clearance slip	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Submit two (2) copies of SOA and the ER Clearance slip to Cashier	3. Release one (1) copy of SOA and the countersigned ER Clearance slip	None	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		None	15 minutes	



2. PAYMENT OF HOSPITAL BILL FOR EMERGENCY ROOM (ER) CLIENT WITHOUT PHILHEALTH AND WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the emergency room and ensuring that patients understand their financial obligations. It is open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Clearance Slip (1 original copy)		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished ER Clearance slip to Billing	1. Release two (2) copies of Statement of Account (SOA); 1.1. Release countersigned ER clearance slip.	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
2. Submit the two (2) copies of SOA and countersigned ER Clearance slip to Cashier	2. Receives the two (2) copies of SOA, the clearance slip and the payment; 2.1. Return one (1) copy of SOA, and the countersigned ER clearance slip; 2.2. Release an Official Receipt (OR)	Total Cost of Services *See schedule of fees	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		Total Cost of Services *See schedule of fees	10 minutes	



3. PAYMENT OF HOSPITAL BILL FOR EMERGENCY ROOM (ER) CLIENT WITHOUT PHILHEALTH BUT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the emergency room and ensuring that patients understand their financial obligations. It is open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Clearance Slip (1 original copy)		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished ER Clearance slip to Billing	1. Explain the bill to patient; 1.1. Release the first (1st) copy of Statement of Account (SOA)	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	none	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
3. Return the 1 st SOA, and submit the Certificate of Indigency and the MAIP slip to Billing; 3.1. Sign the final two (2) copies of SOA	3. Explain the final bill to patient; 3.1. Release two (2) copies of SOA (one with signature of client and another one without), and the countersigned ER Clearance slip	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
4. Submit two (2) copies of SOA, and ER	4. Release (1) copy of SOA, the countersigned ER Clearance slip plus	None if fully covered	5 minutes	Billing and Cashiering Services Head Cashier



Clearance slip to Cashier	the Official Receipt if not fully covered by MAIP	by MAIP or the excess of MAIP		OMSDH
TOTAL		None if fully covered by MAIP or the excess of MAIP	20 minutes	

4. PAYMENT OF HOSPITAL BILL FOR INPATIENT CLIENT WITH EXCESS FROM PHILHEALTH CASE RATE BUT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the both signed CF2/CF4 forms and the first copy of Statement of Account (SOA) to PhilHealth	1. Receive signed CF2/CF4 forms 1.1. Release the first copy of SOA and the PhilHealth stab	none	5 minutes	Medical Social Welfare Officer PhilHealth Section OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	none	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH



3.1. Return the first SOA, and submit the PhilHealth stab, the Certificate of Indigency, and the MAIP slip to Billing; 3.2. Sign the final two (2) copies of SOA	3. Explain the final bill to patient; 3.1. Release two (2) copies of SOA (one with signature of client and another one without), and the countersigned Admission Clearance	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
4. Submit two (2) copies of SOA, and Admission slip to Cashier	4. Release (1) copy of SOA, the countersigned Admission Clearance slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		None if fully covered by MAIP or the excess of MAIP	20 minutes	

5. PAYMENT OF HOSPITAL BILL FOR INPATIENT CLIENT WITHOUT EXCESS FROM PHILHEALTH CASE RATE

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
None	None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed CF2/CF4 forms and the first copy of Statement of Account (SOA) to PhilHealth	1. Receive signed CF2/CF4 forms 1.1. Release the first copy of SOA and the PhilHealth stab	none	5 minutes	Medical Social Welfare Officer PhilHealth Section OMSDH
2. Present the first copy of SOA and the PhilHealth stab to Billing	2. Explain the bill to patient; 2.1. Release the second copy of SOA and the Admission Clearance	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Submit the first and the second (2) copies of SOA, the PhilHealth stab and the Admission Clearance to Cashier	3. Release the countersigned (1) copy of SOA and the countersigned Admission Clearance	None	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		None	15 minutes	

6. PAYMENT OF HOSPITAL BILL FOR INPATIENT CLIENT WITHOUT PHILHEALTH BUT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to Billing to get a copy of Statement of Account (SOA)	1. Explain the bill to patient; 1.1. Release the first SOA	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	none	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
3.1. Return the 1 st SOA, and submit the Certificate of Indigency and the MAIP slip to Billing; 3.2. Sign the final two (2) copies of SOA	3. Explain the final bill to patient; 3.1. Release two (2) copies of SOA (one with signature of client and another one without), and the countersigned ER Clearance slip	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
4. Submit two (2) copies of SOA, and ER Clearance slip to Cashier	4. Release (1) copy of SOA, the countersigned ER Clearance slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		None if fully covered by MAIP or the excess of MAIP	20 minutes	



7. PAYMENT OF HOSPITAL BILL FOR INPATIENT CLIENT WITHOUT PHILHEALTH AND WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the ward and ensuring that patients understand their financial obligations. The procedure commences after the billing clerk announces the names of the clients on process. Billing and Cashier are open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to sign and submit one copy of Statement of Account (SOA) to Billing after the explanation of bill	1. Explain the final bill to patient; 1.1. Release two (2) copies of SOA (one with signature of client and another one without), and the countersigned Admission Clearance slip	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
2. Submit two (2) copies of SOA, and the Admission Clearance slip to Cashier	2. Release one (1) copy of SOA (the one without signature) and the countersigned Admission Clearance slip	Total Cost of Services *See schedule of fees	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		Total Cost of Services *See schedule of fees	10 minutes	



8. PAYMENT OF HOSPITAL BILL FOR OUTPATIENT CLIENT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the outpatient department and ensuring that patients understand their financial obligations. It is open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		OPD iHOMIs Pharmacy; CSSR;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the charge slip to Billing	1. Explain the bill to client; 1.1. Release the first copy of Statement of Account (SOA)	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
2. Present the 1 st SOA to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	2. Release the Certificate of Indigency and the MAIP slip	none	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
3.1. Return the 1 st SOA, and submit the Certificate of Indigency and the Medical Assistance For Indigent Patients (MAIP) slip to Billing; 3.2. Sign the final two (2) copies of SOA	3. Explain the final bill to patient; 3.1. Release two (2) copies of SOA (one with signature of client and another one without), and the MAIP	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH



4. Submit two (2) copies of SOA and the MAIP slip to Cashier	4. Release (1) copy of SOA, the countersigned MAIP slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
TOTAL		None if fully covered by MAIP or the excess of MAIP	None if fully covered by MAIP or the excess of MAIP	

9. PAYMENT OF HOSPITAL BILL FOR OUTPATIENT CLIENT WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENTS (MAIP)

Processing payments and other financial transactions for services rendered at the outpatient department and ensuring that patients understand their financial obligations. It is open 24/7.

Office or Division:	Billing and Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		OPD iHOMIS Pharmacy; CSSR;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Present the charge slip to Billing 1.2. Sign the Statement of Account (SOA)	1. Explain the bill to client; 1.1. Release one (1) copy of SOA	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
2. Submit one (1) copy of SOA to Cashier	2. Release one (1) copy of	Total Cost of Services	5 minutes	Billing and Cashiering Services Head



	Official Receipt (OR)	*See schedule of fees		Cashier OMSDH
TOTAL		Total Cost of Services *See schedule of fees	10 minutes	

CENTRAL SUPPLY ROOM (CSR) SERVICES

10. FILL-UP PRESCRIPTION FOR DISCHARGED INPATIENT CLIENT

The medical supplies used for the patients are obtained from this unit. It is open 24/7.

Office or Division:	Central Supply Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room (CSR)	1. Dispense the medical supplies	None	5 minutes	Central Supply Head Central Supply Room OMSDH
TOTAL		None	5 minutes	

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge

11. FILL-UP PRESCRIPTION FOR EMERGENCY ROOM CLIENT

The medical supplies used for the patients are obtained from this unit. It is open 24/7.

Office or Division:	Central Supply Room
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room (CSR)	1. Dispense the medical supplies	None	5 minutes	Central Supply Head Central Supply Room OMSDH
TOTAL		None	5 minutes	

*Payment shall be after patient management when patient is about to secure clearance for discharge.

12. FILL-UP PRESCRIPTION FOR INPATIENT CLIENT

The medical supplies used for the patients are obtained from this unit. It is open 24/7.

Office or Division:	Central Supply Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room (CSR)	1. Dispense the medical supplies	None	5 minutes	Central Supply Head Central Supply Room OMSDH
TOTAL		None	5 minutes	

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge.

13. FILL-UP PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medical supplies used for the patients are obtained from this unit. It is open 24/7.

Office or Division:	Central Supply Room
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room (CSR)	1. Release CSR charge slip	None	5 minutes	Central Supply Head Central Supply Room OMSDH
2. Present the CSR charge slip to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	2. Release the discounted CSR charge slip with MAIP stamp and Certificate of Indigency	none	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
3. Submit the discounted CSR charge slip with MAIP stamp and Certificate of Indigency to Billing	3. Release two (2) copies of SOA (one with signature of client and another one without), and the MAIP slip	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
4. Submit two (2) copies of SOA and the MAIP slip to Cashier	4. Release (1) copy of SOA, the countersigned MAIP slip plus the Official Receipt if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP *See schedule of fees	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
5. Present the countersigned MAIP slip plus the OR if not fully	5. Dispense the medical supplies	None	5 minutes	Central Supply Head Central Supply Room OMSDH



covered by MAIP to the CSR				
TOTAL		None if fully covered by MAIP or the excess of MAIP *See schedule of fees	25 minutes	

14. FILL-UP PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medical supplies used for the patients are obtained from this unit. It is open 24/7.

Office or Division:	Central Supply Room			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Central Supply Room (CSR)	1. Release CSR charge slip	None	5 minutes	Central Supply Head Central Supply Room OMSDH
2. Submit CSR charge slip to Billing	2. Release one (1) copy of Statement of Account (SOA);	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Submit one (1) copy of SOA to Cashier	3. Release the Official Receipt (OR)	Total Cost of Services	5 minutes	Billing and Cashiering Services Head Cashier OMSDH



		*See schedule of fees		
4. Present the OR to the CSR	4. Dispense the medical supplies	None	5 minutes	Central Supply Head Central Supply Room OMSDH
TOTAL		Total Cost of Services *See schedule of fees	20 minutes	

EMERGENCY ROOM (ER) SERVICES

15. ADMISSION OF CLIENT WITH PHILHEALTH

The process of admitting a patient for an extended period of medical care and treatment to help the patient recover and regain their health. It is open 24/7.

Office or Division:	Emergency Room (ER) Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide demographic and pertinent data to Integrated Hospital Operations and Management Information System (IHOMIS) at the Emergency Room (ER)	1. Record demographic and pertinent data	None	5 minutes	IHOMIS Head Emergency Room OMSDH



2. Sign the Consent for Admission form by the client	2. Assess the clinical condition of the client; 2.1. Secure the signed Consent for Admission form; 2.2. Complete charting for admission	None	30 minutes	ER Resident on Duty Emergency Room OMSDH
3. Secure prescribed medicines and supplies to Pharmacy and to Central Supply Room respectively	3. Carry out doctor's orders	None	4 hours	Supervising ER Nurse Emergency Room OMSDH
4. Secure PhilHealth stub at PhilHealth	4. Release PhilHealth stub	None	5 minutes	Medical Social Welfare Officer PhilHealth OMSDH
5. Prepare the client's belonging to be brought into the ward	5. Transferred the client into the ward	None	5 minutes	Supervising ER Nurse Emergency Room OMSDH
TOTAL		None	4 hours, 45 minutes	

16. ADMISSION OF CLIENT WITHOUT PHILHEALTH

The process of admitting a client for an extended period of medical care and treatment to help the patient recover and regain their health. It is open 24/7.

Office or Division:	Emergency Room (ER) Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Provide demographic and pertinent data to IHOMIS at the Emergency Room (ER)	1. Record demographic and pertinent data	None	5 minutes	IHOMIS Head Emergency Room OMSDH
2. Sign the Consent for Admission form by the client	2. Assess the clinical condition of the client; 2.1. Secure the signed Consent for Admission form; 2.2. Complete charting for admission	None	30 minutes	ER Resident on Duty Emergency Room OMSDH
3. Secure prescribed medicines and supplies to Pharmacy and to Central Supply Room respectively	3. Carry out doctor's orders	None	4 hours	Supervising ER Nurse Emergency Room OMSDH
4. Secure PhilHealth stub at PhilHealth	4. Release PhilHealth stub	None	5 minutes	Medical Social Welfare Officer PhilHealth OMSDH
5. Proceed to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	5. Enroll the client to PhilHealth Point of Servicer	None	10 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
6. Prepare the client's belonging to be brought into the ward	6. Transferred the client into the ward	None	5 minutes	Supervising ER Nurse Emergency Room OMSDH
TOTAL		None	4 hours, 55 minutes	

17. EMERGENCY ROOM CONSULTATION

The doctor promptly assesses patients who can not wait in the Outpatient Department (OPD) and those who arrive at the hospital when the OPD is closed but need



immediate attention. However, they do not necessarily need to be admitted, so the doctor will eventually send them home. It is Open 24/7

Office or Division:	Emergency Room (ER) Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide demographic and pertinent data to IHOMIS at the Emergency Room (ER)	1. Record demographic and pertinent data	None	5 minutes	IHOMIS Head Emergency Room OMSDH
2. Subject the self for medical evaluation	Assess the clinical condition of the client;	None	30 minutes	ER Resident on Duty Emergency Room OMSDH
3. Secure prescribed medicines and supplies to Pharmacy and to Central Supply Room respectively	3. Carry out doctor's orders	None	4 hours	Supervising ER Nurse Emergency Room OMSDH
4. Secure ER Clearance slip and have it signed by Laboratory, Radiology, CSSR, and Pharmacy	4. Order patient for discharge	None	15 minutes	Supervising ER Nurse Emergency Room OMSDH
TOTAL		Total Cost of Services *See schedule of fees	4 Hours, 50 minutes	



*Follow the procedure of payment of hospital bills for Emergency Room client accordingly.

LABORATORY SERVICES

18. LABORATORY FOR EMERGENCY ROOM (ER) AND INPATIENT CLIENTS

The hospital laboratory performs various diagnostic tests and analyses. Patients typically provide samples or undergo tests as directed by the doctors, and the results are then interpreted by healthcare professionals to make informed decisions about treatment and care. It is open 24/7

Office or Division:	Diagnostic Laboratory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request thru IHOMIS interface		Emergency Room IHOMIS interface Ward Nurse Station IHOMIS interface		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for collection of specimens	1. Extract specimen sample 1.1. Subject the specimen to laboratory examination 1.2. Release of results directly to ER nurse station and/or Ward nurse station	none	*See the table of turnaround time	Chief Medical Technologist Laboratory OMSDH
TOTAL		none	*See the table of turnaround time	

*Table of Turnaround time

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge.



19. LABORATORY FOR OUTPATIENT CLIENT

The hospital laboratory performs various diagnostic tests and analyses. Patients typically provide samples or undergo tests as directed by the doctors, and the results are then interpreted by healthcare professionals to make informed decisions about treatment and care. It is open 24/7

Office or Division:	Diagnostic Laboratory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request/s (for submission)			OPD Nurse Station	
Official Receipt (for presentation) and/or countersigned MAIP (for submission)			Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Laboratory Request/s and the Official Receipt and or countersigned MAIP slip to the laboratory 2. Submit specimens for examination	1. Extract specimen sample 1.1. Subject the specimen to laboratory examination	None	5 minutes *See the table of turnaround time	Chief Medical Technologist Laboratory OMSDH
2. Get result directly from the laboratory	2. Release of results directly to client	None	5 minutes	Chief Medical Technologist Laboratory OMSDH
TOTAL		None	10 minutes plus the turnaround time	

*No additional charges except for the already paid diagnostic procedure/s or test

*See schedule of fees

MEDICAL SOCIAL SERVICES

20. PROVISION OF MEDICAL ASSISTANCE FOR INDIGENT PATIENT

This unit provide support and assistance to patients and their families. It is open during office hours.



Office or Division:	Medical Social Welfare Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account (SOA)		Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present SOA	1. Interviewed for social classification 1.1. Release Certificate of Indigency and MAIP slip	None	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
TOTAL		None	5 minutes	

OUTPATIENT DEPARTMENT SERVICES

21. ANIMAL BITE TREATMENT CENTER SERVICES

A specialized healthcare clinic that focuses on the assessment, treatment, and management of individuals who have been bitten by animals. It is open from Monday to Friday at 8:00 am to 4:00 pm.

Office or Division:	Outpatient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient	1. Provide Patient Demographic (PD) slip; 1.1. Submit accomplished PD	None	10 minutes	OPD Supervising Nurse Security guard OMSDH



Demographic (PD) slip at OPD information desk;	slip to OPD IHOMIS 1.2. Forward generated / retrieved patient's chart to OPD nursing staff			
2. Proceed to OPD nurse station	2. Take history and vital signs; 2.1. Provide laboratory request to client (if applicable)	None	10 minutes	OPD Supervising Nurse Nursing Staff OMSDH
3. Proceed to Animal Bite Treatment Center (ABTC)	3. Evaluate and categorize the wound 3.1. Provide prescription for medicines and supplies	None	5 minutes	ABTC Nurse Dental Clinic OMSDH
4. Follow step by step procedures on how to pay hospital bills based on paying capacity of the client and how to fill-up prescription	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip 4.1 Release medicine and medical supplies from the Pharmacy and from the Central Supply Room respectively	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	30 minutes	Billing and Cashiering Services Head Billing and Cashier OMSDH
5. Bring the medicine and medical supplies to the ABTC	5. Proceed with the ABTC procedure/s and advises the patient about home medication.	None	45 minutes	ABTC Nurse Dental Clinic OMSDH
TOTAL		Total Cost of Services *See schedule of fees	1 hour, 40 minutes	



	*None if fully covered by MAIP or the excess of MAIP		
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22. CONSULTATION IN PEDIATRICS, MEDICINE, SURGERY AND OBSTETRICS AND GYNECOLOGY

The designated area where medical services are provided to patients who do not require hospitalization. It is open from Monday to Friday at 8:00 am to 4:00 pm.

Office or Division:	Outpatient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at OPD information desk;	1. Provide Patient Demographic (PD) slip; 1.1. Submit accomplished PD slip to OPD IHOMIS 1.2. Forward generated / retrieved patient's chart to OPD nursing staff	None	10 minutes	OPD Supervising Nurse Security guard OMSDH
2. Proceed to OPD nurse station	2. Take history and vital signs; 2.1. Provide laboratory request to client (if applicable)	None	10 minutes	OPD Supervising Nurse Nursing Staff OMSDH



3. Present laboratory request to OPD IHOMIS	3. Return laboratory request and release charge slip to client	None	5 minutes	IHOMIS Head IHOMIS OMSDH
4. Follow step by step procedures on how to pay hospital bills based on paying capacity of the client	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	20 minutes	Billing and Cashiering Services Head Billing and Cashier
5. Submit the laboratory request and present the OR and/or countersigned MAIP slip to laboratory	5. Conduct diagnostic procedure and release result directly to client		*See the table of turnaround time	Chief Medical Technologist Laboratory OMSDH
6. Submit the result to OPD nursing staff	6. Call the name of client for clinical checkup; 6.1 Release prescription to client		15 minutes	ROD on Duty OPD Physician OMSDH
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	Turnaround time plus 1 hour	

23. DENTAL SERVICES

A specialized unit in the hospital's outpatient department that provides dental care services to patients. It is open from Monday to Friday at 8:00 am to 4:00 pm.



Office or Division:	Outpatient Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at OPD information desk;	1. Provide Patient Demographic (PD) slip; 1.1. Submit accomplished PD slip to OPD IHOMIS 1.2. Forward generated / retrieved patient's chart to OPD nursing staff	None	10 minutes	OPD Supervising Nurse Security guard OMSDH
2. Proceed to OPD nurse station	2. Take history and vital signs; 2.1. Provide laboratory request to client (if applicable)	None	10 minutes	OPD Supervising Nurse Nursing Staff OMSDH
3. Proceed to dental clinic	3. Evaluate dental status if for tooth extraction 3.1. provide prescription for medicines and supplies	None	30 minutes	Dentist II Dental Clinic OMSDH
4. Follow step by step procedures on how to pay hospital bills based on paying capacity of the client and how to fill-up prescription	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip 4.1. Release medicine and medical supplies	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the	30 minutes	Billing and Cashiering Services Head Billing and Cashier OMSDH Chief Pharmacist



	from the Pharmacy and from the Central Supply Room respectively	excess of MAIP		Pharmacy OMSDH
5. Bring the medicine and medical supplies to the Dental Clinic	5. Proceed with the procedure/s and advises the patient about home medication.	None	30 minutes	Dentist II Dental Clinic OMSDH
TOTAL		Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	1 hour, 50 minutes	

24. TUBERCULOSIS - DIRECTLY OBSERVED TREATMENT, SHORT COURSE (TB-DOTS) SERVICES

A specialized healthcare facility that plays a crucial role in the diagnosis and treatment of tuberculosis (TB) using DOTS strategy. It is open Monday to Friday at 8:00 am to 4:00 pm.

Office or Division:	TB-DOTS clinic			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-	1. Provide Patient Demographic (PD) slip;	None	10 minutes	OPD Supervising Nurse Security guard



up Patient Demographic (PD) slip at OPD information desk;	1.1. Submit accomplished PD slip to OPD IHOMIS 1.2. Forward generated / retrieved patient's chart to OPD nursing staff			OMSDH
2. Proceed to OPD nurse station	2. Take history and vital signs; 2.1. Provide radiology and laboratory requests to client (if applicable)	None	10 minutes	OPD Supervising Nurse Nursing Staff OMSDH
3. Present radiology and laboratory requests to OPD IHOMIS	3. Return radiology and laboratory requests and release charge slip to client	None	5 minutes	IHOMIS Head IHOMIS OMSDH
4. Follow step by step procedures on how to pay hospital bills based on paying capacity of the client	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	20 minutes	Billing and Cashiering Services Head Billing and Cashier OMSDH
5. Submit the radiology and laboratory requests and present the OR and/or countersigned MAIP slip to x-ray room and laboratory respectively	5. Conduct diagnostic procedures and release results directly to client	None	*See the table of turnaround time	Chief Medical Technologist Laboratory OMSDH



6. Submit the result to OPD nursing staff	6. Call the name of client for clinical checkup; 6.1 Release prescription to client 6.2. Refer to hospital TB DOTS	None	15 minutes	ROD on Duty OPD Physician OMSDH
7. Proceed to hospital TB-DOTS clinic	7. Evaluate and prescribe other test before initiation of treatment	None	10 minutes	TB DOTS Nurse TB DOTS Clinic OMSDH
8. Follow step by step procedures on how to pay hospital bills based on paying capacity of the client	8. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	10 minutes	Billing and Cashiering Services Head Billing and Cashier OMSDH
9. Submit the laboratory requests and present the OR and/or countersigned MAIP slip to laboratory	9. Conduct diagnostic procedures and release results directly to client	None	2 days	Chief Medical Technologist Laboratory OMSDH
10. Submit Claim the result	10. Release the result directly to client	None	5 mins	
11. Submit the result to TB DOTS Clinic	11. Start anti-TB medications	None	15 minutes	TB DOTS Nurse TB DOTS Clinic OMSDH
TOTAL		Total Cost of Services *See schedule of fees *None if fully	Turnaround time plus 2 days, 1 hour, 35 minutes	



	covered by MAIP or the excess of MAIP		
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PHARMACY SERVICES

25. FILL-UP PRESCRIPTION FOR DISCHARGED INPATIENT CLIENT

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the pharmacy	1. Dispense the medicines	None	5 minutes	Chief Pharmacist Pharmacy OMSDH
TOTAL		None	5 minutes	

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge

26. FILL-UP PRESCRIPTION FOR EMERGENCY ROOM CLIENT

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		ER Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present prescription to the pharmacy	1. Dispense the medicines	None	5 minutes	Chief Pharmacist Pharmacy OMSDH
TOTAL		None	5 minutes	

*Payment shall be after patient management when patient is about to secure clearance for discharge.

27. FILL-UP PRESCRIPTION FOR INPATIENT CLIENT

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		Ward Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present prescription to the pharmacy	1. Dispense the medicines	None	5 minutes	Chief Pharmacist Pharmacy OMSDH
TOTAL		None	5 minutes	

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge.

28. FILL-UP PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITH MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the Pharmacy	1. Release Pharmacy charge slip	None	5 minutes	Chief Pharmacist Pharmacy OMSDH
2. Present the Pharmacy charge slip to Medical Social Welfare (MSW) Office for social classification and to sign at the MSW logbook	2. Release the discounted Pharmacy charge slip with MAIP stamp and Certificate of Indigency	none	5 minutes	Medical Social Welfare Officer Medical Social Welfare Office OMSDH
3. Submit the discounted Pharmacy charge slip with MAIP stamp and Certificate of Indigency to Billing	3. Release two (2) copies of SOA (one with signature of client and another one without), and the MAIP slip	none	5 minutes	Billing and Cashiering Services Head Billing OMSDH
4. Submit two (2) copies of SOA and the MAIP slip to Cashier	4. Release (1) copy of SOA, the countersigned MAIP slip plus the Official Receipt (OR) if not fully covered by MAIP	None if fully covered by MAIP or the excess of MAIP *See schedule of fees	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
5. Present the countersigned MAIP slip plus the OR if not fully covered by MAIP to the Pharmacy	5. Dispense the medicines	None	5 minutes	Chief Pharmacist Pharmacy OMSDH
TOTAL		None if fully covered by	25 minutes	



	MAIP or the excess of MAIP *See schedule of fees		
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29. FILL-UP PRESCRIPTION FOR OUTPATIENT DEPARTMENT CLIENT WITHOUT MEDICAL ASSISTANCE FOR INDIGENT PATIENT (MAIP)

The medication is handed to the patient, and any additional counseling or instructions are provided. It is open 24/7.

Office or Division:	Pharmacy			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription		OPD Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present prescription to the pharmacy	1. Release Pharmacy charge slip	None	5 minutes	Chief Pharmacist Pharmacy OMSDH
2. Submit Pharmacy charge slip to Billing	2. Release one (1) copy of Statement of Account (SOA);	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Submit one (1) copy of SOA to Cashier	3. Release the Official Receipt (OR)	Total Cost of Services *See schedule of fees	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
4. Present the OR to the Pharmacy	4. Dispense the medicines	None	5 minutes	Chief Pharmacist Pharmacy OMSDH



TOTAL	Total Cost of Services *See schedule of fees	20 minutes	
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PHILHEALTH SERVICES

30. PHILHEALTH AVAILMENT FOR INPATIENT CLIENT

The process of accessing the benefits and coverage provided by PhilHealth to help offset the cost of healthcare services received from the hospital. It is open during office hours daily.

Office or Division:	PhilHealth			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Member Data Record (1 copy for presentation);		PhilHealth		
Valid ID (1 photo copy back to back for submission if no other document to present)		Any agency releasing valid ID		
Birth certificate of client (if not declared) (1 photocopy for submission)		PSA, LCR		
Marriage contract (if client is not declared) (1 photocopy for submission);		LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check benefit eligibility to PhilHealth Section	1. Check benefit eligibility through Integrated Hospital Operations and Management	None	15 minutes	Medical Social Welfare Officer PhilHealth Clerk OMSDH



1.1. Proceed to step 2 if "yes"	Information System (iHOMIS)			
1.2. Proceed to Medical Social Welfare (MSW) Office if "No"				
2. Submit verified diagnosis	2. Release PhilHealth stub	None	5 minutes	Medical Social Welfare Officer PhilHealth Clerk OMSDH
TOTAL		None	20 minutes	

RADIOLOGY SERVICES

31. LABORATORY FOR EMERGENCY ROOM (ER) AND INPATIENT CLIENTS

A critical component of the hospital, providing various imaging services that aid in the diagnosis, treatment, and monitoring of medical conditions and injuries. It is open during office hours from Monday to Friday and on-call on Saturday and Sunday for critically ill patients.

Office or Division:	Radiology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiologic Request thru Integrated Hospital Operations and Management Information System (iHOMIS) interface		Emergency Room (ER) IHOMIS interface Ward Nurse Station IHOMIS interface		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for radiologic procedure at x-ray room	1. Subject client to radiologic procedure 1.1. Release results directly to Emergency Room (ER) IHOMIS interface and/or	none	30 minutes	Radiologic Technologist X-ray Room OMSDH



	Ward Nurse Station IHOMIS interface			
TOTAL		none	30 minutes	

*Payment shall be included in hospital bill when patient is about to secure clearance for discharge.

32. RADIOLOGIC PROCEDURE FOR OUTPATIENT CLIENT

A critical component of the hospital, providing various imaging services that aid in the diagnosis, treatment, and monitoring of medical conditions and injuries. It is open during office hours from Monday to Friday and on-call on Saturday and Sunday for critically ill patients.

Office or Division:	Radiology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Radiologic Request/s (for submission)		OPD Nurse Station		
Official Receipt (for presentation) and/or countersigned MAIP (for submission)		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for radiologic procedure at x-ray room	1. Subject client to radiologic procedure 1.1. Release unofficial result to Medical Team and OPD official GC	none	30 minutes	Radiologic Technologist X-ray Room OMSDH
2. Get the official result directly from the x-ray room	2. Release of official results directly to client	None	2 days	Radiologic Technologist X-ray Room OMSDH
TOTAL		None	2 days, 30 minutes	

*No additional charges except for the already paid diagnostic procedure/s or test

*See schedule of fees



RECORDS SERVICES

33. ISSUANCE OF BIRTH CERTIFICATE (MARRIED PARENTS)

A process by which official birth certificate is provided. It is open during office hours (8:00am – 5:00pm) from Monday to Friday.

Office or Division:	Medical Records			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract (1 photocopy for submission)		Philippine Statistics Authority Municipal Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filed-up Birth Certificate Draft Form	None	15 minutes	Medical Record Officer Medical Records Section OMSDH
2. Sign and submit final form of Birth Certificate	2. Forward signed birth certificate to Local Civil Registrar (T-TH) 2.1. Retrieve the Registered Birth Certificate	None	6 days	Municipal Civil registrar Municipal Civil Registrar's Office OMSDH
3. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	3. Release SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
4. Proceed to Cashier for payment and submit two copies of SOA	4. Receive payment and release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
5. Present the OR to Medical records	5. Release Birth Certificate	None	5 minutes	Medical Record Officer



				Medical Records Section OMSDH
TOTAL		PHP 80	6 days, 30minutes	

34. ISSUANCE OF BIRTH CERTIFICATE (MARRIED PARENTS) LATE REGISTRATION

A process by which official birth certificate is provided. It is open during office hours (8:00am – 5:00pm) from Monday to Friday.

Office or Division:	Medical Records			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Marriage Contract (1 photocopy for submission)		Philippine Statistics Authority Municipal Civil Registrar		
Community Tax Certificate (1 original copy for presentation of applicant)		Barangay		
Negative Birth Registration Certificate (original for submission)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filled-up Birth Certificate Draft Form	None	15 minutes	Medical Record Officer Medical Records Section OMSDH
2. Sign and submit final form of Birth Certificate	2. Forward signed birth certificate to Local Civil Registrar (T-TH) 2.1. Retrieve the Registered Birth Certificate	None	15 days	Municipal Civil registrar Municipal Civil Registrar's Office OMSDH
3. Retrieve the Birth Certificate Draft Form from Medical Record	3. Release SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH



and present to Billing				
4. Proceed to Cashier for payment and submit two copies of SOA	4. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
5. Present the OR to Medical records and claim the Birth Certificate	5. Release Birth Certificate	None	5 minutes	Medical Record Officer Medical Records Section OMSDH
TOTAL		PHP 80	15 days, 30 minutes	

35. ISSUANCE OF BIRTH CERTIFICATE (UNMARRIED PARENTS)

A process by which official birth certificate is provided. It is open during office hours (8:00am – 5:00pm) from Monday to Friday.

Office or Division:	Medical Records			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (Photocopy for submission of both parents); or		Requesting party		
Barangay Clearance ((2) original copies for submission of both parents)		Barangay		
Community Tax Certificate (both parents for presentation)		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filed-up Birth Certificate Draft Form 1.1. Release the Birth Certificate Draft Form with	None	15 minutes	Medical Record Officer Medical Records Section OMSDH



	OMSDH Medical Record slip			
2. Proceed to MCR to secure affidavit to use the surname of the father	2. Provide affidavit to use the surname of the father and official Receipt	PHP 200	2 hours (Outside OMSDH)	Municipal Civil registrar Municipal Civil Registrar's Office OMSDH
3.1. Submit the affidavit to use the surname of the father 3.2. Sign and submit the final form of Birth Certificate	3. Forward signed birth certificate to Local Civil Registrar (T-TH) 3.1. Retrieve the Registered Birth Certificate	None	6 days	Municipal Civil registrar Municipal Civil Registrar's Office
4. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	4. Release SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
5. Proceed to Cashier to submit two copies of SOA	5. Receive payment and release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
6. Present the OR to Medical records and claim the birth certificate	6. Release Birth Certificate	None	5 minutes	Medical Record Officer Medical Records Section OMSDH
TOTAL		PHP 280	6 days, 2 hours, 30minutes	

36. ISSUANCE OF BIRTH CERTIFICATE (UNMARRIED PARENTS) LATE REGISTRATION

A process by which official birth certificate is provided. It is open during office hours from Monday to Friday.

Office or Division:	Medical Records
Classification:	Highly Technical



Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (Photocopy for submission of both parents); or		Requesting party		
Barangay Clearance ((2) original for submission of both parents)		Barangay		
Community Tax Certificate (both parents for presentation)		Barangay		
Negative Birth Registration Certificate ((1)original for submission)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Birth Certificate Draft Form for validation	1. Receive and validate the filed-up Birth Certificate Draft Form 1.1. Release the Birth Certificate Draft Form with OMSDH Medical Record slip	None	15 minutes	Medical Record Officer Medical Records Section OMSDH
2. Proceed to MCR to secure affidavit to use the surname of the father	2. Provide affidavit to use the surname of the father and official Receipt	PHP 200	2 hours (Outside OMSDH)	Municipal Civil registrar Municipal Civil Registrar's Office OMSDH
3.1. Submit the affidavit to use the surname of the father 3.2. Sign and submit the final form of Birth Certificate	3. Forward signed birth certificate to Local Civil Registrar (T-TH) 3.1 Retrieve the Registered Birth Certificate	None	15 days	Municipal Civil registrar Municipal Civil Registrar's Office OMSDH
4. Retrieve the Birth Certificate Draft Form from Medical Record and present to Billing	4. Release SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH



5. Proceed to Cashier for payment and submit two copies of SOA	5. Receive payment and release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
6. Present the OR to Medical records and claim the Birth Certificate	6. Release Birth Certificate	None	5 minutes	Medical Record Officer Medical Records Section OMSDH
TOTAL		PHP 280	15 days, 30minutes	

37. ISSUANCE OF CLINICAL ABSTRACT FROM CONFINEMENT

A process of providing a summarized, comprehensive document that contains essential information about a patient's medical history, treatment, and current health status. It is open during office hours (8:00am – 5:00pm) from Monday to Friday.

Office or Division:	Medical Records			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (for presentation) and/or		Requesting party		
Authorization Letter (1 original copy for submission)		Patient or immediate legal next of kin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request form	1. Prepare certified true copy of Clinical Abstract	none	15 minutes	Medical Record Officer Medical Records Section OMSDH
2. Present to Billing the retrieved request form for Clinical Abstract	2. Release 2 copies of SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Proceed to Cashier for payment and submit two copies of SOA	3. Receive payment and release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH



4. Present the OR to Medical records and claim the clinical abstract	4. Release the certified true copy of Clinical Abstract	None	5 minutes	Medical Record Officer Medical Records Section OMSDH
TOTAL		PHP 80	30 minutes	

38. ISSUANCE OF DEATH CERTIFICATE

The Official process of providing a legal document that confirms and records the death of an individual. It is open during office hours from Monday to Friday.

Office or Division:	Medical Records			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate or marriage contract of deceased (1 photocopy for submission)		PSA or MCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-up Death Certificate Draft Form for validation	1. Receive and validate the filled-up Death Certificate Draft Form 1.1. Release draft of Death Certificate	None	15 minutes	Medical Record Officer Medical Records Section OMSDH
2. Proceed to MHO for submission of draft of Death Certificate	2.1. Review the draft of Death Certificate	None	4 hours (outside OMSDH)	Municipal Health Officer Municipal Health Officer OMSDH
3. Submit the reviewed draft of Death Certificate	3. Receive and prepare the final form of Death Certificate	None	15 minutes	Medical Record Officer Medical Records Section OMSDH
4. Present to Billing the retrieved Death Certificate Draft	4. Release 2 copies of SOA	None	5 minutes	Billing and Cashiering Services Head Billing



Form from Medical Records				OMSDH
5. Proceed to Cashier for payment and submit two copies of SOA	5. Receive and release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
6. Present the OR to Medical records and claim the death certificate	6. Release the final form of Death Certificate and give further instructions	None	5 minutes	Medical Record Officer Medical Records Section OMSDH
TOTAL		PHP 80	4 hours, 45 minutes	

39. ISSUANCE OF MEDICAL CERTIFICATE FOR EMPLOYMENT / ON-THE-JOB TRAINING AND ENROLLMENT TO SCHOOL

The provision of an official document that verifies an individual's health status and fitness for a specific purpose. It is open during office hours (8:00am – 5:00pm) from Monday to Friday.

Office or Division:	Chief of Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Radiologic and Laboratory Results		Any Accredited Diagnostic Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log to Patient's Logbook and submit the filled-up Patient Demographic (PD) slip at OPD information desk;	1. Provide Patient Demographic (PD) slip; 1.1 Submit accomplished PD slip to OPD IHOMIS 1.2. Forward generated / retrieved patient's chart to Chief of	None	10 minutes	OPD Supervising Nurse Security guard OMSDH



	Hospital (COH) Office			
2. Proceed to COH	2. Release diagnostic requests	None	5 minutes	Chief of Hospital COH office OMSDH
3. Present laboratory request to OPD IHOMIS	3. Return laboratory request and release charge slip to client	None	5 minutes	IHOMIS Head OPD IHOMIS OMSDH
4. Follow step by step procedures on how to pay hospital bills based on paying capacity of the client	4. Release the Statement of Account (SOA) and the official Receipt (OR) and/or the countersigned MAIP slip	Total Cost of Services *See schedule of fees *None if fully covered by MAIP or the excess of MAIP	20 minutes	Billing and Cashiering Services Head Billing and Cashier OMSDH
5. Submit the laboratory request and present the OR and/or countersigned MAIP slip to laboratory	5. Conduct diagnostic procedures and release result directly to client	None	*See the table of turnaround time	Chief Medical Technologist Laboratory Radiologic Technologist X-ray Room OMSDH
6. Submit the result to COH office	6. Forward the Medical Certificate to Cashier	None	10 minutes	Chief of Hospital COH office OMSDH
7. Proceed to Cashier; follow procedures of payment and claim the medical certificate	7. Release the two (2) copies of Medical Certificate	PHP 80	10 minutes	Billing and Cashiering Services Head Billing and Cashier OMSDH
TOTAL		Total Cost of Services *See schedule of fees	Turnaround time plus 50 minutes	



	*None if fully covered by MAIP or the excess of MAIP plus PHP 80		
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40. ISSUANCE OF MEDICAL CERTIFICATE FOR CONFINEMENT, OPD CONSULTATION, AND EMERGENCY ROOM CONSULTATION

The provision of official document that verifies a patient's medical condition, treatment plan, and the necessity for confinement or a medical consultation. It is open during office hours (8:00am – 5:00pm) from Monday to Friday.

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (for presentation) and/or		Requesting party		
Authorization Letter (1 original copy for submission)		Patient or immediate legal next of kin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request form	1. Prepare Medical Certificate	none	4 hours	Medical Record Officer Medical Records Section OMSDH
2. Present to Billing the retrieved request form for Medical Certificate	2. Release 2 copies of SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Proceed to Cashier for payment and submit two copies of SOA	3. Receive payment and release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
4. Present the OR to Medical records and claim	4. Release the Medical Certificate	None	5 minutes	Medical Record Officer



the medical certificate				Medical Records Section OMSDH
TOTAL		PHP 80	4 hours, 15 minutes	

41. ISSUANCE OF MEDICO-LEGAL CERTIFICATE

The creation and provision of an official document that contains medical information and findings related to a patient's condition or injuries, particularly in cases with legal implications.

Office or Division:	Oriental Mindoro Southern District Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All hospital clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (for presentation) and/or		Requesting party		
Authorization Letter (1 original copy for submission)		Patient or immediate legal next of kin		
Police Request (1 original copy)		Police station of the town where the incident happened		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out request form	1. Prepare Medico-legal Certificate	none	4 hours	Medical Record Officer Medical Records Section OMSDH
2. Present to Billing the retrieved request form for Medico-legal Certificate	2. Release 2 copies of SOA	None	5 minutes	Billing and Cashiering Services Head Billing OMSDH
3. Proceed to Cashier for payment and submit two copies of SOA	3. Release one (1) copy of Official Receipt (OR)	PHP 80	5 minutes	Billing and Cashiering Services Head Cashier OMSDH
4. Present the OR to Medical records and claim the Medico-legal certificate	4. Release the Medico-legal Certificate	None	5 minutes	Medical Record Officer Medical Records Section OMSDH
TOTAL		PHP 80	4 hours, 15 minutes	

