



# **DONA MARIA D. TAN MEMORIAL HOSPITAL**

## **CITIZEN'S CHARTER**

2020 (1<sup>st</sup> Edition)



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## External Services



## 1. Issuance of Birth Certificate (CSR)

Central Supply Room facilitates registration of hospital births at Local Civil Registrar because it is processed online.

Open 8:00 AM – 5:00 PM (NO NOON BREAK)

Office or Division:		Nursing Service		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Parents/Nearest Kin		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Request Slip		Central Supply Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request slip	1. Receive request slip 1.1 Verify/Interview as to relationship to the child. 1.2 Ask valid ID card/Xerox Copy of Marriage Certificate Contract: if applicable. 1.3 Release/give child's data for encoding at Local Civil Registrar.	None	15 min/transaction	Cirila C. Sebandal Tessie J. Sagario
2. Receive child's data, Go to Local Civil Registrar	2. Receive Birth Certificate from Local Civil Registrar. 2.1 Check/Verify Record 2.2 Have the Attending Physician sign the birth certificate.	None	2 days	Cirila C. Sebandal Tessie J. Sagario
3. Claim completed birth certificate	3. Release birth certificate to parent/ nearest kin (S.O.) 3.1 Ask valid ID 3.2 Ask client to sign logbook 3.3 Release signed birth certificate (S.O.)	None	1 day	Cirila C. Sebandal Tessie J. Sagario
Total Processing Time		3 Days and 15 minutes		



## 2. Issuance and Recovery of Linens (CSR)

Central Supply Room is the area of the hospital where hospital supplies are stored including patient linens.

Opens 8:00 AM – 5:00 PM (NO NOON BREAK)

Office or Division:		Nursing Service		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Patients		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
Completely filled up Request Slip				Admitting Section/Nurse Station
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><u>Admission</u></b>				
1. Submit Request Slip	1. Receive request slip 1.1 Verify/Interview as to relationship to patient care etc. 1.2 Record in the logbook	None	3 minutes / transaction	CirilaSebandal Tessie Sagario
2. Receive Hospital Linens	2. Issue linen with instructions to return prior to discharge 2.1 Ask significant other to sign logbook	one N	3 minutes	CirilaSebandal Tessie Sagario
Total Processing Time			6 minutes	
<b>Discharge</b>				
1. Present Gate pass used 2. Return Linens	1. Receive gate pass 2.1 Receive linens 2.2 Verify at linen logbook 2.3 Sign gate pass		10 minutes / transaction  5 minutes	CirilaSebandal Tessie Sagario
Total Processing Time			15 minutes	



### 3. Conduct of Radiology Examination to Out-Patients

Radiology Department is the area in the hospital wherein radiant energy through roentgen rays (x-ray) is used to view a certain part of the body. This will help the physician in their diagnosis and treatment. Open Sunday to Wednesday 8:00AM to 5:00PM and Thursday to Saturday 7:00AM to 11:00PM.

Office or Division:		Radiology Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Citizens		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled up Request Slip		Radiology Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<u><b>Outpatient Transactions</b></u> -Patients from private clinic - OPD Patients - Person Deprived of Liberty (PDL) (Tangub, Bonifacio, Don Vic)				Roy A. Pardillo Medical Equipment Technician –II
1. Submit X-Ray Request	1. Receive request 1.1 Assess Completeness and accuracy of entries	<b>CHARGES :</b>  <u>Skull APL</u> P 500.00 <u>Chest PA</u> P 250.00 <u>Chest Pal</u> P 500.00 <u>Thoracolumbar APL</u> P 500.00 <u>Lumbosacral APL</u> P 500.00 <u>Pelvis/Hip joints APL</u> P 500.00 <u>Abdomen Flat Plate</u> P 250.00 <u>Extremities APL</u> P 250.00	3 min/transaction	Roy A. Pardillo Medical Equipment Technician –II
2. Patient/Significant Others (S.O.) Go to cashier for payment	2. Itemize bill of payments (Private Clinic, OPD) 2.1 Give itemized bill.		3 min/transaction	Roy A. Pardillo Medical Equipment Technician –II
3. Present Official Receipt	3. Receive official receipt 3.1 Encode patient's data 3.2 Perform desired procedure 3.3 RAD Tech send images taken to Radiologist through Internet 3.4 Radiologist send to RAD Tech official reading through internet		3 minutes 5 minutes 5 minutes  20 minutes  2 days	Roy A. Pardillo Medical Equipment Technician –II



4. Patient/S.O get official X-Ray result	4. Release the official X-Ray result 4.1 Have patient/(S.O.) Sign the logbook		10mins.	Roy A. Pardillo Medical Equipment Technician –II
Total Processing Time			2 days and 49 minutes	



#### 4. Conduct of Radiology Examination to In-Patients

Radiology Department is the area in the hospital wherein radiant energy through roentgen rays (x-ray) are used to view a certain part of the body. This will help the physician in their diagnosis and treatment. Open Sunday to Wednesday 8:00AM to 5:00PM and Thursday to Saturday 7:00AM to 11:00PM.

Office or Division:		Radiology Department		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All patients which require X- Ray		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Completely filled up Request Slip		Radiology Department where employee is assigned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><u>Inpatient Transactions</u></b> (PHIC, Non-Phic)				
1. Submit X-Ray request slip c/o Wardman	1. Receive request 1.1 Check completeness of entries, patient's data etc. 1.2 Encode patient's information 1.3 Perform desired procedure		5 minutes 5 minutes 5 minutes 10 min/ procedure	Roy A. Pardillo Medical Equipment Technician –II
2. Go to X-ray Room and back to ward assisted by Wardman	2. Prepare charge slip based on posted charges 2.1 Submit to billing section 3. RADTECH send images to Radiologist through internet 4. Radiologist give official reading through internet 5. RADTECH release official reading 6. Nurse receive and sign logbook	Same as outpatient charges	5 minutes 5 minutes 30 min/ transaction 2 days 30 minutes 5 minutes	Roy A. Pardillo Medical Equipment Technician –II
Total Processing Time			2 Days, 1 hour and 40 minutes	





## **Administrative and Finance Division**



## 1. Facilitate payments for Hospital Services

Cashiering and acceptance of payment for both, outpatient and Inpatient will be available for 8:00 AM to 5:00 PM Monday to Sunday including Holiday.

Office or Division:	Cash Receiving			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	All admitted clients and our patient clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Charge Slip Hospital bill OPD Card Record Section Note		From department where the procedure or was made Billing Staff OPD Staff Record Section Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay the bill	1. Receive from client charge slip, hospital bill, OPD card, record section note  1.1 Issuance of official receipt	It depends on the transaction needed	2 minutes  3 minutes	Ruby Riza Gamalinda
Total Processing Time			5 minutes	



## 2. Facilitate billing of Phil Health patients

This department/section implements proper charging system by recording of all Hospital procedure, services, medical supplies, drugs and medicines incurred to patients regardless of patients classification including claims, fees and use of facilities and other patient services.

Open from Monday to Sunday including Holiday 8:00 AM to 5:00 PM

Office or Division:		Billing		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All admitted clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart		Nurse, nursing attendants incharge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for billing (Philhealth Client)	1.Manual billing on all hospital charges incurred during confinement	NHTS, senior citizen, POS , No balance billing  Private Employee, Self Employed, Government Employee. Excess on hospital bill according to diagnosis rates.	10 minutes	Loyola Mondong Jenelyn Pactol, Jenebeth Canino
	2.Forwarded manually billed charts for encoding to Hospital billing system.		15 minutes	
	2.1 Ask client to sign CF2, CSF, PBEP and statement of account	none	2 minutes	Erwin Florida Margarita Salinas Arnulfo Villegas
	2.2 Provide to client copy		2 minutes	



	of statement of account 2.4 Insurance of gate pass		1 minute	
Total Processing Time			30 minutes	



### 3. Facilitate billing of non-philhealth patients

This department/section implements proper charging system by recording of all Hospital procedure, services, medical supplies, drugs and medicines incurred to patients regardless of patients classification including claims, fees and use of facilities and other patient services.

Open from Monday to Sunday including Holiday 8:00 AM to 5:00 PM

Office or Division:		Billing		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All admitted clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Patient's Chart		Nurse, nursing attendants in charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><u>Non-Philhealth</u></b>				
Request of Billing	1. Manual billing on all hospital charges incurred during confinement	It depends on the amount of actual and final bill.	10 minutes	Loyola Mondong Jenelyn Pactol, Jenebeth Canino
	1.1 Provide copy of hospital bill to watcher/patient	None	2 minutes	
	1.2 Advise client to proceed/visit medical social workers office for discount of bill	None	1 minute	
Total Processing Time			13 minutes	



#### 4. Processing admission and discharges of Philhealth patients

The Philhealth Section staff provides effective services to all patients admit in our facility regardless philhealth or non-philhealth members every day.

<b>Office or Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail</b>		All Philhealth members & dependents		
Checklist of Requirements		Where to submit /secure		
Present I.D./Membership Data Record (ER Encoder/Philhealth Section)		PHIC Department		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
<b>Admission</b>  Present I.D./Membership Data Record (ER Encoder/Philhealth Section)	<b>1.Receive I.D./MDR, other document</b> 1.1Verify patient status through Portal System: <b>Active Member-</b> give approval note/ OK papers <b>Inactive Member-</b> give list of documents to be submitted to LHIO, Ozamiz City <b>Non Philhealth member-</b> 2.1 Present a note or Verification slip those patient as non-member 2.2 Submit documents like marriage contract , Birth certificate of patient or Voters certification to our hospital medical social worker 2.3Refer to Social Worker for enrollment of POS	None	10-15 minutes / transaction	Tresita L. Briosso
			1 day	Carmelo R. Carpio
Processing Time			2 days and 15 mins	
<b>2.Discharge</b>  Present Approval note/OK papers	2.1 Receive Approval note/ OK Papers 2.1Final review of documents 2.3 Ask members/patients to sign of Philhealth claims & Statement of Account 2.4 Receive patients claims after interview of P cares 2.5 Sign gate pass or clearance for discharge	none	10 -15 minutes/ transaction	Tresita L. Briosso Carmilo R. Carpio
			2 to 3 days	
Total Processing Time			2 to 3 days	



## 5. ADMISSION PROCESS

Admitting Section is open 24/7. All patients for admission passes through the admitting section and is evaluated and examined by the Resident on Duty.

<b>Office or Division:</b>		Admitting Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail</b>		All citizen		
Checklist of Requirements		Where to submit /secure		
Identification Card/Birth Certificate/MDR		Submit to admitting clerk		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Patient goes to Emergency Room	1. Receive patient 1.1 ROD do Triage (examine and evaluate patient if admissible. If not, still be given prescription and treated as outpatient. 1.2 ER attendant take vital signs Blood pressure, Temp. etc. 1.3 Make a written Admitting Orders 1.4 Nurse on Duty Carry Out Doctor's Order (Use ER stocks) 1.5 Insert Intravenous Fluids as needed 1.6 Start oral /parenteral medications 1.7 Perform other procedures needed, inhalation, suturing etc. 1.8 Documentation at patient's chart	None	10 minutes/patient	Tessie B. Candia
2. Present ID/MDR, any valid document to PHIC encoder (ER)	2. Receive/Verify Portal for PHIC Status of patient 2.1 Identify necessary documents to comply and submit 2.2 Issue approval slip/OK note for pharmacy		5 mins./patient	Mary Riza T. Astillero
3. Go to Pharmacy present approval note	3. Pharmacy Dept. issue medicines prescribed		10 minutes	Jenifer C. Doroy
			30 minutes depending upon cases of patient	Alein Mae G. Santos
				Wilmen S. Berioso
				Dame D. Rundina
				ER Nsg Attendants
Total Processing Time			2 to 3 days	



## 6. Discharge Process of Patient

Discharge of patient is done until 6:00 pm

<b>Office or Division:</b>		Nursing Service		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail</b>		All patients with Doctor's Order for discharge		
<b>Checklist of Requirements</b>		<b>Where to submit /secure</b>		
Written Doctor's Order at Patient's Chart		Nurse Station		
<b>Client Steps</b>	<b>Agency Actions</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Inform Nurse on duty desire for discharge	1. Refer to Resident on Duty	None	5 minutes/ patient	Cherry Mae R. Hatague
	1.1 Evaluate patient		5 minutes	
	1.2 Make a written Order for discharge.		10 minutes	
	1.3 Nurse carry out Doctor's Order		10 minutes	
2. Submit approval note/ OK papers to PHIC encoder	1.4 Nurse forward chart to PHIC encoder.	None	5 minutes	Cheryl Mae V. Kaamino
	2. Encode CF3/ CF4 entries of patient's chart		10 minutes	
3. Go to Billing Section	2.1 Endorse patient's chart to Pharmacy for initial bill of medicines used.	None	10 minutes	Ma. Neziel L Taclob
4. Significant Other (S.O.) submit gate pass to Nurse Station	3. Final billing process		10 minutes	
		4. Nurse on Duty gives discharge instruction to patient and relatives	None	5 minutes
	4.1 Check complete signatories of gate pass			
<b>Total Processing Time</b>			<b>1 hour</b>	