



# **Kapatagan Provincial Hospital**



## 1.Out- Patient Consultation

Attending to patients for consultation.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All patients who seek for consult			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Registers and secures priority number	1.Patients' information encodes in the Hospitals system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submits for initial examination	2.Conducts initial assessment and takes vital signs, blood pressure, temperature, weight and endorses record to Physician on duty	None	10 Minutes	Nurse on duty, Nursing Attendant on duty
3. Secures OPD Consultation Bill	3. Prints bill and instructs patient to proceed to cashier	None	5 Minutes	Billing clerk
4. Pays consultation fee	4. Receives payment and issues official receipt	P 50.00	5 Minutes	Cashier



<p>5.1 Submits for examination</p>	<p>5.1.1 Examines and assess patient</p> <p>5.1.2 Advices for Laboratory tests if needed</p> <p>5.1.3. Prescribes appropriate medications</p>	<p>None</p> <p>None</p>	<p>15 Minutes</p> <p>5 Minutes</p> <p>15 Minutes</p>	<p>Physician on duty</p>
	<p>5.1.4 Explains patient's health condition and follow-up instructions</p> <p>5.1.5 If admission is necessary refers to admitting section</p> <p>5.1.6. If needs referral for special care, refers to specialist and makes referral slip</p>		<p>10 Minutes</p> <p>5 Minutes</p> <p>5 minutes</p>	
<p>5.2 For patients with Laboratory test request</p>	<p>5.2 Prints laboratory request and instructs patient to proceed to billing, cashier for payment then to Laboratory for examination</p>	<p>150</p>	<p>10 Minutes</p>	<p>Nurse on duty, Nursing Attendant on duty, Billing clerk, cashier</p>



6.Presents Laboratory tests result	6. Interprets results, prescribes medications/ advises accordingly	None	5 Minutes	Physician on Duty
<b>TOTAL:</b>			<b>1 HOUR 55 MINUTES</b>	



## 2.Minor Surgery

Attending to patients for minor surgery.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients who needs minor surgery			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For Philhealth Patients:</b> 1. MDR 2. Any Valid IDs <b>For None Philhealth:</b> 1. Birth Certificate or Marriage Contract 2. Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Registers and secures priority number	1.Patients' information encodes in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submits for initial examination	2.Conducts initial assessment and takes vital signs, blood pressure, temperature record, weight and endorses record to Physician on duty	None	10 Minutes	Nurse on duty, Nursing Attendant on duty
3. Submits for Physician's examination	3.Conducts examination and orders for minor surgical intervention	None	10 Minutes	Physician on duty
4. Secures Minor Surgery Bill	4.Prints bill and instructs patients to proceed to cashier for payment or Philhealth section for membership verification	150	5 Minutes	Billing clerk



		None	20 Minutes	PhilHealth Clerk
5.1 For PhilHealth patients: Secures PhilHealth Clearance	5.1 Verifies Philhealth Membership from the portal			
5.1.1 For Non PhilHealth Patients: Presents any valid ID/ Birth Certificate/ Marriage Contract	5.2 Enrolls patient to Point of Service (POS)	None	20 Minutes	PhilHealth Clerk
5.1.2 For patients with no documents for POS enrollment:		None	5 Minutes	Cashier
5.1.3 Proceed to cashier for payment				
6. Presents Official receipt/ PhilHealth Clearance and signs consent form for the surgical procedure	6.1 Secures signed surgical procedure consent 6.2 Prepares instruments to be used 6.3 Prepares patient for the procedure	None	10 Minutes	Nurse/ Nursing Attendant
7. Submits for the procedure	7. Performs necessary procedures then gives prescription and follow up instructions	None	60 Minutes	Physician on Duty
<b>TOTAL:</b>			<b>2 HOURS &amp; 25 Mins</b>	



### 3. Medical/Medico- Legal Certificate

Issuance of Medical/ Medico-legal Certificate to Out Patient Clients

<b>Office or Division:</b>	PGLDN Provincial Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Outpatient Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request form Official Receipt Police Request for Medico-Legal			Out Patient Department Cashier Police Station	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Registers and secures priority number	1. Patients' information encodes in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submits for initial examination	2. Conducts initial assessment and takes vital signs, blood pressure, temperature, weight and endorses record to Physician on duty	None	10 Minutes	Nurse on duty, Nursing Attendant on duty
3. Secures Medical/ Medico-Legal Certificate Bill	3. Prints bill and instructs patient to proceed to cashier	None	5 Minutes	Billing clerk
4. Pays Medical/ Medico Legal Certificate fee	4. Receives payment and issues official receipt	150.00	5 Minutes	Cashier



5.1 Submits for examination	5.1.1 Examines and assess patient	None	15 Minutes 5 Minutes	Physician on duty
	5.1.2 Advices for Laboratory tests if needed			
5.2 For patients with Laboratory tests request	5.2 Prints laboratory request and instructs patient to proceed to billing, cashier for payment then to Laboratory for examination.	Refer to Laboratory services fees	10 Minutes	Nurse on duty, Nursing Attendant on duty, Billing clerk, cashier
6. Submits laboratory test result	6. Interprets results, prescribes medications/ advises accordingly.	None	5 Minutes	Physician on Duty
7. Presents OR for Medical/ Medico Legal Certificate to OPD or Medical Records	7. Prints Medical Certificate signed by the Doctor and Release	None	5 Minutes	Nurse/ NA on Duty or Medical Records Clerk and Physician
<b>TOTAL:</b>			<b>1 Hour &amp; 5mins.</b>	

#### 4. Reproductive Health Services

Providing reproductive health services.

<b>Office or Division:</b>	PGLDN Provincial Hospital
<b>Classifications:</b>	Simple





<b>Type of Transactions:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Clients on Reproductive Age			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Registers and secures priority number	1. Patients' information encodes in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submits for initial examination	2. Conducts initial assessment and takes vital signs, blood pressure, temperature, weight and endorses record to Physician on duty	None	10 Minutes	Nurse on duty, Nursing Attendant on duty
3. Submits for Family Planning counseling	3. Counsels on Family Planning	None	10 Minutes	Physician/FP Nurse/FP Nurse
4. Secures PSI Insertion/ IUD Bill	4. Prints bill and instructs patient to proceed to cashier	None	5 Minutes	Billing clerk
5. Pays PSI Insertion/ IUD fee	5. Receives payment and issues official receipt	PSI = 500 IUD = 500	5 Minutes	Cashier
6. Presents OR and submits for Insertion of PSI/IUD	6. Inserts PSI/ IUD	None	15 Minutes	Physician/FP Nurse/FP Nurse
<b>TOTAL:</b>			<b>50 MINUTES</b>	



## 5.Dental Services

Attending to patients with Dental Procedures.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Dental Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Registers and secures priority number	1. Patients' information encodes in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2.1 Submits for initial examination	2.1 Conducts initial assessment and takes vital signs, blood pressure, temperature and endorses record to Dentist	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2.2 Answers to question	2.2 Interviews patient for Dental Chart	None	5 Minutes	Dental Aide/ Dentist
3. Submits for Dental examination	3. Conducts examination and orders appropriate Dental procedures	None	20 Minutes	Dentist



4. Secures Dental Bill	4. Prints bill and instructs patient to proceed to cashier	None	5 Minutes	Billing clerk
5. Pays Dental fee	5. Receives payment and issues official receipt	Tooth Extraction(180.00) Oral prophylaxis (250) Cavity filling (50) Dental Consultation (50)	5 Minutes	Cashier
6. Presents Official receipt to the dentist	6.1 Performs appropriate Dental procedures 6.2 Prescribes medicines with instructions	None	45 Minutes	Dentist & Dental Aid
<b>TOTAL:</b>			<b>1 HOUR &amp; 30 MINUTES</b>	



## 6.Laboratory Services (Urinalysis, Fecalysin and Pregnancy Test)

Providing Laboratory Services

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	All patients who need Diagnostic tests for Urinalysis, Fecalysin, and Pregnancy Test			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled-up request form with physician's signature 2. Official receipt			1. OPD/ER 2. Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
<b>1.1For OPD patients:</b> Proceeds to Laboratory Room and presents Request Form with Official Receipt  <b>1.2For inpatient :</b> request form only	1.1Instructs patient on requested Diagnostic test  1.2Instructs patient on requested Diagnostic test	Urinalysis (P100)  Fecalysin (P100)  Pregnancy test (P200)	5 Minutes	Medical Technologist on duty
2.Submits specimen	2.Collects and examines specimen; urinalysis,Fecal ysis, Pregnancy test	None	1 Hour and 30Minutes	Medical Technologist on duty



3.Receives laboratory test results	<b>3.1For OPD patients:</b> Releases result and instructs patient to return to requesting department for the	None	5 Minutes	Medical Technologist on duty
	interpretation of result <b>3.2For inpatient:</b> Releases results to requesting station			
<b>TOTAL:</b>			<b>1 Hour &amp; 40 Minutes</b>	



## 7.Laboratory services (Hematology and Blood Chemistry)

Providing laboratory services in hematology and blood chemistry.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Patients who needs Hematology and Blood Chemistry work-up.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled request form with physician's signature 2. Official Receipt			OPD Department  Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Laboratory Room and presents Request Form with Official Receipt	1.Instructs patient on requested Diagnostic test	CBC, PC (280)  CBC (200)  BT (75)  FBS (200)  RBS (200)  VDRL (100)  HBsAg (200)  DNS1 (100)	5 Minutes	Medical Technologist on duty



2. Submits specimen	2. Collects and examines specimen; Hematology and Blood Chemistry	None	1 hour	Medical Technologist on duty
3. Receives laboratory test results	3. Releases result and instructs patient to return to requesting department for the interpretation of result	None	5 Minutes	Medical Technologist on duty
<b>TOTAL:</b>			<b>1 Hour &amp; 10minutes</b>	



## 8. Direct Sputum Smear Microscopy

Examination of sputum from Pulmonary Tuberculosis (PTB) and presumptive PTB patients.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients who need DSSM			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Request Form Official Receipt			OPD Department Isolation Ward	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to laboratory and submits filled up request form	1.1 Inputs request to hospital information system; 1.2 Gives instruction for proper sputum collection	None	3 Minutes	Medical Technologist
2. Spits out to sputum cap	2. Processes and examines sputum for 2 specimens taken at least 1 hour apart	None	3 Days	Medical Technologist
3. Receives result	3.1 Refers result to Attending Physician 3.2 Releases result to requesting department	None	5 Minutes	Medical Technologist Attending Physician





	3.3 Refer to RHU if positive	None	5 Minutes	Attending Physician  TB Coordinator
TOTAL:			3 Days & 13 Minutes	



## 9. Newborn Screening Test

Providing Expanded Newborn Screening test to all deliveries in the hospital.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Newborn – 24 to 72 hours after birth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Philhealth: Birth certificate Updated MDR			Medical Records LHIO – Iligan	
For Non-Philhealth: Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. For NonPhilhealth: Secures bill for NBS test	1. Prints bill and instructs to pay to the cashier	None	1 Minute	Billing clerk
2. Pays for NBS test	2. Receives and issues Official Receipt	1,750	3 Minutes	Cashier
3. Submits newborn for NBS test in the blood extraction area  <b>Non-Philhealth:</b> Presents Official Receipt	3.1 Counseling of parents on the importance of NBS test	None	5 Minutes	Medical Technologist or Nurse or Physician
	3.2 Fills – up NBS kit with the necessary data from the newborn's chart and Secures contact number	None	3 Minutes	Medical Technologist or Nurse



	3.3Extracts blood from	None	5 Minutes	Medical Technologist
	the newborn and drops it on the NBS kit			
4. Mother receives her newborn	4.Hands over the newborn to the mother and instructs when to come back for the result	None	2 Minutes	
<b>TOTAL:</b>			<b>19 MINUTES</b>	



## 10.Radiology Services

Attending to patients for X-Ray Procedures.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All In and Out Patients with radiologic procedures.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Properly accomplished X-ray request form with brief history from the physician. Official Receipt- For Out-Patient			Nurse Stations/ Out Patient Department Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Outpatient: Presents Request Form and asks for bill  Inpatient: present request form then proceeds to X-ray room	1.Prints bill	None	1 Minute	Billing Clerk
2. Pays X-ray procedure bill	2.Receives payment and issues Official Receipt	350	5 Minutes	Cashier
3. Proceeds to X-ray Room and presents request form and Official Receipt	3.Performs the X-ray procedure and instructs when to come back for the result	None	15 Minutes	Rad.Tech
4. Receives result	4.Releases result	None	3 Days	Rad.Tech
<b>TOTAL:</b>			<b>3Days &amp;21 Minutes</b>	



## 11. Admitting Patient (Non-emergency)

Accommodating patient for admission.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patient for admission			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Admission/Registration Form Signed consent for admission  <b>For Philhealth member/Beneficiaries:</b> PHIC Card, Birth Certificate, Marriage Contract  <b>For Non-Philhealth :</b> Birth Certificate and any valid IDs for POS enrollment			Emergency Room	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Emergency Room	1.1 Assists patient to examining table	None	1 Minutes	Nursing Attending IW
	1.2 Takes vital signs and records	None	3 Minutes	Nursing Attendant
2. Fills-up registration or admission form	2.1 Register s/enters patient data in the hospital system	None	5 Minutes	Nurse
	2.2 Prints front page of patients' chart			
3. Signs consent for admission	3. Presents form to be signed	None	1 Minute	Nurse



4. Subjects for physical assessment	<b>4.1</b> Conducts Initial Assessment	None	5 Minutes	Nurse
	<b>4.2</b> Calls/Refers to Physician	None	2 Minutes	Nurse
	<b>4.3</b> Takes patient history of present illness, Completes Physical Examination and Evaluation	None	15 Minutes	Physician
	<b>4.4</b> Completes patient's chart	None	15 Minutes	Nurse
	<b>4.5</b> Writes Initial physician's order	None	15 Minutes	Physician
	<b>4.6</b> Carries out physician's order	None	10 Minutes	Nurse
5. Watcher proceeds and secures medicines and supplies in the Pharmacy and back to emergency room	<b>5.1</b> Requests for initial medicines and supplies handed to the watcher	None	5 Minutes	Nurse Pharmacist
	<b>5.2</b> Receives medicines and supplies from watcher		3 Minutes	



6. Subjects for management	<b>6.1</b> Inserts Intravenous access line	None	3 Minutes	Nursing Attendant/Nurse
	<b>6.2</b> Administers initial medications	None	30 Minutes	Nurse
	<b>6.3</b> Performs special procedures if applicable	None	30 Minutes	Physician
7. Subjects for Diagnostic test	<b>7.</b> Transports to laboratory and/or Radiology room	None	15 Minutes	Nurse IW
8. Proceeds to:	<b>8.1</b> Transports to wards: Pediatrics IM Surgery Ob-Gyne Isolation LR DR OR	None	5 Minutes	Nurse IW
	<b>8.2</b> Endorses patient and medicines to ward nurse	None	3 Minutes	
<b>TOTAL:</b>			<b>2Hours &amp; 42Minutes</b>	



## 12. Admitting Patient (Emergency Case)

Accommodating emergency cases for admission.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patient for admission			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Admission/Registration Form Signed consent for admission  <b>For Philhealth member/Beneficiaries:</b> PHIC Card, Birth Certificate, Marriage Contract  <b>For Non-Philhealth :</b> Birth Certificate and any valid IDs for POS enrollment			Emergency Room	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Emergency Room	1.1 Assists patient to examining table	None	1 Minutes	Nursing Attendant IW
	1.2 Takes vital signs and records	None	3 Minutes	Nursing Attendant
2. Fills-up registration or admission form	2.1 Registers/enters patient data in the hospital information system	None	5 Minutes	Nurse
	2.2 Prints front page of patients' chart			
3. Signs consent for admission	3. Presents form to be signed	None	1 Minute	Nurse
4. Subjects for physical assessment	4.1 Conducts Initial Assessment	None	5 Minutes	Nurse
	4.2 Calls/Refers to Physician	None	2 Minutes	





	<b>4.3</b> Takes history of present illness, Completes Physical Examination and Evaluation	None	15 Minutes	Physician
	<b>4.4</b> Completes patient's chart	None	15 Minutes	Nurse
	<b>4.5</b> Writes Initial physician's order	None	15 minutes	Physician
	<b>4.6</b> Carries out physician's order	None	10 Minutes	Nurse
5. Subjects for management	<b>5.1</b> Inserts intravenous access line	None	3 Minutes	Nurse/Nursing Attendant
	<b>5.2</b> Administers initial medications	None	30 Minutes	Nurse
	<b>5.3</b> Stabilizes patient	None	30 Minutes	Physician
6. Subjects for Diagnostic test	<b>6.</b> Transports to laboratory and/or Radiology room	None	15 Minutes	Nurse IW
7. Watcher proceeds and secures medicines and supplies in the Pharmacy and back to emergency room	<b>7.1</b> Requests for initial medicines and supplies handed to the Watcher	None	5 Minutes	Nurse Pharmacist
	<b>7.2</b> Receives medicines and supplies from Watcher	None	3 Minutes	
8.1If alive Proceeds to:	<b>8.1.1</b> Transports to ward: Pediatrics IM Ob-Gyne Isolation DR OR	None	5 Minutes	Nurse IW



	<b>8.1.2</b> Endorses patient and medicines to ward or Delivery Room/Operating Room nurse	None	3 Minutes	
8.2If needs referral:	<b>8.2.1</b> ReCo and prepares referral form	None	5 Minutes	Physician
	<b>8.2.2</b> Prepares necessary medicines and equipment for use in transport	None	3 Minutes	Ambulance Nurse
8.3 If Died proceeds to morgue	<b>8.3.1</b> Post Mortem care	None	5 Minutes	Nurse/Nursing Attendant
	<b>8.3.2</b> Transports to morgue	None	5 Minutes	IW
9.1 Secures Bill (including ambulance service fee)	<b>9.1</b> Prints Billing Statement	None	1 Minute	Billing Section
9.2 For Non-Philhealth member Pay full amount	<b>9.2</b> Receives payment and gives Official Receipt and signs hospital clearance		1 Minute	Cashier
9.3 For qualified Philhealth Member/Dependent, proceed to Business Office	<b>9.3</b> Verifies membership and signs hospital clearance	None	5 Minutes	Philhealth Clerk
9.4 Indigent nonPhilhealth Member	<b>9.4</b> Refers to Social Worker	None	1 Minute	Nurse
9.5Secures hospital clearance	<b>9.5</b> Provides hospital clearance form	none	1 Minute	Cashier
9.6Submits hospital clearance/Official Receipt	<b>9.6</b> Releases patient/cadaver	None	1 Minute	Nurse



<b>TOTAL:</b>	<b>3Hours &amp;14Minutes</b>	
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### 13. Admitting Patient (Highly Contagious)

Accommodating patient for admission with highly contagious disease.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patient for admission			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Admission/Registration Form Signed consent for admission  <b>For Philhealth member/Beneficiaries:</b> PHIC Card, Birth Certificate, Marriage Contract  <b>For Non-Philhealth :</b> Birth Certificate and any valid IDs for POS enrollment			Emergency Room	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds directly to isolation room in the Emergency Room	1.1 Assists patient to examining table	None	1 Minutes	Nursing Attending IW
	1.2 Takes vital signs and records	None	3 Minutes	Nursing Attendant
2. Fills-up registration/admission form	2.1 Registers/ enters patient data in the hospital system	None	5 Minutes	Nurse
	2.2 Prints front page of patients' chart			
3. Signs consent for admission	3. Presents form to be signed	None	1 Minute	Nurse



4. Subjects for physical assessment	<b>4.1</b> Conducts Initial Assessment	None	5 Minutes	Nurse
	<b>4.2</b> Calls/Refers to Physician	None	2 Minutes	
	<b>4.3</b> Takes history of present illness, Completes Physical Examination and Evaluation	None	15 Minutes	Physician
	<b>4.4</b> Completes patient's chart	None	15 Minutes	Nurse
	<b>4.5</b> Writes Initial physician's order	None	15 Minutes	Physician
	<b>4.6</b> Carries out physician's order	None	10 Minutes	Nurse
5. Watcher proceeds and secures medicines and supplies in the Pharmacy and back to emergency room	<b>5.1</b> Requests for initial medicines and supplies handed to the watcher	None	5 Minutes	Nurse Pharmacist
	<b>5.2</b> Receives medicines and supplies from the watcher		3 Minutes	
6. Subjects for management	<b>6.1</b> Inserts intravenous access line	None	3 minutes	Nursing Attendant/Nurse



	<b>6.2</b> Administer s initial medications	None	30 Minutes	Nurse
	<b>6.3</b> Performs special procedures if applicable	None	30 Minutes	Physician
7. Subjects for Diagnostic test	<b>7.1</b> Transports to laboratory and/or Radiology room with PPE	None	15 Minutes	Nurse IW
8. Proceeds to:	<b>8.1</b> Transports directly to: Isolation Ward	None	5 Minutes	Nurse IW
	<b>8.2</b> Endorses patient and medicines to ward nurse	None	3 Minutes	
<b>TOTAL:</b>			<b>2Hours &amp;45Minutes</b>	



## 14. Discharging In-Patient (No Balance Billing)

All admitted patients with a discharge order from the Attending Physician

<b>Office or Division:</b>	PGLDN Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	All Patients who are admitted			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Discharged order from the Attending Physician. Discharge Clearance Slip			Ward Department Business Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Expresses desire to go home during Doctor's tour of duty	1.1 Physician evaluates the patient and gives order for discharge	None	5 Minutes	Physician on duty
	1.2 Carries out discharge order	None	5 Minutes	Ward Nurse
	1.3 Returns unused medicines to pharmacy	None	5 Minutes	Ward nurse
	1.4 Sends patient chart to billing office	None	5 Minutes	Nursing Attendant
2. Inquires if patient is qualified active member/dependent	2.1 Validates of PhilHealth membership:			
	2.2 Yes = sign PBEF	None	5 Minutes	PhilHealth Clerk



	2.3No = refer to LHIO	None	5 Minutes	PhilHealth Clerk
	3.Provides discharge	None	5 Minutes	Nurse/Nursing Attendant
3. Secures clearance	clearance and instructs what departments are needed to sign			
4. Returns to Ward and presents completely signed discharge clearance	4.Instructs patient for home medication and advises when to follow up	None	5 Minutes	Ward nurse
<b>TOTAL:</b>		<b>None</b>	<b>40 Minutes</b>	





## 15. Discharging In-Patient (Non-Philhealth Member)

All admitted patients with a discharge order from the Attending Physician

<b>Office or Division:</b>	PGLDN Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	All NonPhilhealth member Patients who are admitted.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Discharged order from the Attending Physician. Discharge Clearance Slip			Ward Department Business Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Expresses desire to go home during Doctor's tour of duty	1.1 Physician evaluates the patient and gives order for discharge	None	5 Minutes	Physician on duty
	1.2 Carries out discharge order	None	5 Minutes	Ward Nurse
	1.3 Returns unused medicines to pharmacy	None	5 Minutes	Ward nurse
	1.4 Sends patient chart to billing office	None	5 Minutes	Nursing Attendant
2. Secures Billing statement	2. Prints Billing statement	None	1 Minute	Billing Clerk
3. Pays entire bill	3. Receives payment		3 Minutes	Cashier
4. Secures discharge clearance	4. Provides discharge clearance and instructs what departments are needed to sign	None	5 Minutes	Nurse/Nursing Attendant
5. Returns to Ward and present discharge clearance	5. Instructs patient for home medication and advises when to follow-up	None	5 Minutes	Ward nurse
<b>TOTAL</b>		None	<b>33 MINUTES</b>	



## 16. Discharging Indigent In-Patient (Point of Service)

All admitted patients with a discharge order from the Attending Physician

<b>Office or Division:</b>	PGLDN Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	All indigent Patients who are admitted and nonPhilhealth/sponsored members.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Discharged order from the Attending Physician Certificate of Indigency DSWD Certificate POS Certificate Discharge Clearance Slip Birth Certificate Marriage Certificate			Ward Department Business Office Municipal DSWD PCAO PSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Expresses desire to go home during Doctor's tour of duty	1.1 Physician evaluates the patient and gives order for discharge	None	5 Minutes	Physician on duty
	1.2 Carries out discharge order	None	5 Minutes	Ward Nurse
	1.3 Returns unused medicines to pharmacy	None	5 Minutes	Ward nurse
	1.4 Sends patient chart to billing office	None	5 Minutes	Nursing Attendant
2. Proceeds to Business Office	2.1 Instructs to provide copy of birth/marriage certificate	None	5 Minutes	Philhealth Clerk



(within 24 hours after admission)	<b>2.2</b> Instructs to secure certificate of indigency from the barangay, and	None	5 Minutes	Philhealth Clerk
	proceed to PCAO for POS certificate			
3. Presents all documents instructed to secure	<b>3.1</b> Receives all documents	None	3 Minutes	Philhealth Clerk
	<b>3.2</b> Enrolls patient to POS	None	30 Minutes	
4. Secures discharge clearance	<b>4.</b> Provides discharge clearance and instructs what departments are needed to sign	None	5 Minutes	Nurse/Nursing Attendant
5. Returns to Ward and presents completely signed discharge clearance	<b>5.</b> Instructs patient for home medication and advises when to follow-up	None	5 Minutes	Ward nurse
<b>TOTAL:</b>		<b>NONE</b>	<b>1 Hour &amp; 23Minutes</b>	



## 17. Issuance of Birth Certificate

Issues birth certificate to newborns born in the hospital.

<b>Office or Division:</b>	Provincial Hospitals of Lanao del Norte			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All clients delivered in the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form Official Receipt Birth Certificate Form			Billing Section Medical Records Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Fill-ups form with newborn's data	1.Presents form to the SO and instructs to proceed to Medical Records office	None	5 Minutes	OB Ward Nurse Medical Records Clerk
2. Submits filled-up form to medical records office	2.Receives form and instructs to proceed to billing section	None	1 Minute	Medical Records Clerk
3. Secures Birth Certificate bill	3.Prints birth certificate bill and instructs to proceed to cashier	None	1 Minute	Billing Clerk
4. Pays birth certificate bill	4.Receives payment and issue Official Receipt	100	5 Minutes	Cashier on duty
5. Proceeds to Medical Records Section and presents Official Receipt	5.Prepare the birth certificate Attending Physician signs the document	None	3 Days	Medical Records Clerk
6. Receives birth certificate with acknowledgement	Logs and issues birth certificate	None	5 Minutes	Medical Records Clerk
<b>TOTAL:</b>		<b>100</b>	<b>3Days &amp; 17Minutes</b>	



## 18. Issuance of Death Certificate

Issues death certificate to all hospital mortality.

<b>Office or Division:</b>	Provincial Hospitals of Lanao del Norte			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All clients with relative died in the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form Official Receipt Death Certificate Form			Billing Section Medical Records Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Fills-up form with the deceased data	1. Presents form to the SO	None	5 Minutes	Medical Records Clerk
2. Submits filled-up form to medical records office	2. Receives form and instruct to proceed to billing section	None	1 Minute	Medical Records Clerk
3. Secures Death Certificate bill	3. Prints death certificate bill and instructs to proceed to cashier	None	1 Minute	Billing Clerk
4. Pays death certificate bill	4. Receives payment and issues Official Receipt	100	5 Minutes	Cashier on duty
5. Proceeds to Medical Records Section and presents Official Receipt	5.1 Retrieves deceased medical chart and Prepares the death certificate 5.2 Attending Physician signs the document and MHO reviews or next higher position physician	None	3 Days	Medical Records Clerk
6. Receives death certificate with acknowledgement	Logs and issues death certificate	None	5 Minutes	Medical Records Clerk
<b>TOTAL:</b>		100	3Day & 17Minutes	



## 19. Billing and Cashiering

Provide bill and receive payment on all transactions or services in the hospital.

<b>Office or Division:</b>	Provincial Hospitals of Lanao del Norte			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All admitted/examined patients in the hospital			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Requesting department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to billing section and Submits request form	1.1Receives request form	None	1 Minute	Billing Clerk
	1.2Prints billing statement	None	1 Minute	Billing Clerk
2. Proceeds to cashier for payment	2.1Receives payment	Billed Amount	1 Minute	Cashier
	2.2Issues Official Receipt	None	1 Minute	Cashier
3. Returns to requesting department and presents Official Receipt	3.Instructs to return to requesting department with the Official Receipt	None	1 Minute	Cashier
<b>TOTAL:</b>			<b>5MINUTES</b>	



## 20. Dispensing of Medicines and Supplies to Outpatient Non-Philhealth Beneficiaries

Provision of drugs and medicines for non-Philhealth clients in the OPD.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All non-Philhealth Beneficiaries (Out-patient)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription from attending Physician Filled up Request Form			OPD Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Pharmacy and presents the request form/prescription	1. Verifies prescription	None	3 Minutes	Pharmacist
2. Inquires on the cost	2. Prepares bill and prints	None	2 Minutes	
3. Proceeds to Cashier's Office for payment	3. Receives payment and issues Official Receipt	Cost depends on the prescribed medicine	3 Minutes	During Office hours: Cashier Otherwise: Pharmacist
4. Goes back to Pharmacy and presents Official Receipt	4. Dispenses meds and Gives instructions	None	3 Minutes	Pharmacist
<b>TOTAL:</b>			<b>11 Minutes</b>	



## 21. Dispensing of Medicines to Philhealth Beneficiaries (OPD)

Provision of drugs and medicines for Philhealth beneficiary clients in the OPD.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Philhealth Beneficiaries (Out-patient)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription from attending Physician Filled up Request Form			OPD Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Pharmacy and presents the request form/prescription with note from business office as qualified Philhealth beneficiary	1.1 Verifies prescription	None	3 Minutes	Pharmacist
	1.2 Dispenses the medicines requested/prescribed and instructs to return to requesting department	None	2 Minutes	
2. Presents to Nurse medicines received	2. Receives medicine and administers/instructs patient on how to take the medicine	None	3 Minutes	Nurse
<b>TOTAL:</b>		<b>None</b>	<b>8 MINUTES</b>	





## 22. Dispensing of Drugs, Medicines and Supplies to InPatients.

Provision of drugs, medicines and supplies to in-patient clients.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All non-Philhealth inpatients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form from the requesting department			ER, Ward Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Receives request form	1.1 Inputs request to hospital information system	None	1 Minute	Nurse
	1.2 Prints the requested/ordered medicine by the physician with supplies needed	None	1 Minute	Nurse
2. Proceeds to Pharmacy and gives request form	2. Verifies request in the hospital information system	None	3 Minutes	Pharmacist
3. Receives drugs/meds	3. Dispenses drugs/meds/supplies and instructs to return to requesting department	None	3 Minutes	Pharmacist
<b>TOTAL:</b>		<b>None</b>	<b>8Minutes</b>	



## 23. Attending to In-Patients

Providing management and care to patients in the ward.

<b>Office or Division:</b>	Provincial Hospitals of Lanao del Norte			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to citizen			
<b>Who may avail:</b>	All admitted patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Patient medical chart			Emergency Room	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Patient stays on their respective bed	1.1 Orients patient to ward rules and policies 1.2 Provides quality nursing care 1.3 Takes vital signs every 4 hours or as needed 1.4 Renders Nurse – Patient interaction	None	20 Minutes	Nurse on Duty Nursing Attendant on Duty
	1.5 Conducts daily morning tour of duty	None	2 Hours	Physician on Duty
2. Endorses prescribed medicines and supplies to the nurse on duty	2. Receives and administers medicines	None	10 Minutes	Nurse on Duty
3. Refers patient complaints or untoward events	3. Attends to patient calls and other needs	None	5 Minutes	Physician on Duty Nurse on Duty Nursing Attendant on Duty
<b>TOTAL:</b>		<b>NONE</b>	<b>2Hours &amp; 35Minues</b>	



## 24. Servicing Prescribed Meals to Inpatients and Collection of Food Containers

Serving meals for in-patients.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All In-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Patient's Chart Diet List			Ward daily census	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Stays in bed	1. Serves meal on time on appropriate patient	None	30 Minutes	Food Server
2. Eats meal on time and closes food container properly	2.1 Collects food container on time	None	20 Minutes	Food Server
	2.2 Washes food containers properly and dry	None	1 hour	Food Server
<b>TOTAL:</b>		<b>NONE</b>	<b>1Hour &amp; 50Minutes</b>	



## 25. Animal Bite Treatment and Management

Attending to patients for Animal Bite Vaccination and Treatment

<b>Office or Division:</b>	PGLDN Provincial Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Animal Bite patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Register and secure priority number	1. Patients' information encoded in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submit for initial examination	2. Conducts initial assessment and takes vital signs, blood pressure, temperature record, weight and endorse record to Physician on duty	None	10 Minutes	Nurse on duty, Nursing Attendant on duty
3. Submits for Physicians examination	3. Conducts examination orders for necessary interventions: (e.g. dressing, vaccination, suturing) and gives prescription	None	35 Minutes	Physician on duty



4. Secure prescription	4. Encodes prescription	None	5 Minutes	Nurse/ Nursing Attendant & Physician on Duty
5. Secure bill for the procedure	5. Print bill and instruct patient	None	5 Minutes	Nurse/ Nursing Attendant &



	to proceed to cashier			Physician on Duty
6. Pay for the procedure and vaccine	6.Receives payment and issue official receipt	Consultation Fee-50.00  Anti-tetanus Vaccines- 1,500  Anti-rabies Vaccines- 600-2,000  <i>(varies with severity of animal bite)</i>	5 Minutes	Nurse/ Nursing Attendant
7. Present official receipt to:	7.1Release of vaccine	None	5 Minutes	Pharmacist
Pharmacy	7.2Counsel client regarding rabies	None	5 Minutes	Nurse
OPD Nurse	7.3Receives the Vaccine	None	5 Minutes	Nurse
8.Submit for the procedure and antirabies administration	8.1Vaccine administration			
	8.2Instruct on succeeding schedule	None	10 Minutes	Nurse
<b>TOTAL:</b>		<b>3,550</b>	<b>1Hour &amp;30Minutes</b>	



## 26.Services-PTB Referral

Referral for Pulmonary Tuberculosis (PTB) suspect patients.

<b>Office or Division:</b>		PGLDN Hospitals		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All patients who need Sputum Exam		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Request Form			OPD Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to OPD for sputum referral	1.Inputs request to hospital computer system; Gives instruction for proper sputum collection	None	10 Minutes	Nurse on duty
2. Receives referral slip to RHU	2.Instruct patient to proceed to RHU for the referral and test	None	10 Minutes	Nurse on duty
3. Receive result	3.1Refer result to Attending Physician	None	5 Days	1. Nurse on duty 2. Attending Physician
	3.2Refer to Gen Expert if positive	None	10 Minutes	1. Attending Physician 2. PTB Coordinator
<b>TOTAL:</b>		<b>NONE</b>	<b>5Days &amp;30Minutes</b>	



## 27.Vaginal Inspection with Acetic Acid (VIA)

Providing Vaginal Inspection with Acetic Acid Services

<b>Office or Division:</b>	PGLDN Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Clients on reproductive age			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Register and secure priority number	1.Patients' information encoded in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submit for initial examination	2.Conducts initial assessment and takes vital signs, blood pressure, temperature record, weight and endorse record to Physician on duty	None	15 Minutes	Nurse on duty, Nursing Attendant on duty
3. Submit for Physician's Examination	3.Conducts examination orders for necessary intervention	None	25 Minutes	Physician on duty
4. Submits for VIA and Cryotherapy Counseling	4.Counseling on VIA and Cryotherapy	None	30 Minutes	Trained Nurse on duty





5. Secure bill for the procedure	5. Print bill and instruct patient to proceed to the cashier	None	5 Minutes	Trained Nurse on duty
6. Pay for the procedure and consultation fee	6. Receives payment and issue official receipt	Consultation 50 VIA test-100	10 Minutes	Cashier
7. Secure consent for VIA test	Consent from sign by the patient	None	10 Minutes	Trained Nurse on Duty
8. Submit to Examination Room	Performs VIA testing	None	30 Minutes	Trained Nurse on duty
<b>TOTAL</b>		<b>150</b>	<b>2Hours &amp;10Minutes</b>	



## 28.HIV Test

Providing HIV Services

<b>Office or Division:</b>	PGLDN Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Clients on reproductive age			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Register and secure priority number	1. Patients' information encoded in the Hospital system	None	5 Minutes	Nurse on duty, Nursing Attendant on duty
2. Submit for initial examination	2. Conducts initial assessment and takes vital signs, blood pressure, temperature record, weight and endorse record to Physician on duty	None	15 Minutes	Nurse on duty, Nursing Attendant on duty
3. Submit for Physician's Examination	3. Conducts examination orders for necessary intervention	None	25 Minutes	Physician on duty
4. Submits for HIV Counseling	4. Counseling on HIV	None	30 Minutes	HIV Counselor



5. Secure HIV test request form/HIV test bill	5.For Nonpregnant – print request form and instruct patient to proceed to laboratory	None	10 Minutes	HIV Counselor
	For Pregnant – print bill and instruct patient to proceed to cashier			
6. For pregnant – Pay HIV test	6.Receives payment and issue official receipt	Consultation -50 HIV test-270	10 Minutes	HIV Counselor
7. Secure consent for HIV testing	7.Consent signed by the patient	None	20 Minutes	Trained Nurse on Duty
8. For pregnant – proceed to laboratory	8.Performs VIA testing	None	30 Minutes	Trained Nurse on duty
<b>TOTAL:</b>		<b>320</b>	<b>2 Hours &amp;25Minutes</b>	



## 29. Blood Station

Providing blood to all patients needing blood transfusion

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients who needs blood transfusion			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Filled-up Request Form			Nurse Station	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Receives blood request form from nurse station	1. Inputs request to hospital computer system; Gives instruction for proper blood transfusion	None	5 Minutes	Medical Technologist
2. Compatibility form for crossmatching	2. Prepares compatibility form for crossmatching	None	5 Minutes	Medical Technologist
3. Wait for blood compatibility test	3. Processing of blood compatibility test	None	2 Hours	Medical Technologist
4. Receives blood compatibility test result	4. Release of compatibility test result	None	5 Minutes	Nurse on duty
5. Receives blood for blood transfusion	5. Release blood for blood transfusion	None	10 Minutes	Medical Technologist Nurse on duty
<b>TOTAL:</b>		<b>None</b>	<b>2Hours &amp; 25Minutes</b>	



### 30.Laboratory services (Serology)

Providing laboratory services in Serology

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizen			
<b>Who may avail:</b>	All Patients who needs Serology work-up.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled request form with physician's signature 2. Official Receipt			OPD Department Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1.Proceed to Laboratory Room and present Request Form with Official Receipt for inpatient: request form only	1.Instruct patient on requested Diagnostic test		5 Minutes	Medical Technologist on duty
2.Submits specimen	2.Collection and examination of specimen ➤ for Clin Microscopy ➤ for Serology	None	2 Hours	Medical Technologist on duty
3.Receives laboratory test results	3.Release result and return to requesting department for interpretation of result (For inpatient: Result forwarded to the requesting station)	None	5 Minutes	Medical Technologist on duty
<b>TOTAL</b>			<b>2Hours &amp;10Minutes</b>	



### 31. Attending to patients for X-Ray Procedures

<b>Office or Division:</b>	PGLN Hospital			
<b>Classification</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All In and Out Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Properly accomplished X-ray request form with brief history from the physician.			Nurse Stations/ Out Patient Department	
2. Official Receipt- For Out-Patient			Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Out- Patients, presents Official Receipt and request for Xray examination.  In-Patients, Submits themselves for X-ray examination	1. Receives/Reviews X-ray request form and Official Receipt.	None	5 Minutes	Rad.Tech On duty
2. Proceed to Xray Room for examination	2. Instruct patients and perform XRay Procedures	None	50 Minutes	Rad.Tech On duty
3. Listen to further instruction	3. Provide schedule for the release of result	None	5 Minutes	Rad.Tech On duty
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



## 32.Sonology Services

Attending to patients for Ultrasound Procedures

<b>Office or Division:</b>	Sonology Department			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All In and Out Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Properly accomplished ultrasound request form with brief history from the physician. 2. Official Receipt- For Out-Patient			Nurse Stations/ Out Patient Department  Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. For Out-Patients, presents Official Receipt request Ultrasound examination.  For Inpatient to Step 2	1. 1Receives/Reviews X-ray request form and Official Receipt.  1.2Instruct patient for the preparation and schedule of examination		5 Minutes	Rad.Tech On duty
2. Submits themselves for Ultrasound examination	2. Perform ultrasound procedures	None	30 Minutes	Physician and Rad.Tech On duty
3. Wait for the result	3. Interprets, encodes and record ultrasound results	None	20 Minutes	Physician and Rad.Tech On duty



4. Receives result and acknowledge receipt thereof.	4. Releases Ultrasound results to the patients	None	5 Minutes	Rad.Tech On duty
<b>TOTAL:</b>			<b>1 Hour</b>	





### 33. Dispensing of Medicines to Non-Philhealth Beneficiaries Financially Capable Inpatient)

Provisions of drugs and medicines for non-Philhealth in-patient clients.

<b>Office or Division:</b>	Pharmacy Department			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All non-Philhealth inpatients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription from attending Physician; Filled up Request Form from the requesting department			ER, Ward Department	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Pharmacy and gives filled up request form	1. Inputs request to hospital computer system	None	3 Minutes	Pharmacist
2. Receives drugs/meds	2. Dispenses drugs/meds	None	3 Minutes	Pharmacist
3. Proceeds to biller for drug prior to discharge	3. Prepares bills and gives to client	None	3 Minutes	Biller
4. Proceeds to cashier's office for payment	4. Receives payment and issue official receipt	Billed amount	3 Minutes	Cashier
<b>TOTAL:</b>			<b>12 Minutes</b>	



### 34. Dispensing of Medicines to Philhealth Beneficiaries

Provision of drugs and meds for Philhealth beneficiary clients

<b>Office or Division:</b>	Pharmacy Department			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Philhealth Beneficiaries (In-patient)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription from attending Physician; Filled up Request Form from the requesting department			ER, Ward	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Pharmacy with prescription and filled up Request Form	Inputs request to hospital computer system	None	3 Minutes	Pharmacist
2. Receives medicines	Dispense meds	None	3 Minutes	Pharmacist
<b>TOTAL:</b>		<b>None</b>	<b>6 Minutes</b>	



### 35. Conduct of Daily Rounds to In-Patients

<b>Office or Division:</b>	Provincial Hospitals of Lanao del Norte			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Government			
<b>Who may avail:</b>	All Employees of the Provincial Government of Lanao del Norte			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Patient should stay on their respective bed	1.1 Orients patient to ward rules and policies 1.2 Provides quality nursing care 1.3 Takes vital signs every 4 hours or as needed 1.4 Renders Nurse-Patient interaction	None	20 Minutes	Nurse on Duty Nursing Attendant on Duty
	1.5 Conducts routinely morning rounds	None	20 Minutes	Physician on Duty
2. Endorses prescribed medicines and supplies to the nurse on duty	2.1 Receives and administers medicines	None	10 Minutes	Nurse on Duty
	2.2 Attends to patient calls and other needs	None	20 Minutes	Physician on Duty Nurse on Duty Nursing Attendant on Duty
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour &amp; 10 Minutes</b>	



### 36. Attending to Patients for Major Operations

<b>Office or Division:</b>	Provincial Hospitals of Lanao del Norte			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All patients requiring major surgery.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For Philhealth member/beneficiaries : PHIC Card, Birth Certificate, Marriage Contract For Non-Philhealth : Official receipts				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. In from Ward/ER for major operation: <ul style="list-style-type: none"> <li>Cesarean Section</li> <li>Hysterectomy</li> <li>Pelvic Laparotomy</li> <li>Extra Capsular Cataract Extraction</li> <li>Open Reduction with Internal Fixation</li> <li>Exploratory Laparotomy</li> </ul>	1.1 Receives patients  1.2 Checks Consent form, Surgical Checklist, Cardio Pulmonary Clearance  1.3 Checks Pre-operative medicines if given	None	10 Minutes	Nurse
2. Prepare and submit for the procedure	2.1 Prepares patient psychologically, spiritually and emotionally	None	5 Minutes	Nurse



	2.2Skin preparation of patient for anesthesia induction	None	30 Minutes	Anesthesiologist on duty Nurse on duty Nursing Attendant on duty



	2.3 Performs final skin preparation for surgical procedure			
	2.4 Scrub	None	15 Minutes	Surgeon on duty Assistant Surgeon on duty Nurse on duty
	2.5 Performs surgical procedure 2.6 Monitors vital signs 2.7 Administer s medications as needed	None	120 Minutes	Surgeon on duty Assistant surgeon on duty Anesthesiologist Nurse on Duty Nursing Attendant on duty
	2.8 Applies post-operative dressing 2.9 Re checks vital signs 2.10 Logs in Operative Case to Operating Room performance logbook	None	30 Minutes	Nurse on duty
	2.11 Transport s patient to the recovery room per stretcher in conscious state	None	15 Minutes	Nurse on duty Nursing Attendant on duty Wardman on duty
	2.12 Endorses patient with charts to the ward nurse on duty	None	15 Minutes	Nurse on duty Nurse Attendant on duty
	<b>TOTAL</b>	<b>None</b>	<b>4 Hours</b>	



### 37. Attending to Newborn Screening

Submission of Government Agencies Citizen's Charter to the Authority

<b>Office or Division:</b>	Kolambugan Provincial Hospital			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Newborn – 48 to 72 hours post birth			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
For Philhealth – Complete Philhealth requirements For Non-Philhealth – Official Receipt			1. Philhealth Department 2. Cashier	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Mother sits properly and comfortably. Listens to Nurse explanation	1.1 Explains to the mother the procedure and benefits of Newborn Screening 1.2 Secures consent for those who will submit to the procedure 1.3 For non-submission, mother is required to sign the dissent form	1,750	10 Minutes	Nurse on duty
	1.4 Secures baby's data from the chart	None	5 Minutes	Trained Nurse on Newborn Screening
	1.5 Checks and clarifies doctors order for Newborn Screening including medications given (Hepatitis B, BCG vaccine, Vit K)	None	5 Minutes	Trained Nurse on Newborn Screening



2.Mother holds and position the baby properly	2.1Explains procedures to be done 2.2Cleans the area for pricking and extract blood from the heel	None	20 Minutes	Trained Nurse on Newborn Screening, Medical Technologist on duty
3. Submit necessary papers for Philhealth members. If Non-Philhealth Official Receipt is required	3.Advises to comply and submit the complete Philhealth requirements	None	10 Minutes	Nurse on duty
	- Counselling done	None	5 Minutes	Nurse on duty
<b>TOTAL:</b>		<b>1,750</b>	<b>55 MINUTES</b>	





### 38.PhilHealth Membership Verification (Self-Employed, Government, Private Employed and OFW)

PhilHealth Membership verification and/or updating for Self-Employed, Government, Private Employed and OFW members/beneficiaries.

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	All Self-Employed, Government, Private Employed and OFW members/beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Birth Certificate/Marriage Contract or any Valid IDs with Birthdate 2. MDR			PhilHealth Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceed to Medical Records and present Birth Certificate/ Marriage Contract and/or any Valid IDs with Birthdate and MDR	1.1Check birth/ marriage certificate and/ or any Valid IDs and MDR 1.2Verify clients membership at PhilHealth Portal	None	10 Minutes	Philhealth Clerk or PhilHealth Cares



<p>2. Wait for membership verification</p>	<p>2.1 For active membership advise client to secure discharge clearance when ready for discharge.</p> <p>2.2 In case the posting of premium contribution is delayed advise client to secure CSF and CF1 with employer's signature and proof of 9 months</p>	<p>None</p>	<p>5 Minutes</p>	<p>PhilHealth Clerk</p>
	<p>PhilHealth premium contribution</p> <p>2.3 For membership that needs updating, advise client to proceed to PhilHealth business Center for updating/ adding dependents.</p>			



2. Return to medical records and provide necessary documents as instructed to secure	1. Received documents (CSF, CF1 or Updated MDR) and advise client to secure discharge clearance when ready for discharge.	None	5 Minutes	PhilHealth Clerk
<b>TOTAL:</b>		<b>None</b>	<b>20Minutes</b>	



### 39.POS/ MAIP Availment (NHTS, 4P's, Senior Citizen, POS- Updated, Not Updated and No Record)

Point of Service enrolment for Indigent Patients

<b>Office or Division:</b>	PGLDN Hospitals			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	All indigent Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Birth Certificate/Marriage Contract or any Valid IDs with Birthdate 2. Certificate of Indigency from barangay captain or MSWDO 3. POS Certificate			1. Barangay/ DSWD  2. PCAO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceed to Medical Records and present Birth Certificate/ Marriage Contract and any Valid IDs with Birthdate ( <i>within 24 hours after admission</i> )	1.1 Check birth/ marriage certificate or any Valid IDs with Birthdate 1.2 Verify clients membership at PhilHealth Portal 1.3 Instruct client to proceed to Medical Social Welfare Office (MSWO) for assessment	None	10 Minutes	Philhealth Clerk or PhilHealth Cares
2. Answers questions during interview	2. Assess and interview patient's financial capability then issue certification and advice client to return to Medical Records	None	20 Minutes	Medical Social Worker



3. Present the Certification given by the Social Worker	3.1For financially incapable: Issue certification and advise client to proceed to PCAO for POS Certificate 3.2See process for PhilHealth	None	10 Minutes	PhilHealth Clerk
	enrollment for financially capable.			
4. Upon return from PCAO present all documents instructed to secure and provide information necessary for CSF and CF1 preparation	4.Received documents and prepare CSF and CF1	None	10 Minutes	PhilHealth Clerk
5. Signed the filled-up CSF and CF1	5. Present CSF and CF1 for signature and advice client to secure discharge clearance when ready for discharge.	None	5 Minutes	PhilHealth Clerk
<b>TOTAL:</b>		<b>None</b>	<b>55Minutes</b>	



## 40.PhilHealth Enrollment (Financially Capable)

Point of Service enrolment for financially capable patients

<b>Office or Division:</b>	LNPH- Medical Records			
<b>Classifications:</b>	Simple			
<b>Type of Transactions:</b>	G2C– Government to Citizens			
<b>Who may avail:</b>	All financially capable Patients and all PhilHealth members/beneficiaries with lacking premium contribution			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Birth Certificate/Marriage Contract or any Valid IDs with Birthdate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceed to Medical Records and present Birth Certificate/ Marriage Contract and any Valid IDs with Birthdate	1.1Check birth/ marriage certificate or any Valid IDs with Birthdate 1.2Verify clients membership at PhilHealth Portal	None	10 Minutes	Philhealth Clerk or PhilHealth Cares
2.Wait for membership validation	2.Enroll patient for POS Capable to POS System	None	1 Hour	PhilHealth Clerk
3.Received SPA then proceed to PhilHealth Business Center for payment	3.Print Statement of Premium Account (SPA) and advise client to proceed to PhilHealth Business Office for payment	None	5 Minutes	PhilHealth Clerk
4.Upon return from PhilHealth Business Office present photocopy of Official Receipt and SPA then provide information	4.Received documents and prepare CSF and CF1	None	10 Minutes	PhilHealth Clerk



5.Signed the filled up CSF and CF1	5.Present CSF and CF1 for	None	5 Minutes	PhilHealth Clerk
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	signature and advice client to secure discharge clearance when ready for discharge.			
	<b>TOTAL</b>	<b>None</b>	<b>1Hour &amp; 30Minutes</b>	



## 41.Hemodialysis Services

Attending to patients with Chronic Renal Failure

<b>Office or Division:</b>		LNPH- Dialysis Department		
<b>Classifications:</b>		Simple		
<b>Type of Transactions:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All In and Out Patients with Chronic Renal Failure		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Physicians order for hemodialysis treatment, consent from patient or authorized representative and clearance from business office			Nurse's Stations or Outside Health Facility	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Proceeds to Patient receiving area	1.1Explains the Dialysis procedures to be conducted 1.2Gathers patient data and record to census logbook 1.3Check doctors order and signed consent	None	20 Minutes	Nurse
2.Submits for examination	2.1Conduct physical assessment and evaluation then carry out doctors' order and Laboratory request	None	10 Minutes	Nurse
3.Wait for the dialysis procedure	3.Performs disinfection and preparation of the hemodialysis machine	None	40 Minutes	Nurse





4.Sits on the Hemodialysis Chair	4.Performs hemodialysis Procedures and attend to patient needs while the treatment is on	None	4 Hours	Nurse
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5.For OutPatient Proceed to Cashier for Payment	5.1Provide Official Receipt	4,275	5 Minutes	Cashier
For In-patient return to ward				
<b>TOTAL:</b>		<b>4,275</b>	<b>6Hours &amp;15Minutes</b>	