



# San Carlos City Hospital



## Admission of Patients

Hospital admission involves staying at a hospital for at least 24 HOURS or more.

<b>Office or Division:</b>	SCCH Medical Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
OB Patient – Referral Form/Mother-Child (MC) Booklet			Barangay Health Center	
Hospital ID			SCCH OPD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Proceeds to Emergency room Present requirements Provides information	Receives patient, records information, take vital signs Fills out patient’s chart, issue new hospital ID (new patient), give watcher’s ID, ask for referral form	none	5 minutes	ER Nurse/Attendant
	Take medical history, perform physical exams, writes medical order, issues laboratory/x-ray request, prescribe medications and other medical supplies		10 minutes	ER Physician
2.Submits to physical assessment, laboratory/x-ray exams, presents prescription to pharmacy	Performs needed treatment Administer medication and other medical supplies Carry out medical orders	none	20 minutes	ER Physician ER Nurse/Attendant



	Transport patient to room assign			
3.Occupies the room	Receive patient endorsement		5 minutes	Ward Nurse
	<b>TOTAL:</b>		<b>40 minutes</b>	
<b>End of Transaction</b>				



## Consultation Service

A service that involves communication between two or more doctors or other professionals to evaluate the nature and progress of an illness or disease in a particular patient in order to establish a diagnosis, prognosis or recommendation for treatment.

<b>Office or Division:</b>	SCCH MEDICAL Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Hospital ID (old and new clients)			SCCH OPD	
OB Patient – Referral Form/Mother-Child Booklet			Barangay Health Center	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for consultation	Retrieves chart (old patient). Make new Chart/hospital ID (new patient) Takes vital signs and complaints and records. Instructs to proceed to respective clinics: Dental: Dental Clinic Prenatal: Family Planning Clinic Dispensary: minor operation Admission: Emergency Room Consultation: OPD Clinic TB DOTS: TB Dots Clinic	none	10 minutes	OPD Personnel
2.Receives chart, submits to needed care	Performs necessary assessments. Prescribe medicines. Issues laboratory/x-ray request. Instructs to return to respective clinics when lab/x-ray result in. Instructs to pay fee needed procedure	none	20 minutes	Respective Clinic Physicians (Dental/Dispensary)



3.Pays fee and present to requesting clinics	Receives OR, performs needed procedure Set next schedule for follow up (if needed)	SCC Resident/ Non-SCC Resident Consultation on free/100	2 minutes	Respective Clinic Physician/Nurse
		<b>TOTAL:</b>	<b>36–56 minutes</b>	
<b>End of Transaction</b>				



## City Indigency Program

City Indigence program is a service to avail of financial assistance from charitable institutions, government and non-government organizations and institutions.

<b>Office or Division:</b>	SCCH Social Service Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Resident Certificate (CEDULA)			Barangay Hall	
Birth Certificate (minor)			Local Civil Registry	
Voter's ID			COMELEC	
Marriage Contract			Local Civil Registry	
Medical Certificate of Disability (age over 21)			City Health Office	
Certificate of Indigence			Barangay Capitan	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests Social Worker personnel for evaluation to qualify Indigence Assistance With the requirements, discharge order, statement of account	<p>Receives and checks completeness of requirements, interviews for screening and evaluates patient who seek medical and surgical care</p> <p>Let patient sign and other hospital staff Records the bill of the Patient and instructs client to go to the Mayor's Office for Approval. If Bill exceeds P5,000.00 refers to: Women and Children's Affair, Senior Citizen's Affairs, Congressional Indigence Fund, AICS (DSWD), MAP (DOH).</p>	none	<p>5 minutes</p> <p>5 minutes</p>	Social Worker
2. Proceeds to the Mayor's office for approval of the Application for hospitalization form or	<p>Approves the Indigence Application</p> <p>Instruct to go back to Hospital</p>	none	5 minutes	City Mayor's Office



to any agency concerned				
3.Presents the Approved Hospitalization Assistance form to the Social Worker personnel	Receives the Approved Hospitalization Assistance Form and instructs to go to the Billing section	none	3 minutes	Social worker personnel
4.Proceeds to billing section and secures statement of account and gate pass	Checks statement of account and signs ok Releases gate pass	none	2 minutes	Billing Personnel
	<b>TOTAL:</b>		<b>20 minutes</b>	
<b>End of Transaction</b>				



## BILLING PROCESS for IN-PATIENTS (PHILHEALTH)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

<b>Office or Division:</b>	SCCH Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	Those with Qualified Phil health Insurance Benefits			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phil health ID and other documents certifying that the Patient/Client is a Phil health Member			Phil health Office (market 2 <sup>nd</sup> Floor)	
Physician's Discharge Order			Station Ward	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Phil health requirements and Physician's order for a procedure Submits for a procedure	Receives Phil health requirements and Physician's order for a procedure  Instructs to go to SCCH Phil health office	none	2 minutes  Procedure is variable	Phil health Personnel  Surgeon Dispensary Nurse
2.Completion of Phil health Claim Form	For ICD-10 distribution and signing  Instructs to process bill and pay	none	5 minutes	Respective Hospital Sections  Phil health personnel
3.Pays account	Give Billing Account  Receive payment and issues OR	Excess to Phil health Coverage	5 minutes	Billing Personnel Cashier
4.Presents the OR to Billing Section	Give the Gate Pass	none	1 minute	Billing Personnel
		<b>TOTAL:</b>	<b>13 minutes</b>	
<b>End of Transaction</b>				





## BILLING PROCESS for IN-PATIENTS (POINT OF SERVICE)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

<b>Office or Division:</b>	SCCH Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	Those with Qualified Phil health Insurance Benefits			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phil health ID and other documents certifying that the Patient/Client is a Phil health Member			Phil health Office (Market 2 <sup>nd</sup> Floor)	
Physician’s Order for Minor Operation			Requesting Doctor	
Hospital ID			SCCH Out Patient Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Phil health requirements and Physician’s procedure order	Receives Phil health requirements/Physician’s procedure order and writes surgical memo	none	2 minutes	Phil health Personnel
Submits to procedure	Instructs to go to SCCH Phil health Office		Procedure is variable	Surgeon Dispensary nurse
2.Completion of Phil health Claim Form	For ICD-10 distribution and signing	none	5 minutes	Phil health personnel
	Instruct to go to Billing			
3.Proceeds to Billing	Process bill and instructs to pay	Charge to Point of Service	2 minutes	Billing Personnel
Pay account	Receives payment		2 minutes	Cashier
<b>TOTAL</b>			<b>11 minutes excluding the duration of procedure (variable)</b>	
<b>End of Transaction</b>				



## Billing Process for Out-Patients (PHILHEALTH)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

<b>Office or Division:</b>	SCCH Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	Those with Qualified Phil health Insurance Benefits			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phil health ID and other documents certifying that the Patient/Client is a Phil health Member			Phil health Office (Market 2 <sup>nd</sup> Floor)	
Physician’s Order for Minor Operation			Requesting Doctor	
Hospital ID			SCCH Out Patient Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits requirements and physician’s order for minor operation Submits for operation	Performs Minor operation and writes surgical memorandum  Instruct to go to Phil health	none	2minutes  Duration of procedure or operation is variable	Surgeon Dispensary Nurse
2.Completion of Phil health Claim Form	For ICD-10 distribution and signature Instruct to proceed to Billing and pay	none	5 minutes  2 minutes	Phil health Personnel  Billing Personnel
3.Pays account	Receives payment and issues OR	Excess bill after deduction of Phil health coverage	5 minutes	Cashier
4.Present OR to Dispensary Room	Receives OR and releases prescription of medication Set next schedule of check-up	none	5 minutes  2 minutes	Phil health Personnel Billing Personnel
<b>TOTAL</b>			<b>21 minutes excluding the duration of operation (variable)</b>	



## Billing Process for Out-Patients (POINT OF SERVICE)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

<b>Office or Division:</b>	SCCH Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	Those without Qualified Phil health Insurance Benefits			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phil health Form 1 and Form2			Billing Office	
Physician's Order			Doctor who requested	
Phil health Claim Form 1 and 2			Billing Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits Physician's discharge order with complete clearance	Provides Physician Discharge order and clearance	none	15 minutes	Surgeon Dispensary Nurse
Submit for minor procedure/operation	Performs procedure and writes surgical memorandum  Instructs to go to Phil health		Duration of procedure or operation is variable	
2.Pay the account and submits order to pay	Receives payment	Fees varies depends on the surgical procedure Charge to Point of Service	3 minutes	Cashier
3.Presents official receipt and wait for the release of gate pass	Releases Gate Pass	none	2 minutes	Billing Staff
<b>TOTAL: 7 minutes excluding the duration of operation (variable)</b>				
<b>End of Transaction</b>				



## PHILHEALTH Refund Procedure

An unclaimed refund is a benefit payment that must be reimbursed by the accredited hospital to the member for a specific confinement period. The refund results from either an under-deduction or non-availment of benefits at point-of-service due to various circumstances at the time of hospitalization, and these have remained unclaimed by the members for some time now. The unclaimed refunds have been retrieved by Phil Health from the accredited hospitals for immediate return to the concerned members.

<b>Office or Division:</b>	SCCH Phil Health Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	Phil health Members			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proof of Refund Notice/Transmittal for refund			Phil health	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present the refund notice and date of confinement	Receives the transmittal and request a photocopy	none	5 minutes	-
2.Photocopy the transmittal and returns it back	Receives the photocopy transmittal and make a Disbursement Vouched for refund duly signed by the 1. signatories	none	5 minutes	Phil health Personnel
Accepts the disbursement voucher	Give the disbursement voucher and request the member to sign the logbook		5 minutes	City Hall Accounting Office personnel
Proceeds to City Hall to claim refund	Instruct to go to City Hall to claim refund			
<b>TOTAL:</b>			<b>10 minutes</b>	
<b>End of Transaction</b>				



## Request for Medical Certificate

A written statement from a physician or another medically qualified health care provider which attests to the result of a medical examination of a patient. It can serve as a documentation that an employee is unfit for work or evidence of a health condition.

<b>Office or Division:</b>	SCCH Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Present any Government ID for identification			-	
Medico-legal: Notice from police and subpoena			Police Department	
Medical Record: Request from the Physician			Doctor's request	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits requirements	Receives and checks submitted requirements Instructs to pay at the Cashier		2 minutes	Records Personnel
2.Pays fee	Receives payment and issues Official Receipt	SCC Resident/Non- SCC Resident Medical Certificate –75/100 Medico Legal – 100/125	2 minutes	Cashier
3.Presents OR to Record Section  Returns as scheduled (after a week) or If to wait an hour, accepts a copy and signs log book  Leaves one (1) copy and signs the logbook	Receives OR:  Medical Certificate: a.) In-patient – retrieves Patient's Chart b.) Out-patient- Retrieves OPD record. Refers to Physician for notes. Instruct to return an hour or after a week (depending on the date of record)	none	1 Hour (Newly admitted) 3 days (Admitted more than 4 months)	Records Personnel  Record Personnel



	<p>Medico-legal: Retrieves record from ER Instructs to wait while encoding details</p> <p>Release 3 medico-legal copies</p> <p>Records to logbook and files one copy returned</p>		20 minutes	
<p>4.For Authentication: Photocopy the document</p> <p>Pays for authentication</p> <p>Presents official receipt</p>	<p>Receives photocopied document</p> <p>Issues Official receipt</p> <p>Certifies authentication of photocopy and signs. Releases copy and gets one for file.</p>	<p>Authentication fee (Certified True Copy) P75.00/page</p>	<p>2 minutes</p> <p>2 minutes</p> <p>5 minutes</p>	<p>Record Personnel</p> <p>Cashier</p> <p>Records Personnel</p>
<b>TOTAL</b>			<p><b>Medical certificate 1 hour and 4 minutes up to 3 days Medico Legal 24 minutes Authentication 9 minutes</b></p>	
<b>End of Transaction</b>				



## Request for Birth Certificate

A vital record that documents the birth of a person

<b>Office or Division:</b>	SCCH Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
If Married: Marriage Contract			Local Civil Registry (LCR)	
If Not Married: Birth Certificate of Parent			LCR	
If Late Request: (More than a month) Residence certificate and Birth Certificate of Parent			LCR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures Draft Form and Blank Form of Birth Certificate (BC) at the Delivery Room (DR)	Fills out a Draft form while requester is interviewed Instruct to pay fee Blank and Draft Form of Birth Certificate	none	10 minutes	Delivery Room Personnel
2. Pays the Fee	Receives payment and Issue Official Receipt (OR)  Instructs to go back to DR	P75.00 (SCC Residents) P75.00 (outside SCC)	2 minutes	Cashier
3. Presents the OR  Verify Correctness of information and Signs Final Birth Certificate  Receives the Final Birth Certificate and submit BC to LCR	Receives the OR and makes the Final Birth certificate Instruct to verify correctness  Releases copy and leave a file copy  Registers BC	none	5 minutes  2 minutes  (Refer to LCR)	Delivery Room Personnel;  Records Personnel  Local Civil Registrar's Office
<b>TOTAL</b>			<b>19 minutes</b>	
<b>End of Transaction</b>				



## Request for Death Certificate

A document issued by a medical practitioner certifying the deceased state of a person or that declares the date, location and cause of a person's death

<b>Office or Division:</b>	SCCH Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Any government ID for Identification			S-	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform Records Section the need for issuance of Death Certificate (DC)	Verify that diagnosis is complete and verify other information  Instruct Patient to go to Phil health for billing process	none	10 minutes	Records Personnel
2. Complete billing process and issuance of gate pass	Computes the bill and releases gate pass  Make the DC and have it signed by the Physician	none	40 minutes	Billing personnel  Records Personnel Physician
3. Pay the fee  Presents OR and gate pass	Receive payment and issue OR OR Receives OR and gate pass Attach gate pass to DC Releases DC to the informant Get one (1) copy file and log	Death Certificate fee: P75.00 (SCC and Non-SCC residents)	2 minutes	Cashier  Records Personnel
4. Proceed to Funeral Homes, City Health, Local Civil Registrar	-	none	Funeral Homes City Health Office Local Civil Registrar	none
<b>TOTAL</b>			<b>36 – 56 minutes</b>	
<b>End of Transaction</b>				





## Request for Patient's Record (Out-Patient)

Medical practices frequently receive medical record release requests from multiple sources, including subpoenas, attorney letters, and patients themselves.

<b>Office or Division:</b>	SCCH Medical Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Patient written request			Personal	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request for Out Patient's record for Disability Claim to GSIS/SSS/Insurance Claim	Receives request  Instructs to pay fee	none	1 minute	Records Personnel
2.Pays to the Cashier	Receive payments and issues Official receipt (OR)  Instruct to go back to record Section	Authentication: P75.00/page (SCC and Non-SCC residents)	2 minutes	Cashier
3.Shows OR to Record Personnel	Receives OR and retrieves Chart  Instructs to return as scheduled	none	1 hour – newly admitted 3 days – admitted more than 4 months	Record Personnel
4.Returns to claim the document	Photocopy the document and seal Certified true copy	none	5 minutes	Record Officer
<b>TOTAL:</b>			<b>Newly admitted: 1 hour and 8 minutes 4 months and above admission :3 days</b>	
<b>End of Transaction</b>				



## Referral of Patients

A process in which a health worker at a one level of the health system, having insufficient resources (drugs, equipment, skills) to manage a clinical condition, seeks the assistance of a better or differently resourced facility at the same or higher level to assist in, or take over the management of, the client's case. Key reasons for deciding to refer either an emergency or routine case include: \*to seek expert opinion regarding the client \*to seek additional or different services for the client \*to seek admission and management of the client \*to seek use of diagnostic and therapeutic tools

<b>Office or Division:</b>	SCCH Medical Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Phil health Form 1 and Form2			Billing Office	
Physician's Order			Doctor who requested	
Phil health Claim Form and 2			Billing Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.From the ER: Receives information on medical advice for referral to another institution	Advise patient and patient's watcher about the referral order.	None	2 minutes	Attending Physician
	Admits the patient and records in the patient's chart.		5 minutes	Admitting clerk
	Discharge admitted patient to be referred. Instructs to wait for the Ambulance Nurse.		5 minutes	Attending Physician
	Fills out the referral form and records in the out-going referral registry logbook.		2 minutes	ER/Ambulance Nurse



<p>2.From the Station Ward: Receives information on medical advice for referral to another institution</p> <p>Waits and accepts Clearance form</p> <p>Proceeds to respective hospital areas for clearance and lastly claims the Gate Pass</p>	<p>Advises patient and patient’s watcher about the referral order.</p> <p>Discharge patient to be referred and records in the patient’s chart. Prepares clearance slip and instructs for signing to respective hospital areas.</p> <p>Instructs the patient’s watcher to claim gate pass from the Billing Section after all is cleared and return to Station ward.</p> <p>Gives the gate Pass. Instructs to wait for the Ambulance nurse.</p> <p>Fills out the referral form and records in the out-going referral registry logbook.</p>	<p>None</p>	<p>2 minutes</p> <p>10 minutes</p> <p>20 minutes</p>	<p>Attending Physician</p> <p>Attending Physician</p> <p>Station Ward Nurse</p> <p>Billing Section Staff</p>
<p>*For emergency need to transfer: Billing process can be delayed by signing a promissory note</p>	<p>Presents promissory note signature.</p>	<p>Signed Promissory note</p>	<p>3 minutes</p>	<p>Billing Staff</p>
	<p>* NOTE: Brings the referral form to the Referred Institution and submits to the Medical Personnel.</p> <p>Claims Return Slip for hospital copy</p>			<p>Ambulance Nurse</p>



<b>TOTAL From ER:</b>	<b>14 minutes From the Station ward:32 minutes For Emergency Transfer: 15 minutes</b>
<b>End of Transaction</b>	



## Pharmacy Service

A health care service, which provide medications for the hospitalized patients. The service comprises the art, practice, and profession of choosing, preparing, storing, compounding, and dispensing medicines, and advising healthcare professionals and patients on their safe, effective and efficient use.

<b>Office or Division:</b>	SCCH Ancillary Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All Admitted Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Physician's Order			Doctor who requested	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.For In-Patient Transaction: Present Prescription to the Pharmacy Accepts the medicine/s and proceed to Station Ward	Receives the prescription and encodes the medicine/s requested	none	5 minutes	Pharmacy Staff
	Dispenses the medicine/s and instruct to give to the Station Ward Nurse			Pharmacist
2.For Cash transaction: Present Prescription to the Pharmacy Pays to the Cashier and returns to Pharmacy Accepts the medicine/s	Receives the prescription and encodes the medicine/s requested. Releases the order of payment and instruct to proceed to Cashier.	Price of medicine /s varies	5 minutes	Pharmacy Staff
	Receives order of payment and issues official receipt and instructs to return to pharmacy Dispenses the medicine/s			Cashier Pharmacist
<b>TOTAL</b>			<b>5 minutes each transaction</b>	
<b>End of Transaction</b>				



## Dispensary Services

A place for dispensation of free or low-cost medical treatment.

<b>Office or Division:</b>	SCCH Ancillary Section /Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All and those without Qualified Phil health Insurance Benefits			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Hospital ID			SCCH Out Patient Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go to OPD	Retrieve OPD chart, take and record vital sign and complaints		5 minutes	OPD Nurse
2.Proceed to Dispensary Room and submits for surgical procedure	Evaluate Patient for Surgical needs  Performs necessary surgical procedure		2 minutes  Variable time: Surgical Consultation- 5mins Casting – 30 mins Removal of cyst- 5 mins I&D – 30 mins Removal of cast- 10 mins Plain Dressing only- 5 minutes Insertion of Urinary Catheter 15 mins	Surgeon Dispensary Nurse
3.Pay necessary surgical fees	Receives payment and issue Official Receipt (OR	SCC Rate / Non-SCC Rate Consultation – free/100 Removal of cyst – PHIC rate Removal of cast – 100/150 Dressing, large – 100/125 I&D – PHIC Rate/ PHIC Rate	2 minutes	Cashier



		Casting – PHIC Rate/ PHIC Rate Insertion Urine Cath 150/200		
4. Present OR to Dispensary Room	Receives OR and releases prescription of medication Set next schedule of check-up		5 minutes	Dispensary Personnel
<b>TOTAL</b>			<b>14 Minutes plus Surgical procedure time (variable)</b>	
<b>End of Transaction</b>				



## Laboratory Services

A hospital laboratory performs clinical pathology tests that are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment, and prevention of disease.

<b>Office or Division:</b>	SCCH Ancillary Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Physician's Request Form/ Prescription			Doctor who requested	
Official Receipt			SCCH Cashier	
Blood Donor Card and Blood Certification Form			SCCH City Health Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents Physician's laboratory request	Receives the Physician's laboratory request Instruct to proceed to Cashier	none	2 minutes	Laboratory Staff
2.Presents the order of payment  Pay the bill of the laboratory test fee	Receives the order of payment and issues official receipt. Instruct to return to laboratory	SCC RATE / NON-SCC RESIDENT RATE CBC-120/130 Lipid Profile 600/650 Urinalysis 80/85 SGPT 150/160 Stool Exam 50/60 Triglyceride 150/160 Pregnancy Test 100/110 TROPI – 600/650 FBS 130/140 Drug Testing Kit 300/350 Newborn Hearing Screening - PHIC RATE+150 / PHIC RATE +2200	2 minutes	Cashier
3.Submits to laboratory test  Returns for the result	Conducts Laboratory examination  Releases result		5 minutes  30 minutes	Med Tech





4. Request for Blood: Present blood certification form and blood donor card	Receives Blood Donor's card and Blood Certification Form issued by City Health Office  Releases blood for in-patient to Station Ward Nurse		2 minutes  5 minutes	Laboratory Staff
<b>TOTAL</b>			<b>46 minutes</b>	
<b>End of Transaction</b>				



## Dental Services

The Dental Section provides dental consultation, oral examinations, preventive, promotive, curative dentistry.

<b>Office or Division:</b>	SCCH Dental Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Hospital ID (old and new clients)			SCCH OPD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.OPD Section: Requests for dental consultation and present hospital ID (if with hospital ID) Submits for vital signs taking  If no ID (new patient), request hospital ID	Retrieves OPD Chart and ask for hospital ID (old patients). Instructs to have vital signs taken and release consultation form. Instructs to proceed to dental Clinic  Instructs to have vital signs taking and release consultation form. Instructs to proceed to dental clinic.		5 minutes  7 minutes	OPD Personnel
2.Gives the consultation form to dental personnel Submits to dental consultation	Performs dental assessment and advices dental procedure Instructs to pay dental procedure and anesthesia medication		10 minutes	Dentist Dental staff
3.Pays the dental extraction Pays the prescribe medicines  Presents the Official receipt	Receives payment and issues Official receipt (OR) Receives payment and issues OR Instructs to claim the medicine at the Pharmacy Receives the Official receipt and checks Returns the OR Dispenses the medicines	SCC/Non-SCC Residents Cleaning 350/400 Extraction 200/250 Filling 300/350 X-ray 300/350	2 minutes  2 minutes	Cashier  Pharmacy Personnel



4.Presents the Official receipt Submits the medicine	Checks the official receipt. Accepts the medicine. Administer the medicines. Performs the dental procedure		10-20 minutes (depends on the dental procedure and the effect of the anesthetic medication)	Dental Physician
<b>TOTAL</b>		<b>36 – 56 minutes</b>		
<b>End of Transaction</b>				



## Cashier Services

A service in the hospital that is responsible for receiving and disbursing money.

<b>Office or Division:</b>	SCCH Finance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Prescription or Order of Payment			Requesting Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present order of payment and pays the fee	Receives order of payment. Receives payment and issues OR.	none	2 minutes	Cashier (Finance)
<b>TOTAL</b>			<b>2 Minutes</b>	
<b>End of Transaction</b>				



## Radiology Services

It is the facility in the hospital where radiological examinations of patients are carried out, using the X-ray to diagnose and treat diseases seen within the body

<b>Office or Division:</b>	SCCH Ancillary Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Physician's Request Form/ Prescription			Doctor who requested	
Order of Payment			SCCH Radiology Clinic	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents Physician's X-ray request	Receives the Physician's X-ray request Instruct to proceed to Cashier	none	2 minutes	Radiology Staff
2.Presents the order of payment  Pay the bill of the X-ray examination fee	Receives the order of payment and issues official receipt. Instruct to return to Radiology clinic	SCC RATE / NON-SCC RESIDENT RATE Chest A- P 220/270 Abdomen AP- 375/425 Skull AP- 310/360 Shoulder AP- 220/270 Cervical Spine AP- 690/740 Pelvis AP- 495/545	2 minutes	Cashier
3.Submits to X-ray Exam  Returns for the result	Conducts X-ray examination  Releases result	none	15 minutes  30 minutes	Radiology Technician
<b>TOTAL</b>			<b>49 minutes</b>	
<b>End of Transaction</b>				



## Ambulance Service

A medically equipped vehicle which transports patients to treatment facilities, such as hospitals. Typically, out-of-hospital medical care is provided to the patient.

<b>Office or Division:</b>	SCCH Admin Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Transacting Public			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Clearance Slip/Form (in-patient)			SCCH Station Ward	
Order of payment (from the ER)			ER Staff	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents Clearance Slip/Order of Payment  Pays the fee	Accepts clearance slip / order of payment  Receives the payment fee and issues official receipt	SCC Resident/Non-SCC Resident Ambulance Fee 3,200/3,900	2 minutes	Cashier
2.Presents Official Receipt	Checks the official receipt and prepares ambulance for travel		2 minutes	Station Ward Nurse (in-patient)  ER Nurse (For ER patient)
3.Fills out client satisfactory ambulance survey	Request to fill out client satisfactory ambulance survey		2 minutes	Ambulance Nurse
<b>TOTAL</b>			<b>6 minutes</b>	
<b>End of Transaction</b>				



## Triage Service

The sorting of and allocation of treatment to patients according to the urgency of their need for care. This service is intended for receiving or preparing to receive patients with suspected or confirmed coronavirus disease 2019 (COVID-19).

SCCH is providing inpatient or outpatient service, thus, this will guide in the implementation of procedures at the triage area that can be effective at preventing transmission of SARS-CoV-2 (COVID-19 virus) to patients and healthcare workers (HCWs).

<b>Office or Division:</b>	SCCH Medical Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	All (No Entry without passing this area). Those who seeks consultation and admission only can enter the hospital compound. No Visitors Allowed during COVID 19 Pandemic. Strictly 1 watcher per patient only.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Face Mask (NO MASK NO ENTRY)			Personal	
Identification Card (any with name and address)			Any government ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit to triage protocol	Performs triage protocol: footbath, hand sanitizer/alcohol, temperature check, and social distancing be strictly observed  if with presenting symptoms, separate the person and refer to Triage Physician	none	2 minutes	Triage Staff
Submits for further medical check-up Stays at the waiting area			10 minutes	Triage Physician
2.Submit to answering questions and shows ID	Request to show ID and answer standardized triage questionnaire that will determine if the patient meets the COVID-19 case definition	none	2 minutes	Triage Nurse
3.Logs in the visitor's log-book Proceeds inside the hospital	Request to log-in and indicate purpose  Approves entrance inside the hospital	none	2 minutes	Triage Staff
<b>TOTAL</b>			<b>6 minutes</b>	
<b>End of Transaction</b>				



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<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Face Mask (NO MASK NO ENTRY)			Personal	
Identification Card (any with name and address)			Any government ID	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit to triage protocol	Performs triage protocol: footbath, hand sanitizer/alcohol, temperature check, and social distancing be strictly observed	none	2 minutes	Triage Staff
Submits for further medical check-up Stays at the waiting area	if with presenting symptoms, separate the person and refer to Triage Physician		10 minutes	Triage Physician
2.Submit to answering questions and shows ID	Request to show ID and answer standardized triage questionnaire that will determine if the patient meets the COVID-19 case definition	none	2 minutes	Triage Nurse
3.Logs in the visitor's log-book	Request to log-in and indicate purpose			
Proceeds inside the hospital	Approves entrance inside the hospital	none	2 minutes	Triage Staff
<b>TOTAL</b>			<b>6 minutes (no symptoms)</b>	
<b>End of Transaction</b>				