



| 1. Patient Triage | | | | |
|--|--|------------------------------------|-------------------------|--|
| Early identification and separation of suspected COVID-19 patients to prevent transmission and contamination of clean (non-COVID) areas. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Triage Area | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist Hospital Card Patient Medical Record | | Triage Area Records Section | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds to Triage | 1.1 Interviews the purpose of visit. 1.2 If for consultation, categorizes patient condition (non-emergent, emergent, urgent) along with COVID-like symptoms 1.3 If emergent/urgent case, directs to the Emergency Room as endorsed by the nurse. 1.4 If non-emergent, follow the next step. | None | 3 minutes | <i>Nurse I Triage Area</i> |
| 2. Submits information on Health Declaration | 2.1 Interviews the patient/ relative/ guest/ staff for signs and symptoms, exposure and travel history and completes the health declaration. 2.2 Signs the health declaration form. 2.3 If NOT for consultation, assists to identified concern department. | None | 3 minutes | <i>Nurse I Triage Area</i> |
| 3. Provides information on the creation of new medical record. (New Patient) | 3. Creates medical record of the patient. | Out Patient Card- PHP 20.00 | 2 minutes | <i>Nurse I Triage Area / Cashier</i> |
| 4. Proceeds to Records section and presents the hospital card for the retrieval of old patient record. (Old Patient) | 4. Retrieves old patient record of the previous consultation and treatment management done. | Loss Card/ Penalty- PHP 100.00 | 4 minutes | <i>Medical Records Clerk / Cashier</i> |



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|---|---|------------------------------|-------------------|------------------------|
| 5. Waits for the assessment of the nurse. | 5. Conducts initial assessment, vital signs (temperature, pulse, oxygen saturation, blood pressure, weight) and history taking. | None | 3 minutes | Nurse I Triage Area |
| 6. Waits for endorsement. | 6. Endorses the patient to Out Patient Department or Consultant clinic. | None | 2 minutes | Nurse I Triage Area |
| TOTAL: | | PHP 20.00 -100.00 | 17 minutes | |

| 2. Emergency Room: Consultation & Treatment | | | | |
|---|---|--|-------------------------|---|
| Area specializing in the acute care of patient who present without prior appointment; either by their own means or ambulance. The department provide initial treatment and immediate attention for a broad spectrum of illnesses and injuries . | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Emergency Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist, Patient Medical Record (New) Patient Medical Record (Old) Referral Form/ Hospital Chart | | Triage Area Medical Records Section RHU or other hospital/clinic | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
| 1. Arrives in the Triage | 1. Assesses the patient' condition as emergent/ urgent and COVID and non-COVID case. | None | 3 minutes | Nurse I Triage Area |
| 2. Proceeds to the Emergency room and approaches the nurse. | 2.1 Interviews the patients' complaint and past medical history. 2.2 Takes initial vital signs and refers to the doctor. | None | 7 minutes | Nurse I Emergency Department |
| 3. Waits for the doctor's initial assessment. | 3. Conducts thorough assessment and suggests appropriate treatment management. | None | 20 minutes | Medical Officer I Emergency Department |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
|--|---|---|------------------|---|
| 4. Receives initial treatment/ management | 4. Provides prompt and appropriate medical management and treatment to stabilize patient condition | ECG tracing- PHP 200.00 ECG Tracing with interpretation- PHP 250.00 Suturing Fee- PHP 500-1,500 Wound Dressing- 50-100 Circumcision, Incision and drainage, Excision- PHP 1,000-2,000 Nebulization (excluding meds)- PHP 50.00 Injection Fee- PHP 50.00 NGT insertion/ Catheter insertion- PHP 50.00 Oxygen Fee- PHP 100 per hour | 1 hour | <i>Nurse II Emergency De- partment</i> |
| 5. Waits for the advised plan of care/ treatment | 5. Explains the patients' condition and advises patient to be admitted/ discharge/ referred to a higher facility. | None | 15 minutes | <i>Medical Officer I Emergency De- partment</i> |
| 6. Decides on compliance on the appropriate treatment options presented. | 6. Admits, discharges, or refers the patient to a higher facility as needed. | None | 15 minutes | <i>Medical Officer I Emergency De- partment</i> |
| TOTAL: | | Varies depending on all incurred charges | 2 hours | |

3. Emergency Room: Consultation, Diagnostics and Treatment

Area specializing in the acute care of patient who present without prior appointment; either by their own means or ambulance. The department provide initial treatment and immediate attention for a broad spectrum of illnesses and injuries .

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|-----------------------------|--|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Emergency Department |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|--|------------------|--------------------------------|
| Health Declaration Checklist, Patient Medical Record (New) Patient Medical Record (Old) Referral Form/ Hospital Chart | | Triage Area Medical Records Section RHU or other hospital/clinic | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSI NG TIME | PERSON RESPONSIBLE |
| 1. Arrives in the Triage | 1. Assesses the patient' condition as emergent/ urgent and COVID and non-COVID case. | None | 3 minutes | <i>Nurse I Triage Area</i> |



| CLIENTS STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|------------------|----------------------------|---|
| 2. Proceeds to the Emergency room and approaches the nurse. | 2.1 Interviews the patients' complaint and past medical history. 2.2 Takes initial vital signs and refers to the doctor. | None | 7 minutes | <i>Nurse II</i> Emergency Department |
| 3. Waits for the doctor's initial assessment. | 3.1 Conducts thorough assessment and suggests appropriate treatment management. 3.2 Requests diagnostic examination for differential diagnosis. | None | 15 minutes | <i>Medical Officer III</i> Emergency Department |
| 4. Waits for the diagnostic procedure to be done | 4.1 Completes and forwards request to appropriate department. 4.2 Collects blood sample; performs x-ray procedure. | None | 40 minutes | <i>Nurse I</i> <i>Medical Technologist and/or</i> Radiologic Emergency Department |
| 5. None | 5. Retrieves old medical record/chart of patient by the relative to the Medical Record Section. | None | 10 minutes | <i>Medical Records Clerk</i> Records Section |
| 6. Receives initial treatment/ management | 6. Provides prompt and appropriate medical management and treatment to stabilize patient condition. | None | 1 hour | <i>Medical Officer III</i> <i>Nurse II</i> Emergency Department |
| 7. Waits for diagnostic findings and/or effect of initial treatment | 7. Gathers and interprets result of diagnostic tests, makes diagnosis and monitors the response of the patient to the initial treatment. | None | 1 hour | <i>Medical Officer III</i> <i>Nurse II</i> Emergency Department |
| 8. Waits for the advised plan of care/treatment | 8. Explains the patients' condition and advises patient to be admitted/ discharge/ referred to a higher facility. | None | 15 minutes | <i>Medical Officer III</i> Emergency Department |
| 9. Decides on compliance on the appropriate treatment options presented. | 9. Admits, discharges, or refers the patient to a higher facility as needed. | None | 15 mins | <i>Medical Officer III</i> Emergency Department |
| TOTAL: | | None | 3 hours, 45 minutes | |



4. Out Patient Department: Consultation

Area that provides non-urgent diagnosis and care, and follow-up for patients.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Out Patient Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|---|-------------------|--|
| Health Declaration Form Patient Medical Record, Old Laboratory and X-ray Results | | Triage Area Medical Records Section Laboratory and Radiology Department | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds to Out Patient Department, submits the medical record and waits to be called by the nurse. | 1. Receives the medical record, arrange the patients by number. | None | 2 minutes | <i>Nurse I</i> Out Patient Department |
| 2. Waits for secondary assessment and history taking. | 2. Conducts secondary assessment, vital signs, and history taking. | None | 8 minutes | <i>Nurse I</i> Out Patient Department |
| 3. Waits for consultation to the doctor. | 3. Conducts medical assessment and provide plan of care for the patient. | None | 20 minutes | <i>Medical Officer III</i> Out Patient Department |
| 4. Waits for the prescribed medications and other instructions of treatment plan. | 4. Issues prescription of needed medications and explain to the patient and relative. | None | 10 minutes | <i>Medical Officer III</i> Out Patient Department |
| 5. None | 5. Provides health teachings. | None | 5 minutes | <i>Nurse I</i> Out Patient Department |
| TOTAL | | None | 45 minutes | |

5. Out Patient Department: Consultation with Diagnostic Procedures

Area that provides non-urgent diagnosis and care, and follow-up for patients.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Out-Patient Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|---|-----------------|--|
| Health Declaration Form Patient Medical Record, Old Laboratory and X-ray Results | | Triage Area Medical Records Section Laboratory and Radiology Department | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds to Out Patient Department, submits the medical record and waits to be called by the nurse. | 1. Receives the medical record, arrange the patients by number. | None | 2 minutes | <i>Nurse I</i> Out-Patient Department |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|---|----------------------------|--|
| 2. Waits for secondary assessment and history taking. | 2. Conducts secondary assessment, vital signs, and history taking. | None | 8 minutes | <i>Nurse I Out-Patient Department</i> |
| 3. Waits for consultation to the doctor. | 3. Conducts medical assessment and provide plan of care for the patient. | None | 20 minutes | <i>Medical Officer I/ Medical Officer III Out-Patient Department</i> |
| 4. Takes the laboratory request and proceeds to the Laboratory for blood tests and to Radiology department for x-ray procedures. | 4. Collects blood sample; performs x-ray procedure | Varies depending on all incurred charges | 1 hour, 30 minutes | <i>Medical Technologist and/or Radiologic Technologist Laboratory/Radiology Department</i> |
| 5. Brings the laboratory results or x-ray findings to OPD department for interpretation and management. | 5. Interprets the diagnostic results and provide treatment plan as based on the patients' diagnosis. | None | 15 minutes | <i>Medical Officer I/ Medical Officer III Out-Patient Department</i> |
| 6. Waits for the prescribed medications and other instructions of treatment plan. | 6. Issues prescription of needed medications and explain to the patient and relative. Provides health teachings. | None | 10 minutes | <i>Medical Officer I/ Medical Officer III Nurse I Out-Patient Department</i> |
| 7. May go home if advised. Transfers to Emergency Room assisted by nurse if for admission or transfer to higher facility. | 7. Advises patient to be admitted/ discharge/ referred to a higher facility if necessary. | None | 10 minutes | <i>Medical Officer I/ Medical Officer III Out-Patient Department</i> |
| TOTAL | | Varies depending on all incurred charges | 2 hours, 35 minutes | |



6. Out Patient Department: Consultation and Follow -up with Specialist

Area that provides non-urgent diagnosis and care, and follow-up for patients referred to specialist.

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| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Out Patient Department |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|---|-------------------|---|
| Patient Medical Record, Old Laboratory and X-ray Results | | Triage Area Medical Records Section Laboratory and Radiology Department | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Arrives in the Triage | 1.1 Assesses the patient' condition as emergent/ urgent and COVID and non-COVID case. 1.2 Checks the HCI number-on the Hospital Card. 1.3 Interviews the patients' complaint and past medical history and encodes in the DCI e-Med electronic health record system. 1.4 Takes initial vital signs and refers to the doctor. | None | 3 minutes | <i>Nurse I Triage Area</i> |
| 2. Proceeds to the Consultants' Clinic and approaches the nurse. | 2.1 Cheks the record on the system, receives the medical record and conduct initial assessment of patient. 2.2 Arrange patients by number. | None | 7 minutes | <i>Nurse I Consultants' Clinic</i> |
| 3. Waits for consultation to the specialist. | 3. Conducts medical assessment and provide plan of care for the patient. | None | 20 minutes | <i>Specialist Consultants' Clinic</i> |
| 4. Waits for the pre-scribed medications and other instructions of treatment plan. | 4.1 Issues prescription of needed medications and explain to the patient and relative. 4.2 Advises schedule of follow-up. | None | 10 minutes | <i>Specialist Consultants' Clinic</i> |
| 5. None | 5. Provides health teachings and importance of compliance and follow-up of care. | None | 5 minutes | <i>Nurse I Consultants' Clinic</i> |
| Total | | None | 45 minutes | |



| 7. Admission | | | | |
|---|---|--|---------------------------|--|
| Admission of patient to a facility as an In-Patient for continuity of medically necessary and appropriate care and treatment of an illness or injury. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Emergency Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Medical Record with endorsement for admission Laboratory and/or Radiology Results Referral form Valid Identification Card | | Out Patient Department/ Consultant Clinic Laboartory/ Radiology Department RHU/ other clinics Government Agencies | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPON-SIBLE |
| 1. Proceeds in the Emergency Room and willing to comply with the treatment plan and be admitted. Submits the medical records. | 1. Receives all the necessary medical records from the patient. Takes vital signs, assesses, and refers the patient to the doctor. | None | 10 minutes | <i>Nurse I</i> Emergency Department |
| 2. Wait for the doctor's explanation of treatment plan and sign the informed consent. | 2. Explains to the patient and/ or immediate relative/ legal guardian the diagnosis and treatment plan of and ask them to sign the informed consent as a proof of approval and understanding. | None | 10 minutes | <i>Medical Officer III</i> Emergency Department |
| 3. Occupies bed and waits for the nurse to carry out the doctors' orders on the plan of care. | 3. Accomplishes the patient chart. Completes the Doctor's Order Sheet for the medical care and treatment plan. | None | 20 minutes | <i>Medical Officer III</i> Emergency Department |
| 4. Provides accurate personal information; present valid identification card if available. | 4. Completes all other personal information for encoding in iHOMIS Database and Patient Chart. | None | 5 minutes | <i>Nurse I</i> Emergency Department |
| 5. Cooperates with administration of medicines and other needed procedures. | 5. Performs initial venoclysis, administer medications and other nursing procedures. | None | 30 minutes | <i>Nurse II</i> Emergency Department |
| 6. Waits for the completion of patients chart. | 6. Completes patient chart and documents all treatment and management done. | None | 10 minutes | <i>Nurse II</i> Emergency Department |
| 7. Awaits transfer to designated ward. | 7.1 Transports patient via stretcher/ wheelchair. | None | 10 minutes | <i>Utility Worker</i> Emergency Department |
| | 7.2 Endorses patient to Ward Nurse for continuity of care. | | | <i>Nurse I</i> Emergency Department |
| TOTAL: | | None | 1 hour ,35 minutes | |



| 8. Discharge | | | | |
|---|---|---|--------------------|--|
| Discharge procedure for may go home (MGH), home against medical advice (HAMA), and/or transfer. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Covid Isolation Ward/OB-GYNE Ward/Surgery Ward/Medical-Pedia Ward | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Discharge Clearance Itemized Billing Statement CSF, CF1 Summarized Statement of Account Official Receipt/ Guarantee Letter/ Discharge Clearance | | Nurse Station Billing Section PhilHealth Office Billing Section Cashier/ Social Services/ Billing Section | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING | PERSON RESPONSIBLE |
| 1. Waits for the doctors' advise of may go home. 1.1 Insists on going home against medical advise; must sign the waiver. | 1. Examines by the resident on duty and orders May Go Home with home medications and instructions. 1.1 Orders Home Against Medical Advise (HAMA) if the patient and relative still insist to go home after doctors' explanation and signs on the chart and | None | 15 minutes | <i>Medical Officer</i> Covid Isolation Ward/OB-GYNE Ward/Surgery Ward/ Medical-Pedia Ward |
| 2. Waits for the nurse to process discharge. | 2. Carries out doctor's order and updates disposition of patient on iHOMIS database. Prepares the discharge clearance form and client satisfaction survey form, then distributes to pa- | None | 10 minutes | <i>Nurse I</i> Covid Isolation Ward/OB-GYNE Ward/Surgery Ward/ Medical-Pedia Ward |
| 3. Goes to Nursing Station to return the linen and get unused medicines or supplies. | 3.1 Receives and document the returned linen; signs the discharge clearance. Tallies all oxygen consumption report and attaches in the clearance. 3.2 Checks the medication box for any unused medicines and medical supplies to be given to patients' relatives. | None | 10 minutes | <i>Nursing Attendant</i> <i>Nurse I</i> Covid Isolation Ward/OB-GYNE Ward/Surgery Ward/ Medical-Pedia Ward |
| 4. Proceeds to Pharmacy to return the unused medicines and supplies. | 4. Receives the unused medicine and supplies, verify incurred charges and signs the discharge clearance. | None | 10 minutes | <i>Pharmacist</i> Pharmacy Department |



| CLIENTS STEPS | AGENCY ACTION | FEEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
|--|---|---|---------------------------|--|
| 5. Proceeds to Laboratory to check incurred charges for blood tests, newborn screening/ blood consumption. | 5. Verifies incurred charges for blood tests, newborn screening/ blood consumption and signs the discharge clearance. | None | 10 minutes | <i>Medical Technologist/ Laboratory Aide Laboratory Department</i> |
| 6. Proceeds to Billing Section for initial billing procedure. | 6. Makes a copy of the itemized billing statement and gives it to patients' relative. | None | 10 minutes | <i>Billing Clerk Billing Section</i> |
| 7. Proceeds to Phil-Health to check Phil-health eligibility. | 7. Validates eligibility of patient to avail PhilHealth benefits. | None | 10 minutes | <i>PhilHealth Clerk Philhealth Section</i> |
| 8. Proceeds to Social Worker to check eligibility for social assistance. | 8. Validates eligibility of patient to avail social assistance. | None | 10 minutes | <i>Social Welfare Officer Medical Social Work</i> |
| 9. Proceeds to Billing for issuance of Final Statement of Account. | 9. Validates if payment is still needed and issues the final statement of account. Signs the discharge clearance. | None | 10 minutes | <i>Billing Clerk Billing Section</i> |
| 10. Proceeds to Cashier to pay the prescribed amount noted in clearance | 10. Collects the prescribed amount and issues official receipt. | Varies depending on all incurred charges | 8 minutes | <i>Cashier Cashier Section</i> |
| 11. Returns to Nurse Station and give one copy of the discharge clearance. | 11.1 Validates the completeness of Discharge Clearance. 11.2 Instructs patient and/or relative on medications and follow-up consultation. 11.3 Removes patient's contraptions and collects the client satisfaction survey. 11.4 Collects the completed discharge clearance and cuts the patient ID band prior to exit. | None | 12 minutes | <i>Nurse I / Nursing Attendant Covid Isolation Ward/ OB-GYNE Ward/ Surgey Ward/Medical -Pedia Ward</i> |
| 12. None | 12.1 Transports the patient for discharge via wheelchair to be sent home. 12.2 Collects the completed discharge clearance and cuts the patient ID band prior to exit. | None | 10 minutes | <i>Utility Worker Security Guard Covid Isolation Ward/ OB-GYNE Ward/ Surgey Ward/Medical -Pedia Ward</i> |
| TOTAL: | | Varies depending on all incurred charges | 2 hours, 5 minutes | |



9. Surgery, Emergency

This procedure covers from the initial contact (consultation), performance of diagnostic exams and swab, clearance, admission, and actual performance of surgery to recovery room.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Emergency Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|------------------------------------|----------------------------|---|
| Health Declaration, Patient Medical Record (Old) Diagnostic Exam Results | | Triage Laboratory and Radiology | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Arrives in the Triage. | 1. Categorizes patient as non-COVID, non-urgent case and creates patient medical record | None | 10 minutes | <i>Nurse I</i> Triage Area |
| 2. Proceeds to Consultation Clinic. | 2. Conducts assessment and history taking and advises patient the need to undergo | None | 30 minutes | <i>Medical Specialist</i> Out-patient Department |
| 3. Decides to continue with surgery. | 3. Explains the procedure to the patient and relative, completes the history and | None | 30 minutes | <i>Medical Specialist</i> Out-patient Department |
| 4. Transfers to Emergency Room for admission. | 4. Performs admission procedure and notifies Operating Room, Surgeon, and Anesthesiologist for the surgery case | None | 30 minutes | <i>Nurse II</i> Emergency Department |
| 5. Occupies bed in the ward. | 5. Performs pre operative protocols and procedure, and administers pre operative medications. | None | 30 minutes | <i>Nurse II</i> Surgery Ward |
| 6. Awaits transfer to operating Room. | 6. Endorses the patient to Operating room. 6.1 Transports the patient to Operating Room after proper | None | 15 minutes | <i>Nurse I</i> Surgery Ward <i>Utility Worker</i> Surgery Ward |
| 7. Occupies the OR table. | 7. Performs surgery in strict infection control protocol wearing level 3/4 PPE. | None | 4 hours | <i>Surgeon,</i> <i>Anesthesiologist,</i> <i>Assistant Surgeon, Scrub Nurse, Circulating Nurse (Nurse I/ Nurse II)</i> Emergency Department |
| 8. Awaits transfer to Post Anesthesia Care Unit | 8. Transports to Post Anesthesia Care unit. Monitors patient condition. | None | 3 hours | <i>Utility Worker</i> <i>Nurse I</i> Operating Room Department |
| TOTAL: | | None | 9 hours, 25 minutes | |



10. Surgery, Elective

This procedure covers from the initial contact (consultation), performance of diagnostic exams and swab, clearance, admission, and actual performance of surgery to recovery room.

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|-----------------------------|---|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/Out-Patient Department / Emergency Room |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|--|-----------------|--|
| Health Declaration, Patient Medical Record (Old) Diagnostic Exam Results | | Triage Laboratory and Radiology | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Arrives in the Triage. | 1. Categorizes patient as non-COVID, non-urgent case and creates patient medical record | None | 10 minutes | <i>Nurse I Triage Area</i> |
| 2. Proceeds to Consultation Clinic. | 2. Conducts assessment and history taking and advises patient the need to undergo surgery | None | 30 minutes | <i>Medical Specialist Nurse I Out-Patient Department</i> |
| 3. Waits for the schedule of swab test or rapid antigen test and other laboratory tests. | 3. Schedules patient to undergo NPS/OPS and other diagnostic exams for clearance. | Swab: PHP 2,800 (may be covered by PhilHealth) | 2 days | <i>Medical Specialist Out-Patient Department</i> |
| 4. Returns to the Consultant Clinic with complete laboratory results. | 4. Provides secondary consultation for CP Clearance and schedules for surgery. | None | 30 minutes | <i>Medical Specialist Out-Patient Department</i> |
| 5. Proceeds to emergency Room for admission. | 5. Performs admission procedure and notifies Operating Room, Surgeon, and Anesthesiologist for the surgery case | None | 45 minutes | <i>Nurse I Emergency Department</i> |
| 6. Awaits transfer to surgery ward. | 6.1 Transports the patient to ward via wheelchair. | None | 15 minutes | <i>Utility Worker Emergency Department</i> |
| | 6.2 Endorses the patient to ward. | | | <i>Nurse I Emergency Department</i> |



| | | | | |
|--|---|-----------------|-------------------------|---|
| 7. Occupies bed in the ward. | 7. Performs pre operative protocols and procedure, and administers pre operative medications | None | 1 day | <i>Nurse I</i> Surgery Ward |
| 8. Waits for the assessment of the anesthesiologist. | 8. Performs pre-anesthetic assessment prior to surgery | None | 25 minutes | <i>Anesthesiologist</i> |
| 9. Awaits transfer to operating Room. | 9. Endorses the patient to Operating room. 9.1 Transports the patient to Operating Room after proper coordination. | None | 25 minutes | <i>Nurse I</i> Emergency Department <i>Utility Worker</i> Emergency Department |
| 10. Occupies the OR table. | 10. Performs surgery in strict infection control protocol wearing level 3/4 PPE. | None | 4 hours | <i>Surgeon,</i> <i>Anesthesiologist,</i> <i>Assistant Surgeon,</i> <i>Scrub Nurse,</i> <i>Circulating Nurse</i> (<i>Nurse I/ Nurse II</i>) Emergency Department |
| 11. Awaits transfer to Post Anesthesia Care Unit | 11. Transports to Post Anesthesia Care unit. Monitors patient condition. | None | 3 hours | <i>Utility Worker</i> <i>Nurse I</i> Emergency Department |
| TOTAL: | | PHP 2800 | 3 days, 10 hours | |

11. Normal Spontaneous Vaginal Delivery

Covers from the period when patient experienced her first labor pains, admission, delivery of the newborn and placenta.

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| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Delivery Room |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| Health Declaration Checklist, Patient Medical Record (Old) Patient Chart Partograph Delivery Room Record | Triage Labor/Delivery Room Labor Room Delivery Room |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-----------------------|---|-----------------|-----------------|--------------------------------------|
| 1. Proceeds to Triage | 1.1 Categorizes patient as non-COVID case and creates patient medical record. 1.2 Retrieves old patient record to the Records section. | None | 7 minutes | <i>Nurse I</i> <i>Triage Area</i> |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|--|-----------------|-----------------|---|
| 2. Waits for transport to Delivery Room (DR). | 2. Endorses the patient and her vital signs to the Delivery Room nurse and midwife. Transports to Delivery Room via wheelchair. | None | 8 minutes | <i>Nurse I Utility Worker Delivery Room</i> |
| 3. Arrives in the Delivery Room. | 3. Re-assesses blood pressure of patient and verifies complaint and history. | None | 8 minutes | <i>Nurse I Delivery Room</i> |
| 4. Position to the DR table. | 4. Performs initial internal examination (IE) and assessment. 4.1 For patient under active phase of labor (cervical dilatation of 4cm and above), proceeds to admission procedure. 4.2 For patient under latent phase of labor (cervical dilatation of less than 4cm) sends home or in the waiting area with proper instructions. 4.3 Conducts secondary assessment and cervical dilatation, vital signs, and history taking. | None | 10 minutes | <i>Obstetrician Delivery Room Nurse I Delivery Room Midwife Delivery Room</i> |
| 5. Signs the informed consent for admission and transfer to Labor Room assisted by nurse. | 5. Completes patients' chart with doctors orders. Carries out doctors orders. | None | 15 minutes | <i>Obstetrician Nurse I Delivery Room</i> |
| 6. Monitors feeling of contractions and report if contractions become stronger and persistent. | 6. Monitors progress of labor, fetal heart tone, fetal movement, and vital signs every 30 mins or as needed. | None | 4 hours | <i>Nurse I Delivery Room</i> |
| 7. Verbalizes strong and regular contractions, or feeling of rupture of bag of water. | 7. Performs internal examination. If fully dilated, patient is transported to Delivery Room. | None | 7 minutes | <i>Midwife Delivery Room</i> |
| 8. Occupies the DR table. | 8. Assists patient in positioning to DR table. | None | 5 minutes | <i>Nurse I Delivery Room</i> |



| | | | | |
|---|---|-------------|--------------------------------|--|
| 9. Follows the instructions given by nurse/ midwife. | 9.1 Assists patient on the delivery of the newborn following strict infection control wearing level 3/4 PPE. 9.2 Assists on the delivery of the placenta and assesses its completeness and | None | 1 hour | Nurse I Delivery Room Midwife Delivery Room |
| 10. Cooperates with the administration of medications and other procedures. | 10.1 Administers prescribed medication and treatment. 10.2 Assesses for perineal laceration and repairs it. | None | 20 minutes | Nurse I Delivery Room Midwife Delivery Room |
| 11. Transfers to bed and reports if there is profuse vaginal bleeding. | 11. Monitors vitals signs and signs of profuse bleeding. | None | 2 hours | Nurse I Delivery Room |
| 12. Awaits completion of monitoring and transfer to ward. | 12. Documents all procedures, completes monitoring and endorses to ward for continuity of care. | None | 15 minutes | Nurse Delivery Room |
| TOTAL: | | None | 8 hours, 35 minutes | |

12. Essential Newborn Care

Essential newborn care is the care provided to the newborn after birth within the delivery room by skilled personnel which includes drying and stimulating, assessing breathing, cord care, skin-to-skin contact, initiating exclusive breastfeeding, eye care, vitamin K provision, place of identification band and weighing.

| | |
|-----------------------------|---|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Delivery Room |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|-----------------|------------------|--------------------------|
| Patient Chart, Patient Medical Record Maturity Rating NBS and NBHST Request | | Delivery Room | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
| 1. Awaits for the baby. | 1. Catches the baby and places under the mother's abdomen | None | 1 minute | Nurse I Delivery Room |
| 2. Receives and holds the baby well maintaining skin to skin contact. | 2. Dries the newborn thoroughly using a clean cloth by wiping the eyes, face, head, front and back, arms, and legs | None | 1 minute | Nurse I Delivery Room |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE | PRO-CESSING | PERSON RESPONSIBLE |
|--|---|-------------|---------------------------|--------------------------|
| 3. Observes her baby's cry. | 3. Assesses newborn if breathing, if not, may perform ventilation or suctioning | None | 1 minute | Nurse I Delivery Room |
| 4. Maintains skin to skin contact with the baby. | 4. If newborn is breathing and crying, places the newborn in prone position on mother's abdomen and covers with dry blanket and bonnet and places identification band on ankle. | None | 3 minutes | Nurse I Delivery Room |
| 5. Cooperates with the care being provided to her newborn. | 5. Assesses umbilical pulsations and may clamp and cut the cord using strict sterile technique. | None | 5 minutes | Nurse I Delivery Room |
| 6. Offers her breast to the newborn to initiate breastfeeding. | 6. Observes for feeding cues and initiate breastfeeding. | None | 90 minutes | Nurse I Delivery Room |
| 7. The mother awaits for completion of administration of vaccines. | 7. Measures anthropometric measurements, performs eye care, and administers BCG, Hepatitis B vaccine and Vitamin K injections. | None | 10 minutes | Nurse I Delivery Room |
| 8. Awaits transfer to ward. | 8. Documents all procedure done and fills-in request for newborn screening and hearing screening test and forwards to appropriate area. | None | 15 minutes | Nurse I Delivery Room |
| TOTAL: | | None | 2 hours, 5 minutes | |

13. Hemodialysis (New Patients)

Hemodialysis is a treatment to filter wastes and water from a patient's blood.

| | |
|-----------------------------|---|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Dialysis Department |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| Health Declaration Checklist Patient Medical Record, Treatment Sheet | Triage Nurse Dialysis |
| Medical Abstract, Prescription and HD Treatment Sheet Laboratory and Chest X-ray Results PhilHealth MDR (Member Data Record), Philhealth Dialysis Database (PDD), Philhealth Journal, Certificate of Philhealth used Senior Citizens ID Persons with Disability (PWD) ID | Government or Non-Government Nephrologist, Hospital and Hemodialysis Center Hospital and Hemodialysis Center Government or Non-Government Diagnostic Center PhilHealth, PhilHealth Online, Hospital and Hemodialysis Center -PhilHealth, PhilHealth Online Senior Citizens Office DSWD Office |



| CLIENTS STEPS | AGENCY ACTION | FEEES TO BE PAID | PRO-CESSING TIME | PERSON RESPON-SIBLE |
|--|--|------------------|------------------------------------|--|
| 1. Proceeds in the Tri- age. | 1. Categorizes patient as non- COVID case and creates pa- tient medical record. | None | 8 minutes | <i>Nurse / Triage Area</i> |
| 2. Submit all require- ment needed (medical abstract, latest labora- tory result, referral form) | 2.1 Conduct physical examina- tion and evaluation of require- ment 2.2 Ask patient for referral letter from other dialysis center/ hos- pital | None | 20 minutes | <i>Physician on Duty</i> |
| 3. Completion of Pa- tient's Chart | 3.1 Secure and complete pa- tient's chart 3.2 Patient/ relatives will sign informed con- sent and conduct orientation of Hemodialysis units' rules and regulations | None | 20 minutes | <i>HD Nurse / Physician on Duty</i> |
| 4. Preparation for He- modialysis Treatment | 4.1 Conduct pre dialysis as- sessment 4.2 Prepare designated dialysis machine for initial treatment | None | 20 minutes | <i>Dialysis Nurse/ Dialy- sis Technician / Phy- sician on Duty Dialysis Department</i> |
| 5. Pre- dialysis care | 5. Cleaning and assessment for patency of hemodialysis vascu- lar access and cannulation. | None | 15 minutes | <i>Dialysis Nurse Dialysis Department</i> |
| 6. Hemodialysis Treat- ment | 6. Provide Hemodialysis treat- ment and monitoring for intradi- alytic complications. | None | 4 hours | <i>Dialysis Nurse/ Dialy- sis Technician / Phy- sician on Duty Dialysis Department</i> |
| 7. Post dialysis care | 7. Conduct termination, decca- nulation and post dialysis as- sessment and home advised. | None | 15 minutes | <i>Dialysis Nurse/ Dialy- sis Technician / Phy- sician on Duty Dialysis Department</i> |
| 8. Philhealth package claim, Statement of Ac- count and Discharge | 8. Patient /relative will sign CSF, PBEF, Text BPN, CF2 Philhealth forms and Statement of Account. | None | 15 minutes | <i>Dialysis Clerk Dialysis Department</i> |
| TOTAL: | | None | 5 hours, 53 minutes | |



| 14. Hemodialysis (Old Patients with Philhealth) | | | | |
|--|---|---|---------------------------|--|
| Hemodialysis is a treatment to filter wastes and water from a patient's blood. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Dialysis Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist Patient Medical Record, Treatment Sheet Medical Abstract, Prescription and HD Treatment Sheet Laboratory and Chest X-ray Results PhilHealth MDR (Member Data Record), Philhealth Dialysis Database (PDD), Philhealth Journal, Certificate of Philhealth used Senior Citizens ID Persons with Disability (PWD) ID | | Triage Nurse Dialysis Government or Non-Government Nephrologist, Hospital and Hemodialysis Center Hospital and Hemodialysis Center Government or Non-Government Diagnostic Center PhilHealth, PhilHealth Online, Hospital and Hemodialysis Center -PhilHealth, PhilHealth Online Senior Citizens Office DSWD Office | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
| 1. Proceeds in the Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 8 minutes | <i>Nurse / Triage Area</i> |
| 2. Retrieval of Charts | 2. Retrieve and secure patients record | None | 5 minutes | <i>Dialysis Nurse Dialysis Department</i> |
| 3. Pre- dialysis care | 3.1 Conduct pre dialysis assessment 3.2 Cleaning and assessment for patency of hemodialysis vascular access and cannulation. 3.3 Preparation of Dialysis Machine | None | 20 minutes | <i>Dialysis Nurse/ Dialysis Technician / Physician on Duty Dialysis Department</i> |
| 4. Hemodialysis Treatment | 4. Provide Hemodialysis treatment and monitoring for intradialytic complications. | None | 4 hours | <i>Dialysis Nurse/ Dialysis Technician / Physician on Duty Dialysis Department</i> |
| 5. Post dialysis care | 5. Conduct termination, decannulation and post dialysis assessment and home advised. | None | 15 minutes | <i>Dialysis Nurse/ Dialysis Technician / Physician on Duty Dialysis Department</i> |
| 6. Philhealth package claim, Statement of Account and Discharge | 6. Patient /relative will sign CSF, PBEF, Text BPN, CF2 Philhealth forms and Statement of Account. | None | 15 minutes | <i>Dialysis Clerk Dialysis Department</i> |
| TOTAL: | | None | 5 hours, 3 minutes | |



| 15. Hemodialysis (Patients without Philhealth) | | | | |
|--|--|---|----------------------------|--|
| Hemodialysis is a treatment to filter wastes and water from a patient's blood. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Dialysis Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist Patient Medical Record, Treatment Sheet Medical Abstract, Prescription and HD Treatment Sheet Laboratory and Chest X-ray Results PhilHealth MDR (Member Data Record), Philhealth Dialysis Database (PDD), Philhealth Journal, Certificate of Philhealth used Senior Citizens ID Persons with Disability (PWD) ID | | Triage Nurse Dialysis Government or Non-Government Nephrologist, Hospital and Hemodialysis Center Hospital and Hemodialysis Center Government or Non-Government Diagnostic Center PhilHealth, PhilHealth Online, Hospital and Hemodialysis Center -PhilHealth, PhilHealth Online Senior Citizens Office DSWD Office | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds in the Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 8 minutes | <i>Nurse / Triage Area</i> |
| 2. Retrieval of Charts | 2. Retrieve and secure patients record | None | 5 minutes | <i>Dialysis Nurse Dialysis Department</i> |
| 3. Pre- dialysis care | 3.1 Conduct pre dialysis assessment 3.2 Cleaning and assessment for patency of hemodialysis vascular access and cannulation. 3.3 Preparation of Dialysis Machine | None | 20 minutes | <i>Dialysis Nurse/ Dialysis Technician / Physician on Duty Dialysis Department</i> |
| 4. Hemodialysis Treatment | 4. Provide Hemodialysis treatment and monitoring for intradialytic complications. | None | 4 hours | <i>Dialysis Nurse/ Dialysis Technician / Physician on Duty Dialysis Department</i> |
| 5. Post dialysis care | 5. Conduct termination, decannulation and post dialysis assessment and home advised. | None | 15 minutes | <i>Dialysis Nurse/ Dialysis Technician / Physician on Duty Dialysis Department</i> |
| 6. Statement of Account and Discharge | 6. Patient /relative will sign Statement of Account. | None | 5 minutes | <i>Dialysis Clerk Dialysis Department</i> |
| TOTAL: | | None | 4 hours, 53 minutes | |



| 16. Dental | | | | |
|---|--|--|-------------------------|---|
| This department primarily focus on the dental health of patient. It provide dental consultation and tooth extraction. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Dental Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist Dental Record | | Triage Dental Clinic | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
| 1. Arrives to Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record | None | 7 minutes | <i>Nurse I</i> Triage Area |
| 2. Receives number and proceeds to Dental Clinic. | 2. Arranges the patient by number and assists them to the waiting area in the Dental Clinic. | None | 3 minutes | <i>Security Guard</i> Admin |
| 3. Awaits for your number to be called for initial assessment. | 3. Registers patient in the logsheet and creates/ retrieves dental record. Also, interviews patient history and takes vital signs. | None | 10 minutes | <i>Dental Aide</i> Dental Department |
| 4. Awaits for your turn for consultation. | 4. Performs dental assessment and consultation and may send patient for tooth extraction. | Dental Consultation/ Check-up PHP 50.00 | 25 minutes | <i>Dentist</i> Dental Department |



| | | | | |
|---|--|---|----------------|------------------------------|
| 5. If for tooth extraction: Buys dental supplies in the pharmacy and pay dental fee in the Cashier. | 5. Instructs the patient /relative to buy dental supplies in the pharmacy and pays dental fee. | Dental Extraction Fee -Anterior teeth/ Root fragments PHP 250.00 - Posterior Teeth /Severely broken down teeth (normal extraction)- PHP 300.00 Local Anesthesia (additional)- PHP 50.00 Suturing (additional)- PHP 400.00 Complicated extraction (surgical extraction) - PHP 600.00 Glass Ionomer Permanent restoration (Class V - Anterior/Posterior teeth)- PHP 400.00 Glass Ionomer Permanent Restoration PHP 500.00- + 100 per deep restora- | 10 minutes | Cashier |
| 6. Occupies the dental chair and cooperates with tooth extraction. | 6. Performs tooth extraction and check for signs of complication. | None | 60 minutes | Dentist Dental Department |
| 7. None | 7. Instructs patients for home medications and instructions. | None | 5 minutes | Dentist Dental Department |
| TOTAL: | | Varies depending on all incurred charges | 2 hours | |

17. ARV Refill

This covers the refill of Antiretroviral (ARV) Treatment for HIV & Hepa B Treatment Hub patient.

| | |
|-----------------------------|---|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital / HIV & Hepa B Treatment Hub |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-----------------------|
| Health Declaration Checklist Patient Medical Record ARV Treatment Card | Triage HEARTH Unit |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|--------------------------|--|
| 1. Arrives in the Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 7 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 2. Proceeds to HEARTH Unit. Present ARV Treatment Card. | 2.1 Retrieves patient medical record. 2.2 Takes vital signs and perform brief physical assessment. | None | 15 minutes | <i>Nursing attendant I / Nurse I</i> HIV & Hepa B Treatment Hub |
| 3. Cooperates with adherence counselling and verbalizes concerns. | 3. Performs adherence counseling and assesses patient current medical condition and compliance. | None | 30 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 4. Cooperates with laboratory and x-ray procedure; if requested. | 4.1 Collects blood sample for monitoring of CD4 count. 4.2 Performs chest x-ray. | Varies depending on incurred charges | 15 minutes | Medical Technologists (HIV & Hepa B Treatment Hub) / Radiologic Technologist |
| 5. Awaits for the ARV refill. | 4. Refills pill bottle and other medications. | None | 15 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 6. Out Patient HIV/ AIDS Treatment Package | 5. Fills up and signs documents for philhealth Claims | None | 5 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 6. None | 5. Advises follow-up as prescribed on the date written on Treatment Card. | None | 5 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| TOTAL: | | Varies depending on incurred charges | 1 hour, 5 minutes | |

18. Pre-exposure Prophylaxis Initiation (PrEP)

It is an HIV preventive service and treatment that is continuing to evolve.

| | |
|-----------------------------|---|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital / HIV & Hepa B Treatment Hub |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|-----------------------|
| Health Declaration Checklist Patient Medical Record ARV Treatment Card | Triage HEARTH Unit |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|----------------------------|--|
| 1. Arrives in the Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 7 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 2. Proceeds to HEARTH Unit. Present ARV Treatment Card. | 2.1 Retrieves patient medical record. 2.2 Takes vital signs and perform brief physical assessment. | None | 10 minutes | <i>Nursing Attendant I / Nurse I</i> HIV & Hepa B Treatment Hub |
| 3. Cooperates STI Diagnostics Counselling | 3. Provides an overview and definition of HIV/AIDS, STI and Viral Hepatitis | None | 30 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 4. Cooperates with specimen collection (blood). | 4. Collects blood sample for STI/ HIV/ Hepa B Diagnostic test and for Creatinine level. | None | 10 minutes | <i>Medical Technologists</i> (HIV & Hepa B Treatment Hub) / <i>Radiologic Technologist</i> |
| 5. Receives the results of STI Diagnostics. | 5. Releases official result. If Non-reactive to HIV, proceed with PrEP Initiation. If reactive, may proceed Antiretroviral Treatment Initiation counselling. | None | 45 minutes | <i>Medical Technologists</i> (HIV & Hepa B Treatment Hub) / <i>Radiologic Technologist</i> |
| 6. Cooperates with PrEP Initiation Counselling | 6. Provides thorough discussion on ways how to use PrEP. | None | 45 minutes | <i>Medical Officer III/ Nurse I</i> HIV & Hepa B Treatment Hub |
| 7. None | 5. Perform brief physical examination to rule out any possible Sexually Transmitted Infection. | None | 10 minutes | <i>Medical Officer III/ Nurse I</i> HIV & Hepa B Treatment Hub |
| 8. Waits for the release of PrEP pill. | 5. Gives the PrEP pill bottle. | None | 5 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 9. Receives the Treatment card. | 5. Advises follow-up as prescribed on the date written on Treatment Card. | None | 5 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| TOTAL: | | None | 2 hours, 47 minutes | |



| 19. Antiretroviral Treatment Initiation (HIV/Hepa B) | | | | |
|--|---|------------------------|----------------------------|---|
| It is the start of HIV treatment after the diagnosis of HIV infection. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital / HIV & Hepa B Treatment Hub | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist Patient Medical Record ARV Treatment Card | | Triage HEARTH Unit | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Arrives in the Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 7 minutes | <i>Nurse I</i> HIV & Hepa B Treatment Hub |
| 2. Proceeds to HEARTH Unit. | 2.1 Retrieves patient medical record. 2.2 Takes vital signs and perform brief physical assessment. | None | 10 minutes | <i>Nurse I/ Nursing Attendant</i> HIV & Hepa B Treatment Hub |
| 3. Listens and understands to what is being discussed in counseling on treatment initiation. | 3. provides a thorough discussion on how to take ARV and what to avoid during initiation phase and what are the general side effects to expect upon treatment initiation. | None | 45 minutes | <i>Medical Officer III/ Nurse I</i> HIV & Hepa B Treatment Hub |
| 4. Receives the medications and Treatment Card. | 4.1 Releases medications (ARV, Prophylaxis) with brief discussion of treatment card. 4.2 Advises follow-up as prescribed on the date written on Treat- | None | 13 minutes | <i>Nurse I/ Nursing Attendant</i> HIV & Hepa B Treatment Hub |
| TOTAL: | | None | 1 hours, 15 minutes | |



20. Dispensing of Medicines and Supplies

Covers the issuance of medicines and medical supplies of pharmacy.

| | |
|-----------------------------|---|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital / Pharmacy |
| Classification: | Simple |
| Type of Transaction: | G2C - PHP Government to Citizen |
| Who may avail: | ALL |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|---------------------------------------|------------------|--|
| Prescription Charge Slip | | Physician/ Dentist/ Nurse Pharmacy | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
| 1. Receives the Prescription for the needed medicines and supplies. | 1.1 Issues prescription of medicines and supplies. 1.2 Instructs to proceed to Pharmacy to buy/collect medicines and medical supplies. | None | 5 minutes | Medical Officer/Dentist/ Nurse Emergency or Out Patient Department |
| 2. Awaits for verification if medicines are available. | 2. Verifies and collects available medicines and supplies. | None | 5 minutes | Pharmacist Pharmacy |
| 3. Awaits for the charge slip. | 3. Logs patient in the iHOMIS database and issues charge slip. | None | 5 minutes | Pharmacist Pharmacy |
| 4. Proceeds to Cashier for payment. | 4. Collects the prescribed amount and issues official receipt. | Depends on Medicine Price | 7 minutes | Cashier |

LIST OF FEES

| | |
|---|---|
| <p>Medicines:</p> <p>0.9% Saline, 50 ml. - PHP 78.00</p> <p>0.9% Sodium Chloride for irrigation, 1 lit - PHP 107.00</p> <p>A.T.S. 1,500 I.U. - PHP 182.00</p> <p>A.T.S. 3,000 I.U. - PHP 185.00</p> <p>Acetylcysteine 600mg tab - PHP 46.00</p> <p>Activated Charcoal Sachet 100g - PHP 256.00</p> <p>Acyclovir 200mg - PHP 13.00</p> <p>Adenosine 3mg/ml - PHP 1,389.00</p> <p>Allopurinol 300 mgt ab - PHP 18.00</p> <p>Al (Mg OH) 225 mg tab - PHP 3.00</p> <p>Amikacin 250mg/ml., 2ml. - PHP 150.00</p> <p>Amino Acid + Sorbitol amp - PHP 543</p> <p>Aminophylline 25 mg./ ml. 10 ml. - PHP 54.00</p> <p>Amiodarone 200 mg - PHP 48.00</p> <p>Amlodipine Besylate 10 mg. - PHP 2.00</p> <p>Amlodipine Besylate 5 mg. - PHP 1.50</p> <p>Amoxicillin 250 mg. cap. - PHP 2.00</p> | <p>Amoxicillin 250 mg/5ml.,60ml. - PHP 34.78</p> <p>Amoxicillin 500 mg tab - PHP 3.00</p> <p>Ampicillin+Sulbactam 500/250 mg.- PHP226.00</p> <p>Ampicillin 1g (IM,IV) - PHP 26.00</p> <p>Ampicillin 250 mg. - PHP 24.00</p> <p>Ampicillin 500 mg. - PHP 16.00</p> <p>Anti- PHPRabies Serum, (equine)</p> <p>Ascorbic Acid (Vitamin C) 500 mg Tab- PHP2.00</p> <p>Ascorbic Acid (Vitamin C) syrup, 60 ml. - PHP 143.00</p> <p>Ascorbic Acid (Vit. C) 250 mg/m amp - PHP 52.00</p> <p>Aspirin 80 mg. Tablet - PHP 2.00</p> <p>Atenolol 50 mg tab - PHP 5.00</p> <p>Atorvastatin 40 mg tab. - PHP 7.00</p> <p>Atorvastatin 80mg tab - PHP 30.00</p> <p>Atropine Sulfate 1mg/ml. - PHP 130.00</p> <p>Azithromycin 200 mg/5 ml, 15 ml. - PHP 700.00</p> <p>Azithromycin 500 mg - PHP 54.00</p> |
|---|---|



Benzyl Penicillin Sodium 1M unit - PHP 20.00
Benzyl Penicillin Sodium 5M unit - PHP 35.95
Betahistine tab. 16 mg. - PHP 20.00
Betahistine tab. 24 mg. - PHP 71.50
Bisacodyl 10 mg. supp. - PHP 98.00
Bisacodyl 5 mg. supp. - PHP 52.00
Budesonide 250mcg/ml., 2 ml. resp - PHP 100.00
Bupivacaine hcl. Heavy, 5 mg/ml. 4 ml. - PHP987.00
Butamirate citrate 500mg - PHP 25.00
Calcium Gluconate 10% 10 ml. - PHP 100.00
Captopril 25 mg. tablet - PHP 4.00
Carbociestine 250 mg. syrup - PHP 67.00
Carboprost 125 mg - PHP 715.00
Castor oil 120 ml- PHP 200.00
Carvedilol 6.25 mg. tab. - PHP 13.00
Cefalexin 250 mg/5ml. Susp., 60 ml. - PHP 42.90
Cefazolin 1 g (as soldium salt) - PHP 143.00
Cefixime 200mg/100ml drops - PHP 250.00
Ceftazidime 1 gram vial - PHP 93.00
Ceftriaxone 1g vial - PHP 41.00
Cefuroxime 500 mg. tablet - PHP 42.00
Cefuroxime 750 mg vial - PHP 53.00
Celecoxib 200 mg. capsule - PHP 23.00
Cetirizine drop 10 ml- PHP 71.00
Chloramphenicol 1 gram vial - PHP 63.00
Chlorphenamine 10mg/ml., 1 ml. (IM/IV) - PHP 34.00.
Chlorpromazine 200 mg. tab. - PHP 65.00
Chlorpromazine 25 mg./ ml. - PHP 136.00
Cinnarizine 75 mg, oral - PHP 164.00
Ciprofloxacin 2 mg/ml. sol. 100 ml. - PHP 267.00
Ciprofloxacin 500 mg tab - PHP 5.00
Clarithromycin 125 mg/5ml., 60 ml.- PHP156.00
Clindamycin 150 mg/ ml. 4 ml. - PHP 228.00
Clonidine 150 mcg. Tab - PHP 16.00
Clopidogrel 75 mg. - PHP 18.00
Cloxacillin 250 mg/5 ml. Syrup, 60 ml.- PHP 54.00
Cloxacillin 500 mg (as sodium salt) - PHP 48.00
Co- PHPAmoxiclav 250 mg.5 ml. susp. 60ml. 350.00
Co- PHPAmoxiclav 625 mg. - PHP 24.00
D10% Water 1 liter - PHP 102.00
D10% Water 500 ml. - PHP 99.00
D5% 0.3% Nacl. 500 ml. - PHP 93.00
D5% IMB 500 ml. - PHP 93.00
D5% LRS 1 liter - PHP 104.00
D5% Normosol M 1 liter - PHP 104.00
D5% Normosol R 1 liter - PHP 99.00
D5% NSS 1 liter - PHP 86.00
D5% Water 1 liter - PHP 96.00
D5% Water 250 ml. - PHP 219.00
D5% Water 500 ml. - PHP 91.00
Dexamethasone 4mg/ml., 2 ml. (amp/vial) - PHP 60.00
Dextran 70% Water, 500 ml. - PHP 974.00
Diazepam 10 mg/ 2 ml. amp. - PHP 187.00
Digoxin 250 mcg/mL, 2 ml. - PHP 323.00
Diphenhydramine 50mg/ml. amp - PHP 74.00

Distilled Water for inj. 50 ml. - PHP 78.00
Dobutamine 12.5mg/ml., 20 ml. (IV) - PHP 771.00
Dobutamine 12.5mg/ml., premixed - PHP 1234.00
Dopamine 40 mg/ml.,5ml. - PHP 100.00
Doxycycline 100 mg cag (as Hydrate) - PHP 19.50
Dydrogesterone 10 MG TAB - PHP 5.3.00
Enoxaparin 4,000 iu - PHP 660.00
Enoxaparin 6,000 iu- PHP 990.00
Ephedrine 50mg/ml. 1 ml. - PHP108.00
Epinephrine amp.1 mg/ml., 1 ml - PHP 85.00
Epoetin Alfa 4000 IU/0.4 ml. - PHP 845.00
Famotidine 20 mg tab - PHP 26.00
Fenofibrate 200 mg. cap. - PHP 23.00
Fentanyl 50 mcg, 2 ml. amp - PHP 139.00F
Fluticasone + Salmeterol 50 mcg + 25 mcg.
Fluticasone Propionate 25mcg inhaler- PHP 216.00
Furosemide 10 mg. / ml. 2 ml. - PHP
Furosemide 40 mg. tablet
Gabapentin 300 mg. - PHP 32.00
Gentamycin 40 mg/mL,2ml. - PHP 34.00
Gliclazide 80 mg tab - PHP 6.00
Heparin Sodium 1000 IU/ml. 5 ml. - PHP83.00
Hexitidine 60 ml.
Hydralazine 20mg/ml., 1` ml. - PHP 339.00
hydrochlorthiazide 25 mg.- PHP 4.00
Hydrocortisone 100mg. Vial- PHP 91.00
Hydrocortisone 250 mg vial - PHP 120.00
Hydroxyzine 10mg tab - PHP 31.00
Hydroxyethyl starch 6% sol. 500 ml.- PHP 900.00
Hyoscine 10 mg tab - PHP 8.00
Hyoscine N- PHPButyl Bromide 20mg/ml - PHP 75.00
Ibuprofen 200 mg/5 ml., 60 ml. - PHP 130.00
Ibuprofen 400 mg. - PHP 10.00
Ipratropium + Salbutamol 500mcg /2.5mg/2.5ml
Isoflurane 100%inhalation - PHP 99.00
Isosorbide Dinitrate 1 mg./ml. 10 ml. - PHP 862.00
Isosorbide Dinitrate 5 mg. SL Tablet - PHP 27.00
Isosorbide- PHP5- PHPMononitrate 30 mg - PHP 44.00
Isoxsupine Hcl. 10 mg. - PHP 33.00
Isoxsuprine Hcl. 5mg/2ml. - PHP 285.00
Ketamine Hcl. 50 mg/ml., 10 ml. - PHP 289.00
Ketorolac 30 mg/ml. 1 ml.- PHP 86.00
Lactulose 3.3g/5 ml. syrup 120 ml. - PHP 174.00
Lagundi tab. 300 mg. - PHP 3.00
Levofloxacin 500 mg - PHP 63.00
Levothyroxine 50mcg - PHP 11.00
Lidocaine 2%, 5 mL - PHP 40.00
Lidocaine 2% 50 ml. vial - PHP 130.00
Losartan 100 mg. tablet - PHP 13.00
Losartan 50 mg. tablet - PHP 7.00
Losartan HCTZ 50 mg. + 125 mg. - PHP 20.00



Magnesium Sulfate 5 g vial- PHP 102.00
 Magnesium Sulfate 500 mg. / 2 ml. amp.- PHP 54.00
 Mannitol 500 ml. - PHP 257.00
 Mebendazole 100 mg/5ml. Susp., 60 ml.- PHP 170.00
 Mebendazole 500 mg tab. - PHP 141.00
 Mefenamic Acid 250 mg cap - PHP 3.00
 Mefenamic Acid 500 mg cap - PHP 3.00
 Meperidine Hcl. 50 mg/ml., 2 ml. - PHP 387.00
 Metformin 500 mg tab- PHP 3.00
 Methyldopa 250 mg tab.- PHP 27.00
 Methylethergometrine 200 mcg 1 ml.amp - PHP 59.00
 Methylethergometrine Maleate 125 mcg.tab - PHP 20.00
 Methylprednisolone 4 mg/tab - PHP 13.00
 Metoclopramide 5 mg./2 ml. ampule- PHP 17.00
 Metoclopramide 10mg tab - PHP 7.00
 Metoprolol 100 mg
 Metoprolol 50 mg
 Metronidazole 500 mg IV - PHP 144.00
 Metronidazole 500 mg. tablet - PHP 2.00
 Midazolam 5mg/ml. 1 ml - PHP 137.00
 Montelukast 4mg tab - PHP 15.00
 Morphine SO4, 10 mg/ml., 1 ml. - PHP 162.00
 Mupirocin Ointment 2%, 15 g - PHP
 Multi Vitamin + dextrose 550 ml.
 N- PHPAcetyl Cysteine 200 mg.
 N- PHPAcetyl Cysteine 600 mg.
 Nalbuphine Hcl. 10 mg/ml. 1 ml
 Naloxone 400 mcg/mL, 1 mL Ampule - PHP 650.00
 Nicardipine 1mg/ml. 2 ml.- PHP 207.00
 Nicardipine ampule 1mg/ ml., 10 ml.- PHP 350.00
 Nifedipine 10 mg cap - PHP 20.00
 Norepinephrine 2 mg amp. - PHP 728.00
 Ofloxacin 200 mg. - PHP 27.00
 Omeprazole 20 mg. tablet - PHP 13.00
 Omeprazole 40 mg, 10 ml. with diluent- PHP 173.00
 Omeprazole 40 mg. tablet - PHP 33.00
 Oresol Sachet 20.5 g - PHP 26.00
 Oxytocin 10 I.U/ml, 1 ml. - PHP 25.00

Paracetamol 100 mg/5ml. Drops, 15 ml.- PHP 63.00
 Paracetamol 125 mg (rectal) supp - PHP 58.00
 Paracetamol 125mg/5ml,60ml syrup- PHP 65.00
 Paracetamol 150mg/ml., 2 ml. (IM/IV) - PHP 33.00
 Paracetamol 250 mg. supp- PHP 24.00
 Paracetamol 250mg/5ml,60ml syrup- PHP 80.00
 Paracetamol 500 mg/tab. - PHP 2.00
 Phenobarbital 30 mg/bot,- PHP 8.00
 Phenytoin 100 mg. IV- PHP 384.00
 Phytomenadione 10mg/ml. - PHP 29.00
 Plain LRS 1 liter - PHP 111.00
 Plain NSS 1 liter - PHP111.00
 Plain NSS 500 ml. - PHP 104.00
 Potassium Chloride 2 mEq/mL, 20 mL Vial - PHP 53.00
 Potassium Chloride 750 mg. (as durules)- PHP 59.00
 Prednisone 10 mg./ml., 60 ml.- PHP 364.00
 Prednisone 20 mg tab - PHP 20.00
 Propofol 10mg/ml, 20 ml. - PHP 691.00
 Promethazine Hcl. amp - PHP 21.00
 Prophylthiouracil 50mg tab - PHP 15.00
 Propranolol 10mg - PHP 16.00
 Pyrantel + Oxantel Suspension- PHP 220.00
 Ranitidine 150 mg tab - PHP 5.00
 Ranitidine 25 mg/mL, 2ml. - PHP 25.00
 Rebamipide 25 mg / ml. 2 ml.
 Regular Insulin 100 IU/ml. 10 ml. - PHP 845.00
 Rosuvastatin 20mg - PHP 42.00
 Salbutamol 2 mg/ml,2.5 mg neb - PHP 36.00
 Salbutamol 100 mcg. / dose x 200 MDI- PHP 201.00
 Salbutamol 2 mg/5 ml. 60 ml. syrup - PHP 40.00t

| | | | | |
|--|---|---|-------------------|---------------------|
| 5. Presents the Official Receipt and receives the procured medicines and supplies. | 5, Gives the medicines and supplies after presentation of Official Receipt. | None | 3minutes | Pharmacist Pharmacy |
| TOTAL: | | Varies depending on all incurred charges | 25 minutes | |



21. Radiology - X-ray

X-ray, form of medical imaging, assists in the diagnosis and treatment of medical conditions.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Radiology Department

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|--|------------------|--|
| Radiology Request Form Charge Slip Official Receipt/ Acknowledgement Receipt | | Physician/ Nurse Radiology Cashier | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
| 1. Receives the x-ray request. | 1. Issues request for imaging procedure and instructs/ assists to Radiology Department depending on the case of the patient. | None | 7 minutes | <i>Medical Officer I/ Nurse</i> Emergency or Out Patient Department |
| 2. Proceeds to Radiology department and presents the request. | 2. Verifies patient's identity and completeness of data and logs in the iHOMIS database. | None | 8 minutes | <i>Radiologic Technologist</i> Radiology Department |
| 3. Awaits for the x-ray procedure. | 3. Performs appropriate imaging procedure and processes the film. | None | 40 minutes | <i>Radiologic Technologist</i> Radiology Department |



| | | | | |
|---|---|---|-------------------|---|
| <p>4. Receives the charge slip and proceeds to Cashier for payment.</p> | <p>4. Issues charge slip and instructs to pay to the Cashier.</p> | <p>**Chest PA - PHP 160.00 *Ankle APL - PHP 160.00 *Knee Bilateral AP only - PHP 160.00 *Apicolordotic View - PHP 160.00 *Chest AP - PHP 160.00 *Chest AP Sitting -PHP 160.00 *Arm (Humerus) APL - PHP 200.00 *Clavicle AP - PHP 200.00 * Elbow AP - PHP 200.00 *Scapula AP - PHP 200.00 *Shoulder AP - PHP 200.00 *Towne's View - PHP 180.00 * Water's View - PHP 180.00 * Wrist APL - PHP 200.00 *KUB - PHP 200.00 *Forearm APL -PHP 200.00 *Foot APL - PHP 200.00 *Foot APO - PHP 200.00 *Hand/Digit APL -PHP 200.00 *Hand/Digit APO - PHP 200.00 *Hip/Pelvic AP - PHP 200.00 * Knee APL - PHP 200.00 *Leg APL - PHP 200.00 *Mandible APL - PHP 320.00 *Nasal Bone (R&L) - PHP 180.00 *Oscalsis view - PHP 200.00 *Pelvic (Frog Leg View) - PHP 200.00 *Femur/Thigh APL - PHP 200.00 *Thoracic Cage AP - PHP 170.00 *Zygomatic View -PHP 160.00 *Abdomen Lateral -PHP 185.00 *Abdomen Upright - PHP 185.00 *Babygram/ Fetus Gram -PHP 320.00 *Elbow Bilateral -PHP 400.00 *Clavicle Bilateral - PHP 340.00 *Forearm Bilateral - PHP 400.00 *Hand Bilateral - PHP 400.00 *Knee Bilateral - PHP 400.00 *Foot Bilateral - PHP 400.00 *Leg Bilateral - PHP 400.00 *Sacrum APL - PHP 320.00 *Shoulder APL - PHP 400.00 *Wrist Bilateral - PHP 400.00 *Chest Lateral Decubitus -PHP</p> | <p>10 minutes</p> | <p><i>Radiologic Technologist</i> Radiology Department</p> <p>Cashier Cashier Section</p> |
|---|---|---|-------------------|---|



| | | | | |
|---|---|---|--------------------------|--|
| 5. Presents the Official receipt and inform the nurse that the x-ray film can now be borrowed to the Radiology section for initial reading of the requesting physician. | 5. Verifies the Official receipt and temporarily gives the x-ray film to the Emergency department nurse with instruction to return it for official reading. | None | 5 minutes | <i>Radiologic Technologist</i> Radiology Department |
| 6. Returns the x-ray films and waits for the Official result. | 6. Sends film to Radiologist for official reading of result then issues it to the patient. | None | 5 minutes | <i>Radiologic Technologist</i> Radiology Department |
| TOTAL: | | Varies depending on all incurred charges | 1 hour, 5 minutes | |

22. Clinical Laboratory

Clinical area focus on collection and processing of blood, serum, urine and stool for various diagnostic examinations

| | |
|-----------------------------|--|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital / Laboratory Department |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | ALL |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|---|---|------------------|--|
| Laboratory Request Form Charge Slip Official Receipt/ Acknowledgement Receipt Laboratory Result | | Physician/ Nurse Laboratory Cashier Laboratory | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
| 1. Receives the laboratory request. | 1. Issues request for laboratory tests and sends to Laboratory Department. | None | 5 minutes | <i>Physician/ Nurse</i> Emergency or Out Patient Department |
| 2. Proceeds to Laboratory department and present the laboratory request. | 2. Verifies patient's identity and completeness of data and logs in the iHOMIS database. | None | 8 minutes | <i>Medical Technologist</i> Clinical Laboratory Department |
| 3. Awaits for specimen collection and processing. | 3.1 Collects specimen (blood). 3.2 Instructs the patient to properly collect specimen like urine and stool. 3.3 Processes the sample/ specimen appropriately. | None | 4 hours | <i>Medical Technologist</i> Clinical Laboratory Department |



| | | | | |
|---|---|--|-------------------|----------------|
| <p>4. Receives the charge slip and proceeds to Cashier for payment.</p> | <p>4. Issues charge slip and instructs to pay to the Cashier.</p> | <p>"A. All Stat Procedures - Depends on the procedure B. Clinical Microscopy * Routine Urinalysis - PHP 80.00 * Routine Fecalalysis -PHP 80.00 * Occult Blood -300.00 * Pregnancy Test -150.00 C. Hematology *CBC - 230.00 * CBC withPlatelet Count -275.00 * CT BT - 100.00 * Prottime (PT) - 750.00 * Activated Partial Thromboplastine Time (APTT) -750.00 * Malarial Smear - Non-Charge D. Blood Chemistry *RBS (Capillary Blood - 150.00 Glucose) * FBS -150.00 * BUN - 150.00 * Creatinine - 150.00 * Cholesterol - 150.00 * Blood Uric Acid - 150.00 * Tryglycerides - 250.00 * HDL/LDL - 500.00 * SGOT - 230.00 * SGPT - 230.00 * Na, K, Cl package - 600.00 E. Microbiology * AFB Staining (Sputum) / Trugnat - Non-Charge * GRAM Staining - 150.00 * Wet Smear/ KOH - 150.00 F. Serology/ Blood Banking * ABO-Rh Typing - 200.00 * Hepa B Surface Ag - 160.00 * VDRL/ Syphilis - 250.00 * Rapid Screen Testing - Non-Charge * Dengue NS1 - 1,200 * Dengue Duo -PHP 1,200.00 * Typhidot - PHP 600.00 * Cross Matching - PHP 700.00 G. COVID Ag Test - PHP 850.00 H. Special Examinations * Troponin I - PHP 1,000.00 * CK-MB - PHP 1,000.00 * PSA - PHP 950.00 * TSH - PHP 650.00 * T3 - PHP 600.00 * T4 - PHP 450.00 * fT3- PHP 600.00 * fT4 - PHP 650.00 * HbA1c - PHP 700.00 I. Newborn Screening * Newborn Screening Test (Expanded) - PHP 1,800.00- Depends on the procedure</p> | <p>10 minutes</p> | <p>Cashier</p> |
|---|---|--|-------------------|----------------|



| | | | | |
|---|--|---|-------------------------------|--|
| 5. 5. Presents the Official receipt and obtains the results on the instructed time. | Verifies the Official receipt and release the results. | None | 7 minutes | Medical Technologist Clinical Laboratory Department |
| TOTAL: | | Varies depending on all incurred charges | 4 hours and 30 minutes | |

23. Swabbing

Detection of COVID-19 Disease can only be seen by performing OPS and NPS and submit for RT-PCR testing in a molecular laboratory.

| | |
|-----------------------------|--|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Clinical Laboratory Department |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients, Staff |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|--|---|-----------------|--|
| Case Investigation Form COVID-19, Laboratory Request Form PhilHealth Forms Valid ID and Birth or Marriage Certificate (1 photocopy) | | Laboratory PhilHealth Government Agencies | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits information that are required. | 1. Interviews the patient and fills-in the Case Investigation Form COVID-19, Laboratory Test Request Form, and other PhilHealth Forms | None | 20 minutes | Nurse I Emergency or Out Patient Department |
| 2. Awaits for the schedule of swab test. 2.1 Returns to the Laboratory on the scheduled date and time. | 2. Submits the forms for scheduling of patient of for swab test. 2.1 Verifies the completeness of forms and attachments; then provide schedule. | None | 5 minutes | Nurse Emergency or Out Patient Department Medical Technologist Clinical Laboratory Department |
| 3. None | 3. Attaches unique barcode on the forms and encodes all data in the Bataan - BGHMC Online Referral System. | None | 10 minutes | Medical Technologist Clinical Laboratory Department |



| | | | | |
|---|---|--------------|-----------------------------------|--|
| 4. None | 4. Verifies the completeness of all forms. | PHP 2800 (1) | 1 day | BGHMC |
| 5. Proceed to Laboratory's designated swabbing area on the scheduled date and time. | 5. Performs OPS and NPS following strict infection control procedure wearing a level 3/4 PPE. | None | 15 minutes | Medical Technologist Clinical Laboratory Department |
| 6. None | 6. Submits the samples and all documentary requirements to BGHMC Molecular Laboratory. | None | 1 hour | Clerk/ Medical Technologist Clinical Laboratory Department |
| 7. Collects the result on the specified date and time. | 7. Updates the system for the status of the result. Validates the result prior to official release and printing of result. | None | 1 day | Nurse Emergency or Out Patient Department |
| TOTAL: | | 2,800 | 2 days, 1 hour, 50 minutes | |

24. Hospital Certificates: Issuance of Certificates

Covers the interview, encoding and releasing of requested hospital certificate.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Records Section

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---------------------|
| Hospital Card Valid Identification Card of Patient and Informant or (1 photocopy) | Government Agencies |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
|--|--|---|-------------------|---|
| 1.1 Proceeds to Record Section and request for the certificate/s needed. 1.2 Present the hospital card and valid identification card. | 1.1 Get the hospital card and asks to fill up on the logbook indicating the requested certificate. 1.2 Retrieves patient record. 1.3 Issues charge slip. | None | 8 minutes | <i>Medical Records Clerk</i> Records Section |
| 2.1 Presents the charge slip to the cashier. 2.2 Pay the amount indicated. | 2. 3. Collects payment for requested certificate. | Medical Certificate- Php 120.00 Medico-Legal Certificate- Php 150.00 Certificate of Confinement - Php 120.00 Medical Abstract- Php 200.00 Discharge Summary- Php 120.00 Operation Report- Php 120.00 Surgical Memorandum- Php 120.00 Additional copy of Certificates- Php 30.00 Certified True Copy- Php 100.00 for every document, additional Php 20.00 for second page and every succeeding pages | 7 minutes | <i>Cashier</i> Cashier Section |
| 3. Awaits for the issuance of certificate. | 2.1 Encodes the requested certificate. 2.2 Facilitates signing of attending physician on the certificate. | None | 10 minutes | <i>Medical Records Clerk</i> Records Section |
| 4.1 Presents the Official Receipt. 4.2 Receives the requested certificate, verifies the details and signs the logbook upon receipt. | 4. Issues the requested certificate. | None | 5 minutes | <i>Medical Records Clerk</i> Records Section |
| TOTAL: | | Varies depending on incurred charges | 30 minutes | |



| 25. Hospital Certificate: Birth Certificate | | | | |
|---|--|------------------------|-------------------------|---|
| Covers the interview, encoding and releasing of birth certificate. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Records Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid Identification Card of Patient and Informant or (1 photocopy) Any two supporting documents of patients' identification. (1 photocopy) Marriage Contract (1 photocopy) CEDULA (1 original and 1 photocopy) | | Government Agencies | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
| 1. Proceeds to Records Section and checks the information of patient and informant. | 1.1 Verifies the information written in the Birth certificate template collected daily from the wards. 1.2 Signs the form. (The initial information for birth certificate is obtained from mothers.) | None | 7 minutes | <i>Medical Records Clerk</i> Records Section |
| 2. Presents Cedula and Valid Identification Card then signs on the birth certificate. | 2.1 Checks for the Cedula and Valid I.D. Asks the father to sign the template. 2.2 Issues charge slip and instruct the relative to pay to the Cashier. | None | 8 minutes | <i>Medical Records Clerk</i> Records Section |
| 3. Receives the charge slip and proceed to Cashier for payment. | 3. Collects payment for Birth Certificate. | PHP 50.00 | 5 minutes | <i>Cashier</i> Cashier Section |
| 4. Awaits for the issuance of Birth Certificate. | 4. Encodes the information as verified. | None | 10 minutes | <i>Medical Records Clerk</i> Records Section |
| 5.1 Present the Official Receipt. 5.2 Receives the Birth Certificate then proceed to Local Civil Registrar for Registration. | 5.1 Issues the Birth certificate and instructs the informant to proceed to Local Civil Registrar in the Municipal Office. 5.2 Signs the logbook and waiver form as a proof of receipt and details verification. | None | 5 minutes | <i>Medical Records Clerk</i> Records Section |
| TOTAL: | | PHP 50.00 | 30 minutes | |



| 26. Hospital Certificate: Death Certificate | | | | |
|---|--|------------------------|-------------------------|---|
| Covers the interview, encoding and releasing of death certificate. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Records Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Valid Identification Card of Patient and Informant or Any two supporting documents of patients' identification (for verification purposes) | | Government Agencies | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPON-SIBLE |
| 1. Proceeds to Records Section and checks the information of patient and informant. | 1. Verifies the information written in the Death certificate template collected daily from the wards. Signs the form. | None | 10 minutes | <i>Medical Records Clerk</i> Records Section |
| 2. Presents a Valid I.D. or any supporting document for patients' identification and that of the informant. | 2.1 Verifies details of patient. 2.2 Issues charge slip and instruct the relative to pay to the Cashier. | None | 5 minutes | <i>Medical Records Clerk</i> Records Section |
| 3. Receives the charge slip and proceed to cashier for payment. | 3. Collects payment for death Certificate. | PHP 50.00 | 5 minutes | <i>Cashier</i> Cashier Section |
| 4. Awaits for the issuance of Death Certificate. | 3. Encodes the information as verified. | None | 10 minutes | <i>Medical Records Clerk</i> Records Section |
| 5.1 Present the Official Receipt. 5.2 Receives the Death Certificate then proceed to Local Civil Registrar for Registration. | 4.1 Issues the Death Certificate and instructs the informant to proceed to Local Civil Registrar in the Municipal Office. 4.2 Signs the logbook and waiver form as a proof of receipt and details verification. | None | 5 minutes | <i>Medical Records Clerk</i> Records Section |
| TOTAL: | | PHP 50.00 | 30 minutes | |



| 27. Outgoing Referrals to Bataan General Hospital | | | | |
|---|---|-------------------------------------|----------------------------|---|
| Process of proper coordination and referral through use of service delivery network to Bataan General Hospital (BGH). | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Emergency Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Referral Form Discharge Clearance | | Ward/ Emergency Room/ Delivery Room | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Decides on the advise of patients' transfer to higher facility. Signs the consent for transfer to hospital. | 1. Orders transfer to a higher facility and explains the need for referral. | None | 30 minutes | <i>Medical Officer I</i> Emergency Department |
| 2. Waits for the approval of the higher facility to proceed with transfer. | 2. Coordinates the referral either by accomplishing a written Referral Form, telephone call or use of Bataan-BGHMC Online Referral Form. | None | 3 hours | <i>Medical Officer I</i> Emergency Department |
| 3. Awaits transfer of patient to higher facility. | 3. Carries out the doctor's order and notify the Ambulance Driver once approved. | None | 10 minutes | <i>Nurse</i> Emergency Department |
| 4. Proceeds to discharge process until the discharge clearance is signed and released. | 4. Instructs the relative on the discharge process or if needs immediate transfer, the nurse assists the relative for discharge clearance | Ambulance Fee- PHP 500 | 15 minutes | <i>Nurse, Medical Technologist, Radiologic Technologist, Pharmacist, Billing Clerk, Cashier</i> Emergency Department/ ADMIN Section |
| 5. Proceeds with transfer to the referral facility. | 5. Transports the patient via ambulance. Monitors the patient during conduction and endorses all medical treatment and management to the referral facility. | None | 30 minutes | <i>Ambulance Driver</i> <i>Nurse</i> Emergency Department |
| TOTAL: | | PHP 500 | 4 hours, 25 minutes | |



| 28. Outgoing Referrals to Jose B Lingad Memorial Hospital | | | | |
|---|---|-------------------------------------|----------------------------|--|
| Process of proper coordination and referral through use of service delivery network to Jose B. Lingad Memorial Hospital (JBLMH) | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Emergency Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Referral Form Discharge Clearance | | Ward/ Emergency Room/ Delivery Room | | |
| CLIENTS STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Decides on the advise of patients' transfer to higher facility. Signs the consent for transfer to hospital. | 1. Orders transfer to a higher facility and explains the need for referral. | None | 30 minutes | <i>Medical Officer I</i> Emergency Department |
| 2. Waits for the approval of the higher facility to proceed with transfer. | 2. Coordinates the referral either by accomplishing a written Referral Form, telephone call or use of Bataan-BGHMC Online Referral Form. | None | 3 hours | <i>Medical Officer I</i> Emergency Department |
| 3. Awaits transfer of patient to higher facility. | 3. Carries out the doctor's order and notify the Ambulance Driver once approved. | None | 10 minutes | <i>Nurse</i> Emergency Department |
| 4. Proceeds to discharge process until the discharge clearance is signed and released. | 4. Instructs the relative on the discharge process or if needs immediate transfer, the nurse assists the relative for discharge clearance | Ambulance Fee-1,000 | 15minutes | <i>Nurse, Medical Technologist, Radiologic Technologist, Pharmacist, Billing Clerk, Cashier</i> ADMIN Section |
| 5. Proceeds with transfer to the referral facility. | 5. Transports the patient via ambulance. Monitors the patient during conduction and endorses all medical treatment and management to the referral facility. | None | 1 hour | <i>Ambulance Driver</i> <i>Nurse</i> Emergency Department |
| TOTAL: | | PHP 1000 | 4 hours, 55 minutes | |



| 29. Billing (For NBB Patients) | | | | |
|---|---|-----------------|-------------------|---|
| Covers and verifies all the incurred charges and prints the statement of account. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Billing Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Discharge Clearance | | | ER/Ward | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presents the Discharge clearance. | 1. Verifies the completeness of all incurred charges from the Discharge Clearance | None | 5 minutes | <i>Billing Clerk</i> Billing Section |
| 2. Proceeds to Philhealth | 2. Applies applicable benefit based on the case rate of the final diagnosis and checks eligibility for Philhealth benefits. | None | 10 minutes | <i>PhilHealth Clerk</i> Philhealth Section |
| 3. Returns to Billing section and waits for the statement of account and discharge clearance. | 3. Logs final diagnosis and ICD Code, professional fee, and hospital stay in the iHOMIS database. Prints Itemized Billing Statement | None | 10 minutes | <i>Billing Clerk</i> Billing Section |
| 4. None | 4. Logs benefit package in the iHOMIS database and prints CSF and CF1 | None | 5 minutes | <i>PhilHealth Clerk</i> Billing Section |
| 5. Waits for the final statement of account. | 5. Verifies the completeness of all documents and prints the Final Statement of Account. If Philhealth eligible, no fee shall be collected. | None | 5 minutes | <i>Billing Clerk</i> Billing Section |
| 6. Receives the discharge clearance and submits one copy to the Nursing Station. | 6. Receives the discharge clearance with sign and noted for release. | None | 5 minutes | <i>Billing Clerk</i> Billing Section |
| TOTAL: | | None | 40 minutes | |



30. Billing (Philhealth or non-Philhealth patients with excess bill)

Covers and verifies all the incurred charges and prints the statement of account.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Billing Section

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|---|---|----------------------------|-----------------|---|
| Discharge Clearance Statement of Account | | ER/Ward Billing Section | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presents the Discharge clearance. | 1. Verifies the completeness of all incurred charges from the Discharge Clearance | None | 5 minutes | <i>Billing Clerk</i> Billing Section |
| 2. Proceeds to Philhealth | 2. Applies applicable benefit based on the case rate of the final diagnosis and checks eligibility for Philhealth benefits. | None | 10 minutes | <i>PhilHealth Clerk</i> PhilHealth Section |
| 3. Returns to Billing section and waits for the statement of account and discharge clearance. | 3. Logs final diagnosis and ICD Code, professional fee, and hospital stay in the iHOMIS database. Prints Itemized Billing Statement | None | 10 minutes | <i>Billing Clerk</i> Billing Section |
| 4. None | 4. Logs benefit package in the iHOMIS database and prints CSF and CF1 | None | 5 minutes | <i>PhilHealth Clerk</i> Billing Section |
| 5. Waits for the final statement of account. | 5.1 Verifies the completeness of all documents and prints the Final Statement of Account. 5.2 Instructs the relative to bring the Statement of account to Social Worker to be advised on how to augment the excess in hospital bill. | None | 5 minutes | <i>Billing Clerk</i> Billing Section |



| | | | | |
|--|---|---|-------------------|---|
| 6.1 Proceeds to Social Worker then to Cashier as instructed if with excess bill. | 6. Checks the Official Receipt and signs the discharge clearance. | Varies | 10 minutes | <i>Billing Clerk/ Cashier/ Social Welfare Officer ADMIN Section</i> |
| 6.2 Presents the Official Receipt to Billing section. | | | | |
| 6. Receives the discharge clearance and submits one | | | | |
| TOTAL: | | Varies depending on all incurred charges | 45 minutes | |

31. Claims Benefits

PhilHealth office processes philhealth claims and packages, benefits eligibility verification, and updating of membership status.

Office or Division: Jose C. Payumo Jr. Memorial Hospital/ Philhealth Section

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: Patients

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
|--|--|--|-------------------|--|
| Valid Identification Card of Patient and Informant or (1 photocopy) Any two supporting documents of patients' identification (1 photocopy) MDR (Members Data Record)/Philhealth I.D. PBEF | | Government Agencies PhilHealth Office | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESsing | PERSON RESPONSIBLE |
| 1. Proceeds to Philhealth and presents your documents. | 1. Asks the patient/ relative fills in the PhilHealth Member Registration Form. | None | 10 minutes | <i>PhilHealth Clerk Philhealth Section</i> |
| 2. Waits for verification of eligibility. | 2. Verifies the patient/ member's eligibility | None | 10 minutes | <i>PhilHealth Clerk Philhealth Section</i> |
| 3. Waits for other documents to be checked. | 3. Advises patient/relative to submit other documents (birth certificate, marriage certificate, valid ID) to update membership status using PLINKS | None | 10 minutes | <i>PhilHealth Clerk Philhealth Section</i> |
| 4. Submits other requirements needed. | 4. Advises patient/relative to sign and submits other documents (PBEF, Text BPN, PMRF) to avail benefit package. | None | 5 minutes | <i>PhilHealth Clerk Philhealth Section</i> |
| TOTAL: | | None | 35 minutes | |



| 32. Social Service Assistance | | | | |
|---|---|---|------------------------|--|
| Responsible to various referral and social assistance to financially incapable patients. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Medical Social Work Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Social Worker Classification Form Patient Benefit Eligibility Form POS Certification Referral/ Recommendation Form | | Social Service PhilHealth Office Social Service | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds to Social Worker office | 1. Assesses and classifies patient according to social status. | None | 10 minutes | <i>Social Worker</i> Medical Social Work |
| 2. None | 2. Verifies if there is an active PhilHealth membership. | None | 5 minutes | <i>PhilHealth Clerk</i> Medical Social Work |
| 3. Waits for the signed or approved discharge clearance or charge slip. | 3. Enrolls qualified patient to POS FI and refers unqualified to other government and non-government organization | None | 10 minutes | <i>Social Worker</i> Medical Social Work |
| TOTAL: | | None | 25 minutes | |

| 33. Cash Collection | | | | |
|---|---|--|------------------------|-----------------------------------|
| Section that receives cash payment from various departments | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Cashier Section | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | ALL | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Charge Slip/ Statement of Account | | Pharmacy/ Laboratory/ Radiology Billing Section | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Presents charge slip/ statement of account. | 1. Receives the charge slip or statement of account and states the amount to pay. | None | 2 minutes | <i>Cashier</i> Cashier Section |
| 2. Pays the amount stated. | 2. Collects cash payment. | Varies | 3 minutes | <i>Cashier</i> Cashier Section |
| 3. Receives the Official receipt. | 3. Issues official receipt and records the transaction. | None | 2 minutes | <i>Cashier</i> Cashier Section |
| TOTAL: | | Varies depending on all incurred charges | 7 minutes | |



| 34. Newborn Screening | | | | |
|---|--|-----------------|-------------------|---|
| Set of special tests that is use to identify conditions that can affect a child's ;ong-term health or survival. | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Laboratory Department | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| NBS Request Form | | Laboratory | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Waits for the schedule of NBS. | 1.1 Forwards NBS Request Form to laboratory. Medical Technologist schedules the time of collection 24 hrs after birth. 1.2 Logs the data in the NBS Collection Logbook. | None | 10 minutes | <i>Nurse I</i> Clinical Laboratory Department |
| 2. Submits patients' information by the mother. | 2. Verifies patients' information and charges into the iHOMIS database. Fill up the filter card. | PHP 1800 | 5 minutes | <i>Medical Technologist</i> Clinical Laboratory Department |
| 3. Proceeds to laboratory on the scheduled date and time for collectio of blood sample | 3. Collects blood in the heel of the newborn and drop it in the filter card and advises mother to apply pressure on the puncture site. | None | 20 minutes | <i>Medical Technologist</i> Clinical Laboratory Department |
| TOTAL: | | PHP 1800 | 35 minutes | |

| 35. Newborn Hearing Screening Test | |
|--|---|
| Test designated to detect hearing loss for newborn as early as possible. | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ OB Ward |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| NBHST Request Form | Hearing Screening Nurse/Ward Nurse |



| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|---|-------------------|----------------------------|
| 1. Waits for the schedule of Newborn Hearing Screening Test. | 1. Prepares NBHST Request and logs in to the NBHST Request Logbook. | None | 5 minutes | <i>Nurse I OB Ward</i> |
| 2. Submits patients' information by the mother. | 2. Verifies patients' information and charges into the iHOMIS database. | None | 5 minutes | <i>Nurse I OB Ward</i> |
| 3. Hold the baby well for the newborn hearing screening test. | 3. Performs hearing screening on both ears. | PHP 200 (may be covered by philhealth) | 20 minutes | <i>Nurse I OB Ward</i> |
| 4. Listens and understands health teachings. | 4. Relays information correctly regarding the screening and implication of results, next steps (what to do in case of deviations, where to refer when diagnostic test is needed), use of flyer/brochure for | None | 10 minutes | <i>Nurse I OB Ward</i> |
| 5. Waits for the result of the Newborn Hearing Screening Test. | 5. Fills in the Registry Form for parents, hospital and PhilHealth claim copy. | None | 5 minutes | <i>Nurse I OB Ward</i> |
| 6. Gets the official result. | 6.1 Issues and prints official result to parent and submits PhilHealth claim copy to Philhealth Office 6.2 Signs the NBHST Result Logbook to claim the Official Result. | None | 5 minutes | <i>Nurse I OB Ward</i> |
| TOTAL: | | PHP 200 | 50 minutes | |



36. HEARTH Counseling and Testing

Counseling and testing for high-risk individuals and key populations.

| | |
|-----------------------------|--|
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ HIV & Hepa B Treatment Hub |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|-----------------------|
| Health Declaration Checklist Patient Medical Record Form 1 HEARTH Request Form | Triage HEARTH Unit |

| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RE-SPONSIBLE |
|--|--|-----------------|-------------------|--|
| 1. Proceeds to Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 7 minutes | <i>Nurse I Triage Area</i> |
| 2. Submits information for the retrieval of patient medical record. | 2. Retrieves patient medical record | None | 8 minutes | <i>Nursing Attendant HIV & Hepa B Treatment Hub</i> |
| 3. Listens and understands to what is being discussed in counselling before testing for HIV. | 4. Provides a quick overview and definition of what STI, HIV, AIDS and Viral Hepatitis | None | 20 minutes | <i>Nurse I HIV & Hepa B Treatment Hub</i> |
| 4. Signs the informed consent as proof of understanding. | 3. Asks patient to sign the informed consent. | None | 10 minutes | <i>Nurse I HIV & Hepa B Treatment Hub</i> |
| 5. Cooperate with collecting blood sample for testing. | 5. Collects sample and performs screening/ testing | None | 5 minutes | <i>Nurse I / Medical Technologist HIV & Hepa B Treatment Hub</i> |
| 6. Receives the result and understands the counselling after testing. | 6.1 Releases official result and conduct risk assessment and behavioral change management 6.2 If reactive; proceed with Risk Reduction management and counselling on possible Antiretroviral Treatment Initiation | None | 45 minutes | <i>Nurse I HIV & Hepa B Treatment Hub</i> |
| TOTAL: | | None | 1 hour, 35 | |



| 37. Animal Bite Treatment Center | | | | |
|---|--|--|---------------------------|--|
| Provide treatment to patients who have been bitten by potentially rabid animals | | | | |
| Office or Division: | Jose C. Payumo Jr. Memorial Hospital/ Animal Bite Treatment Center | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Health Declaration Checklist Patient Medical Record Antirabies Vaccine (ARV) Treatment Card | | Triage Animal Bite Treatment Center | | |
| CLIENTS STEPS | AGENCY ACTION | FEES TO BE PAID | PRO-CESSING TIME | PERSON RESPONSIBLE |
| 1. Proceeds to Triage. | 1. Categorizes patient as non-COVID case and creates patient medical record. | None | 7 minutes | <i>Nurse I</i> Animal Bite Treatment Center |
| 2. Proceeds to Animal Bite Treatment Area. | 2.1 Conducts secondary assessment, vital signs, and history taking. 2.2 Performs wound care. | None | 10 minutes | <i>Nurse I</i> Animal Bite Treatment Center |
| 3. Waits for the doctor for consultation and treatment. | 3. Conducts medical assessment and consultation and issues prescription if antibiotic and tetanus treatment is needed | None | 30 minutes | <i>Medical Officer III</i> Animal Bite Treatment Center |
| 4. Proceed to Pharmacy to buy anti-tetanus vaccines | 4.1 Checks the prescription and issues charge slip. 4.2 If the patient is with Category III animal bite, he/she is instructed to proceed to Philhealth to check eligibility with philhealth claim | None | 30 minutes | <i>Pharmacist I</i> Pharmacy |
| 5. Waits for the administration of antirabies and antitetanus vaccines. | 5.1 Administers anti-tetanus and/or antirabies vaccine (ARV) and issues vaccination schedule. 5.2 Advises on follow-up. | None | 45 minutes | <i>Nurse I</i> Animal Bite Treatment Center |
| TOTAL: | | None | 1 hour, 32 minutes | |