



1. Triage Patients

The process of preliminary assessment of (patients or casualties) in order to determine the urgency of their need for treatment and the nature of treatment required.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Hospital Card - Valid IDs		- Hospital Health Information Management (HHIM) - Any agency issuing the valid IDs		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in the Triage Area seeking consult or treatment	1. Conducts initial assessment, notes chief complaint and prepares health declaration.	None	3 minutes	<i>Nurse / Triage Area</i>
2. Signs the accomplished health declaration.	2. Determines the urgency of the patient status using triage classification system in place (3-point system: emergent, non-urgent, urgent). 2.1 If the patient is identified as ER case, proceed to step no. 3. If NOT, refer to to CC no. 002. NOTE: Prompt referral to OPD shall be done to provide the appropriate care to the patient. The Nurse-in-charge / the Physician-in-charge shall ensure a coordinated and efficient referral to the OPD.	None	2 minutes	<i>Nurse / Triage Area</i>
3. None	3. If Emergency Case: 3.1 Refers patient to Emergency Room and advice relative to secure the hospital medical record of patient in HHIM. If Urgent Case: 3.2 Advises patient/ relative to secure the hospital medical record of patient in HHIM. (proceed to step 4.)	None	2 minutes	<i>Nurse / Triage Area</i>



4. None	4. Conducts full assessment, vital signs and history taking. Advises patient to wait to be called.	None	5 minutes	<i>Nurse I</i> Triage Area
5. Waits to be called.	5. Calls the patient and assists to the treatment area of the identified concerned unit or department.	None	2 minutes	<i>Nursing Attendant I</i> Emergency Room
TOTAL:		None	14 minutes	

2. Out-patient Consultation

General out-patient consultation procedures

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OPD waiting area	1. Receives patient health record from HHIM and calls the name of patient.	None	2 mins	<i>Nurse I</i> Out-patient Department
2. Approaches to OPD Nurse	2. Interviews patient about the reason for consult and take patients vital signs.	None	5 mins	<i>Nurse I</i> Out-patient Department
3. None	3. Log patient data and vital signs to iHOMIS. 3.1 Advises patient to proceed to OPD Consultation Room.	None	3 mins	<i>Nurse I</i> Out-patient Department
4. Proceeds to the OPD consultation room	4. Performs clinical assessment and further physical examination. **May require additional diagnostic procedures	None	15 mins	<i>Medical Specialist I or Medical Consultant I</i> Out-patient Department



5. Proceeds to ancillary services (if required)	5. Refers to ancillary services or allied health services as necessary	None	1 hour	<i>Concerned Ancillary Personnel Ancillary Service</i>
6. Return to OPD consultation room with the results of diagnostic procedures.	6. Receives patient with the results of diagnostic procedures and refer to OPD Physician.	None	3 mins	<i>Nurse I Out-patient Department</i>
7. None	7. Renders consultation.	None	15 mins	<i>Medical Specialist I or Medical Consultant I Out-patient Department</i>
8. None	8. Follows appropriate disposition procedures for: a. Discharged and sent home b. Referred to other health facility c. Referred to ER for admission	None	5 mins	<i>Medical Specialist I or Medical Consultant I Out-patient Department</i>
9. Return to OPD nurse for health education and home instructions.	9. Provides health education and home instructions.	None	5 mins	<i>Nurse I Out-patient Department</i>
TOTAL:		None	1 hour, 53 minutes	



3. Emergency Cases				
Emergency room general workflow				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Arrives in th ER seeking consult or treatment	1. Conducts full assessment, history taking and vital signs taking.	None	5 minutes	<i>Medical Specialist I and Nurse I or Medical Consultant I and Nurse I Emergency Room</i>
2. Occupies ER bed and receives treatment.	2. Performs immediate care and work-up.	None	4 hours	<i>Medical Specialist I, Nurse I and Nursing Attendant I or Medical Consultant I, Nurse I and Nursing Attendant I Emergency Room</i>
3. Awaits disposition and follows instructions provided.	3. Follows appropriate disposition procedures for: a. Discharged and Sent Home b. Discharged Against Medical Advice (DAMA) c. Referred / transferred to other health facility d. Absconded e. Admitted to Ward f. ER Death / Dead on Arrival (DOA)	None	5 minutes	<i>Medical Specialist I, Nurse I and Nursing Attendant I or Medical Consultant I, Nurse I and Nursing Attendant I Emergency Room</i>
TOTAL:		None	4 hours, 10 minutes	

4. Emergency Case Management				
General procedure in managing patients in Emergency Room.				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies ER bed and receives treatment.	1. Conducts initial management (diagnostic and therapeutic).	None	15 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. None	2. Renders management based on protocol of hospital. 2.1 Carries out physician's order 2.2 Coordinates with allied health services / departments if necessary	None	1 hour	<i>Nurse I and Nursing Attendant I Emergency Room</i>
3. Awaits effect of treatment and management received.	3. Conducts re-assessment and gives patient disposition.	None	15 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
TOTAL:		None	1 hour ,30 mins	

5. Discharge Against Medical Advise in Emergency Room

General procedure in managing patient who choose Discharged Against Medical Advice (DAMA)

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes refusal for further treatment in the hospital.	1. Explains the condition, prognosis and medical consequences if patient / responsible person refuses admission and further treatment. 1.1 Refers to MSWD for Psychosocial counselling of patient / caregiver.	NONE	10 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
2. Proceeds to MSWD for counselling.	2. Conducts Psychosocial counselling.	NONE	15 minutes	<i>Social Welfare Officer I Medical Social Welfare Office</i>
3. Returns to physician.	3. Writes order on disposition of patient in treatment record if patient insists for DAMA	NONE	2 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
4. None	4. Explains DAMA Form.	NONE	3 minutes	<i>Nurse I Emergency Room</i>
5. Accomplishes the Discharged Against Medical Advice (DAMA) Form, duly signed by person responsible.	5. Secures the signed DAMA form by attaching it to the patient record.	NONE	2 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>



6. None	6. Issues clearance and discharge slip.	NONE	3 minutes	<i>Nurse I Emergency Room</i>
7. Proceeds to concerned services for signing of clearance and discharge slip.	7. Checks and signs the clearance and discharge slip.	NONE	15 minutes	<i>Hospital Personnel of Concerned Services</i>
8. Proceeds to billing for appropriate charges and payment assessment.	8. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	NONE	15 minutes	<i>Admin Aide III (Billing Officer) Billing Section</i>
9. Returns to nurse to give the accomplished clearance and discharge slip.	9. Verifies upon submission the accomplished clearance and discharge slip. 9.1 Indicates the date and time of discharge.	NONE	2 minutes	<i>Nurse I Emergency Room</i>
10. None	10. Prepares discharge abstract and aftercare instructions as necessary.	NONE	2 minutes	<i>Medical Specialist I and Nurse I or Medical Consultant I and Nurse I Emergency Room</i>
11. Proceeds to moving to hospital main entrance or exit door.	11. Transport patient via wheelchair as needed.	NONE	5 minutes	<i>Admin Aide I (Transport Aide) Housekeeping</i>
12. Surrenders remaining copy of clearance and discharge slip to Security Guard.	12. Receives copy of clearance and discharge slip and assists patient to the main entrance or exit door.	NONE	2 minutes	<i>Security Guard Security</i>
TOTAL:		NONE	1 hour, 16 minutes	



6. Conduction of Patients from Emergency Room

General procedure in having patient transferred from Clinical Units to another facility

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be transferred to another facility.	1. Orders patient for conduction for the following reasons: a. as per patient request b. for referral to higher facility for further evaluation and management	NONE	5 minutes	<i>Medical Specialist I or Medical Consultant I</i> Emergency Room
2. None	2. Coordinates to the referral health facility through Service Delivery Network or through phone call if private health facility.	NONE	15 minutes	<i>Medical Specialist I or Medical Consultant I</i> Emergency Room
3. None	3. Coordinates and makes necessary arrangements to concerned offices/ units/ departments for conduction of patient to other health facility.	NONE	15 minutes	<i>Nurse I</i> Emergency Room
4. None	4. Issues clearance and discharge slip.	NONE	3 minutes	<i>Nurse I</i> Emergency Room
5. Proceeds to concerned services for signing of clearance and discharge slip.	5. Checks and signs the clearance and discharge slip.	NONE	15 minutes	<i>Hospital Personnel of Concerned Services</i>
6. Proceeds to billing for appropriate charges and payment assessment.	6. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	NONE	15 minutes	<i>Admin Aide III (Billing Officer)</i> Billing Section
7. Returns to nurse to give the accomplished clearance and discharge slip.	7. Verifies upon submission the accomplished clearance and discharge slip.	NONE	2 minutes	<i>Nurse I</i> Emergency Room
8. Proceeds to the ambulance vehicle.	8. Accompanies patients in conduction.	NONE	1 hour	<i>Nurse I and Nursing Attendant I</i> Ambulance Service
9. Alight from the ambulance vehicle.	9. Endorses the patient to receiving health facility.	NONE	15 minutes	<i>Nurse I</i> Ambulance Service
TOTAL:		NONE	2 hours, 25 minutes	



7. Conduction of Patients from Clinical Units

General procedure in having patient transferred from Clinical Units to another facility

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be transferred to another facility.	1. Orders patient for conduction for the following reasons: a. as per patient request b. for referral to higher facility for further evaluation and management	None	5 minutes	<i>Medical Specialist I or Medical Consultant I</i> Clinical Units
2. None	2. Coordinates to the referral health facility through Service Delivery Network or through phone call if private health facility.	None	15 minutes	<i>Medical Specialist I or Medical Consultant I</i> Clinical Units
3. None	3. Coordinates and makes necessary arrangements to concerned offices/ units/ departments for conduction of patient to other health facility.	None	15 minutes	<i>Nurse I</i> Clinical Nursing Units
4. None	4. Issues clearance and discharge slip.	None	3 minutes	<i>Nurse I</i> Clinical Nursing Units
5. Proceeds to concerned services for signing of clearance and discharge slip.	5. Checks and signs the clearance and discharge slip.	None	15 minutes	<i>Hospital Personnel of Concerned Services</i>
6. Proceeds to billing for appropriate charges and payment assessment.	6. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	None	15 minutes	<i>Admin Aide III (Billing Officer)</i> Billing Section
7. Returns to nurse to give the accomplished clearance and discharge slip.	7. Verifies upon submission the accomplished clearance and discharge slip.	None	2 minutes	<i>Nurse I</i> Clinical Nursing Units
8. Proceeds to the ambulance vehicle.	8. Accompanies patients in conduction.	None	1 hour	<i>Nurse I and Nursing Attendant I</i> Ambulance Service
9. Alight from the ambulance vehicle.	9. Endorses the patient to receiving health facility.	None	15 minutes	<i>Nurse I</i> Ambulance Service
TOTAL:		None	2 hours, 25 minutes	



8. Admission of Patients in the Emergency Room

General admission procedure of patient in Emergency Room

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalizes consent to be admitted.	1. Writes admitting orders.	None	10 minutes	<i>Medical Specialist I or Medical Consultant I Emergency Room</i>
2. Signs Consent for Admission.	2. Carries out physician's order and provides instructions.	None	30 minutes	<i>Nurse I and Nursing Attendant I Emergency Room</i>
3. Proceeds to Admitting Section and fills-out Impormasyon ng Pasyente and signs admission compliance forms.	3. Explains the admission procedures and secures the Impormasyon ng Pasyente and other documents. 3.1 Forwards the Impormasyon ng Pasyente to PhilHealth for verification.	None	10 minutes	<i>Admin Aide III (Admitting Officer) Admitting / Information Section</i>
4. None	4. Verifies patient's PHIC membership eligibility. 4.1 Refers to MSWD for enrollment, if not "Eligible"	None	5 minutes	<i>Admin Aide III (PhilHealth Officer) PhilHealth</i>
5. None	5. Encodes data relevant to the admission of the patient and prints clinical cover sheet.	None	5 minutes	<i>Admin Aide III (Admitting Officer) Admitting / Information Section</i>
6. None	6. Arranges with the concerned Clinical Nursing Unit regarding the appropriate ward for the Admission.	None	5 minutes	<i>Nurse I Emergency Room</i>
7. None	7. Transfers patient to Ward/ Room of assignment.	None	10 minutes	<i>Admin Aide I (Transport Aide) Housekeeping</i>
8. Proceeds to ward admission.	8. Receives patient and chart.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		None	1 hour, 20 minutes	



9. Admission of Mothers-About-To-Deliver				
General admission procedure of mothers-about-to-deliver in Delivery Room				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Delivery room.	1. Validates patients information, history and obstetrical score.	None	5 minutes	Nurse I <i>Delivery Room</i>
2. Occupies the DR table.	2. Takes vital signs, fundic height and fetal heart tone.	None	5 minutes	Nurse I <i>Delivery Room</i>
3. None	3. Performs internal examination.	None	3 minutes	Midwife I or Medical Specialist I (OB-Gynecologist) <i>Delivery Room</i>
4. None	4. Advises patient to return back home and monitor progress of labor if "not admissible" (IE less than 4cm and no other concern) 4.1 Proceeds with admission, if "admissible" (IE more than 4cm or with other concern)	None	5 minutes	Medical Specialist I (OB-Gynecologist) <i>Delivery Room</i>
5. Signifies consent to be admitted.	5. Writes admitting orders.	None	10 minutes	Medical Specialist I (OB-Gynecologist) <i>Delivery Room</i>
6. Signs Consent for Admission.	6. Carries out physician's order and provides instructions.	None	30 minutes	Nurse I and Nursing Attendant I <i>Delivery Room</i>
5. Proceeds to Admitting Section and fills-out Impormasyon ng Pasyente and signs admission compliance forms.	Explains the admission procedures and secures the Impormasyon ng Pasyente and other documents. Forwards the Impormasyon ng Pasyente to PhilHealth for verification.	None	10 minutes	Admin Aide III (Admitting Officer) <i>Admitting / Information Section</i>



7. None	7. Verifies patient's PHIC membership eligibility. 7.1 Refers to MSWD for enrollment, if not "Eligible"	None	5 minutes	Admin Aide III (PhilHealth Officer) <i>PhilHealth</i>
8. None	8. Encodes data relevant to the admission of the patient and prints clinical cover sheet.	None	5 minutes	Admin Aide III (Admitting Officer) <i>Admitting / Information Section</i>
9. Stays in the Labor room for monitoring of the progress of labor	9. Monitors progress of labor.	None	4 hours*	Nurse I <i>Delivery Room</i>
TOTAL:		None	5 hours, 18 minutes	

10. Normal Spontaneous Delivery

General procedure in facilitating normal spontaneous delivery of mothers in Delivery Room

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Verbalizes persistent and consistent labor.	1. Checks mother's condition, takes vital signs and notes objective data.	NONE	5 minutes	<i>Nurse I Delivery Room</i>
2. None	2. Performs internal examination.	NONE	3 minutes	<i>Midwife I or Medical Specialist I (OB-Gynecologist) Delivery Room</i>
3. Occupies the DR table.	3. Facilitates the normal spontaneous delivery.	NONE	4 hours*	<i>Midwife I or Medical Specialist I (OB-Gynecologist) Delivery Room</i>
4. Delivers the baby.	4. Performs routine newborn care.	NONE	15 minutes	<i>Nurse I Delivery Room</i>
5. Delivers the placenta.	5. Checks integrity and completeness of placenta. 5.1 Performs episiorrhapy as necessary.	NONE	15 minutes	<i>Medical Specialist I (OB-Gynecologist) Delivery Room</i>
6. None	6. Carries out physician's order and provides instructions.	NONE	30 minutes	<i>Nurse I and Nursing Attendant I Delivery Room</i>
7. None	7. Performs postpartum care, monitors for bleeding and takes vital signs.	NONE	2 hours	<i>Nurse I Delivery Room</i>
8. None	8. Coordinates with the OB Ward for the transport of patient.	NONE	5 minutes	<i>Nurse I Delivery Room</i>



9. Awaits completion of monitoring in DR.	9. Transports patient to OB Ward.	NONE	5 minutes	<i>Admin Aide I (Transport Aide)</i> Housekeeping
TOTAL:		NONE	7 hours, 18 minutes	

11. Release of Cadaver				
General procedure in the release of custody of cadaver to relatives or authority				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to cadaver holding area for the release of the remains. Presents ID and the accomplished clearance and discharge slip.	1. Checks and verifies clearance and discharge slip. Releases the remains to the relatives.	None	3 minutes	<i>Admin Aide I (Cadaver Holding Area Staff)</i> Housekeeping
2. Coordinates with the funeral service provider.	2. Logs release of remains and secures signature of the receiving funeral service provider.	None	2 minutes	<i>Security Guard</i> Security
TOTAL:		None	5 minutes	



12. Admission of Patients to Clinical Nursing Units

Receiving process of admitted patients from Emergency Room to Clinical Nursing Units

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to designated bed in the hospital ward via wheelchair/ stretcher.	1. Receives the patient, places him/her to bed assignment and does patient assessment.	None	5 minutes	<i>Nurse I and Nursing Attendant I</i> Clinical Nursing Units
2. Occupies assigned bed.	2. Performs history taking and take initial vital signs.	None	5 minutes	<i>Nurse I</i> Clinical Nursing Units
3. None	3. Reviews of patient's chart, validate doctors' orders and checks if chart has correct and complete entries.	None	5 minutes	<i>Nurse I</i> Clinical Nursing Units
4. Listen to instructions.	4. Orients patient (and watcher) to unit's rules and policies including patient safety precautions.	None	10 minutes	<i>Nurse I</i> Clinical Nursing Units
TOTAL:		None	25 minutes	



13. Transfer of Patient to Other Service Areas within the Hospital

Transfer of patient to other service areas within the hospital

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes evaluation and assessment for admission to other unit	1. Assesses patient for transfer of unit	None	30 minutes	Medical Specialist I or Medical Consultant I Clinical Units
2. Receives notice of patient's transfer to another unit	2. Provides explanation and reason for the transfer.	None	20 minutes	Medical Specialist I or Medical Consultant I Clinical Units
3. None	3. Carries out doctor's orders and completes the chart and other required documents for transfer and proceeds with endorsement	None	15 minutes	Nurse I Clinical Nursing Units
4. Receives information on process of transfer to other unit	4. Inquires receiving wards/units for vacancy. 4.1 Proceeds with endorsement process and patient transfer, if "with vacancy" 4.2 Decks the patient for prioritization, if "no vacancy"	None	15 minutes	Nurse I Clinical Nursing Units
TOTAL:		None	1 hour, 20 minutes	



14. Obstetrics (OB) Ward Procedures				
General procedure in admitting procedure of mothers and their babies to the OB Ward				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to OB Ward.	1. Receives mother and baby and transport to assigned bed/ room.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
2. Occupies assigned bed.	2. Assesses both Mother and Baby. (e.g. vaginal bleeding, contracted uterus) thoroughly. Takes vital signs of both.	None	15 minutes	<i>Nurse I Clinical Nursing Units</i>
3. None	3. Reviews of patient's chart, validate doctors' orders and checks if chart has correct and complete entries.	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
4. Listens to instructions.	4. Orients patient (and watcher) to unit's rules and policies including patient safety precautions.	None	10 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		NONE	35 minutes	



15. Pre-operative Procedures				
General procedure for the Pre-Operative Surgery				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signifies intent to undergo surgical procedure.	1. Explains the procedure to the patient and family.	None	10 minutes	<i>Medical Specialist I (Surgery) and Nurse I Operating Room</i>
2. None	2. Writes the order for surgery and schedule, including referral to anesthesia, internal medicine for co-management, prophylactic antibiotic, intravenous hydration, schedule of fasting, bowel prep if needed.	None	10 minutes	<i>Medical Specialist I (Surgery) Operating Room</i>
3. Signs consent for surgical procedure	3. Carries out Doctors order	None	30 minutes	<i>Nurse I Clinical Nursing Units</i>



4. None	4. Prepares and forwards OR notification slip to Operating Room	NONE	10 mins	<i>Nurse I</i> Clinical Nursing Units
5. None	5. Receives OR notification slip, makes necessary preparation for operation, and schedule time of surgical operation for patient Schedule: Emergency - immediate after notification Elective - according to prioritization	NONE	10 minutes	<i>Nurse I</i> Operating Room
6. Awaits Anesthesiologist to conduct Pre-anesthesia assessment	6. Visits and assess the patient and make pre-operative order. 6.1 Assesses also the need for further labs, specific clearances, makes recommendations for optimization of patient for surgery.	None	10 minutes	<i>Medical Specialist I (Anesthesia)</i> Operating Room
7. None	7. Informs Surgeon of Anesthesiologist orders, carries out order of the Anesthesiologist, and secures consent for Anesthesia	None	5 mins	<i>Nurse I</i> Clinical Nursing Units
8. Signs consent for Anesthesia	8. Facilitates completion of Pre-operative checklist and wait for patient's scheduled time of surgery.	None	15 minutes	<i>Nurse I</i> Clinical Nursing Units
TOTAL:		NONE	1 hour, 40 minutes	



16. Perioperative Procedures

General procedure for the preparation of patient for transport to Operating room

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares for transport to Operating Room	1. Coordinates with ward nurse regarding the transfer of patient to OR	None	5 minutes	<i>Nurse I Operating Room</i>
2. None	2. Verifies completion of pre-operative care and confirms transfer of the patient	None	7 minutes	<i>Nurse I Clinical Nursing Units</i>
3. None	3. Transfers the patient from ward to Operating Room	None	5 minutes	<i>Nursing Attendant I Clinical Nursing Units</i>
4. Proceeds to Operating Room	4. Endorses patient to Operating Room Nurse	None	5 minutes	<i>Nurse I Clinical Nursing Units</i>
TOTAL:		NONE	22 minutes	



17. Intraoperative Procedures

General procedure for patient care in the Operating Room (Intraoperative)

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enters the Operating Room Complex	1. Receives the patient from the ward nurse to the OR complex. 1.1 Confirms patient's identity, surgical site, consent.	None	3 minutes	<i>Nurse I (Circulating Nurse) Operating Room</i>
2. None	2. Validates pre-operative checklist and reassessment of the patient	None	3 minutes	<i>Nurse I (Circulating Nurse) Operating Room</i>
3. None	3. Transfers patient to the operating room and on to the operating table	None	2 minutes	<i>Nurse I (Circulating Nurse) and Nursing Attendant I Operating Room</i>
4. Occupies Operating Room table	4. Attaches patient to cardiac monitor and hooks to oxygen inhalation 4.1 Prepares and counts OR set	None	15 minutes	<i>Medical Specialist I (Anesthesia) and Nurse I (Scrub Nurse) and Nurse I (Circulating Nurse) Operating Room</i>



5. None	5. Takes the initial vital signs of the patient. 5.1 Prepares anesthesia set	None	10 minutes	<i>Medical Specialist I (Anesthesia) Operating Room</i>
6. Places self depending on Anesthesia to be used.	6.1 Performs skin preparation for anesthesia induction (for spinal and epidural anesthesia) 6.2 Inducts Anesthesia, monitors and records status of the patient	None	15 minutes	<i>Nurse I (Circulating Nurse) and Medical Specialist I (Anesthesia) Operating Room</i>
7. None	7. Conducts intraoperative preparations	None	20 minutes	<i>Medical Specialist I (Surgery), Medical Specialist I (Anesthesia), Nurse I (Scrub Nurse), and Nurse I (Circulating Nurse) Operating Room</i>
8. None	8. Performs the surgical procedure/ operation	None	2 hours*	<i>Medical Specialist I (Surgery), Medical Specialist I (Anesthesia), Nurse I (Scrub Nurse), and Nurse I (Circulating Nurse) Operating Room</i>
9. Awakens from anesthesia effect	9. Stabilizes vital signs and level of consciousness of the patient	None	15 minutes	<i>Medical Specialist I (Anesthesia) Operating Room</i>
10. None	11. Accomplishes the following Documents: - Operative Technique - Nursing Operative Data - Anesthesia Record - Post-operative orders	None	15 minutes	<i>Medical Specialist I (Surgery), Medical Specialist I (Anesthesia), and Nurse I (Circulating Nurse) Operating Room</i>
12. None	12. Performs post-operative care	None	20 minutes	<i>Nurse I (Scrub Nurse) and Nurse I (Circulating Nurse) Operating Room</i>
13. None	13. Prepares patient for transport	None	5 minutes	<i>Medical Specialist I (Anesthesia) and Nurse I (Circulating Nurse) Operating Room</i>
14. Awaits for transfer to PACU	14. Transfers and endorses the patient to PACU	None	5 minutes	<i>Nurse I (Circulating Nurse) Operating Room</i>
TOTAL:		None	4 hrs, 8 minutes	



18. Post-Anesthesia Procedures

General procedure for patient care transferred from the Operating Room to the Post-Anesthesia Care Unit

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Post Anesthesia Care Unit (per stretcher)	1. Receives patient from the operating room; hands off by the anesthesiologist	None	5 minutes	<i>Nurse I</i> Recovery Room
2. Occupies bed at PACU	2. Attaches patient to cardiac monitor and hooks to oxygen inhalation	None	15 minutes	<i>Nurse I</i> Recovery Room
3. None	3. Monitors and records the following: - Initial vital signs - Initial Observations - Level of Consciousness - Pain Scale - Bromage scale (if under regional anesthesia)	None	10 minutes	<i>Nurse I</i> Recovery Room
4. None	4. Carries out post-operative orders	None	15 minutes	<i>Nurse I</i> Recovery Room
5. None	5. Performs continuous monitoring and documentation of all observations and nursing interventions. - Vital signs - Level of Consciousness - Pain Scale - Bromage scale (if applicable) - All observations and management interventions made.	None	6 hours	<i>Nurse I</i> Recovery Room



6. None	6. Informs anesthesiologist regarding status and readiness for transfer of patient to ward	None	5 minutes	<i>Nurse I</i> Recovery Room
7. None	7. Evaluates the patient if can already be transferred to the ward and orders transfer to ward	None	5 minutes	<i>Medical Specialist I (Anesthesia)</i> Operating Room
8. None	8. Carries out Doctor's Order	None	15 minutes	<i>Nurse I</i> Recovery Room
9. None	9. Informs ward nurse regarding transfer of patient	None	5 minutes	<i>Nurse I</i> Recovery Room
None	Transfers the patient from PACU to designated ward	None	5 minutes	<i>Nurse I</i> Recovery Room
10. Proceeds to designated ward	10. Endorses patient to designated ward	None	10 minutes	<i>Nurse I</i> Recovery Room
TOTAL:		None	7 hours, 25 minutes	



19. General Discharge Procedure (May Go Home)

The procedure starts from the May-go-home order made by the attending physician and ends upon presentation of discharge clearance of the patient to the guard.

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives advice for discharge.	1. Informs client on his/her health condition (improved/recovered) and orders May Go Home.	None	10 mins	<i>Medical Specialist I or Medical Consultant I</i> Clinical Units
2. None	2. Carries out doctor's order and completes discharge documents.	None	10 mins	<i>Nurse I</i> Clinical Nursing Units
3. Proceeds to Nurse station for discharge instructions.	3. Issues 4 copies of clearance and discharge slip, and discharge documents which may include but is not limited to the following: a. Medications b. Follow-up (with diagnostic procedures as needed) c. Warning signs d. Post-partum care* e. Dietary instructions	None	5 mins	<i>Nurse I</i> Clinical Nursing Units



4. Proceeds to concerned services for signing of clearance and discharge slip.	4. Checks and signs the clearance and discharge slip.	None	15 mins	<i>Hospital Personnel of Concerned Services</i>
5. Proceeds to billing for appropriate charges and payment assessment.	5. Refers to the Hospital Finance Service (HFS) procedures for payment processing.	None	15 mins	<i>Admin Aide III (Billing Officer) Billing Section</i>
6. Returns to nurse to give the accomplished clearance and discharge slip.	6. Verifies upon submission the accomplished clearance and discharge slip. Indicates the date and time of discharge.	None	3 mins	<i>Nurse I Clinical Nursing Units</i>
7. Proceeds to moving to hospital main entrance or exit door.	7. Transports patient via wheelchair.	None	5 mins	<i>Admin Aide I (Transport Aide) Housekeeping</i>
8. Surrenders watcher's pass and remaining copy of clearance and discharge slip to Security Guard.	8. Receives copy of clearance and discharge slip and assists patient to the main entrance or exit door.	None	2 mins	<i>Security Guard Security</i>
TOTAL:		None	1 hour, 5 minutes	



20. Clinical Laboratory Test

General Clinical Laboratory procedure for out-patients

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Valid ID/ Senior Citizen ID		Physician Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands out the laboratory request to the Laboratory Aide	1. Receives, verifies completeness of data and encodes/ logs laboratory request: a. If COMPLETE, proceeds to Step 2. b. If INCOMPLETE, facilitates or coordinates with source of request.	None	5 minutes	Laboratory Aide / Clinical Laboratory
2. None	2. Checks availability of test procedure. a. If test is AVAILABLE, proceed to Step 3. b. If test is NOT AVAILABLE, advise to proceed to other laboratory clinic	None	5 minutes	Medical Technologist / Clinical Laboratory
3. Proceeds to the blood extraction area for blood sample collection	3. Calls patient and verifies patient identity with the blood request form. 3.1 Explains procedure to patient and verifies adherence to fasting (if any)	None	5 minutes	Medical Technologist / Clinical Laboratory



4. None	4. Collects blood sample from the patient and lables the sample.	None	5 minutes	<i>Medical Technologist I</i> Clinical Laboratory
5. None	5. Processes sample (refer to the institutional technical maual)	None	1 hour	<i>Medical Technologist I</i> Clinical Laboratory
6. None	6. Validates and signs the result of laboratory test requested.	None	5 minutes	<i>Medical Technologist II and Medical Specialist I (Pathology)</i> Clinical Laboratory
7. Receives charge slip from the Laboratory Aide and proceeds to Cashier and Billing for payment process	7. Gives charge slip to patient and instructs payment process to the patient	None	3 minutes	<i>Laboratory Aide I</i> Clinical Laboratory
8. Returns to laboratory and presents Official Receipt to the laboratory aide	8. Receives official receipt and validate patient's payment	None	3 minutes	<i>Laboratory Aide I</i> Clinical Laboratory
9. Gets the results	9. Prints and releases reults to the patient	None	5 minutes	<i>Laboratory Aide I</i> Clinical Laboratory
TOTAL:		None	1 hour and 41 minutes	



21. Molecular Diagnostic Laboratory Test - Catridge-Based Test

Cartridge-based test to detect COVID-19.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff at the Reception Area from 9:00AM-11:00AM and fills out necessary forms such as: Case Investigation Form (CIF). Presents a valid Identification Card (ID) for proper verification.	1. Guides to properly fill out the forms and advises to fall in line as the Molecular Laboratory is on First come, first serve basis.	None	10 minutes	<i>Admin Aide III (Receptionist)</i> Molecular Laboratory
2. Proceeds to the cashier to pay for the test.	2. Receives the payment and issue an Official Receipt (OR)	Cartridge-based= PHP 2,450	10 minutes	<i>Cashier</i> Cash Operations
3. Goes back at the reception area and presents the official receipt together with the properly filled up forms	3. Upon the interview of each client and verification of receipt, swab kits are prepared	None	5 minutes	<i>Admin Aide III (Receptionist)</i> Molecular Laboratory
4. Proceeds to swabbing booths when called	4. Confirms all the details written in the VTMs prepared, then performs the swab	None	5 minutes	<i>Laboratory Aide I</i> Molecular Laboratory
5. Goes back to the waiting area	5. Processes of all samples; may still vary depending on the verification of results.	None	1 hour	<i>(2-3) Medical Technologist I</i> Molecular Laboratory
6. Gets the result	6. Releases Official result	None	1 minute	<i>Admin Assistant I (Encoder)</i> Molecular Laboratory
TOTAL:		PHP 2450	1 hour, 31 minutes	



22. Molecular Diagnostic Laboratory Test - Catridge-Based Test

Plate-based test to detect COVID-19.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Government Agencies		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the staff at the Reception Area from 9:00AM-11:00AM and fills out necessary forms such as: Case Investigation Form (CIF). Presents a valid Identification Card (ID) for proper verification.	1. Guides to properly fill out the forms and advises to fall in line as the Molecular Laboratory is on First come, first serve basis.	None	10 minutes	<i>Admin Aide III (Receptionist)</i> Molecular Laboratory
2. Proceeds to the cashier to pay for the test.	2. Receives the payment and issue an Official Receipt (OR)	Plate-based= PHP 2,800	10 minutes	<i>Cashier</i> Cash Operations
3. Goes back at the reception area and presents the official receipt together with the properly filled up forms	3. Upon the interview of each client and verification of receipt, swab kits are prepared	None	5 minutes	<i>Admin Aide III (Receptionist)</i> Molecular Laboratory
4. Proceeds to swabbing booths when called	4. Confirms all the details written in the VTMs prepared, then performs the swab	None	5 minutes	<i>Laboratory Aide I</i> Molecular Laboratory
5. Goes back to the waiting area	5. Processes of all samples; may still vary depending on the verification of results.	None	8 hours	<i>(2-3) Medical Technologist I</i> Molecular Laboratory
6. Gets the result	6. Releases Official result	None	1 minute	<i>Admin Assistant I (Encoder)</i> Molecular Laboratory
TOTAL:		PHP 2800	8 hrs, 31 minutes	



23. Radiology Procedures				
General Procedure for Radiology Department for out-patients				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Valid ID/ Senior Citizen ID		Physician Patient		
CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hands out the radiology request to the Radiologic Staff	1. Receives, verifies completeness of data and encodes/ logs radiology request: a. If COMPLETE, proceeds to Step 4. b. If INCOMPLETE, facilitates or coordinates with source of request.	None	5 minutes	<i>Admin Aide III (Radiologic Clerk)</i> Radiology Department
2. None	2. Encodes/ Logs charges for the procedures for processing payment: a. If patient CAN PAY, directs patient/ caregiver to Cashier then returns to the counter for validation of payment. b. If patient is UNABLE TO PAY, refers the patient/ caregiver to MSWD/ Malasakit then returns to receiving for validation of endorsement from MSW.	None	5 minutes	<i>Admin Aide III (Radiologic Clerk)</i> Radiology Department
3. Proceeds to the xray room.	3. Performs the radiologic procedures as indicated in the request form and sends the film/ digital image to the radiologist on duty.	None	5 minutes	<i>Radiologic Technologist I</i> Radiology Department



4. None	4. Checks and scans the quality of film/ digital image before allowing the patient to leave the premises.	None	10 minutes	<i>Radiologic Technologist I</i> Radiology Department
5. None	5. Reads and interprets the result of the radiologic procedure.	None	10 minutes	<i>Medical Specialist I (Radiology)</i> Radiology Department
6. None	6. Validates and signs the result of the Radiologic procedure requested.	None	5 minutes	<i>Radiologic Technologist II and Medical Specialist I (Radiology)</i> Radiology Department
7. Receives charge slip from the Laboratory Aide and proceeds to Cashier and Billing for payment process	7. Gives charge slip to patient and instructs payment process to the patient	None	3 minutes	<i>Admin Aide III (Radiologic Clerk)</i> Radiology Department
8. Returns to laboratory and presents Official Receipt to the laboratory aide	8. Receives official receipt and validate patient's payment	None	3 minutes	<i>Admin Aide III (Radiologic Clerk)</i> Radiology Department
9. Gets the results.	9. Prints and releases results to the patient	None	5 minutes	<i>Admin Aide III (Radiologic Clerk)</i> Radiology Department
TOTAL:		None	51 minutes	



24. Pharmacy				
Out-patient sales of medicines and medical supplies				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription/ Yellow Prescription			Physician	
Charge Slip			Pharmacy	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Prescription	1.1 Receives the prescription and check completeness and validity	None	3 minutes	<i>Pharmacist I</i> Pharmacy
	1.2 Checks availability of stocks	None	1 minute	<i>Admin Aide III (Pharmacy Aide)</i> Pharmacy
	1.3 Writes price of the prescription and prepares charge slip and hand it to client	None	5 minutes	<i>Pharmacist I</i> Pharmacy
2. Receives charge slip and proceeds to cashier for payment	2. Receives payment and release official receipt to client	None	1 minute	<i>Cashier</i> Cash Operations
3. Presents Official Receipt to Pharmacist	3. Checks Official Receipt and dispenses the prescribed medicines/ medical supplies	None	5 minutes	<i>Pharmacist I</i> Pharmacy
TOTAL:		None	15 minutes	



25. Dental Clinic- Tooth Extraction

Provides oral health education leading to a more preventive approach towards the betterment of the oral health of the patient, creates the proper treatment plan in accordance with the patient's specific needs, and provides the proper treatment procedure on the teeth, bone and soft tissues of the oral cavity in accordance to the final diagnosis.

Office or Division:	Mariveles District Hospital
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MDH OPD Record, Dental Individual Treatment Record, prescription, survey forms, MDH Dental Clinic Log Sheet, Charge slips		MDH Health Information Department, MDH Dental Clinic		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to dental triaging area for basic monitoring of vital signs.	1. Triage the patient (Recording of Medical, Dental, Social History of Patient)	None	10 minutes	<i>Admin Aide III (Dental Assistant)</i> Dental Clinic
2. Signs necessary documents	2. Reads and signs Consent Forms and Dental Clinic Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
3. Gives details about chief complaint and answer dental, medical, social history.	3. Prepares of instruments to be used	None	15 minutes	<i>Dental Aide</i> Dental Clinic
	3.1 Interviews on chief complaint, Oral Health Education			<i>Dentist II</i> Dental Clinic



4. Receives check-up/ assesment of oral cavity and supporting structures.	4. Does oral clinical check-up and dental charting	None	7 minutes	<i>Dentist II</i> Dental Clinic
		None		<i>Dental Aide</i> Dental Clinic
5. Receives necessary treatment.	5. Performs tooth extraction	None	30 minutes*	<i>Dentist II</i> Dental Clinic
				<i>Dental Aide</i> Dental Clinic
6. Receives instructions and asks follow up questions. Then signs necessary documents.	6. Gives post-operative instructions, prescription writing, charging of fees, answering of survey forms, and signing the Dental Clinic Log Sheet	PHP 200	7 minutes	<i>Dentist II</i> Dental Clinic
7. Receives charge slip and proceeds to cashier for payment	7. Receives payment and release official receipt to client	None	1 minute	<i>Cashier</i> Cash Operations
TOTAL:		PHP 200.00	72 minutes	



26. Medical Certificate

Issuance of Medical Certificate as per request of patient and/or ordered by the Resident Physician.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NONE		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches HIM Staff and requests Medical Certificate. Present Patient ID Card.	1. Interviews the patient and asks for Patient ID Card	NONE	2 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
2. Proceeds to waiting area	2. Retrieves the patient's Out-Patient Record and/or Admission and Discharge Chart	NONE	5 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
3. None	3. Encodes and prints the Medical Certificate	NONE	10 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
4. None	4. Signs of the Medical Certificate	NONE	5 minutes	<i>Medical Specialist I or Medical Consultant on Duty</i> Emergency Room or OPD
5. Approach HIM Staff when called	5. Gives charge slip and advises to proceed to cashier for payment	NONE	1 minute	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
6. Receives charge slip and proceeds to cashier for payment	6. Receives payment and release official receipt to client	PHP 100	1 minute	<i>Cashier</i> Cash Operations
7. Presents Official Receipt to HIM Staff	7. Checks Official Receipt and releases Medical Certificate	NONE	2 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
TOTAL:		PHP 100	26 minutes	



27. Medico-Legal Certificate

Issuance of Medico-Legal Certificate as ordered by the Attending Physician.

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
>Police Request (1 original copy) >Valid ID For Patient Representatives: >Authorization Letter from patient (1 original copy) >Valid ID of representative		Police Station Government Agencies Patient		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and brings the necessary requirements at HIM Office	1. Interviews the patient and asks for Patient ID Card and other documents. Verifies documents	None	5 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
2. Proceeds to waiting area	2. Retrieves the patient's Out-Patient Record and/or Admission and Discharge Chart	None	5 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
3. None	3. Encodes and prints the Medico-Legal Certificate	None	10 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
4. None	4. Signs of the Medico-Legal Certificate	None	5 minutes	Medical Specialist I or Medical Consultant on Duty Emergency Room or OPD
5. Approach HIM Staff when called	5. Gives charge slip and advises to proceed to cashier for payment	None	1 minute	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
6. Receives charge slip and proceeds to cashier for payment	6. Receives payment and release official receipt to client	PHP 150	1 minute	Cashier <i>Cash Operations</i>
7. Presents Official Receipt to HIM Staff	7. Checks Official Receipt and releases Medico-Legal Certificate	None	2 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
TOTAL:		PHP 150	29 minutes	



28. Birth Certificate

Issuance of Birth Certificate as requested by the parent/s

Office or Division: Mariveles District Hospital

Classification: Simple

Type of Transaction: G2C - Government to Citizen

Who may avail: ALL

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Married: >Marriage Certificate >Valid ID For Not Married: >Valid ID For Minor: >Birth Certificate (Both Parents) >Valid ID		Municipal Local Civil Registry Municipal Local Civil Registry		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and Bring the necessary requirements at MDH-HIM Office	Interviews the client and asks for Patient ID Card and other documents. Verifies documents	NONE	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
2. None	2. Interviews the parent/s for the child's information, and encodes to Birth Certificate (Draft) completely and accurate.	NONE	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
3. Proceeds to waiting area	3. Encodes the child's information from the Birth Certificate (Draft) to Birth Certificate (Original).	NONE	10 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
4. None	4. Prints the Birth Certificate in 4 copies	NONE	5 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
5. None	5. Signs of (4) Birth Certificates by the Attending Physician	NONE	5 minutes	Medical Specialist I or Medical Consultant on Duty <i>ER/OPD/DR</i>
6. Approaches HIM Staff when called	6. Instructs the parent/s to sign the (4) Birth Certificates. Issues charge slip.	NONE	1 minute	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
7. Receives charge slip and proceeds to cashier for payment	7. Receives payment and release official receipt to client	20.00	1 minute	Cashier <i>Cash Operations</i>
8. Presents Official Receipt to HIM Staff	8. Checks Official Receipt and releases Birth Certificate	NONE	2 minutes	Admin Aide III (HIM Clerk) <i>Health Information Management</i>
TOTAL:		20.00	34 minutes	



29. Death Certificate				
Issuance of the Death Certificate as requested by the relative/s				
Office or Division:	Mariveles District Hospital			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
>Birth Certificate of the deceased >Valid ID			Municipal Local Civil Registry Government Agencies	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests and Brings the necessary requirements at MDH-HIM Office	1. Interviews the client and asks for Patient ID Card and other documents. Verifies documents	None	5 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
2. None	2. Interviews the relative for the patient's information, and encodes to Death Certificate (Draft) completely and accurate.	None	5 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
3. Proceeds to waiting area	3. Encodes the patient's information from the Death Certificate (Draft) to Death Certificate (Original).	None	10 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
4. None	4. Prints the Death Certificate in 4 copies	None	5 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
5. None	5. Signs of (4) Death Certificates by the Attending Physician	None	5 minutes	<i>Medical Specialist I or Medical Consultant on Duty</i> ER/OPD/DR
6. Approaches HIM Staff when called	6. Instructs the relative/s to sign the (4) Death Certificates. Issues charge slip	None	1 minute	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
7. Receives charge slip and proceeds to cashier for payment	7. Receives payment and release official receipt to client	PHP 20	1 minute	<i>Cashier</i> Cash Operations
8. Presents Official Receipt to HIM Staff	8. Checks Official Receipt and releases Death Certificate	None	2 minutes	<i>Admin Aide III (HIM Clerk)</i> Health Information Management
TOTAL:		PHP 20	34 minutes	