

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center (HR Office)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Process of Hiring	Executive Order No. 292-Instituting the "Administrative Code of 1987	Book V – Chapter 5: Personnel Policies and Standards Section 21: Recruitment and Selection of Employees An opportunity for gov't employment shall be opened to all qualified citizens and positive efforts shall be exerted to attract the best qualified to enter the service.	FNLGHTC ISO-9001-2015 HR Policies DOH Manual	July 9, 2018	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: PROCESS OF HIRING					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Primary Requirements 1. Application Letter and Resume	HR SOP	1. Submit the Primary Requirements	HR SOP		None
2. Original Copy of Personal Data Sheet with ID Picture (CS Form No. 212, Revised 2017)	2017 Omnibus Rules on Appointments and other Human Resource Actions (Revised July 2018): Rule II. Requirements for Regular Appointments	2. Wait for the result of initial evaluation for the submitted documents.	HR SOP		None
3. Original Copy of the Authenticated Certificate of Eligibility/ Rating/ License (For positions requiring eligibility)	2017 Omnibus Rules on Appointments and other Human Resource Actions (Revised July 2018) : Rule II, Section 4, d	3. Wait for the notification if qualified in the initial evaluation, as well as the schedule for the exam and interview.	HR SOP		None
B. Secondary Requirements 1. Medical Certificate (CS Form No. 211, Revised 2018)	2017 Omnibus Rules on Appointments and other Human Resource Actions (Revised July 2018):	4. Once schedule is given, proceed to the venue for examination and interview of the	HR SOP		None

	Rule II, Section 6a	Human Resource Merit Promotion and Selection Board (HRMPSB).			
2. PSA Birth Certificate	2017 Omnibus Rules on Appointments and other Human Resource Actions (Revised July 2018): Rule II, Section 6a	5. Wait for the result of the screening. A notification will receive if qualified for the said position applied for.	HR SOP		None
3. Marriage Contract/Certificate	2017 Omnibus Rules on Appointments and other Human Resource Actions (Revised July 2018): Rule II, Section 6a	6. If qualified, submit the secondary requirements for the processing of appointment.			None
4. NBI Clearance	2017 Omnibus Rules on Appointments and other Human Resource Actions (Revised July 2018): Rule II, Section 6a				None
5. Certified True Copies of Diploma and Transcript of Records (TOR)					None
6. Statement of Assets Liabilities, and Net Worth					None
TOTAL				9 Dyas, 10 Hours	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center (Nursing Service-ER)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Emergency Care Management Process	Republic act 8344 An act penalizing the refusal of hospitals and medical clinics to administer appropriate initial medical treatment and support in emergency or serious cases, amending for the purpose batas pambansa bilang 702, otherwise known as "an act prohibiting the demand of deposits or advance payments for the confinement or treatment of patients in hospitals	Section 1 and Section 2	FNLGHTC ER Standard Operating Procedure	July 14, 2017	None

	and medical clinics in certain cases				
Emergency Health Management for Suspect/ COVID19 Patients	ADMINISTRATIVE ORDER 2020-0016- Minimum health system capacity standards for COVID 19 Preparedness and Response Strategies	A. Effective whole-of government and whole-of society action against the COVID-19 threat requires a national government enabled, local government led and people centered response, aligned with the principles of universal health care. National government agencies, local government units, and DOH CHDs, and the private sector shall work together to rapidly expand health system capacity and provide mechanisms for sharing of resources, as necessary D. All actors shall endeavour to achieve the	FNLGHTC Standard Operating Procedure	May 4, 2020	None

		minimum health system capacity targets to ensure that all persons classified as suspect, probable and confirmed COVID-19 cases and close contacts are detected, isolated, and treated.			
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Emergency Care Management Process					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Health Declaration Form	FNLGHTC Emergency Department Manual of Operations	1.Patient proceed to Emergency Room	Emergency Department Standard Operating Procedures	3 hours and 45 minutes	None
Referral letter	FNLGHTC Emergency Department Manual of Operations	2.Wait for diagnostic procedures and results	Emergency Department Standard Operating Procedures		None
		3.Awaits doctor's disposition/order	Emergency Department Standard Operating Procedures		None
		4.For MAY GO HOME PATIENTS/DOA/ER DEATH: proceed to Pharmacy and cashier to settle excess bills if applicable	Emergency Department Standard Operating Procedures Republic Act No. 747 entitled "An Act to Regulate the Fees to be Charged Against Patients in Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Condition" EO 292 – Instituting the		Actual bill

			“Administrative Code of 1987”		
		5.For PATIENT’S WHO NEEDS REFERRAL to higher center: coordinate with the receiving facility	Emergency Department Standard Operating Procedures		None
		6.For ADMITTED PATIENTS: proceed to Admitting Section for interview	Emergency Department Standard Operating Procedures		None
			TOTAL	3 Hours & 45 minutes	Actual Bill

GOVERNMENT SERVICE: EMERGENCY HEALTH MANAGEMENT FOR SUSPECT/COVID-19 PATIENTS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Health Declaration Form	Policies and Procedures on New Normal	1. Patient will proceed/place in the triage1 bed	COVID-19 ER Policies and Procedures	30 minutes	None
Referral letter	Policies and Procedures on New Normal	2. Sit or lie down and wait for the triage nurse to assess and determine if he/she is a covid19 probable/suspect	COVID-19 ER Policies and Procedures		None
		3. Probable or suspect patient will be asked immediately to put on surgical mask and transfer to triage2	COVID-19 ER Policies and Procedures		None
		4. Covid ROD assess and determine if he/she is a covid19 suspect	COVID-19 ER Policies and Procedures		Actual bill
TOTAL				30 MINUTES	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/HOPSS/Collecting Unit

(2) SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Acceptance of Payment	EO 292 – Instituting the “Administrative Code of 1987”	Book V – Office of the President Title 1- Constitutional Commissions Subtitle B – The Commission on Audit Chapter 7– Receipt and Disposition of Funds and Property Section 44	DOH Operational Manual (Collecting Unit) FNLGHTC Cashier Standard Operating Procedures	July 14, 2017	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: ACCEPTANCE OF PAYMENT					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Charge Slip/ Statement of Accounts (SOA)	FNLGHTC Collecting Unit Operational Manual	1. Submit the required documents	EO 292 – Instituting the “Administrative Code of 1987” - Chapter 7, Section 44	3 Minutes	None
		2. Pay the appropriate amount			Amount per charge slip less any applicable discount
		3. Wait for the receipt and change if there is any			None
		4. Return to their respective service provider			None
TOTAL				3 Minutes	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/Medical/Dental Unit

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Provision of Dental Care	Republic Act No. 11223 An Act Instituting Universal Health Care for All Filipinos, Prescribing Reforms in the Health Care System, and Appropriating Funds Therefore	Section 4 (h) Entitlement refers to any singular package or package of health services provided to Filipinos for the purpose of improving health (i) Essential Health package refers to a set of individual – based entitlements covered by the National Health Insurance Program (NHIP) which includes primary care; medicines diagnostics and laboratory; and preventive, curative and	Guidelines in the Implementation of Oral Health Program for Public Health Services (AO 2007-0007)	January 3, 2013	None

		rehabilitative services			
	Republic Act No. 3814 An Act Creating the Bureau of Dental Health Services	Section 2 The Bureau of Dental Health Services is charged with protection of the dental health of the people of the Philippines and the maintenance of an adequate standards.	Executive Order No. 34, s 1966 Providing for the Implementing Details for the Republic Act No. 3814, Creating the Bureau of Dental Health Services	July 1, 1966	
			Administrative Order No. 118, s. 1970 Statement of Policies on Dental Public Health and Establishment of Minimum Standard Requirements for Dental Health Services in accordance with the provision of Republic Act No. 3814 and Executive Order No. 34 of the President	June 16, 1970	None

			effective July 1, 1966		
			Administrative Order No. 11-D s 1998 Revised Standard Requirements for Hospital Dental Health Services in the Philippines	March 20, 1998	None
			Administrative Order 74 s. 2002 Guidelines on the Utilization of DOH Central Office CY 2001 Procured Dental Supplies and Medicine for the Comprehensive Dental Health Program	January 23, 2002	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: PROVISION OF DENTAL CARE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Patient's Information form	Regulatory Code of Dental Practice in the Philippines Article I Duty to the Community Section 11	1. Fill out patient's information form 2. Submit Dental Health form with OPD blotter	Regulatory Code of Dental Practice in the Philippines Article I Duty to the Community Section 11		None
		2. Submit Dental Health form with OPD blotter	Administrative Order No. 44, s. 1996 Revised Standard Individual Patient Dental Health Record (DHS Form I)		
		3. Sit on the dental chair and prepare for dental procedure	Regulatory Code of Dental Practice in the Philippines Article I Duty to the Community Section 3		
		4. Accept Charge Slip and Prescription Form 3.1 If the Patient is Indigent or among 4P's, they may proceed to Social Service after the transaction in	Republic Act No. 747 entitled "An Act to Regulate the Fees to be Charged Against Patients in Government Hospitals and Charity Clinics Classifying		

		Pharmacy for Financial Assistance	Patients According to Their Financial Condition”		
		5. Pay the corresponding dental fees	EO 292 – Instituting the “Administrative Code of 1987 Regulatory Code of Dental Practice in the Philippines Article I Duty to the Community Section 5		
		6. Present Official Receipt together with Charge Slip in Dental Unit	National Internal Revenue Code of 1997 Section 237		
		7. Listen to the Dentist for the Home Care Instructions	Regulatory Code of Dental Practice in the Philippines Article I Duty to the Community Section 9		
		8. Request dental certificate (if needed) a. Fill out request slip b. Wait while request is being processed c. Receive charge slip for payment d. Pay the corresponding fees e. Present O.R. given by the Cashier Receive Dental Certificate	Regulatory Code of Dental Practice in None 10 the Philippines Article II Duty to the Profession Section 15		
TOTAL:				2 Hours, 17 minutes	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/HOPSS/ BILLING AND CLAIMS UNIT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: () Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Processing of Discharge of InPatients	RA 9439- An act prohibiting the detention of patients in hospitals and medical clinics on grounds of non-payment of hospital bills or medical expenses.	Section V- Policies and Guidelines, B- Specific Guidelines D.- All hospitals or medical clinics shall establish billing and collection procedures subject to current accounting and auditing rules and regulations. E. - All hospitals or medical clinics shall have written policies and procedures for admitting and releasing patients, including identifying the officer/s or employee/s	FNLGHTC Billing and Claims Operational Manual	January 7, 2019	<p>Policy on discharge of patient with Document No. CSGH-HOPSS-BILL-001-revision 1 with effectivity date of August 1, 2019</p> <p>Policy on discharge of patient with Document No. CSGH-HOPSS-BILL-001-revision 2 with effectivity date of May 15, 2020</p>

		responsible for releasing patients			
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: Processing of Discharge of In-Patients					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Philhealth ID / MDR Photo Copy Birth Certificate /Baptismal Certificate 3. 2. Marriage Contract 3.3. Affidavit of 2 Disinterested Persons 3.4. Valid IDs 3.5 Philhealth Official Receipts 3.6 CSF and CF1 duly signed by employer (for employed philhealth members)	FNLGHTC Billing and Claims Operational Manual	1. Sit down and wait for the patient name to be called.	FNLGHTC Billing and Claims Operational Manual	10 minutes	None
		2. Billing Clerk re computes SOA and discounts if applicable	FNLGHTC Billing and Claims Operational Manual		None
		3. Philhealth member will sign pertinent documents			None
		4. Proceed to Philhealth Cares for interview (if available)	Philhealth Circular 2019-0006		None

		5. Proceed to collecting unit to settle excess bills if applicable.	EO 292 – Instituting the “Administrative Code of 1987”		Excess of Patients bill
			TOTAL	10 MINUTES	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ MEDICAL DIVISION / RESPIRATORY THERAPY UNIT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Availment of Respiratory Therapy Services	Republic Act 10024 (Philippine Respiratory Therapy Act of 2009)	Section 27 (a) Performs and recommends tentative interpretation of tests obtained from physiological specimens which will assist in the diagnosis and determination of the degree of impairment of relevant aspects of cardiopulmonary efficiency; (c) Performs pulmonary function testing maneuvers; (d) Performs cardiopulmonary	FNLGHTC Respiratory Therapy Unit Standard Operating Procedures	April 8, 2019	None

		resuscitation and provide an artificial airway; (e) Administers mechanical ventilatory support; (f) Administers pharmacologic agents related to respiratory care procedures; (g) Offers bronchopulmonary hygiene procedures to improve pulmonary status;			
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: AVAILMENT OF RESPIRATORY THERAPY SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request Form	FNLGHTC Pulmonary Medicine and ancillary Services Standard Operating Procedures	1.Present the pulmonary request form at the Respiratory Therapy Unit	FNLGHTC Pulmonary Medicine and ancillary Services Standard Operating Procedures		None
		2. Pay at the Collecting Office (for OPD patients)	FNLGHTC Pulmonary Medicine and Ancillary Services Standard Operating Procedures		Refer to the list of fees to be paid (Actual charge)
		3.Present the pulmonary request form together with the official receipt (for OPD patients)	FNLGHTC Pulmonary Medicine and ancillary Services Standard Operating Procedures	* depending on the procedure to be done	None
		4. Receive result/s and sign the releasing logbook.	FNLGHTC Pulmonary Medicine and ancillary Services Standard Operating Procedures		None
Total				30 minutes	

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<p>Issuance of Medical Certificate</p> <p>Birth/Death Certificate</p>	<p>DOH Hospital Health Information Management Manual, 3rd Edition 2010. RA 10173 The Data Privacy Act of 2012.</p> <p>The Philippine Statistical Act RA 10625</p>	<p>Chapter 4-Systems and Procedures, Page 91. Chapter III Section II General Data Privacy Principle. The processing of personal information shall be allowed subject to the compliance to the requirements of this Act. Article 6(e) PSA to carry out, enforce and Administrative Civil Registration functions as provided for by RA 3753, the Law on Registry of Civil Status</p>	<p>FNLGHTC HIM Standard Operating Procedures</p>	<p>July 14, 2017</p>	<p>None</p>
<p>Admission of Patients</p>	<p>RA 9439- AN act prohibiting the</p>	<p>Section V- Policies and Guidelines, B-</p>	<p>FNLGHTC HIM Standard</p>	<p>July 14, 2017</p>	<p>None</p>

	detention of patients in hospitals and medical clinics on ground of non-payment of hospital bills or medical expenses.	Specific Guidelines, E- All hospitals or medical clinics shall have written policies and procedures for admitting and releasing patients, including identifying the officers or employee/s responsible for releasing patients.	Operating Procedures		
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: ISSUANCE OF BIRTH/DEATH CERTIFICATE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely filled-up request form	FNLGHTC HIM Standard Operating Procedures	Birth Certificate: 1. Secure queuing number 1.1 Fill in request slip 1.2 Submit request	FNLGHTC HIM Standard Operating Procedures	5 minutes	None
		2. Go to Cashier	EO 292 – Instituting the “Administrative Code of 1987”	2 minutes	Married: P100.00 Not Married P150.00
		3. Wait while request is being processed		30 minutes For Not Married, prepare AUSF for mother and acknowledgement of paternity for father, additional 15 minutes	
		4. Review entries; if there are corrections, return copy and ask Administrative Aide to correct		10 minutes For correction of errors, additional 5 minutes	None
		5. Affix signature as informant		2 minutes	None
		6. Sign waiver		2 minute	None
TOTAL				1 HR 10 MINUTES	P250.00
		Death Certificate:			

		1. Secure queuing number 1.1 Fill in request slip 1.2 Submit request		5 minutes	None
		2. Go to Cashier		2 minutes	P100.00
		3. Wait while request is being processed		30 minutes	None
		4. Review entries; if there are corrections, return copy and ask Administrative Aide to correct		10 Minutes For correction of errors, additional 5 minutes	None
		5. Affix signature as informant		1 minute	None
		6. Acknowledgement of receipt of death certificate		2 minutes	None
TOTAL PROCESSING TIME				55 MINUTES	P100.00

GOVERNMENT SERVICE: ISSUANCE OF MEDICAL CERTIFICATE			
SERVICE INFORMATION			
LIST OF REQUIREMENTS	LIST OF STEPS AND PROCEDURES	Total Processing	Total fees to be paid

Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Time	
		Medical Certificate: 1. Secure queuing number 1.1 Fill in request slip 1.2 Submit request		1 minute	None
		2. Go to Cashier		2 minutes	P50.00
		3. Wait while request is being processed		10 minutes For Attending Physicians Signature, Additional 15 minutes	None
		4. Present Official receipt 4.1 Acknowledgement of receipt		2 minutes	None
		TOTAL PROCESSING TIME		30 minutes	P50.00

GOVERNMENT SERVICE: ADMISSION OF PATIENTS
SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Admission Slip	FNLGHTC HIM Standard Operating Procedures	1. Submit Admission Slip	FNLGHTC HIM Standard Operating Procedures	13 MINUTES	None
2. Any of the following: (Photo Copy) Birth Certificate/Baptismal Certificate Marriage Contract Valid ID's Philhealth ID	FNLGHTC HIM Standard Operating Procedures	2. Proceed at the Admitting Section and present Green Card and other required documents	FNLGHTC HIM Standard Operating Procedures		None
TOTAL				13 MINUTES	NONE

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ MEDICAL DIVISION / MEDICAL SOCIAL SERVICE

(2) SUBMITTED UPDATED CITIZEN’S CHARTER TO ARTA ON JULY 25, 2020: () Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Availment of Medical Social Service Assistance	Republic Act No. 747 entitled “An Act to Regulate the Fees to be Charged Against Patients in Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Condition	Section 1. For purposes of classifying patients in Government Hospitals and/or Charity Clinics	Administrative Order No.51-A s. 2001 FNLGHTC Medical Social Service Standard operating Procedures	October 12, 2001 January 15, 20018	Administrative Order No. 51-A s. 2001 “Amended Guidelines for The Implementation of RA 747 entitled “ An Act to Regulate the Fees to be Charged Against Patients In Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Condition” PhilHealth Circular No. 2017-0011, Guidelines on the Point-of-Service (POS) sec. IV Participation of Health Care Facilities, No. 5, Ensure the Availability f Personnel e.g. Medical Social Welfare Officer/ Social Welfare & Development Officer , trained by the Department of Health on the Administration of the DOH Means Testing

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: AVAILMENT OF MEDICAL SOCIAL SERVICE ASSISTANCE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Psychosocial Assessment Tool and Proof of Indigency	Republic Act No. 747 entitled "An Act to Regulate The Fees to be Charged Against Patients in Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Condition Administrative Order No. 51-A s. 2001	1. Directly seek Medical Social Service assistance	FNLGHTC MSS Standard Operating Procedures	30 minutes	None
Proof of Indigency and/or Other Required Document: 4Ps Membership Card Senior Citizen ID Philhealth MDR/ID	Administrative Order No. 2017- 0003 "Guidelines for the Implementation of the 2017 Medical Assistance Program (MAP) in DOH Hospitals and other Selected Government Health Facilities	2. Receive assistance	Administrative Order No. 2017-0003 "Guidelines for the Implementation of the 2017 Medical Assistance Program (MAP) in DOH Hospitals and other Selected Government Health Facilities		
TOTAL				30 minutes	

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ MEDICAL DIVISION / RADIOLOGY DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Availment of Diagnostic Services	RA No. 11223 "Universal Health Care Act"	<p>Section 2. Declaration of Policy.</p> <p>(a) There shall be total coverage of medical services according to the needs of patients</p> <p>Section 3. General Objectives</p> <p>(b) Ensure that all Filipinos are guaranteed equitable access to quality and affordable health care goods and services, and protected against financial risk.</p>	Administrative Order (AO) no. 149 Basic Standards on Radiation Protection and Safety Governing the Authorization for the Introduction and Conduct Practices Involving X-ray Services in the Philippines.	May 17, 2018	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: AVAILMENT OF DIAGNOSTIC SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Completely and correctly filled out Radiology Request Form	FNLGHTC Radiology Standard Operating Procedures	1. Present the Radiology Request Form	FNLGHTC Radiology Standard Operating Procedures		None
Patients Information form(Yellow Card)	FNLGHTC Radiology Standard Operating Procedures	2. Accept the charge slip. If the patient is indigent or among 4P's, they may proceed to Social Service for Financial Assistance	Republic Act No. 747 entitled "An Act to Regulate the Fees to be Charged Against Patients in Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Condition"		None
		3. Pay the corresponding fees	EO 292 – Instituting the "Administrative Code of 1987"		Refer to pricelist
		4. Present official receipt and/or charge slip with classification in Radiology Department	FNLGHTC Radiology Standard Operating Procedures		None
		5. Proceed to the X-ray room or	FNLGHTC Radiology Standard Operating		None

		Ultrasound room for radiologic procedure	Procedures		
		6.Receive official result and signing at the releasing logbook	FNLGHTC Radiology Standard Operating Procedures		None
				TOTAL:	3 Days, 1 Hour and 2 Minutes

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ MEDICAL DIVISION / LABORATORY DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Provision of Laboratory Diagnostic Services	Republic Act 4688s.1966, An Act regulating the Operation & Maintenance of Clinical Laboratories	Section 1, Any person, firm or corporation, maintaining a clinical laboratory shall register and secure a license annually, at the office of the Secretary of Health	Administrative Order no 2007-0027 Revised Rules and Regulations Governing The Licensure & Regulation of Clinical Laboratory in the Philippines	August 22, 2007	Administrative Order No. 59s. 2001 Rules and Regulations Governing the Establishment, Operation and Maintenance of Clinical Laboratories in the Philippines

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: AVAILMENT OF LABORATORY DIAGNOSTIC SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Correctly entered Laboratory Request in HOMIS	FNLGHTC Laboratory Standard Operating Procedures	1. Laboratory receptionist counter checks patients data and request in HOMIS	FNLGHTC Laboratory Standard Operating Procedures	Stat- 1 hour	None
		2. a. If patient is from OPD, receptionist counter checks patient data and request in HOMIS, prints verified request from LIS	FNLGHTC Laboratory Standard Operating Procedures		None
		2.b. If patient is walk-in, receptionist inputs patient data and request in LIS, and prints request.			
		3. Receptionist records printed request in the logbook			
		4. Receptionist/Medtech on duty explains procedure and turnaround time to			

		patient			
		5.Laboratory staff extract/collects specimen for processing			
		6. Laboratory staff issues charge slip to patient, instruct patient to proceed to cashier	EO 292 – Instituting the “Administrative Code of 1987” Republic Act No. 747 entitled “An Act to Regulate the Fees to be Charged Against Patients in Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Condition”		Refer to the pricelists
		7. Laboratory staff processes specimen			
		8. Laboratory staff inputs results in LIS, validates result, and prints validated result.			
		9. Proceed/Return to Laboratory Reception And present OR to laboratory staff on duty	FNLGHTC Laboratory Standard Operating Procedures		None
		10. Receive laboratory result/s	FNLGHTC Laboratory Standard Operating		None

			Procedures		
		11. Patient fills up CSS	FNLGHTC Laboratory Standard Operating Procedures		None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ HOPSS / DISBURSING UNIT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: () Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Releasing of Checks	Government Accounting Manual (GAM)	Manual (GAM) Chapter 6 Disbursements Section 12 Seq. No.17 Disbursements by Checks	Cashiers Standard Operating Procedures		None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: RELEASING OF CHECKS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Identification Card (External Client)	GAM Chapter 6 Section 12 Seq. No.26	1. Present the necessary document for proper identification of the claimant of check	GAM Chapter 6 Section 12 Seq. No.26	5 minutes	None
Special Power of Attorney for authorized representatives	GAM Chapter 6 Section 12 Seq. No.26	2. Receives the check			None
		3. Issues official receipt (If payee is an external client)			None
TOTAL				5 minutes	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ MEDICAL DIVISION / PHARMACY UNIT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Dispensing of Drugs and Medicines to the Out-patient Department and the General Public	Republic Act No.10918 Philippine Pharmacy Act	Section 2: The State recognizes the vital role of Pharmacists in the delivery of quality healthcare services through the provision of safe, effective, and quality pharmaceutical products, pharmaceutical care, drug information, patient medication counseling, and health promotion. The pharmacists' professional services shall,	1. SOP: Dispensing to Out-patient Department and the General Public Rev.2 2. Antimicrobial Policy Rev.1	08 April 2019 08 October 2019	Dispensing to Out-patient Department and the General Public Rev.0 and Rev.1 Antimicrobial Policy Rev.0

		therefore, be promoted as an indispensable component of the total healthcare system to ensure the physical well-being of the Filipinos.			
	Republic Act 6675 GENERIC ACT OF 1988	Section 2, To promote, encourage and require the use of generic terminology in the importation, manufacture, distribution, marketing, advertising and promotion, prescription and dispensing of drugs.	Pharmacy Standard Operating Procedures		None
	Republic Act 9165 DANGEROUS DRUGS ACT	Section 2, To safeguard the integrity of its territory and well-being of its citizenry particularly the youth, from the harmful effects of	Pharmacy Standard Operating Procedures		None

		dangerous drugs on their physical and mental wellbeing.			
	Republic Act no. 6675 The Generics Act of 1998	Section 2: To promote, encourage and require the use of generic terminology in the importation, manufacture, distribution, marketing, advertising and promotion, prescription and dispensing of drugs	1. Policy on Medication ordering and Prescribing Rev.1	08 October 2019	Medication ordering and Prescribing Rev.0
	Republic Act 9165 Comprehensive Dangerous Drugs Act of 2002 Board Regulation No.1 Series of 2014	Section 30: Persons Authorized to engage in the Professional Supply of Dangerous Drugs or Drugs containing Controlled Chemicals (30) 1a: A	1. Handling of Dangerous Drugs Rev.1 2. Medication Ordering and Prescribing Rev.1	08 April 2019 08 April 2019	Handling of Dangerous Drugs Rev.0 Medication Ordering and Prescribing Rev.0

		<p>pharmacist, acting in accordance with the norms and standards of the pharmacy profession, who supplies to another person on prescription or on requisition in the ordinary course of a pharmacy business</p> <p>Section 31. Prescriptions (1): No person shall prescribe a dangerous drugs or drug preparation, in any dosage form, which requires a valid S-2 license, unless than person is a medical practitioner;</p> <p>a) who prescribes the drug</p>			
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		<p>in the ordinary practice of their respective profession</p> <p>b) granted an S-2 license to prescribe such drugs by the Philippine Drug Enforcement Agency</p> <p>(2): Prescriptions for dangerous drugs shall</p> <p>a) Be on a Special Prescription Form unless specifically exempted;</p> <p>b) Be signed and dated by the prescribing</p>			
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		<p>practitioner on the date of issue;</p> <p>c) Containing only one dangerous drug</p> <p>d) Be in triplicate copies with specific direction of use</p> <p>(3): Standard information to be supplied in the prescription shall be</p> <ul style="list-style-type: none">• The full name, complete address, telephone number/ email address, current S-2 license number and validity of license, and Profession			
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		<p>al Tar Receipt of the prescribin g practitione r</p> <ul style="list-style-type: none">• Complete name, age and address of the patient• Date of prescription• Generic name and brand of the preparation to be supplied• Dosage strength and form and total number of dosage units of use or total quantity of preparation to be supplied in words			
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		<p>and its numerical equivalent</p> <ul style="list-style-type: none">• Direction for use• Inscription “no refill” at the face of the prescription• Original signature of the medical practitioner• Direction of use must be specified. “Take as directed” or “Take as required” is not authorized <p>(4a): No prescription, once filled by the pharmacy shall be refilled</p> <p>(4d): A pharmacist shall not supply dangerous drugs</p>			
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		<p>on presentation of prescription, if she/he knows or has reason to believe that the prescription or order was:</p> <ul style="list-style-type: none">i. Forged, unlawfully altered, or cancelledii. Issued more than (60) sixty days before presentationiii. Already terminated by the discontinuance of the medication by the prescriber or death of the patientiv. The prescription is outside the scope of practice			
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		<p>v. of the prescriber Not complete, legible, properly prepared, properly signed, or show any signs of alteration or erasure</p> <p>(4e): The dispensing pharmacist shall require the person who will received the drug to indicate his/her complete name, and address, valid government issued identification card with picture, or in case of foreigners, present the original and photo copy of passport or any valid government issued identification card and affix</p>			
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		signature at the back of the prescription (6d) A PDEA licensed practitioner may prescribe a dangerous drugs for patient use for up to (30) thirty day supply of the Philippine Schedule 2, 3 and 4 dangerous drugs per prescription			
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: DISPENSING OF DRUGS AND MEDICINES TO OUT-PATIENT DEPARTMENT AND THE GENERAL PUBLIC					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Properly filled up Prescription form	Republic Act No.10918 Philippine Pharmacy Act Republic Act no. 6675	Bring the prescription form to the Pharmacy	Policy on Medication ordering and Prescribing SOP: Dispensing to OPD and the General Public	5 Minutes	NONE

	<p>The Generics Act of 1998 Republic Act 9165</p> <p>Comprehensive Dangerous Drugs Act of 2002 Board Regulation No.1 Series of 2014</p>		<p>Antimicrobial Policy</p> <p>Handling of Dangerous Drugs</p>		
		Proceed to Cashier Section to settle the bill	EO 292- Administrative code of 1987 Republic Act N0.747 – An “Act to Regulate the Fees to be Charged against Patients in Government Hospitals and Charity Clinics Classifying Patients According to Their Financial Conditions”	2 Minutes	NONE
		3.Go back to Pharmacy for issuance of drugs and medicines	Pharmacy Standard Operating Procedures		None
		4.Receive drugs & medicines	Pharmacy Standard Operating Procedures		None
TOTAL				12minutes 30 seconds	None

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: Far North Luzon General Hospital and Training Center/ NURSING DIVISION / OUT PATIENT DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: (x) Yes () No

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title)	Specific Provision in the Governing Law(s) as Basis	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Availment of OPD Specialty Services	Administrative Order No. 2012-0012 HSRFB-DOH Level 2 General Hospital	Attachment 2.A Personnel Department Head (Specialty)	FNLGHTC OPD Standard Operating Procedures		None

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: AVAILMENT OF OPD SPECIALTY SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total fees to be paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Appointment /Tagubilin / Referral	FNLGHTC OPD Standard Operating	1.Get Queue Number at Guard and undergo	FNLGHTC OPD Standard Operating		None

	Procedures	screening at triage post	Procedures		
Patients Information Card		2. Proceed to hospital lobby and wait for your number to be called.	FNLGHTC OPD Standard Operating Procedures		None
		3. Proceed to registration and vital sign area once acquired number is called.	FNLGHTC OPD Standard Operating Procedures		None
		4. Proceed to nurse station waiting area and wait for nurse's call for interview and assessment	FNLGHTC OPD Standard Operating Procedures		None
		5. Proceed to doctor's clinic waiting area, wait name to be called for consultation.	FNLGHTC OPD Standard Operating Procedures		None
		6. Pay bills at the collecting office or proceed to medical social worker for financial assistance then show receipts/charge slip noted by MSS at registration/vital sign area	FNLGHTC OPD Standard Operating Procedures		Refer to pricelist
		7. Return to Nursing Station for instructions	FNLGHTC OPD Standard Operating Procedures		None

	TOTAL	1 Hour, 29 Minutes	Refer to pricelist
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