



FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER

CITIZEN'S CHARTER

2020 (1st Edition)



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I. Mandate

The FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER (FNLGHTC) a health care facility under the administrative and technical supervision of the Department of Health established in Brgy. Quirino, Municipality of Luna Province of Apayao created by virtue of Republic Act No. 8536 “An Act Establishing the Far North Luzon General Hospital in Quirino, Municipality of Luna, Province of Apayao, and Appropriating Funds Therefor“ authored by Hon. Elias K. Bulut, Sr., then Congressman - lone District of Apayao and was signed into law by his Excellency President Fidel V. Ramos on February 23, 1998.

The FNLGHTC is a 100 bed capacity Level 1 and geared towards upgrading its capability and capacity to 150 beds level 2 by the year 2020 to address the hospitalization needs of its primary catchment population, the Province of Apayao and secondary catchment population, the nearby municipalities of Cagayan and Ilocos Norte and other walk-in patients from other provinces and regions. This institution is capable to manage secondary and tertiary cases or the services performed by Level 2 health care facility. The hospital provides services with 4 major departments: Medicine, Ob-Gyne, Pediatric and surgery; Out Patient Department; Emergency Department, Dental, laboratory with blood station, Radiology (CT scan, xray, ultrasound, 2D echo); and Dialysis.

II. Vision

A Health care institution that is a center of excellence in the delivery of health services and a training venue of affiliates continually uplifting the health and socio-economic status of the community.

III: Mission

The institution affirms to provide optimum health care service that are very accessible and affordable delivered by highly competent, compassionate and client – focused health workers complemented with adequate and updated facilities and equipment. We also endeavour to provide appropriate training to all our personnel.



IV. Service Pledge

We the officials and the employees of the **FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER** pledge and commit to deliver quality public service. Specifically, we will...

Serve all patients equally without prejudice and discrimination

- ✓ Serve with humane and integrity
- ✓ Be polite and courteous to everyone
- ✓ Be sensitive and act as professionals at all times
- ✓ Wear proper uniform and identity
- ✓ Be prompt
- ✓ Display procedure, fees and charges
- ✓ Provide adequate and accurate information
- ✓ Provide feedback mechanism
- ✓ Always available during office hours



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OFFICE OF THE MEDICAL CENTER CHIEF

External Services



RECEIVING AND DISSEMINATING OF EXTERNAL COMMUNICATIONS

The Medical Center Chief; being the top management it is her responsibility to effectively plan, coordinate, implement, supervise and monitor the Quality Management System of the hospital.

Office or Division:	MEDICAL CENTER CHIEF OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All employees of FAR North Luzon General Hospital and Training Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents/handover/ Sends through e-mail the external communication.	1. Verify and acknowledges communication, Records the document then forward to the Medical Center Chief or Officer In-charged in case the MCC is on official business.	None	1 Minute	<i>MCC's Staff</i>
	1.2 The medical Center Chief Noted the communication for information, dissemination, action and approval of the concerned offices/employees.	None	1 Day	<i>MCC's Staff</i>
2. Takes the receiving copy or acknowledgement receipt.	2. Give or send acknowledging receipt	None	1 Minute	<i>MCC's Staff</i>
	TOTAL:	None	1 Day, 2 Minutes	



OFFICE OF THE MEDICAL CENTER CHIEF

Internal Services



RECEIVING AND DISSEMINATING OF INTERNAL COMMUNICATIONS

The Medical Center Chief; being the top management it is her responsibility to effectively plan, coordinate, implement, supervise and monitor the Quality Management System of the hospital.

Office or Division:	MEDICAL CENTER CHIEF OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All employees of FAR North Luzon General Hospital and Training Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents/handover Internal communication to MCC's staff	1. Verify and acknowledges communication, Records the document then forward to the Medical Center Chief or Officer In-charged in case the MCC is on official business.	None	1 Minute	<i>MCC's Staff</i>
	1.2 The medical Center Chief Noted the communication for information, dissemination, action and approval of the concerned offices/employees.	None	2 Days	<i>MCC's Staff</i>
2. Takes the receiving copy	2. Give the receiving copy of the communication	None	1 Minute	<i>MCC's Staff</i>
	TOTAL:	None	2 Days, 2 Minutes	



VALIDATING AND APPROVING OF INTERNAL DOCUMENTS

The Medical Center Chief; being the top management it is her responsibility to effectively plan, coordinate, implement, supervise and monitor the Quality Management System of the hospital.

Office or Division:	MEDICAL CENTER CHIEF OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All employees of FAR North Luzon General Hospital and Training Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit internal document to MCC's staff	1. Staff receive and validate the document if the Head of the requesting office already approved the request/paper with accomplished signatory and intact attachments.	None	1 Minute	<i>MCC's Staff</i>
	1.2 Records the received document and forward to the Medical Center Chief	None	1 Minute	<i>MCC's Staff</i>
	1.3 Medical Center Chief review, validate and approves the document submitted.	None	2 Days	<i>MCC's Staff</i>
2. Client accomplish the record book and receives the approved document	2. Release the approved document	None	1 Minute	<i>MCC's Staff</i>
	TOTAL:	None	2 Days, 3 Minutes	



**OFFICE OF THE CHIEF OF MEDICAL
PROFESSIONAL SERVICE STAFF**
Internal Services



REVIEW AND RECCOMEND FOR APPROVAL INTERNAL DOCUMENTS/REPORTS

An office recommending document's to be approved by the approving authority or Head of the Institution.

Office or Division:	CHIEF OF MEDICAL PROFESSIONAL STAFF OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All requesting Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Internal documents/reports			Requesting unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit report/internal documents	1. Receive reports and or internal documents	None	1 minute	<i>Administrative Assistant I</i>
	2. Review and recommend for approval reports and or internal documents	None	16 working hours	<i>CMPS</i>
Receive Internal documents and or reports	3. Forward internal documents to the requesting or concerned units	None	5 minutes	<i>Requesting unit</i>
	TOTAL:	None	16 Hours, 6 Minutes	



PREPARING OF SHO AND ER OFFICER FOR EVERY MONTH

An office designating Senior House Officer and Emergency Room officer to oversee related work, the workplace and co-workers in the area.

Office or Division:	CHIEF OF MEDICAL PROFESSIONAL STAFF OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All Department Head			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule of Duties for the whole month			All Department Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit schedule at CMPS office 5 days before end of every month	Receive names recommended SHO and ER officer of the month	None	1 minute	<i>Administrative Assistant I</i>
	Appoint SHO officer and ER officer	None	30 minutes	<i>CMPS</i>
	Encode schedule of SHO and ER officer	None	15 minutes	<i>Administrative Assistant I</i>
	Review and Approve schedule of SHO and ER officer	None	15 minutes	<i>CMPS</i>
Receive approved schedule of SHO and ER officer	Issue approved schedule of SHO and ER officer	None	1 minute	<i>Department Head</i>
	TOTAL:	None	1 Hour, 2 Minutes	



APPROVE LEAVE OF ABSENCE

An office approves leave of absence to all medical units.

Office or Division:	CHIEF OF MEDICAL PROFESSIONAL STAFF OFFICE			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All Permanent Medical and Ancillary Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete filled leave forms		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit filled leave forms to the CMPS office for approval	Receive filled leave application form	None	1minute	<i>Administrative Assistant I</i>
	Approve leave application	None	3 minutes	<i>CMPS</i>
Receive approved leave application form	Forward filled application forms	None	1minute	<i>Requesting personnel</i>
	TOTAL:	None	5 Minutes	



HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICE (HOPSS)

External Services



ISSUANCE OF APPOINTMENT

This service is provided to any qualified applicant who has been appointed or promoted to the vacant position offered by the agency based on the requirement set by the Civil Service Commission and other selection process as stipulated in the Merit Selection Plan.

Office or Division:	Human Resource Management Section		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	All Active Human Resources (Plantilla Positions)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Personal Data Sheet (CSC Form 212 Revised 2017) with most recent ID passport size picture to be attached and submitted (3 Original Copies back- to- back), with attached work experience sheet		Requesting party	
Original copy of Authenticated of the following, if applicable (1 Original Copy and 3 Photocopies) a. Civil Service Eligibility b. Valid Professional Regulation Commission (PRC) ID c. PRC Board Rating d. Any related eligibility granted in the government		Civil Service Commission Professional Regulatory Commission Professional Regulatory Commission	
Medical Certificate (CSC Form 211) signed and check-up by the designated Government Physician with complete results of the following: (3 Original Copies) a. Blood Test b. Urinalysis c. Chest X-Ray d. Drug Test		Human Resource Management Section	
Certified True Copy of Diploma and Transcript of Records (TOR) (1 Original Copy and 3 Photocopies)		Requesting party's School/University	
Original latest NBI Clearance (1 Original Copy)		National Bureau Investigation	
Original and Certifies True Copy of Birth Certificate (PSA Form) (1 Original Copy & 1 Photocopies)		Philippine Statistics Authority	
Original and Certified true Copy of Marriage Contract if applicable (1 Original and 3		Philippine Statistics Authority	



Photocopies)					
Statement of Assets, Liabilities, and Networth (Revised 2015 Form) (3 Original Copies back-to-back)		Requesting party			
Tax Identification Number (TIN) (1 Photocopies)		Bureau of Internal Revenue			
Documentary Stamp (2 pcs.)		Requesting party			
Certificate of Successful Completion of Training on non-degree courses, formal in-service training programs, Fellowships, grants and other forms of formal training activities (1 Original & 1 Photocopy)		Requesting party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Receive the notification on promotion/appointment and checklist of requirements	1. Notify successful applicant who have been appointed/promoted to the position.	None	1 minutes	<i>Administrative Officer V</i> Human Resource Management Office	
1.1. Submit all the complete requirements	1.1. Give/Notify the client on the Checklist of Requirements to the appointee.	None	2 days	<i>Administrative Assistant II</i> Human Resource Management Office	
1.2. Receive the schedule date of issuance appointment	1.2. Checks the correctness in filling out forms and completeness of the requirements submitted.	None	30 minutes	<i>Administrative Assistant II</i> Human Resource Management Office	
	1.3. Advise the schedule date of issuance of appointment	None	5 minutes	<i>Administrative Officer V</i> Human Resource Management Office	
	1.4. Prepare and print the Appointment and other necessary documents (Oath of Office, Certificate of Assumption,	None	3 hours	<i>Administrative Assistant II</i> Human Resource Management Office	



	<p>Resolution, Position Description Form (PDF)).</p> <p>1.5. Check the correctness and completeness of the Appointment and other necessary documents (Oath of Office, Certificate of Assumption, Resolution, and Position Description Form (PDF)).</p> <p>1.6. Facilitate signing of Appointments and other necessary documents (Oath of Office, Certificate of Assumption, Resolution, Position Description Form (PDF)) to concern signatories (HRMPSB, MCC, Appointing Authority, Division Head & Section/Unit Heads).</p>	None	1 hour	<p><i>Administrative Officer V</i> Human Resource Management Office</p> <p><i>Administrative Assistant II</i> Human Resource Management Office</p>
2. Return and sign the appointment.	<p>2. Facilitate signing of the Appointment and other necessary documents (Oath of Office, Certificate of Assumption, Resolution, Position Description Form (PDF)) to concern appointee.</p> <p>2.1. Prepare and print Appointment</p>	None	1 hour	<p><i>Administrative Assistant II</i> Human Resource Management Office</p> <p><i>Administrative Assistant II</i></p>
		None	20 minutes	



	Transmittal and Action Form			
	2.7 Sign the Appointment Transmittal and Action Form	None	3 hours	<i>Administrative Officer V</i> Human Resource Management Office
	2.8 Submission of Appointment, Oath of Office, Certificate of Assumption, Resolution, Position Description Form (PDF)) to the CSC Field Office.	None	1 hours	<i>Administrative Aide VI</i> Human Resource Management Office
	TOTAL:	None	9 days, 10 hours	



ISSUANCE OF CERTIFICATE OF TAX WITHHELD TO SUPPLIERS/ SERVICE PROVIDERS (BIR FORM 2306/2307)

This service is provided to any qualified applicant who has been appointed or promoted to the vacant position offered by the agency based on the requirement set by the Civil Service Commission and other selection process as stipulated in the Merit Selection Plan.

Office or Division:	ACCOUNTING			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> · All Suppliers · Service providers of Far North Luzon General Hospital and Training Center 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and state request.	None	None	2 Minutes	<i>Administrative Officer I Administrative Assistant II</i>
2. Wait while the requested document is being prepared by the employee in-charge	2. Prepares the requested document	None	4 Minutes	<i>Administrative Officer I Administrative Assistant II</i>
	2.1 Signs the prepared document	None	1 Minute	<i>Accountant III</i>
3. Receive the document requested.	3. Releases the requested document.	None	1 Minute	<i>Administrative Assistant II</i>
TOTAL:		None	9 Minutes	



ISSUANCE OF STATEMENT OF ACCOUNT (SOA) TO IN-PATIENTS

The Billing section issues the Statement of Account to in-patients based on the patients bill at iHOMIS.

Office or Division:	BILLING AND CLAIMS SECTION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	In-patient watcher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated MDR		Philhealth Office		
Official receipt of contributions if required by Philhealth Benefit Eligibility Form (PBEF)		Philhealth Office		
Payment history if required by Philhealth Benefit Eligibility Form (PBEF)		Philhealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up log book and wait for the document to be processed	1. Verifies the eligibility of the member.	None	1 Minute	<i>Billing and Claims Clerk on duty</i>
	1.1 If PHIC holder, check qualifications and compute excess of bills.	None	5 Minutes	<i>Billing and Claims Clerk on duty</i>
	1.2 Check and print the SOA and CSF	None	1 Minute	<i>Billing and Claims Clerk on duty</i>
2. Signing of documents by the Philhealth member or representative	2. Receive signed documents and sign the discharge clearance.	None	2 Minutes	<i>Billing and Claims Clerk on duty</i>
	2.1 If NBB, release the discharged clearance with a copy of SOA to watcher. If not, forward to cashier for payment.			<i>Billing and Claims Clerk on duty</i>
TOTAL:		None	10 Minutes	



PAYMENT OF HOSPITAL CHARGES

The cashier's service covers twenty-four hours a day from Monday-Sunday.

Office or Division:	CASHIER SECTION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Patients or their representatives, employees, government agencies, health maintenance organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		Cost center (Pharmacy, Laboratory, Radiology, Dialysis, Pulmonary, Central Supply Room, ER)		
Professional Fee		Attending physician or his authorized representative		
Clearance Form		Nurses station of ward or area where admitted		
Statement of Account or Billing Statement (2 copies)		Billing and claims section or Outpatient Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents charge slip/statement of account	Cash clerk receives charge slip/order of payment	None	1 Minute	<i>Collecting officer On-duty</i>
2. Gives cash/check payment	2. Receives cash/check from clients 2.1 Issue official receipts for payments from clients	None	1 Minute	<i>Collecting officer On-duty</i>
3. Receives official receipt	3. Clears hospital bill 3.1 Issue customer satisfaction survey form 3.2 Gives instruction to the client as needed	None	1 Minute	<i>Collecting officer On-duty</i>
TOTAL:		None	3 Minutes	



HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICE (HOPSS)

Internal Services



DISBURSEMENT TO INTERNAL AND EXTERNAL CREDITORS

The cashier is tasked with the disbursement of payment to internal and external creditors through issuance of processed and approved check or through Authority to Debit Advice System.

Office or Division:	CASHIER SECTION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen(G2C); Government-to-Business(G2B); Government-to-Government(G2G)			
Who may avail:	Patients or their representatives, employees, government agencies, health maintenance organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One valid I.D of the claimant		Company affiliation, LTO, PRC, GSIS, SSS, OSCA or OWWA, COMELEC, BIR		
If representing a person: <ul style="list-style-type: none"> • Authorization letter from claimant if received by a representative 		Claimant/payee		
Valid official or Collection Receipts		BIR authorized print		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents identifying documents	1. Verify documents 1.1 if identification is appropriate, log out documents.	None	1 Minute	<i>Disbursing Officer</i>
2. Acknowledge the disbursement documents by	Retrieves the check/Authority to debit account	None	1 Minute	<i>Disbursing Officer</i>
3. Issue official or collection receipt	Issues the check or authority to debit account	None	2 Minutes	<i>Disbursing Officer</i>
3. Returns the signed disbursement documents	Inspect the documents for acknowledgment of payments	None	1 Minute	<i>Disbursing Officer</i>
TOTAL:		None	5 Minutes	



ISSUANCE OF CERTIFICATE OF EMPLOYMENT

This certificate is issued to a requesting client to their services rendered as an employee of Far North Luzon General Hospital and Training Center

Office or Division:	HOPSS/SAO's OFFICE			
Classification:	Simple			
Type of Transaction:	Government-to-Government(G2G)			
Who may avail:	All FARNORTH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee submit request to SAO's office	Receives request from client/employee and retrieves record of the employee	None	1 Minute	SAO's Staff
None	Staff prepares COE to be corrected and initialed by SAO then gives to the office of the MCC for her signature	None	12 Minutes	SAO's Staff
None	Staff receives signed COE from MCC's office and logs/records and seal the COE	None	1 Minute	SAO's Staff
2. Employee/client receives from SAO's staff signed and sealed COE	Releases signed and sealed COE to requesting employee	None	1 Minute	SAO's Staff
TOTAL:		None	15 Minutes	



ISSUANCE OF CERTIFICATE OF INCOME TAX WITHHELD FROM EMPLOYEES (BIR FORM 2316)

Government employees' income taxes are withheld pursuant to the National Internal Revenue Code. The Certificate of Compensation Payment/ Tax Withheld is annually given to show proof that tax due to employees had been paid.

Office or Division:	ACCOUNTING			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All Employees of FARNORTH Luzon General Hospital and Training Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook and state request	None	None	2 Minutes	<i>Administrative Officer I Administrative Assistant II</i>
2. Wait while the requested document is being prepared by the employee in-charge	Prepares the requested document	None	4 Minutes	<i>Administrative Officer I</i>
	Signs the prepared document	None	1 Minute	<i>Accountant III</i>
3. Receive the document requested	Releases the requested document	None	1 Minute	<i>Administrative Officer I</i>
	TOTAL:	None	8 Minutes	



ISSUANCE OF ID FOR NEWLY HIRED EMPLOYEES

Identification Card (ID) is being issued for the newly hired employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT SECTION			
Classification:	Simple			
Type of Transaction:	Government-to-Government(G2G)			
Who may avail:	All FARNORTH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up I.D requisition slip		Human resource management section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the ID requisition logbook	1. Give the logbook and have it sign for the specific request	None	2 Minutes	<i>Administrative Aide VI</i>
2. Fill up the I.D requisition form	2. Provide the I.D requisition form	None	1 Minute	<i>Administrative Aide VI</i>
	2.1 Receive the completely filled up I.D requisition form and then a photo then advise the scheduled date of release	None	2 Minute	
	2.2 Process the request (lay-outing, scanning, printing, cutting and lamination)	None	2 Days	
3. Return and receive the laminated identification card 3.1 Sign the released logbook for I.D	3. Release the laminated identification card with I.D sling and instruct to sign the released logbook for I.D	None	2 Minutes	<i>Administrative Aide VI</i>
	TOTAL:	None	2 Days, 7 Minutes	



JOB REQUEST FORM

Corrective maintenance of all facilities and other kinds of work that the Engineering and Facilities Management Office can offer are being requested for action. This includes repair and installation of plumbing and electrical fixtures, repair of medical equipment, repair of refrigerators, washing machines, and air conditioners, carpentry, and other engineering-related scopes of work.

Office or Division:	ENGINEERING AND FACILITIES MANAGEMENT SECTION			
Classification:	Simple			
Type of Transaction:	Government-to-Government(G2G)			
Who may avail:	All FARNORTH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job order request form		Engineering and Facilities Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 2 copies of completely filled-up Job Order Request Form, signed by the requesting personnel and approved by their respective supervisors.	1. Receives the forms for evaluation.	None	1 Minute	Engineer/ Administrative Assistant II
None	2. Evaluates the request and specifies needed supplies and materials, if applicable.	None	1 Minute	<i>Engineer</i>
None	3. If needed material is readily available, assigned personnel will proceed to the work being requested.	None	Within the Day	<i>EFM Staff</i>
None	4. If needed material is not readily available, purchase request is being prepared and to be approved by the	None	5 Minutes	<i>Administrative Assistant II</i>



	Supervising Administrative Officer and the Medical Center Chief, and to be forwarded to the Procurement Office for processing.			
None	5. If the needed material costs less than Php 1,000. 00, Petty Cash request is being prepared to be approved by the Supervising Administrative Officer.	None	5 Minutes	<i>Administrative Assistant II</i>
None	6. Upon purchase of the needed material/s, assigned personnel will proceed to the work being requested, bringing the Job Order Request Forms.	None	Within the Day	<i>EFM Staff</i>
Signs the request form upon completion of the work, one copy to return to EFM Section.	7. Receives the copy of the request for filing.	None	1 Minute	<i>EFM Staff</i>
	TOTAL:	None	1 Day	



PROCESSING OF PR FOR SMALL VALUE PROCUREMENT

Processing of purchase request to award of bid for small value procurement

Office or Division:	PROCUREMENT SERVICE			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen(G2C)			
Who may avail:	All end user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		End User		
Approved PPMP		Procurement Section		
BAC Resolution		BAC Secretariat		
Request for Quotation		Canvasser		
Quotations		Accredited Suppliers		
Abstract of Quotation		Procurement Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase request to procurement office	1. Receives approved PR from head of procuring entity (HOPE) 1.1 Verified approved PR from PPMP	None	30 Minutes	<i>Procurement Staff</i>
	2. Forward approved PR to BAC for mode of procurement and resolution	None	3 Days	<i>BAC Secretariat</i>
	3. Post item/s to Philgeps (RFQ) 3.1 Canvassing 3.2 Open submitted quotations	None None None	1 Day 7 Days-local 14 Days-mm 1 Day	<i>PS Staff</i> <i>Canvasser</i> <i>BAC Chairperson with BAC Secretariat</i>
	4. Prepare abstract of quotation and resolution of award	None	1 Day	<i>BAC Secretariat</i>
	5. Forward abstract	None	2 Days	<i>BAC Secretariat</i>



	and resolution for signing of BAC member			
	6. Forward to MCC II for approval	None	2 Days	<i>BAC Secretariat</i>
	7. Received approved resolution from MCC II	None	2 Days	<i>PS Staff</i>
	TOTAL:	None	26 Days, 30 Minutes	



RECORDING OF OBLIGATION

The budget section ensures accurate and timely obligation of all Purchase orders, Job-orders and claims prior to disbursement.

Office or Division:	BUDGET SECTION			
Classification:	Simple			
Type of Transaction:	Government-to-Government(G2G)			
Who may avail:	Requesting Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Orders/Job Orders <ul style="list-style-type: none"> · If Bidded-Purchase request <ul style="list-style-type: none"> · Purchase Order · Notice of Award · Notice to Proceed/Resolution · If not Bidded <ul style="list-style-type: none"> · Purchase request · Purchase Order · Abstract 		Requesting Unit Procurement Office Procurement Office Procurement Office Requesting Unit Procurement Office Supplier		
For Claims/TEVs <ul style="list-style-type: none"> · Bus Ticket/RER · Narrative Report · Certificate of Training 		Requesting Person Requesting Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits purchase order/Job order/Disbursement voucher for obligation with complete supporting documents	1. Receives purchase order/Job order/Disbursement	None	5 Minutes	<i>Budget Officer</i>
None	2. Prepares the obligation request status (OBR) / Budget Utilization request (BUR)	None	30 Minutes	<i>Budget Officer</i>
	2.1 Verifies the availability of Allotment	None	30 Minutes	<i>Budget Officer</i>



	2.2 Assigns serial number on the ORS/BUR and records the amount of obligation	None	30 Minutes	<i>Budget Officer</i>
	2.3 Forwards the obligation request to the head of the requesting unit for signature	None	30 Minutes	<i>Budget Officer</i>
2. Receives and signs the section A of the ORS/BUR	None	None	12 Working Days	<i>Requesting Unit Head</i>
3. Forwards signed ORS/BUR	3. Signs Section B of the ORS/BUR for the availability of fund	None	2 Hours	<i>Budget Officer</i>
	TOTAL:	None	16 Working Days	



MEDICAL DIVISION

External Services



ADMITTING AND INFORMATION

A Health Information Management Service from Mondays- Fridays, holidays, Saturdays and Sundays. 24 /7

This section is in charge of admitting patients for hospitalization at Far North Luzon General Hospital & Training Center.

Office or Division:	HEALTH INFORMATION MANAGEMENT SERVICES			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All patients for admission/or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Admission		Emergency Room		
MDR		Philhealth Office		
For OB patients: <ul style="list-style-type: none"> · Marriage certificate (for married) · Valid ID (both parents) 		Philippine Statistics Authority		
For changes in name or other demographic data, present valid ID or birth certificate (NSO or MCR)		Driver's License - LTO Voter's ID - COMELEC PRC License - PRC Postal ID - POST OFFICE UMID - GSIS/SSS Loyalty Card - PAG-IBIG CTC - BARANGAY where the parents reside Passport - FDA Tax Identification Number - BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit notice of admission	1. Verify patient record at iHOMIS	None	1 Minute	<i>Admitting Staff</i>
2. Fill up Consent to Release information/presents valid ID or birth certificate	2. Interview informant /relative to gather demographics for Clinical Cover Sheet	None	5 Minutes	<i>Admitting Staff</i>
3. Declare PHIC membership, if any	3. Verify membership at IHCP portal	None	5 Minutes	
4. Give preference for room/bed accommodation	Verify availability of room/bed of choice	None	5 Minutes	<i>Admitting Staff</i>



receipt				
5. Acknowledge awareness/acceptance of patient's rights and responsibilities	5. Disseminate hospital policies/rights/responsibilities	None	2 Minutes	<i>Admitting Staff</i>
6. Receive watcher's pass	6. Issue watcher's pass and instruct patient to return pass upon discharge of patient <i>(Lost watcher's pass is charged P150.00)</i>	150.00	1 Minute	<i>Admitting Staff</i>
7. Review entries in Clinical Cover Sheet	7. Print Clinical Cover Sheet	None	1 Minute	<i>Admitting Staff</i>
	TOTAL:	150.00	20 Minutes	



AEROSOL THERAPHY

Is a therapeutic procedure that uses aerosol for respiratory care in the treatment of respiratory disease.

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	<ul style="list-style-type: none"> ✓ MICU Nurses ✓ NICU Nurses ✓ Pediatric ✓ PICU Nurses ✓ Nursing Aide 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Nursing Units		
Aerosol Therapy Monitoring Sheet		Pulmonary Medicine and Ancillary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form recorded in the logbook	<p>1. Verifies request form and signs the logbook</p> <p>1.1 Records the request into the Procedure Logbook.</p> <p>1.2 Writes patient information, inhalants, frequency and chest physiotherapy as ordered on the aerosol therapy monitoring sheet.</p> <p>Note: For STAT and emergency procedure, a call from intercom may allow provided that a complete filled out</p>	None	2 Minutes	<i>Nurse/Nursing Attendant</i> <i>Respiratory Therapist</i>
2. Awaits Procedure	2. Double checks request by reviewing	None	15 Minutes	<i>Nurse on Duty/Respiratory</i>



	<p>the patient chart.</p> <p>2.1 Proceeds to the patient room or ward and to perform aerosol therapy.</p> <p>2.2 Explains the procedure.</p> <p>2.3 Initiates aerosol therapy: fills the nebulization chamber, attaches aerosol mask or mouth piece and instruct patient on proper positioning and breathing techniques while on the therapy.</p> <p>2.4 Asks guardian an assistance if patient is too young to cooperate and too old to hold nebulization kit.</p> <p>Note: Uses neonatal nebulization kit with pacifier or oxygen hood for newborn patients.</p> <p>2.5 Performs chest physiotherapy through vibramatic machine and palm cup percussor.</p> <p>2.6 Instructs patient or guardian to wash nebulization kit especially the mouth</p>			<p><i>Therapist</i></p>
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	<p>piece or the aerosol mask with clean water and to store properly.</p> <p>2.7 Performs hand hygiene and disinfects vibramatic pads and palm cup percussor with lysol spray.</p>			
3. Updates Medication Sheet	<p>3. Notifies nurse on duty on done procedure and updates aerosol therapy monitoring sheet</p> <p>3.1 Returns to Pulmonary medicine and ancillary services, and enters charges to HOMIS.</p> <p>3.2 Writes charge slip number on the aerosol therapy monitoring sheet.</p> <p>3.3 Updates aerosol monitoring and aerosol board directory.</p> <p>3.4 Checks vibramatic condition, cleans and prepare for the next therapy.</p> <p>3.5 Includes procedure into the daily procedure census.</p>	None	5 Minutes	<i>Nurse on Duty/Respiratory Therapist</i>



4. Sends revised or discontinued aerosol therapy request.	4. Updates aerosol monitoring and aerosol board directory. 4.1 Pulls out nebulizer/compressor machine and disinfect properly.	None	20 Days	<i>Nurse on Duty/Respiratory Therapist</i>
	TOTAL:	See 1 procedure of charges	20 Days, 22 Minutes	



CLASSIFICATION OF PATIENTS (NEW PATIENTS)

The Social Services Section shall evaluate and classify patients seeking admission or treatment in the hospital to determine his/her eligibility for medical social services in accordance with AO 51- A s. 2001.

Office or Division:	MEDICAL SOCIAL SERVICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All admitted patients in the Service Wards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Senior Citizens only: <ul style="list-style-type: none"> · Senior Citizens ID · Philhealth Member Data Record (MDR) 		LGU/OSCA/PHILHEALTH OFFICE		
Renewed MDR (for those with active Philhealth membership)		PHILHEALTH OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall sign the contract / consent form (except patients with active philhealth membership under NHTS/ Senior Citizen/LGU sponsored, or those patients belonging to the minority group-proceed to next step)	1. Verify patient's admission record at the HOMIS 2. Explain content of the contract/consent form 3. Conduct intake interview regarding the patient and his / her family	None	1 Minute	<i>Social Worker</i>
2. Present photocopy of renewed Philhealth MDR	2. Issue Medical Social Service Card (MSS Card)	None	1 Minute	<i>Social Worker</i>
3. For POS patients only *fill-up Philhealth Member Registration Form (PMRF)	3. Orient the client on the hospital policies, available social services, and the scope and limitations of hospital assistance	None	1 Minute	<i>Social Worker</i>
4. Client shall answer customer Satisfaction	4.1 Advise client to go back to	None	1 Minute	<i>Social Worker</i>



Survey form	Emergency Room / Ward			
	TOTAL:	None	11 Minutes	



CLASSIFICATION OF PATIENTS (NEWPATIENTS-patients with existing valid MSS Card)

The Social Services Section shall evaluate and classify patients seeking admission or treatment in the hospital to determine his/her eligibility for medical social services in accordance with AO 51- A s. 2001.

Office or Division:	MEDICAL SOCIAL SERVICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	OPD and ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		ER, OPD, X-ray, Pharmacy, Laboratory, Pulmonary Section		
For Senior Citizens only: · Senior Citizens ID · Philhealth Member Data Record (MDR)		LGU/OSCA/PHILHEALTH OFFICE		
Renewed MDR (for those with active Philhealth membership)		PHILHEALTH OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present charge slip with diagnosis and valid Medical Social Service (MSS) Card to the Social Worker	1. Verify patient's admission record at the HOMIS	None	1 Minute	<i>Social Worker</i>
2. Client shall sign the contract / consent form <i>(except patients with active philhealth membership under NHTS, Senior Citizen, and those patients belonging to the minority group - proceed to next step)</i>	2. Explain content of the contract/consent form	None	1 Minute	<i>Social Worker</i>
	2.1 Conduct intake interview regarding the patient and his / her family	None	15 Minutes	<i>Social Worker</i>
3. Present photocopy of renewed Philhealth MDR	3. Issue Medical Social Service Card (MSS Card)	None	1 Minute	<i>Social Worker</i>
	3.1 SW shall write	None	2 Minutes	



	<p>patient's classification, amount discounted, and patient's counterpart on the charge slip</p> <p>3.2 Orient the client on the hospital policies, available social services, and the scope and limitations of hospital assistance</p>			
4. Client shall answer Customer Satisfaction Survey form	None	None	1 Minute	
5. For Patient with counterpart shall proceed to cashier for payment For patient who availed full discount, proceed to next step	None	None	None	
6. Go back to the cost center and submit the charged slip and or receipt	None	None	None	
	TOTAL:	None	21 Minutes	



CLASSIFICATION OF PATIENTS (OLD PATIENTS)

The Social Services Section shall evaluate and classify patients seeking admission or treatment in the hospital to determine his/her eligibility for medical social services in accordance with AO 51- A s. 2001.

Office or Division:	MEDICAL SOCIAL SERVICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All admitted patients in the Service Wards			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Senior Citizens only: <ul style="list-style-type: none"> · Senior Citizens ID · Philhealth Member Data Record (MDR) 		LGU/OSCA/PHILHEALTH OFFICE		
Renewed MDR (for those with active Philhealth membership)		PHILHEALTH OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Medical Social Service (MSS) Card to the Social Works *If failed to bring valid MSS card, client is directed by the MSW to pay card replacement at the cashier section	1. Check the validity of the MSS Card, then update if it is still valid 1.1 Verify patient's admission record at the HOMIS (if patient has existing valid MSS Card.) (if MSS card is no longer valid, patient is considered as "New Patient")	None 20.00	1 Minute	<i>Social Worker</i>
2. Present renewed Philhealth MDR	2. Retrieve record from filing area	None	3 Minutes	<i>Social Worker</i>
3. For POS patients only *fill-up Philhealth Member Registration Form (PMRF)	3. Orient the client on the hospital policies, available social services, and the scope and limitations of hospital assistance Provide the following interventions if	None	1 Minute + 5 Minutes	<i>Social Worker</i>



	necessary *Point of service *counselling			
4. Client shall answer customer Satisfaction Survey form	4. Advise client to go back to Emergency Room / Ward	None	1 Minute	<i>Social Worker</i>
	TOTAL:	None	11 Minutes	



CLASSIFICATION OF PATIENTS (OLD PATIENTS-patients with existing valid MSS Card)

The Social Services Section shall evaluate and classify patients seeking admission or treatment in the hospital to determine his/her eligibility for medical social services in accordance with AO 51- A s. 2001.

Office or Division:	MEDICAL SOCIAL SERVICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	OPD and ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip		ER, OPD, X-ray, Pharmacy, Laboratory, Pulmonary Section		
For Senior Citizens only: · Senior Citizens ID · Philhealth Member Data Record (MDR)		LGU/OSCA/PHILHEALTH OFFICE		
Renewed MDR (for those with active Philhealth membership)		PHILHEALTH OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present charge slip with diagnosis and valid Medical Social Service (MSS) Card to the Social Worker *If failed to bring valid MSS card, client is directed by the MSW to pay card replacement at the cashier section	1. Check the validity of the MSS Card, then update if it is still valid 1.1 Verify patient's admission record at the HOMIS (if patient has existing valid MSS Card.) (if MSS card is no longer valid, patient is considered as "New Patient")	None 200.00	1 Minute	<i>Social Worker</i>
2. Present photocopy of renewed Philhealth MDR	2. Retrieve and update Record SW shall write patient's classification, amount discounted, and patient's counterpart on the charge slip	None	3 Minutes	<i>Social Worker</i>



	2.1 Orient the client on the hospital policies, available social services, and the scope and limitations of hospital assistance	None	1 Minute	<i>Social Worker</i>
3. Client shall answer Customer Satisfaction Survey form		None	1 Minute	<i>Social Worker</i>
4. For Patient with counterpart shall proceed to cashier for payment For patient who availed full discount.				
5. Go back to the cost center and submit the charged slip and or receipt				
	TOTAL:	None	11 Minutes	



DENTAL CONSULTATION AND TREATMENT

This process covers all patients needing dental consultation, evaluation and treatment. The service is offered Monday to Friday from 8:00 A.M – 5:00 P.M excluding holidays.

Office or Division:	MEDICAL SOCIAL SERVICE			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	OPD and ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled information form		OPD Section		
Dental Health form		OPD Section		
Individual Health Record		Dental		
Charge slip		Dental		
Senior Citizen/PWD ID		MSWD office		
Philhealth MDR		Philhealth office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out information form provided by OPD Department	1. Register patient to HOMIS and print OPD blotter	None	5 Minutes	OPD Staff
	1.1 Interview and assess patient	None	1 Minute	OPD Staff
	1.2 Provide dental health form to patient	None	3 Minutes	Nurse/Nursing Attendant
2. Submit dental health form with OPD	2. Interview patient for Med/Dental history	None	5 Minutes	Dentist
	2.1 Perform treatment according to patient request		2 Hours	Dentist
3. Receives SOA or charge slip for the payment of dental fees to cashier officer	3.1 SOA or charge slip given to patient for payment of service to cashier office	None	3 Minutes	Dentist
	TOTAL:	None	2 Hours, 17 Minutes	



DISPENSING OF MEDICINES AND MEDICAL SUPPLIES TO OUT PATIENT DEPARTMENT AND THE GENERAL PUBLIC

This dispensing service is provided to all patient who are consulted and prescribed for medication from the out-patient department of this institution and the general public with prescription from a medical practitioner

Office or Division:	PHARMACY			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)			
Who may avail:	Out-patient and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled up Prescription form (RESETA)		OPD Doctor/ Medical Practitioner		
MSS classification (Financial assistance)		Malasakit Center		
PWD/Senior ID and booklet		DSWD/ OSCA		
For Government Employee: Work ID or Certificate of Employment		Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the prescription form to the pharmacy.	1. Receives and check prescriptions 1.1 Check availability of stocks 1.2 Compute bill and issue charge slip 1.3 Instruct patient/client to pay to the cashier and returned to the pharmacy with the official receipt 1.4 Prepares items for dispensing	None	5 Minutes	<i>Pharmacist on Duty</i>
2. Proceed to Cashier Section to settle the bill	2. Obtain charge slip and collect payment of the patient/client 2.1 Issue Official Receipt OR 2.2 Refer Client to	None	2 Minutes	<i>Collecting officer on Duty</i>



	MSS for financial assistance			
3. Go back to the Pharmacy and present Official receipt/ MSS classification with the charge slip	<p>3. Note Official receipt number to the prescription OR</p> <p>3.1 Attach MSS classification to the prescription</p> <p>3.2 Dispense the medicine with written and verbal instruction on how to take the medication</p> <p>3.3 Record and file the prescription</p>	None	5 Minutes	<i>Pharmacist on Duty</i>
	TOTAL:	None	12 Minutes	



DISPENSING OF REGULATED DRUGS

Dispensing service for drug preparations containing a controlled chemical for retail to person with prescription by a PDEA-licensed medical practitioner

Office or Division:	PHARMACY			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G), Government to Citizen (G2C)			
Who may avail:	Out-patient and the General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled up: <ul style="list-style-type: none"> · Special Prescription form (yellow) · Ordinary Prescription form (triplicate copy) 		Medical practitioner who, in accordance with the norms and standards of his or her profession		
<ul style="list-style-type: none"> · Medical Practitioner Valid S2-license · Contact Number of the Prescriber and Patient · Valid Government issued identification Card for patient's representative/ Legal guardian · Original passport (Foreigners) 		To any Philippine Drug Enforcement Agency office		
MSS classification (Financial assistance)		Malasakit Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Bring the prescription form (3 copies) to the pharmacy	<p>2. Receives and check prescriptions, in terms of completeness, authenticity in accordance with legal and regulatory requirements, and availability of stocks</p> <p>2.1 The Pharmacist shall follow the order and instruction of the physician written on the prescription unless there is a reason to question the validity of the prescription that includes:</p>	<p>Married: 100.00</p> <p>Not Married: 150.00</p>	2 Minutes	Cashier



	<ul style="list-style-type: none"> ✓ Not complete, legible, properly prepared, properly signed, or shows any signs of alteration or erasure ✓ Issued more than sixty (60) days before presentation, the sixty (60) days shall be based on the date indicated by the medical practitioner when the drug shall have been obtained. ✓ Already terminated by the discontinuance of the medication by the prescriber or death of the patient ✓ The prescription is outside the scope of practice of the prescriber <p>2.2 The pharmacist shall contact the prescribing practitioner for verification</p> <p>2.3 Compute bill and issue charge slip</p> <p>2.4 Instruct patient/client to pay to the cashier and returned to the pharmacy with the official receipt</p> <p>2.5 Prepares items</p>			
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	for dispensing			
3. Proceed to Cashier Section to settle the bill	3. Obtain charge slip and collect payment of the patient/client 3.1 Issue Official Receipt OR 3.2 Refer to MSS for financial assistance	None	2 Minutes	<i>Collecting Officer on Duty</i>
4. Pharmacy and present Official receipt/ MSS classification with the charge slip 4.1 Indicate complete name, address and valid government – issued identification card or passport for foreigners and affix signature at the back of the prescription for	4. Note Official receipt number on the prescription 4.1 Gives second copy of the prescription to the client 4.2 Dispense the medicine with written and verbal instruction on how to take the medication 4.3 Record and file prescriptions accessible to inspection by PDEA	None	5 Minutes	<i>Pharmacist on Duty</i>
	TOTAL:	None	9 Minutes	



ELECTROCARDIOGRAPHY

The recording of electrocardiography is done by a Respiratory therapist and often used as assessment tool to help determine one's general health status or a screening tool before a major surgery or for periodic health screening, especially if is older and has history heart diseases.

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Out-Patient Department		
Charge Slip		Pulmonary Medicine and Ancillary Services		
Official Receipt		Cashier		
Electrocardiography Form		Pulmonary Medicine and Ancillary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form at the receiving area.	1. Verifies request form. 1.1 Checks Record to HOMIS. 1.2 Explains to the client the Electrocardiography procedures. 1.3 Attaches and gives charge slip. 1.4 Advises client to proceed to cashier and return to Pulmonary Medicine and Ancillary Services once settled.	None See Table 1 for Procedure Charges	2 Minutes	<i>Respiratory Therapist</i>
2. Pays the required fees at cashier and receives official receipt.	Collects required fees and issues official receipt	See Table 1 for Procedure	2 Minutes	<i>Collecting Officer</i>



		<i>Charges</i>		
<p>3. Presents Official Receipt.</p> <p>Note: Authority from Medical Social Service is noted where to charge the fees is indicated in the charge slip.</p>	<p>3. Receives the request with charge slip and/or official receipt.</p> <p>3.1 Writes O.R # into the Charge Slip.</p> <p>3.2 Records the client's details (Pulmo #, date of request, time of receive, patient complete name, diagnosis, age, sex and requesting physician) on the Procedure Logbook.</p>	None	2 Minutes	<i>Respiratory Therapist</i>
4. Client shall answer Customer Satisfaction Survey form	4. Advises client to wait for his/her name to be called	None	10 Minutes	<i>Respiratory Therapist</i>
5. Undergoes Electrocardiography procedure.	<p>Performs ECG recording with the client and evaluates tracing of a good quality.</p> <p>Note: Give photocopy of printed output of ECG recording if requested by attending physician.</p>	None	10 Minutes	<i>Respiratory Therapist</i>
6. Fills and Writes comments on the CSS Form.	Instructs client to put into the Pulmonary CSS Box	None	1 Minute	<i>Respiratory Therapist</i>
7. Receives instructions on the availability of official result	<p>7. Advises client on the date of release of result.</p> <p>7.1 Includes on the</p>	None	3 Days	<i>Respiratory Therapist</i>



	daily procedure census.			
8. Presents official receipt or Valid Identification Card and Receives Official Result.	8. Issues official results and claimer signed into the releasing logbook	None	2 Minutes	<i>Respiratory Therapist</i>
	TOTAL:	None	3 Days, 36 Minutes	



ISSUANCE OF MEDICAL CERTIFICATE

A Health Information Management Service from Mondays- Fridays 8:00am – 5:00 PM except holidays, Saturdays and Sundays.

A document issued to patients certifying that patient has been treated and admitted at FNLGHTC specified for purposes like financial assistance, leave, insurance, except for medico legal purposes.

Office or Division:	HEALTH INFORMATION MANAGEMENT SERVICES			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen(G2G)			
Who may avail:	Patients previously discharged from Far North Luzon General Hospital & TC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from patient		Health Information Management Office		
Authorization letter (if representative)		Patient		
Valid ID (if warranted)		Driver's License - LTO Voter's ID - COMELEC PRC License - PRC Postal ID - POST OFFICE UMID - GSIS/SSS Loyalty Card - PAG-IBIG CTC - BARANGAY where the parents reside Passport - FDA Tax Identification Number - BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number	1. Call queue number	None	1 Minute	<i>Administrative Aide</i>
1.1 Fill in request slip	1.1 Receive request			
1.2 Submit request	1.2 Retrieve patient record on iHOMIS			
2. Go to Cashier	2. Issue charge slip	50.00	2 Minutes	<i>Cashier</i>
3. Wait while request is being processed	3. Prepare medical certificate for signature of attending Physician	None	10 Minutes	<i>Administrative Aide</i>
4. Present official receipt	Issue medical certificate	None	1 Minute	<i>Administrative Aide</i>



4.1 Acknowledge receipt	Logs request	None	1 Minute	<i>Administrative Aide</i>
	TOTAL:	None	30 Minutes	



ISSUANCE OF MEDICO LEGAL CERTIFICATE

A Health Information Management Service from Mondays- Fridays 8:00am – 5:00 PM except holidays, Saturdays and Sundays.

A document issued to patients certifying that patient has been treated/confined due to injury or illness that are medico legal in nature.

Office or Division:	HEALTH INFORMATION MANAGEMENT SERVICES			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C); Government-to-Government(G2G)			
Who may avail:	1. Patients previously discharged from Far North Luzon General Hospital & Training Center. 2. Law enforcement agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from patient		Health Information Management Office		
Authorization letter (if representative)		Patient		
Valid ID (if warranted)		Driver's License - LTO Voter's ID - COMELEC PRC License - PRC Postal ID - POST OFFICE UMID - GSIS/SSS Loyalty Card - PAG-IBIG CTC - BARANGAY where the parents reside Passport - FDA Tax Identification Number - BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number 1.1 Fill in request slip 1.2 Submit request	1. Call queue number 1.1 Receive request 1.2 Retrieve patient record on iHOMIS	None	1 Minute	<i>Administrative Aide</i>
2. Go to Cashier	2. Issue charge slip	50.00	2 Minutes	<i>Cashier</i>
3. Wait while request is being processed	3. Prepare medical certificate for signature of attending Physician	None	55 Minutes	<i>Administrative Aide</i>
4. Present official receipt	Issue medical certificate	None	1 Minute	<i>Administrative Aide</i>



4.1 Acknowledge receipt	Logs request	None	1 Minute	<i>Administrative Aide</i>
	TOTAL:	None	1 hour	



MECHANICAL VENTILATION SUPPORT CARE

Critical care procedures through the use of mechanical ventilators, high flow systems, non-invasive respirators and infant CPAP machine. Respiratory therapist is responsible for the preparation, setting-up parameters as ordered by the attending physician and monitoring.

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All Special Care Nurses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Nursing Units		
Ventilator Monitoring Sheet		Pulmonary Medicine and Ancillary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form recorded in the logbook at the receiving area.	<p>1. Verifies request form and signs the logbook</p> <p>1.1 Records the request into the Procedure Logbook.</p> <p>1.2 Prepares the ventilator and performs safety check calibration.</p> <p>1.3 Attaches the test lung and performs operational function status.</p> <p>Note: For STAT and emergency procedure, a call from intercom may allow provided that a complete filled out request form is accomplished until the arrival of the</p>	None	20 Minutes	<p><i>Nurse/Nursing Attendant</i></p> <p><i>Respiratory Therapist</i></p>



	respiratory therapist.			
2. Awaits Procedure	<p>2. Brings the machine.</p> <p>2.1 Double checks request by reviewing the patient chart.</p> <p>2.2 Copies the ordered settings and adjustments.</p> <p>2.3 Initiates Ventilator hooking's, refills humidifier and adjusts alarms settings.</p> <p>2.4 Observes for any cardiopulmonary deteriorations.</p> <p>2.5 Notifies Attending Physician and Nurse on duty for ventilator synchrony and asynchrony.</p> <p>2.6 Returns to Pulmonary medicine and ancillary services, and enters charges to HOMIS.</p> <p>2.7 Includes procedure into the daily procedure census.</p>	None	15 Minutes	<i>Nurse on Duty/Respiratory Therapist</i>
3. Sends revised settings	3. Adjust settings and parameters. Refills humidifier and changes accessories when needed.	None	5 Minutes	<i>Nurse on Duty/Respiratory Therapist</i>



	3.1 Updates vent monitoring sheet and board directory.			
4. Sends request for weaning.	4. Checks patient trend data. 4.1 Pulls out nebulizer/compressor machine and disinfect properly.	None	20 Days	<i>Nurse on Duty/Respiratory Therapist</i>
	TOTAL:	See 1 procedure of charges	20 Days, 40 Minutes	



PEDIATRIC PULMO OUT PATIENT CONSULTATION

Out Patient Consultation for Pediatric Pulmonary Diseases

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Pediatric Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blotter Form		Out-Patient Department		
Prescription Form		Pulmonary Medicine and Ancillary Services		
Pulmonary Request Form		Pulmonary Medicine and Ancillary Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form at the receiving area.	1. Verifies Blotter form. 1.1 Checks Record to HOMIS. 1.2 Logs patient name on the Pulmo Clinic Logbook	None	2 Minutes	<i>Respiratory Therapist</i>
2. Wait for his/her name to be called.	2. Advises client to wait for his/her name to be called	None	10 Minutes	<i>Respiratory Therapist</i>
3. Proceeds to Pulmo Clinic Office.	3. Takes History, Does Physical Examinations, Prescribes and Explains Management. 3.1 Advises follow-up.	None	10 Minutes	<i>Pedia Pulmo Consultant</i>
4. Patient for Work Up	4. Gives Laboratory and Pulmo Request 4.1 Advises follow-up.	None	1 Minute	<i>Pedia Pulmo Consultant</i>



5. Fills and Writes comments on the CSS Form.	Instructs client to put into the Pulmonary CSS Box	None	1 minute	<i>Pedia Pulmo Consultant</i>
	TOTAL:	None	28 Minutes	



PREPARATION OF BIRTH CERTIFICATE

A Health Information Management Service from Mondays- Fridays 8:00am – 5:00 PM except holidays, Saturdays and Sundays.

Transcription of birth certificates of newborn before submission for registration at the Municipal Civil Registrar.

Office or Division:	HEALTH INFORMATION MANAGEMENT SERVICES			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen(G2G)			
Who may avail:	Parents of newborn delivered at Far North Luzon General Hospital & TC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of birth certificate		Nursing Service, OB Ward (Ancillary Building)		
Married: Marriage Certificate		Local Civil Registrar of Philippine Statistics Authority		
Not Married: Personal appearance of parents (Valid ID) For late registration (Additional Requirements) NSO negative certification Two witnesses with valid ID		Driver's License - LTO Voter's ID - COMELEC PRC License - PRC Postal ID - POST OFFICE UMID - GSIS/SSS Loyalty Card - PAG-IBIG CTC - BARANGAY where the parents reside Passport – FDA Tax Identification Number - BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number 1.1 Fill in request slip 1.2 Submit request	1. Call queue number 1.1 Call queue number 1.2 Validate entries on draft	None	5 Minutes	<i>Administrative Aide</i>
2. Go to Cashier	2. Issue charge slip	Married: 100.00 Not Married: 150.00	2 Minutes	<i>Cashier</i>
3. Wait while request is	3. Transcribe birth	None	30 Minutes	



being processed	certificate 3.1 For not married, prepare AUSF for mother and acknowledgement of paternity for father	None	15 Minutes	<i>Administrative Aide</i>
4. Review entries; if there are corrections, return copy and ask Administrative Aide to correct	4. Prints a copy of birth cert and ask client to review entries. 4.1 Prints final copy	None	10 Minutes For correction of errors, additional 5 minutes	<i>Administrative Aide</i>
5. Affix signature as informant	5. Logs birth certificate	None	2 Minutes	<i>Administrative Aide</i>
Sign waiver for birth certificate	Instruct client to get copy of official birth cert at the MCR	None	1 Minute	<i>Administrative Aide</i>
	TOTAL:	Married: 100.00 Not Married: 150.00	1 Hour, 10 Minutes	



PREPARATION OF DEATH CERTIFICATE

A Health Information Management Service from Mondays- Fridays 8:00am – 5:00 PM except holidays, Saturdays and Sundays.

Transcription of death certificates of patients who died in the hospital for registration at the Municipal Civil Registrar.

Office or Division:	HEALTH INFORMATION MANAGEMENT SERVICES			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen(G2G)			
Who may avail:	Immediate family member or nearest kin of expired patients at Far North Luzon General Hospital & TC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Draft of death certificate		Nursing Service - FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER		
Valid ID of immediate family member of nearest kin		Driver's License - LTO Voter's ID - COMELEC PRC License - PRC Postal ID - POST OFFICE UMID - GSIS/SSS Loyalty Card - PAG-IBIG CTC - BARANGAY where the parents reside Passport - FDA Tax Identification Number - BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure queuing number 1.1 Fill in request form 1.2 Fill in patient demographics on death cert draft	1. Call queue number 1.1 Receive request 1.2 Review entries on draft	None	5 Minutes	<i>Administrative Aide</i>
2. Go to Cashier	2. Issue charge slip	100.00	2 Minutes	<i>Cashier</i>
3. Wait while request is being processed	3. Prepares death certificate	None	30 Minutes	<i>Administrative Aide</i>
4. Review entries; if there are corrections, return copy and ask Administrative Aide to	4. Prints a copy of birth cert and ask client to review	None	10 minutes For correction	<i>Administrative Aide</i>



correct	entries. 4.1 Prints final copy		of errors, additional 5 minutes	
5. Affix signature as informant	5. Logs death certificate	None	1 Minute	<i>Administrative Aide</i>
6. Acknowledge receipt of death certificate	6. Instruct client how to register death cert at the MCR	None	2 Minutes	<i>Administrative Aide</i>
	TOTAL:	None	1 Hour, 10 Minutes	



PULMONARY FUNCTION TEST, BASIC SPIROMETRY

It refers to a wide range of diagnostic procedures to measure and evaluate lung function. The test identifies pulmonary impairment and to quantify the severity of pulmonary impairment if present.

The Respiratory therapist works with the patient in performing the test correctly.

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Out-Patient Department		
Charge Slip		Pulmonary Medicine and Ancillary Services		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form at the receiving area.	1. Verifies request form. 1.1 Checks Record to HOMIS. 1.2 Explains to the client the procedure and the necessary preparations before test. 1.3 Gives charge slip. 1.4 Advises client to proceed to cashier and return to Pulmonary Medicine and Ancillary Services once settled.	None <i>See Table 1 for Procedure Charges</i>	2 Minutes	<i>Respiratory Therapist</i>
2. Pays the required fees at cashier and receives official receipt.	Collects required fees and issues official receipt	<i>See Table 1 for Procedure</i>	2 Minutes	<i>Collecting Officer</i>



		Charges		
3. Presents Official Receipt. <i>Note: Authority from Medical Social Service is noted where to charge the fees is indicated in the charge slip.</i>	Receives the request with charge slip and/or official receipt. 3.2 Writes O.R # into the Charge Slip. 3.3 Records the client's details (Pulmo #, date of request, time of receive, patient complete name, diagnosis, age, sex and requesting physician) on the Procedure Logbook.	None	2 Minutes	<i>Respiratory Therapist</i>
4. Wait for the performance of the procedure.	Advises client to wait for his/her name to be called	None	10 Minutes	<i>Respiratory Therapist</i>
5. Undergoes Electrocardiography procedure.	5. Performs PFT maneuver with the client and evaluates result of a good quality 5.1 Prints three best trials from Pre and Post Bronchodilator and Minute Volume Ventilation. <i>Note: If client feels dizziness or a sign of syncope, terminate procedure and lay patient rest before attempt to proceed.</i>	None	1 Hour	<i>Respiratory Therapist</i>
6. Fills and Writes comments on the CSS	Instructs client to put into the Pulmonary	None	1 Minute	<i>Respiratory Therapist</i>



Form.	CSS Box			
7. Receives instructions on the availability of official result	7. Advises client on the date of release of result. 7.1 Includes on the daily procedure census.	None	3 Days 1 Minute	
8. Presents official receipt or Valid Identification Card and Receives Official Result.	8.1 Issues official results and claimer signed into the releasing logbook	None	2 Minutes	<i>Respiratory Therapist</i>
	TOTAL:	See 1 procedure of charges	3 Days, 1 Hour and 28 Minutes	



SERVING MEAL

The dietary is in charge in the provision of the assurance of complete, quality, appropriate and on time patient's meal in accordance to the doctor's prescription.

Office or Division:	DIETARY			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	All In-patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for meal to be served <ul style="list-style-type: none"> · Breakfast · Lunch · Supper 	1. Ascertain identity of patient based on diet list.	None	3 Minutes	<i>Administrative Aide</i>
	1.2 Give meal to patient		3 Minutes	<i>Administrative Aide</i>
	1.3 Remind patient about the collection of food tray		3 Minutes	<i>Administrative Aide</i>
2. Wait for the food tray to be collected	2. Go to patient bedside and tell to collect the food tray.	None	3 Minutes	<i>Administrative Aide</i>
	TOTAL:		12 Minutes	



SPUTUM INDUCTION

The collection of sputum specimen in a safe and controlled environment through a negative pressure system. It ensures an accurate and desirable collection of specimen for laboratory examinations.

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Out-Patient Department		
TB Dots		Pulmonary Medicine and Ancillary Services		
Charge Slip		Pulmonary Medicine and Ancillary Services		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-out request form at the receiving area.	<p>. Verifies request form and TB DOTS Form.</p> <p>1.1 Checks record to HOMIS.</p> <p>1.2 Explains to the client the Sputum Induction procedure and the necessary preparations before the procedure.</p> <p>1.3 Gives charge slip.</p> <p>1.4 Advises client to proceed to cashier and return to Pulmonary Medicine and Ancillary Services once settled.</p>	<p>None</p> <p>See Table 1 for Procedure Charges</p>	2 Minutes	<i>Respiratory Therapist</i>
2. Pays the required fees at cashier and receives official receipt.	2. Collects required fees and issues official receipt	None	2 Minutes	<i>Respiratory Therapist</i>



<p>Note: Authority from Medical Social Service is noted where to charge the fees is indicated in the charge slip.</p>				
<p>3. Presents Official Receipt.</p>	<p>3. Receives the request with charge slip and/or official receipt.</p> <p>3.1 Writes O.R # into the Charge Slip.</p> <p>3.2 Records the client's details (Pulmo #, date of request, time of receive, patient complete name, diagnosis, age, sex and requesting physician) on the Procedure Logbook.</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Respiratory Therapist</i></p>
<p>4. Wait for the performance of the procedure.</p>	<p>4. Advises client to wait for his/her name to be called.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Respiratory Therapist</i></p>
<p>5. Undergoes Sputum Induction.</p>	<p>5. Performs Hand Hygiene and wears N95 mask and gloves.</p> <p>5.1 Gives two specimen cup and disposable face mask and instructs client to proceed to the Negative Pressure room.</p> <p>5.2 Set-ups Heated Aerosol Generator to</p>	<p>None</p>	<p>35 Minutes</p>	<p><i>Respiratory Therapist</i></p>



	<p>desired temperature and attaches Tubings with mouth piece.</p> <p>5.3 Instructs client about the proper techniques in inducing cough while inside the room.</p> <p>5.4 Monitors client during the procedure.</p> <p>5.5 Evaluates the specimen.</p> <p>5.6 Removes mask and gloves, and performs hand hygiene.</p>			
6. Wears mask and waits for further instructions.	6. Fills the TB DOTS form with the name of collector and designation of the collector.	None	2 Minutes	
7. Fills and Writes comments on the CSS Form.	<p>7. Instructs client to put into the Pulmonary CSS Box.</p> <p>7.1 Advices client to submit the specimen to the Laboratory Department.</p> <p>7.2 Includes on the daily procedure census.</p>	None	2 Minutes	
	TOTAL:	See 1 procedure of charges	46 Minutes	



X-RAY PROCEDURE (OPD)

Type of imaging modality that uses ionizing radiation to aid the doctor in examining the patient's internal organ and making an accurate diagnosis and choose the ideal treatment plan.

Office or Division:	RADIOLOGICAL SCIENCES DIVISION			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Procedure Request form duly signed by attending physician.		Doctor's Clinic		
Previous result (If available)				
Interlocal Health Zone referral form.		Rural Health Unit, other hospitals		
In claiming of result, present to reception area the Official receipt or CLAIM STUB		Cashier		
If payment is through financial assistance/insurance <ul style="list-style-type: none"> · Service Issue Slip (SIS)/Bill of Payment · MOA for annual check up of other government agencies 		Reception area Liaison officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pertinent requirements for the procedure requested	1. Receive and verify requirements	None	3 minutes	Radiologic Technologist
RADIOLOGY DEPARTMENT waiting area	1.1 Instruct patient to wait for their names to be called.			X-ray Waiting area
2. Fill out and sign applicable document at the reception area.	2. Hand out applicable forms and assist clients in filling out the said forms (Pregnancy consent/IV consent)	None	5 minutes	<i>Radiologic Technologist</i>
				X-ray Reception Area
3. Receive bill of payment	3. Issue bill of payment.	See posted table of fees	2 minutes	<i>Radiologic Technologist</i>



4. Proceed to Cashier and Pay Applicable Fees.	4. Receive payment and issue Official Receipt (OR)	See bill of payment	2 minutes	Cashier's Office- Hospital Administrative Building
5. Present Official Receipt/authorized discount at the reception area	5. Record patient data and OR Number	None	5 minutes	<i>Radiologic Technologist</i>
	<p>6. Perform requested procedures</p> <ul style="list-style-type: none"> ✓ Instruct patient to remove all metallic artifacts on the part to be examined. ✓ Change clothing and use required hospital gowns. ✓ Position patient according to requested procedure <p><i>Develop images for interpretation</i></p> <p>6.1 Instruct the patient or relative to come back for the result.</p> <p>6.2 Read and Interpret images by the Medical Officer and/or final interpretation by The Medical Specialist.</p> <p>6.3 Sent to visiting consultants via email for official interpretation.</p>	None	5 minutes	<i>Radiologic Technologist</i>
	6.1 Instruct the patient or relative to come back for the result.	None	2 minutes	<i>Radiologic Technologist</i>
	6.2 Read and Interpret images by the Medical Officer and/or final interpretation by The Medical Specialist.	None	2 Days	<i>Radiologist</i>



7. Present official receipt of the patient/CLAIM STUB 7.1 Claim official Result at the reception area.	7. Receive and verify requirements. 7.1 Request patient/relative to sign on the receiving log book as proof of receipt.	None	5 minutes	<i>Radiologic Technologist</i>
	TOTAL:	See Table of fees	2 Days, 34 Minutes	
	TOTAL:		3 Days, 1 Hours and 2 Minutes	



MEDICAL DIVISION

Internal Services



ADDRESSING INCIDENTAL REPORT

An office addresses and reviewing occupational illnesses, injuries, near misses and incidents in a workplace.

Office or Division:	CHIEF OF MEDICAL PROFESSIONAL STAFF OFFICE			
Classification:	Complex			
Type of Transaction:	Government-to-Government (G2C)			
Who may avail:	All Persons Responsible			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Written Complaint		Concerned personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint to CMPS office	1. Receive written complaint	None	1 minute	<i>Administrative Assistant I</i>
2. Attend the meeting	2. Call for meeting	None	30 minutes	<i>CMPS Grievance Committee Concerned Personnel</i>
3. Acknowledge made decision between two parties	3. Makes decision to address the incident 4. Present minutes of the meeting	None	2 hours 30 minutes	<i>CMPS and Concerned Personnel CMPS</i>
	TOTAL:	None	3 Hours, 1 Minute	



BORROWING OF MEDICAL RECORDS

A Health Information Management Service from Mondays- Fridays 8:00am – 5:00 PM except holidays, Saturdays and Sundays.

The department is responsible for the processing, analyzing, maintenance and safekeeping of all medical records created and maintained in the hospital in the course of giving medical care to patients.

Office or Division:	HEALTH INFORMATION MANAGEMENT SERVICES			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> · Doctors, nurses who are members of the medical team who attended the patient. · Doctor who is currently attending to an old patient. · PHIC staff in charge of patient claims O · ther authorized personnel 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Access to Medical Records		Health Information Management Office, Room 6, Administrative Bldg., Far North Luzon General Hospital & TC		
Valid ID (if warranted)		FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present thoroughly filled request form	1. Validate access 1.1 Retrieve patient record in iHOMIS	None	2 Minutes	<i>Administrative Officer IV</i>
2. If current record- wait for 10 minutes while record is being retrieved from file. 2.1 for old records (>3 years prior to date)- wait for 48 hours	2. Retrieve record from filing area 2.1 Old records to be retrieved from storage area	None	10 Minutes	<i>Administrative Aide</i>
3. Acknowledge receipt of record	3. Ensure proper documentation	None	1 Minute	Administrative Officer IV
	TOTAL:	150.00	12 Minutes/48 Hours for old record	



DISPENSING, RECORDING AND CHARGING OF MEDICINE AND MEDICAL SUPPLIES TO IN-PATIENT

The routine service of providing, recording and charging issued pharmaceutical products to in-patients upon receipt of physician's prescription

Office or Division:	PULMONARY MEDICINE AND ANCILLARY SERVICES DIVISION			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Government (G2G)			
Who may avail:	All In-patient ✓ To be pick-up by Nurse or Nursing Attendant on 4-12 shift ✓ To be pick-up by patient watcher (exceptional cases)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription form properly filled up		Prescribing Doctor/ Patient's Medical Chart		
Returned Medicines/Medical Supplies Form		Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. The Nurse or Nursing Attendant on duty during the 8am-4pm shift collects prescriptions of their respective patients and brings to the pharmacy	None	5 Minutes	<i>Nurse or Nursing attendant on duty</i>
None	2. The Pharmacist on duty receives and undertakes prescription validation and assessment 2.1 Check prescriptions in terms of completeness, authenticity in accordance with legal and regulatory requirements and availability of the prescribed medicine.	None	15 Minutes	<i>Pharmacist on Duty</i>



	<p>2.2 Retrieval of patients Pharmacy Account to review prescribed medicines in relation to patient's medication record.</p> <p>2.3 Communicate with the nurse/ nursing attendant any identified prescription related problems</p>			
None	<p>3. Prepares Items for Dispensing/ issuance</p> <p>3.1 Retrieval and counting quantity of medicines and medical supplies from containers</p> <p>3.2 Incorporate cautionary and advisory directions if applicable</p> <p>3.3 Placing/ storing the medicines and medical supplies to individual patient's medicine tray</p>	None	30 Minutes	<i>Pharmacist on Duty</i>
None	<p>4. Receiving and Administration</p> <p>4.1 The Nurse or Nursing Attendant receives and double check the prepared items versus the prescription.</p> <p>4.2 Brings the medicines and</p>	None	5 Minutes	<i>Nurse or Nursing Attendant On-duty</i>



	<p>medical supplies to the ward</p> <p>4.3 Prepares and administer individual unit dose of the patient</p>			
None	<p>5. Recording and Charging</p> <p>5.1 Manual record keeping and computer generated register for charging issued</p> <p>medicines and medical supplies</p> <p>5.2 Take account of returned medicines and medical supplies from the ward due to discontinuity of medication or when patients leaves the hospital</p>	None	5 Minutes	<i>Pharmacist on Duty</i>
	TOTAL:	None	1 Hour	



NURSING DIVISION

External Services



ADMINISTRATION OF VACCINES AMONG NEWBORNS

This process ensures that all newborn babies delivered in the hospital receives the first dose of HEP B and BCG vaccines prior to discharge. The process covers from the time the NOD informs the mother about the vaccine to be given to the time the NOD gives instructions about the succeeding immunization schedule to the mother / watcher

Office or Division:	NURSING WARDS			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All newborn delivered in the hospital regardless of age of gestation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Inform parent/watcher about the vaccines to be given. Impart health teachings about the vaccines.	None	2 Minutes	<i>Nurse/ROD</i>
None	2. Submits vaccine prescription at pharmacy section.	None	2 Minutes	<i>Nursing Aide on Duty</i>
None	3. Preparation of vaccine	None	3 Minutes	<i>Nurse on Duty</i>
	3.1 BCG 0.5 ml intradermal @ R deltoid muscle	None	3 Minutes	<i>Nurse on Duty</i>
	3.2 HEP B .5ml intramuscular @ L thigh	None	1 Minute	<i>Nurse on Duty</i>
None	4. Records appropriate data in logbook and child immunization record	None	2 Minutes	<i>Nursing Aide on Duty</i>
None	5. Issues copy of Child immunization record and gives	None	2 Minutes	<i>Nurse on Duty</i>



	succeeding immunization schedule prior to discharge.			
	TOTAL:	None	15 Minutes	



ADMISSION AT EMERGENCY ROOM

This process covers from the time the ER nurse endorses admitted patient to ward nurse up to the time the routine admission care is completed. Emergency room caters all admissions 24/7.

Office or Division:	EMERGENCY ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients who signed consent for admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receipt doctor's order for admission	None	5 Minutes	<i>Nurse</i>
Signs consent for admission.	2. Informs patient/watchers.	None	2 Minutes	<i>ROD/Nurse</i>
	2.1 Secure consent, orient patient and watcher re: hospital policies on admission.	None	5 Minutes	<i>Nurse</i>
	2.2 Gives prescription and request for medical supplies	None	2 Minutes	<i>Pharmacist</i>
Proceeds to pharmacy section and receives prescribed meds and supplies and handed to ER staff in charge	3. Dispense prescribed med and medical supplies needed for patient care	None	5 Minutes	<i>Pharmacist</i>
	3.1 Receives prescribed medicines and medical supplies	None	2 Minutes	<i>Nurse</i>
	3.2 Issues admission slip	None	2 Minutes	<i>Nurse</i>



Proceeds to admitting section	4. Receives admission slip and discharge patient's encounter in the ER log through the iHOMIS System.	None	2 Minutes	<i>Nurse on Duty</i>
Signs consent for disclosure of patient's pertinent data	4.1 Secures consent of releasing information needed in the generation of the clinical cover sheet	None	2 Minutes	<i>Admitting Clerk</i>
Checks data entries if correct and agrees to the data generated.	5. Prints out accomplished Clinical Cover Sheet and endorses to SWO on duty.	None	2 Minutes	<i>Admitting Clerk</i>
Proceed to social service for classification (For patients admitted at service wards only.)	6. Interviews watcher, (preferably the nearest kin to the patient.)	None	5 Minutes	<i>Social Service on duty</i>
	6.1 Returns duly accomplished Clinical Cover Sheet to admitting clerk on duty	None	2 Minutes	<i>Social Service on duty</i>
Returns to ER at patient's bedside	7. Endorses printed clinical cover sheet to the ER nurse in charge	None	1 Minute	<i>Admitting Clerk</i>
	7.1 Forwards laboratory examinations requests through the iHOMIS portal.	None	2 Minutes	<i>Nurse on-Duty/Nursing Aide on-duty</i>
Fills out CSS and drop in the box located at the area.	8. Assist in filling out the CSS form.	None	2 Minutes	<i>Nurse on Duty</i>



	8.1 Transport to area of admission per wheelchair/ stretcher and endorses to ward nurse	none		<i>Nurse and IW</i>
	TOTAL:	None	45 Minutes	



DISCHARGING PROCESS AT EMERGENCY ROOM

This process covers from the time the attending physician orders patient for discharge up to the time the watcher submits the accomplished discharge clearance to the ER nurse.

Office or Division:	EMERGENCY ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients with orders for discharge			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
MDR (secondary)			Philhealth	
PBEF(secondary)			Admitting Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Discharge orders given	None	5 Minutes	<i>ROD/Consultant on Duty</i>
none.	2. Informs patient/watchers	None	2 Minutes	<i>ROD/Consultant On-duty/Nurse On-duty</i>
None	3. Issues discharge clearance and gives prescription of take home medications	None	2 Minutes	<i>Nurse on Duty</i>
Proceeds to Pharmacy Section	4. Receives prescription of home medications, dispense accordingly and signs clearance.	None	3 Minutes	<i>Pharmacy On-duty</i>
Proceeds to Cash Section	5. Computes patient's bills, collects payment, issue official receipt, and signs clearance	None	2 Minutes	<i>Cashier</i>
Back to Emergency Room	6. Receives and validates accomplished clearance and official receipts	None	2 Minutes	<i>Nurse on Duty</i>
	6.1 Discharge	None	2 Minutes	



	instruction			<i>Nurse on Duty</i>
Fills out CSS and drop in the box located at the area	7. Assist in filling up and instruct.	None	2 Minutes	<i>Nurse on Duty</i>
	TOTAL:	None	20 Minutes	



ELECTIVE SURGERY

A procedure that is scheduled in advance, it is a non-emergency surgical procedure that may improve the quality of patient's life. this process covers from the time patient is admitted and pre-operatively prepared up to the time patient endorses to the recovery room nurse. it operates daily from 8am to 10 pm except Sundays. a properly filled out or request is forwarded by the ER or Ward nurse to the or staff on duty a day prior to scheduled operation.

Office or Division:	OPERATING ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Client needing Elective Surgical Procedure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives or request a day prior to surgery.	None		OR Staff
None	2. Prepares and set up instruments according to surgical procedure before patient enters the operating room.	None	3 Minutes	OR Staff
Arrival	3. Receives patient with in-patient medical health record, medications and supplies.	None	1 Minute	OR Staff
Provides accurate and honest answer	4. Validate the patient through ocular inspection and interview guided by the pre-operative checklist to countercheck if patient is properly and completely prepared for the scheduled operation.	None	10 minutes	OR Staff



	<p>4.1 If patient was not properly prepared, the receiving or nod will do the necessary correction.</p> <p>4.2 Record in the daily monitoring folder and inform the nod where the patient came from regarding the lapses for future reference.</p>			
	<p>5. Transfers patient to operating room and placed to or table safely and comfortably.</p> <p>5.1 introduces oneself to patient.</p>	None	3 Minutes	OR Staff
			1 Minute	OR Team (Circulating nurse)
	6. reposition the patient accordingly and perform skin preparation aseptically	None	3 Minutes	Nursing Attendant
	7. induction of preferred anesthesia according to type of operation.	None	10 Minutes	Anesthesiologist
	8. Placed patient to desired position and perform operative site preparation aseptically.	None	5 Minutes	Nursing Attendant
	9. Draping the patient exposing the operative site.	None	1 Minute	Surgeon and Scrub Nurse
	10. Operations starts with a prayer	None	2 Minutes	OR Team
	11. Intra-operative phase	None	8 Hours	Surgeon, Anesthesiologist, Scrub Nurse, Circulating Nurse



	12. Operation ended/immediate post-op care	None	5 Minutes	Scrub Nurse
	13. transfers patient safely to the recovery room together with the patients chart (IPMR) and endorse patient accordingly.	None	2 Minutes	<i>Anesthesiologist, Scrub Nurse, Institutionalize Worker</i>
	TOTAL:		8 hours, 46 Minutes	



EMERGENCY SURGERY

A procedure that must be performed immediately when the patient's life or wellbeing is in danger. this process covers from the time patient received by the or nurse to the time patient endorses to the recovery room nurse. it operates 24 hours daily from Mondays to Sundays. a properly filled out or request is forwarded by the ER or ward nurse to the or staff on duty before patient endorses to the operating room or inform the or staff via intercom regarding the case of emergency operation.

Office or Division:	OPERATING ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All Client needing Emergency Surgical Procedure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives a call or properly filled out or request	None		<i>OR Staff</i>
None	2. Prepares and set up instruments according to surgical procedure before patient enters the operating room.	None	3 Minutes	<i>OR Staff</i>
Arrival	3. Receives patient with in-patient medical health record, medications and supplies.	None	1 Minute	<i>OR Staff</i>
Provides accurate and honest answer	4. Validate the patient through ocular inspection and interview guided by the pre-operative checklist to countercheck if patient is properly and completely prepared for the scheduled operation.	None	5 minutes	<i>OR Staff</i>



	<p>4.1 If patient was not properly prepared, the receiving or nod will do the necessary correction.</p> <p>4.2 Record in the daily monitoring folder and inform the nod where the patient came from regarding the lapses for future reference.</p>			
	<p>5. Transfers patient to operating room and placed to or table safely and comfortably.</p> <p>5.1 Introduces oneself to patient.</p>	None	3 Minutes	OR Staff
			1 Minute	OR Team (Circulating nurse)
	6. Reposition the patient accordingly and perform skin preparation aseptically	None	3 minutes	Nursing Attendant
	7. Induction of preferred anesthesia according to type of operation.	None	10 minutes	Anesthesiologist
	8. Placed patient to desired position and perform operative site preparation aseptically.	None	5 minutes	Nursing Attendant
	9. Draping the patient exposing the operative site.	None	1 minute	Surgeon and Scrub Nurse
	10. Operations starts with a prayer	None	2 Minutes	OR Team
	11. Intra-operative phase	None	8 hours	Surgeon, Anesthesiologist, Scrub Nurse, Circulating Nurse



	12. Operation ended/immediate post-op care	None	5 Minutes	<i>Scrub Nurse</i>
	13. transfers patient safely to the recovery room together with the patients chart (IPMR) and endorse patient accordingly.	None	2 minutes	<i>Anesthesiologist, Scrub Nurse, Institutionalize Worker</i>
	TOTAL:		8 hours, 46 Minutes	



HISTOPATHOLOGY REQUEST

Histopathology request requires full clinical details and full patient identification and it is considered as an agreement between the laboratory and the patient. The request form must be complete and properly filled out. This process covers from the time surgeon informs the patient that the removed tissue needs histopathological examination. Histopathology is a microscopic study of diseased tissue, it is an important tool to diagnose cancer and other diseases usually requires histopathological examination of samples. A pathologist is the one to perform histopathological examination and provide diagnostic information based on their observations.

Office or Division:	OPERATING ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All post-operative patients with specimen need for histopath			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
patient or watcher agreed to have the specimen for histopath	1. Advised the patient or watcher to have the specimen for histopath	None	5 Minutes	<i>Attending Surgeon</i>
None	2. Fills out the histopath form completely	None	2 Minutes	<i>Attending Surgeon</i>
None	3. Specimen secured in a container filled with formalin over the tissue, properly labelled and packed	None	3 Minutes	<i>Nursing Attendant</i>
watcher proceed to laboratory	4. Submit specimen with request to the laboratory	None	2 Minutes	<i>Nursing Attendant</i>
None	5. Affix signature in the or histopath receiving logbook	None	1 Minute	<i>Laboratory Staff</i>
	TOTAL:		13 Minutes	



LABOR AND DELIVERY

Labor is a physiologic process during which the fetus, membranes, umbilical cords, and placenta are expelled from the fetus. It is divided into 3 stages: 1) first stage of labor begins with regular contraction and ends with complete cervical dilatation at 10 cm; 2) second stage of labor begins with complete cervical dilatation and ends with the delivery of the fetus; 3) third stage of labor is the period between the delivery of the fetus and delivery of the placenta and fetal membranes. Active labor patients are catered 24 hours daily from Mondays to Sundays.

Office or Division:	OPERATING ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All mothers capable of giving birth			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrival	1. Receives patient with in-patient medical health record, medications and supplies.	None	1 Minute	<i>DR Nurse</i>
None	2. Placed on bed safely and comfortably	None	1 Minute	<i>DR Nurse</i>
None	3. First stage of labor 3.1 Monitoring of vital signs, fetal heart tone, and progress of labor as per doctor's order with proper documentation.	None	8 Hours	<i>Midwife, DR Nurse</i>
None	4. prepares instrument, suture, and anesthetic on the mayo table	None	30 Seconds	<i>DR Staff</i>
	5. Ushered patient to delivery room table, placed on lithotomy position and hooked to oxygen inhalation	None	1 Minute	<i>Midwife, DR Nurse</i>



	6. Drape patient and do perineal care	None	30 Seconds	<i>Midwife, DR Nurse</i>
	7. Second stage of labor 7.1 Put on double gloves 7.2 spontaneously delivers newborn baby calling out time of birth and placed above mother's abdomen in skin to skin contact 7.3 Informs mother about the sex of the baby	None	5 Minutes	<i>Doctor on Duty</i>
	8. Third stage of labor 8.1 Delivery of placenta 8.2 Evacuation of blood clots	None	10 Minutes	<i>Doctor on Duty</i>
	9. Repair of perineal cut or laceration	None	10 Minutes	<i>Doctor on Duty</i>
	10. Post-partum care	None	5 Minutes	<i>Doctor on Duty</i>
	11. Post-partum orders made	None	5 Minutes	<i>Doctor on duty</i>
Watcher proceed to pharmacy for the procurement of prescribed meds & supplies	12. giving prescription of medications and replacements of used supplies / meds	None	1 Minute	<i>DR Nurse</i>
	13. Post-partum monitoring of vital signs until stable, uterine status, and report for any untoward signs and	None	1 Hour	<i>DR Nurse</i>



	symptoms			
	12. Operation ended/immediate post-op care	None	5 Minutes	<i>Scrub Nurse</i>
	13. Endorses patient per stretcher or wheelchair to the ward nurse on duty	None	5 Minutes	<i>Scrub Nurse</i>
	TOTAL:		9 hours, 55 Minutes	



MEDICO-LEGAL CONSULTATION

This process covers from the time the medico-legal patient arrives at the ER up to the time the doctor gives disposition.

Office or Division:	EMERGENCY ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients for medico-legal consultation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrival	1. Triage	None	3 Minutes	<i>Nurse</i>
None	2. Give Emergency nursing/medical management.	None	5 Minutes	<i>ROD/Nurse</i>
	2.1 Inform ROD	None	2 Minutes	<i>Nurse</i>
None	3. Doctor's assessment and management	None	30 Minutes	<i>ROD/Consultant on Duty</i>
Proceeds to registration lane and provides pertinent data of the patient.	4. Retrieval / registration of Patients data @ the iHOMIS system	None	3 Minutes	<i>Nursing Aide on Duty</i>
	4.1 If no relative around, no ID's and unconscious- use ABCD as name and leave other data to be completed later on. Include the data: nature of incident (NOI), Place of incident (POI) date of incident (DOI) time of incident (TOI)	None	5 Minutes	<i>Nursing Aide on Duty</i>
	4.2 Notify security guard on-duty if no	None	10 Minutes	<i>Nurse on Duty</i>



	patient's pertinent data gathered upon entry for contact tracing, identification and coordination with the police.			
Watcher listens and free to ask questions	. Doctor's disposition	None	2 Minutes	<i>ROD</i>
	5.1 Explains case and prognosis	None	5 Minutes	<i>ROD</i>
	5.2 Transfer to other hospital	None	5 Minutes	<i>ROD</i>
	5.3 Death	None	5 Minutes	<i>Nurse on Duty</i>
	TOTAL:	None	1 Hour, 20 Minutes	



NEWBORN CARE

It is the care of all newborns which includes immediate and thorough drying, skin to skin contact of the new born with the mother, cord clamping and cutting after last pulsation have stopped, and early initiation of breast feeding. the process covers from the time of baby's birth to the time routine newborn care is completed.

Office or Division:	DELIVERY ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All newborn babies delivered via normal spontaneous delivery			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Put on gloves	None	30 Seconds	Midwife/Nursing Attendant
None	2. Deliver a newborn baby, calling out time of birth and placed in prone position above mothers abdomen on skin to skin contact	None	1 Minute	<i>Doctor on Duty</i>
None	3. Dry the newborn thoroughly and do quick check on newborns breathing while drying	None	30 Seconds	<i>Midwife, DR Nurse</i>
	3.1 If baby is not breathing, Stimulate	None	30 Seconds	<i>Midwife, Nursing Attendant</i>
	3.2 If the baby fails to breathe after 30 seconds, change gloves and cut cord quickly	None	30 Seconds	<i>Midwife, Nursing Attendant</i>
	3.2 Transfer to a firm, warm surface and start newborn resuscitation.	None	30 Seconds	<i>Pedia Consultant/Rotator DR Nurse</i>
None	4. Remove wet cloth	None	30 Seconds	<i>DR Staff</i>



	and cover the baby with another clean dry warm cloth			
None	5. Removes first set of gloves 5.1 Clamp and cut the cord after the last pulsation have stopped	None	1 Minute	<i>Doctor on Duty</i>
None	6. Reposition the baby to mother's chest, place name tag at the right ankle	None	30 Seconds	<i>Midwife, Nursing Attendant</i>
None	7. Cover the baby's head with hat and cover the mother and baby with a clean warm cloth	None	30 Seconds	<i>Midwife, Nursing Attendant</i>
None	8. Transfer mother with baby into stretcher	None	5 Minutes	<i>Doctor on Duty</i>
None	9. Initiate breast feeding while maintaining skin to skin contact 9.1 Monitoring of vital signs with proper documentation.	None	90 Minutes	<i>Midwife, Nursing Attendant</i>
	10. baby brought to newborn care area after initial full breastfeeding or 90 minutes from baby's birth for the routine newborn care like anthropometric measurements, eye ointment to both eyes, and vitamin k intramuscular injection at right vastus lateralis	None	2 Minutes	<i>Midwife, Nursing Attendant</i>



None	11. endorse mother with baby via stretcher or wheelchair to OB ward for rooming in	None	5 Minutes	<i>Midwife, Nursing Attendant</i>
	TOTAL:		1 hour, 44 Minutes	



NEWBORN SCREENING SAMPLE COLLECTION AND SENDING FOR ANALYSIS

This process ensures that all newborn babies will undergo newborn screening for early detection and management of common and life threatening congenital metabolic disorders which if left untreated may lead to mental retardation or death. Pricking is done on the 25th of newborn's life which is performed by trained personnel. NBS can be done after 3 months of newborns but some disorders may be undetectable during that time. NBS collection is done 24/7 @ NBS room located near OB old ward.

Office or Division:	NURSING			
Classification:	Simple/Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> · All newborn delivered at the hospital either by normal spontaneous delivery or C- section regardless of age of gestation. · Newborns delivered outside the hospital, whose parents are willing to let their babies undergo NBS in the hospital. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrival	1. Fills out NBS draft and submit to NICU staff	None	5 minutes	<i>Nursing Aide/DR On-duty</i>
None	2. Receives and files draft for collection.	None	2 minutes	<i>Nurse NICU On-duty</i>
None	3. Explains to parents the benefit and importance of Newborn Screening	None	15 minutes	<i>Trained NOD</i>
Parent signs consent for newborn screening	4. Newborn screening specimen collection	None	2 Minutes	<i>Trained NOD</i>
	4.1 Filing out Newborn Screening Filter Card	None	2 Minutes	<i>Trained NOD</i>
	4.2 Collects sample using heel prick method	None	2 Minutes	<i>Trained NOD</i>
	4.3 Air-dry NBS filter	None	4 Hours	<i>Trained NOD</i>



	cards at room temperature (20-25degrees) on a specially designed drying rack.			
	4.4 Recording of collected NBS specimen (logbook)	None	2 Minutes	<i>Trained NOD</i>
	5. Packs NBS filter cards	None	10 minutes	<i>Trained NOD</i>
	6. Logs and Submits packed filter cards at the engineering section	None	5 minutes	<i>Trained NOD</i>
	7. Receives and Transports NBS filter cards thru courier for sending to NSC within the day	None	1 hour	<i>Administrative Aide</i>
	TOTAL:	Situational: For Non-institutionalized delivery, a fee of 1750 is charge to be paid at cash section.	5 Hours, 45 Minutes	



POST OPERATIVE CARE

The process begins after the transfer of patient from the operating room to the post anesthesia care unit (PACU) until patient become stable with the disposition of the attending anesthesiologist to transfer back to ward.

Office or Division:	OPERATING ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All post-operative patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrival	1. Receives patient from operating room with the in-patient medical health record, meds., and supplies	None	1 Minute	<i>Recovery Room Nurse</i>
None	2. Hooked to oxygen inhalation/ patient monitor and initial vital signs taken and recorded	None	2 Minutes	<i>Recovery Room Nurse</i>
Watcher proceed to pharmacy to procure prescribed medications and replacements.	3. Carrying out of doctor's post op orders	None	10 Minutes	<i>Recovery Room Nurse</i>
	3.1 prescription of medication given to watcher	None	5 Minutes	<i>Recovery Room Nurse</i>
	3.2 Initial dose of medications given as per doctor's order with proper documentation	None	2 Minutes	<i>Recovery Room Nurse</i>
None	4. Initial dose of medications given as per doctor's order with proper documentation	None	2 Minutes	<i>Recovery Room Nurse</i>



None	5. Evaluation, reassessment of patient status, and discharge of patient	None	3 Minutes	<i>Anesthesiologist</i>
None	6. Transfers patient to ward per stretcher / wheelchair safely and comfortably. 6.1 Endorse patient to ward nurse with the in-patient medical health record and medications.	None	10 Minutes	<i>RR Nurse Institutional Worker Ward Nurse</i>
	TOTAL:	None	2 Hours, 33 Minutes	



PREPARATION OF BIRTH CERTIFICATE DRAFT

Birth certificate draft is prepared prior to final typing to ensure completeness and correctness of data entry in the birth certificate. this process covers from the time midwife/nursing attendant fills out the birth certificate draft to the time draft is submitted to the records/admitting section.

Office or Division:	DELIVERY ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All newborn babies delivered via normal spontaneous delivery and caesarian section			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. fills out the birth certificate draft accordingly 1.1 interview baby's parents	None	5 Minutes	<i>Midwife/Nursing Attendant</i>
Check the correctness of the data entered in the draft.	2. Give the birth certificate draft to parents for review	None	5 Minutes	<i>Midwife/Nursing Attendant</i>
None	3. Instruct parents on the requirements needed for the processing of birth certificate like photocopy of marriage certificate and photocopy of any valid id or community tax certificate (CEDULA) for unmarried couple.	None	2 Minutes	<i>Midwife/Nursing Attendant</i>
Proceed to records section and submit the needed requirements	4. Submission of birth certificate draft for final typing. 4.1 Birth certificate	None	3 Minutes	<i>Midwife/Nursing Attendant</i>



	<p>draft of babies delivered during daytime is submitted to the records section after delivery.</p> <p>4.2 Birth certificate draft of babies delivered during night time is submitted to the records section in the following morning.</p> <p>4.3 Birth certificate draft of babies delivered during weekends and holidays is submitted to admitting section.</p>			
	5. Signed the birth certificate draft receiving logbook	None	1 Minute	<i>Records/Admitting Section Staff</i>
	TOTAL:	None	16 Minutes	



PRE- OPERATIVE PREPARATION AND ENDORSEMENT TO OR

This process covers from the time patient/ watcher signs consent for operation to the time patient is endorsed the OR nurse. This process ensures safe and effective surgical intervention

Office or Division:	NURSING			
Classification:	Simple/Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients with consent to undergo surgery operation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-op checklist		Nurses Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient/ watchers gives verbal consent for operation.	1. Informs and explains the need for surgical intervention and procedure to be done to patient and watchers.	None	5 minutes	Surgeon
	1.1 Documents order in the chart	None	5 minutes	Surgeon
	1.2 Cardio-pulmonary evaluation (ages 45 and above) ages 0-12 years old or as ordered by the attending surgeon.	None	1 Hour	Internist/Pediatrician
Signs consent for operation	2. Refers CP evaluation result to attending surgeon.	None	3 Minutes	Nurse On-duty
	2.1 Prepares patient for operation using the pre-op checklist as guide, once patient is cleared.	None	5 Minutes	Nurse On-duty
	3. Endorse patient per wheelchair/ stretcher depending	None	5 Minutes	Nurse On-duty



	on the case with the pre- op checklist and in patient medical health record to OR staff			
	4. Counterchecks pre-op checklist if properly carried out.	None	2 minutes	<i>Supervisor OR Nurse On-duty</i>
	TOTAL:	None	1 Hour, 28 Minutes	



RELEASING OF NEWBORN SCREENING RESULTS

The process covers from receipt of newborn screening result to the time the mother receives NBS result. NBS results are release from the Newborn Screening Reference Center (NSRC) usually releases NBS results 2 months after sending of filter cards. NICU nurse notifies mothers thru phone once results are available. NICU nurse notifies mother of babies with NBS positive results thru phone call immediately upon receipt of result for confirmatory test.

Office or Division:	NURSING			
Classification:	Simple/Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	All newborn babies who have undergone newborn screening test			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives NBS results from the HOPPS division in a sealed plastic	None	2 minutes	<i>Nurse On-duty</i>
Receives NBS result	2. Checking and sorting of received NBS based on results	None	2 minutes	<i>Nurse On-duty</i>
	2.1 Negative result: Release NBS result	None	2 minutes	<i>Nurse On-duty</i>
Brings newborn to NBS collection area	2.2 Positive result: Recall patients for re collection of specimen for confirmatory testing	None	5 minutes	<i>Trained NOD</i>
	2.3 Once recollection is done, results for confirmatory testing are send by NSC thru e mail accessible with in the area	None	2 minutes	<i>Trained NOD</i>
				<i>Nurse On-duty</i>



	2.4 If confirmatory result is available inform parents immediately and give instructions as necessary	None	2 minutes	<i>Nurse On-duty</i>
	2.5 Refer to ROD, once confirmatory result received	None	2 minutes	
Mother with newborn goes to NBS area	3. Management and or referral of confirmed cases to specialist	None	30 minutes	<i>Consultant On-duty</i>
	4. Monitoring status of progress thru home visits to confirmed cases	None	2 minutes	<i>NICU Supervisor</i>
	5. Health education	None	15 minutes	<i>Trained NOD</i>
	TOTAL:	None	1 Hour, 4 Minutes	



UNDER OBSERVATION

This process covers from receipt of doctors order that patient is for observation up to doctor order's disposition. Patient will observe at the emergency room and will be re- assessed by the attending physician after 4 hours. Patient maybe admitted, referred to hospital of choice or discharged depending upon the disposition of the attending physician.

Office or Division:	EMERGENCY ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients with doctor's order for observation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Explains and writes the plan of care and management.	None	5 Minutes	<i>ROD/Consultant On-Duty</i>
None	2. Carries out doctor's orders.	None	2 Minutes	<i>Nurse on Duty</i>
	2.1 Issues prescription	None	2 Minutes	<i>Nurse on Duty</i>
Watcher proceeds to pharmacy section	3. Dispense prescribed medications and medical supplies	None	5 Minutes	<i>Pharmacist on Duty</i>
Turn over the acquired medications and medical supplies to NOD	4. Receives the medications and medical supplies	None	2 Minutes	<i>Nurse on Duty</i>
	4.1 Issues unfilled prescriptions to watcher and advise them to buy the meds at any outside pharmacy.	None	2 Minutes	<i>Nurse on Duty</i>
waits at emergency room for the medtech	5. Blood extraction	None	5 Minutes	<i>MedTech on Duty</i>



to extract blood sample	5.1 Hematology(cbc, ABO typing, RH typing, malarial smear, Prothrombin time, Active partial thromboplastin time)	None	1 Hour	<i>MedTech on Duty</i>
	5.2 Clinical Chemistry (FBS, cholesterol, triglyceride, blood urea nitrogen, creatinine, uric, HBA1c, troponin,hdl,ldl,sgot, sgpt, total bilirubin, amylase, CKMB, serum electrolytes)	None	1 Hour	<i>MedTech on Duty</i>
	5.3 Serology (salmonella typhi, Dengue duo,Ddengue NS1Ag, Dengue IgG/IgM, HBsAG, HCV,RPR-syphilis, HCT	None	1 Hour	<i>MedTech on Duty</i>
	5.4 Clinical Microscopy (urinalysis, pregnancy test, fecalysis, occult blood	None	27 Minutes	<i>MedTech on Duty</i>
Listens to instructions and ask queries if there are doubts	6. Doctor's disposition	None	10 Minutes	<i>ROD/Consultant On-Duty</i>
	TOTAL:	None	4 Hours	



NURSING DIVISION

Internal Services



CHECKING COMPLETENESS OF EMERGENCY CART (MEDICAL SUPPLIES AND MEDICINES) IN THE CLINICAL AREAS

This process ensures that emergency medicines and supplies are readily available during the management critical cases in the ward. The process covers from the time the outgoing nurse on duty endorses the E-cart to the time the incoming nurse on duty receives the complete stocks recorded in the checklist .

Office or Division:	NURSING WARDS			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Nursing areas with E-CART			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescriptions and supplies form			Nurses Station	
Replacement Sip			Pharmacy section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Endorses the E-cart	None	1 Minute	<i>Outgoing nurse on duty</i>
None	2. Checks completeness of medicines and supplies	None	5 Minutes	<i>Incoming nurse on Duty</i>
	2.2 checks completeness, functionality of equipment's and cleanliness	None	5 Minutes	<i>Incoming nurse on Duty</i>
None	3. Records/ checks actual number of medicines/supplies received	None	5 Minutes	<i>Nurse on Duty</i>
	3.1 If incomplete, informs outgoing nurses to replace prior to endorsements	None	2 Minutes	<i>Nursing Aide on Duty</i>
	3.2 Requests for replacement of used	None	2 Minutes	<i>Out-going Nursing</i>



	medicines and supplies to pharmacy section prior to endorsement			<i>Aide on Duty</i>
None	4. Accounts replacement of medicines and supplies and endorsed	None	2 Minutes	<i>Out-going Nursing Aide on Duty</i>
	4.1 Receives replacements of medicines and supplies	None	2 Minutes	<i>Incoming Nurse on Duty</i>
	TOTAL:	None	25 Minutes	



PROCESS FLOW OF ADMINISTRATION OF DANGEROUS DRUGS

This process covers from receipt of doctor's order up to the time proper administration and recording of the prescribed dangerous drug is completed.

Office or Division:	NURSING WARDS			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	ER /admitted patients with doctors order of administration.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription with S2 number		Nurses Station		
Record form for consumption		Nurses Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Documents order of dangerous drug administration in the IPMHR and issues prescription	None	2 Minutes	<i>ROD</i>
None	2. Checks and verifies Doctor's order	None	3 Minutes	<i>Nurse on Duty in-charge</i>
None	3. Informs Senior charged nurse on duty about the order	None	3 Minutes	<i>Nurse on Duty in-charge</i>
None	4. Validates order , prescription and data of the patient prior to the release of required drug	None	3 Minutes	<i>Senior charge nurse duty</i>
None	5. Submit prescription together with the consumption report form and excess meds (ex. Midazolam 1ml/amp and prescribed dose .5ml only) Pharmacist on duty	None	2 Minutes	<i>Nurse on Duty in-charge</i>



	for proper recording 5.1 Received verify and check data entered in the consumption form including the excess meds to be report as wastage	None	3 Minutes	<i>Pharmacist on Duty</i>
None	6. Returns consumption report form to NOD for the continuity of recording	None	2 Minutes	<i>Pharmacist on Duty</i>
None	7. Receives and files consumption report form in the ward	None	2 Minutes	<i>Nurse on Duty in-charge</i>
	TOTAL:	None	20 Minutes	



REQUISITION OF CONTROLLED DRUGS FOR WARD STOCK

This process starts from requisition of ward stock (dangerous drugs) to the time ward stocks are consumed and replaced. Controlled drugs are kept in a medicine cabinet with lock under the control of the senior nurse on duty. Controlled drugs includes of 10 Diazepam, 10 Nubain and 10 Midazolam .

Office or Division:	NURSING WARDS				
Classification:	Simple				
Type of Transaction:	Government-to-Citizen (G2C)				
Who may avail:	ER and admitted patients with doctors order of administration				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Copy of requisition of dangerous drugs preparation			Pharmacy Section		
Prescription with duly S2 licensed			Bureau of Food and Drug Administration		
Record of dangerous drugs consumption			Nurses station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
None	1. Fills out requisition form for dangerous drug preparation	None	2 Minutes	<i>Nurse on Duty in-charge</i>	
None	2. Checks the record of dangerous drug preparation dispensed form if completely filled out.	None	4 Minutes	<i>Nurse on Duty in-charge</i>	
	2.1 Counterchecks and verifies completeness of the dangerous drug dispensed form and affixes signature.	None	2 Minutes	Supervisor on duty	
	3. Submit requisition form together with the record of dangerous drug preparation with the prescription of the drug to pharmacy	None	5 Minutes	<i>Nurse on Duty in-charge</i>	



	section.			
None	4. Verifies and check data entries of consumption vs the actual existing number of drug dispensed	None	10 Minutes	<i>Pharmacy on duty</i>
None	5. Release dangerous drugs stocks	None	5 Minutes	<i>Pharmacy on duty</i>
None	6. Receive and store in the cabinet designated locked and secured	None	2 Minutes	<i>Nurse on Duty in-charge</i>
	TOTAL:	None	30 Minutes	



RETROSPECTIVE SUMMARY AUDIT OF IN PATIENT HEALTH MEDICAL RECORD

This process covers from the time the 4-12 shift nurse supervisor collects inpatient health medical records of discharged patients from different nursing stations to the time the outgoing 12 t 8 nurse supervisor endorses the IPMHR to the admitting section personnel.

Office or Division:	NURSING WARDS			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Discharged Charts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription with S2 number			Nurses Station	
Record form for consumption			Nurses Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. collects discharged IPHMR at different stations	None	5 Minutes	<i>Supervisor Nurse on duty</i>
None	2. Check and reviews IPHMR as to completeness of entries of data recorded.	None	5 Minutes	<i>Supervisor Nurse on duty</i>
None	3. Files audit report in the folder provided for each department.	None	5 Minutes	<i>Supervisor Nurse on duty</i>
None	4. Records nursing audit findings (Findings, Responsible person, No of patients discharge within or less than 4 hrs and beyond 4hrs)	None	2 Minutes	<i>Supervisor Nurse on duty</i>
None	5. Submits of retrospective charge audit report together with the audited IPHMR to admitting	None	30 Minutes	<i>Pharmacist on Duty</i>



	section			
None	6. Receives retrospective summary audit and attach to 24 hour checklist	None	2 Minutes	<i>Supervisor Nurse on duty</i>
None	7. Issue chart audit slip to concerned staff	None	2 Minutes	<i>Supervisor Nurse on duty</i>
None	8. Submits respective summary audit together with the 24hour checklist monitoring to CN office in the morning	None	4 Minutes	<i>Senior nurse house officer of the day</i>
	TOTAL:	None	55 Minutes	



STERILIZATION OF GOWNS, DRAPES, & SHEETS

Sterilization is a process that eliminates, removes, kills microorganism such as fungi, bacteria, viruses, and spores. it is usually carried out by autoclaving. this process covers from the time washed OR-DR gowns, drapes, & sheets are brought by the laundry worker to the sterilization area up to the time sterile gowns, drapes, & sheets are endorsed to the end users. sterilization area is located in the operating room complex.

Office or Division:	CENTRAL SUPPLY AND STERILIZATION ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients for surgery and OR/DR Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Receives the washed gowns, drapes, & sheets brought by the laundry worker	None	1 Minute	<i>Nursing Attendant (CSSR Staff)</i>
None	2. Inspects, assembles, wraps and labels gowns, drapes, & sheets for sterilization	None	1 Minute	<i>Nursing Attendant (CSSR Staff)</i>
None	3. Sterilizes packed instruments in the autoclave machine 3.1 Drying of sterile packed gowns, drapes, & sheets	None	45 Minutes	<i>Nursing Attendant (CSSR Staff)</i>
None	4. Deliver sterile packed gowns, drapes, & sheets to the end user and stored in the cabinet	None	2 Minutes	<i>Nursing Attendant (CSSR Staff)</i>
	TOTAL:	None	1 Hour, 19 Minutes	



STERILIZATION OF INSTRUMENTS

Sterilization is a process that eliminates, removes, kills microorganism such as fungi, bacteria, viruses, and spores. it is usually carried out by autoclaving. this process covers from the time used instrument/equipment are brought by the instrument nurse to the holding area up to the time sterile instruments are endorsed to the end users. sterilization area is located in the operating room complex.

Office or Division:	CENTRAL SUPPLY AND STERILIZATION ROOM			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Patients for surgery			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Inventory of used instruments and placed in the holding area	None	1 Minute	Instrument Nurse
None	2. Wash, decontaminate, and dry used instruments	None	10 Minutes	<i>Nursing Attendant</i>
None	3. Clean instruments brought to the sterilization area	None	1 Minute	<i>Nursing Attendant</i>
None	4. Inspects, assembles, wraps and labels used instruments	None	1 Minute	<i>Nursing Attendant (CSSR Staff)</i>
None	5. Sterilizes packed instruments in the autoclave machine	None	45 Minutes	<i>Nursing Attendant (CSSR Staff)</i>
	5.1 drying of sterile packed instrument	None	30 Minutes	<i>Nursing Attendant (CSSR Staff)</i>
	6. Deliver sterile packed instruments to the end user and stored in the cabinet	None	2 Minutes	<i>Nursing Attendant (CSSR Staff)</i>
	TOTAL:		1 hour, 30 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Answering the Customer Satisfaction Survey (CSS) and drop it at the designated drop boxes from each unit.</p> <p>Call contact number: 09776235991 or Email to Brenda_bayani@yahoo.com / fnlghtc@yahoo.com.ph</p> <p>For inquiry and follow-up please contact the following numbers:</p>
<p>How feedbacks are processed?</p>	<p>Feedbacks are processed every last working day of the month</p> <p>The Supervising Administrative Officer opens the drop boxes and compile and record all feedbacks submitted All CSS are verified with the concerned units</p> <p>All feedbacks handed personally to staffs are verified with the concerned units, corrective actions are taken immediately and communicated to citizen.</p> <p>Three (3) types of feedbacks or reports are generated which includes: -customer satisfaction rating -customer complaints -positive comments</p> <p>These will be measured, evaluated and analyzed during the monthly management committee meetings</p> <p>Report is done and is given to each unit for opportunity of improvement, correction and corrective action</p> <p>Feedback requiring answers are forwarded to the relevant units and they are required to answer within <u>3 days</u> from the receipt of the feedback</p>



<p>How to send complaints?</p>	<p>The answer of the office is then relayed to the citizen</p> <p>Step 1: Fill up CSS form and give to the in-charge in the concerned office/section during office hours from 8am to 5pm during weekdays or can submit a formal letter of complaint address to Dr. Marlene L. Lubo, Medical Center Chief (MCC).</p> <p>Step 2: During holidays or weekend duly accomplished CSS form can be submitted to admitting clerk on duty.</p> <p>Step 3: The complaint addressed to the MCC should be submitted in MCC's office during office hours (Monday-Friday, 8:00 A.M-5:00 P.M) or give to the admitting clerk on duty during holidays and after office hours.</p> <p>Step 4: if needed, management will call you for further investigation.</p>
<p>How complaints are processed?</p>	<p>FOR DROP BOX COMPLAINTS:</p> <p>The complaints officer (<i>Supervising Administrative Officer</i>) opens the drop boxes once a week and evaluates and verifies complaints.</p> <p>Upon evaluation, the complaint officer shall start the investigation and forward the complaint to the concern office/section for their explanations.</p> <p>The complaints officer will submit a report to the medical center chief for appropriate action.</p> <p>The complaints officer will give the feedback to the client.</p> <p>For inquiries and follow ups, clients make contact the following cellular number: 09776235991</p>



FOR CSS FILED COMPLAINTS:

The section concerned will submit CSS with complaints to the complaints officer for her evaluation and verification.

Upon evaluation, in cases complaints can be acted/solved by the section/office heads, the complaints officer will forward the report to the head of the section/office for her appropriate action.

The section head concerned will submit a report to the complaints officer for her to forward result to the office of the medical center chief for her information.

Note: Complaints that are filed thru CSS and handled/acted by the office/section concerned must be acted upon on or before the client/patient are discharged.



List of Offices

Office	Address	Contact Information
Medical Center Chief	Luna, Apayao	0918-5817608
Chief of Medical Professional Service Staff	Luna, Apayao	0927-7153069
Supervising Administrative Officer	Luna, Apayao	0917-6235991
Nurse Chief	Luna, Apayao	0927-3462105
Accountant III	Luna, Apayao	0917-5192164