

COVER PAGE



SAN LORENZO RUIZ GENERAL HOSPITAL

Formerly: San Lorenzo Ruiz Women's Hospital

CITIZEN'S CHARTER

2020 (2nd Edition)



SAN LORENZO RUIZ GENERAL HOSPITAL



CITIZEN'S CHARTER

2020 (2nd Edition)

I. Mandate:

REPUBLIC ACT No. 11289

An Act Converting the San Lorenzo Ruiz Women's Hospital in Malabon City, Metro Manila into a General Hospital to be Known as the San Lorenzo Ruiz General Hospital, Increasing its Bed Capacity from Ten (10) to Two Hundred (200) Beds and Appropriating Funds Therefor

Be it enacted by the Senate and House of Representatives of the Philippine Congress Assembled:

Section 1. The San Lorenzo Ruiz Women's Hospital in Malabon City, Metro Manila is hereby converted into a general hospital to be known as the San Lorenzo Ruiz General Hospital.

Section 2. The authorized bed capacity of the San Lorenzo Ruiz General Hospital in Malabon City, Metro Manila is hereby increased from ten (10) to two hundred (200) beds.

Section 3. The existing professional health care services, facilities and health human resource of the San Lorenzo Ruiz General Hospital are hereby upgraded to conform and be commensurate to the increase in its authorized bed capacity as provided for in Section 2 hereof. The increase in bed capacity from ten (10) to two hundred (200) beds shall be implemented consistent with the five (5)-year development plan of the hospital.

Section 4. The Secretary of Health shall immediately include in the Department's programs the implementation of this Act, the funding of which shall be included in the annual General Appropriations Act.

Section 5. Within ninety (90) days from the approval of this Act, the Secretary of Health shall, in consultation with the Secretary of Budget and Management, promulgate the necessary rules and regulations for the effective implementation of this Act.

Section 6. If any provision or part of this Act is declared unconstitutional, the remaining parts or provisions not affected shall remain in full force and effect.



Section 7. All other laws, decrees, orders, issuances, rules and regulations, or parts thereof which are inconsistent with the provisions of this Act are hereby repealed, amended or modified accordingly.

Section 8. This Act shall take effect fifteen (15) days after its publication in the Official Gazette or in a newspaper of general circulation.

Approved: April 12, 2019.

[Uploaded in the Official Gazette: May 22, 2019]

Republic Act no. 6864

An act establishing a ten-bed Municipal Hospital in the Municipality of Malabon, Metro Manila. To be known as the Saint Lorenzo Ruiz Municipal Hospital and appropriating funds therefore.

Section 1. There shall be established, under the supervision of the Department of Health, a ten-bed municipal hospital in the Municipality of Malabon, Metro Manila, to be known as the Saint Lorenzo Ruiz Municipal Hospital. The said hospital shall likewise service the adjoining Municipality of Navotas.

Section 2. The amount necessary to carry out provisions of this act shall be charged against the appropriations act. Thereafter, such sums as may be necessary for the operation and maintenance of the herein hospital shall be included in the annual General.

Section 3. Before the construction of the Hospital, the Secretary of Health shall issue written assurance that personnel of the hospital will be appointed and that funds for its maintenance and operation have been appropriated.

Section 4. This act shall take effect upon its approval.

Approved: March 8, 1990

II. FUNCTIONS

- a. Provide quality, accessible, equitable and affordable health services;
- b. Continual improvement of health service delivery;
- c. Participate in research;



- d. Provide competency - based learning and development intervention;
- e. Service Delivery Network; and
- f. Comply with statutory and regulatory requirements.

III. BRIEF BACKGROUND

The San Lorenzo Ruiz General Hospital started out as San Lorenzo Ruiz Women's Hospital, a 10-Bed Level 1 hospital under the Department of Health, National Capital Regional Office. Presently located at O. Reyes St., Santulan, Malabon City, the hospital has been in operation for two decades now (since 1999), on a two-storey building with a total floor area of 1,764 square meters.

It was granted the Human Resource Complement for a 25-Bed hospital in 2015 (from 33 to 113 Plantilla Positions) making it possible to increase its implementing bed capacity to 30-Bed in 2015; 35-Bed in 2016; 40-Bed in 2017 and 45-Bed in 2018. Despite the very limited clinical space, capability and human resource complement, patients from Malabon, Navotas, Valenzuela, Caloocan, and even of Obando, Bulacan often prefer to come to the hospital thereby causing us to exceed our implementing bed capacity. However, this does not necessarily sacrifice the quality of health care services we give to our clients.

On May 31, 2017, House Bill No. 5791 was proposed at the House of Representatives by Rep. Federico S. Sandoval II upgrading the SLRWH into a level II General Hospital, increasing its bed capacity from 10 to 100 beds and appropriating funds thereof. During its third and final reading, it was further increased into a 200 Bed Level II Hospital through House Bill No. 7362 dated March 22, 2018, renaming it into San Lorenzo Ruiz General Hospital. This was carried through a Senate Bill No. 1947 dated August 23, 2018 authored by Senator Juan Miguel F. Zubiri and Senate Bill 1964 dated August 30, 2018 by Senator Joseph Victor G. Ejercito. Finally, R.A. 11289 was approved dated April 12, 2019 by President Rodrigo R. Duterte, an act converting the San Lorenzo Ruiz Women's Hospital in Malabon City, Metro Manila into a General Hospital to be known as the San Lorenzo Ruiz General Hospital, increasing its Bed Capacity from ten (10) to two hundred (200) beds and appropriating funds therefor.

In the year 2018, an Appropriation for the acquisition for a Parcel of Land had been granted to SLRWH for the purchase of 5,013 square meters of land wherein the new hospital building shall be built on. In 2019, SLRWH have been granted Twenty Million



Pesos (20 M) for the site development works of the purchased parcel of land. Another Two Hundred Million (200 M) was also granted through Hospital Facilities Enhancement Program (HFEP) for the commencement of the phase 1 hospital construction.

While preparing for the physical transfer of the hospital into its new location along Panghulo Road, Malabon City, departmentalization and upgrade of service capabilities in the specialties of Medicine, Pediatrics, Obstetrics and Gynecology, Surgery and Anesthesiology commenced in 2020 together with some of their sub-specialties and ancillary services. This was made possible through the request for reclassification and creation of additional plantilla positions in three tranches.

The initial stages of departmentalization coupled with the granting of the first tranche of additional plantilla positions made it possible to increase our implementing bed capacity from 45 in 2019 to 75 in 2020 to 2022. The bed occupancy rates of the hospital based on its 10-bed authorized capacity from 2014 to 2018 ranged from 300.85% to 410.90%.

IV. CORE Values

Service Oriented

Love and Compassion

Respect

Gender Responsive

Honesty and Integrity

V. Vision:

Globally competitive and recognized center of excellence for women's health and wellness by 2028

VI. Mission:



The San Lorenzo Ruiz General Hospital is committed to provide people-centered health and wellness services for Malabon and neighboring municipalities

VII. Quality Policy:

We, at San Lorenzo Ruiz General Hospital are committed to, envision to be a tertiary hospital recognized as a center of excellence for reproductive health and wellness.

We are committed to serve our clients by providing equitable, accessible, affordable, and quality services through continual improvement of people centered facility, human resource and health care provider network.

Guided by values of love, compassion, respect, honesty, integrity, and the principle of shared governance, we shall continually evolve our Quality Management System to cope with our client's changing needs.

VIII. Performance Pledge:

We, the officials, employees and staff of the San Lorenzo Ruiz General Hospital are committed to:

Serve our clients promptly, efficiently, and with utmost courtesy;

Lead in the provision of excellent and quality health people-centered services;

Respect the rights of our clients;

Guarantee equal treatment regardless of status, race, sex, gender and beliefs; and

Help in building a responsive health care system

All these we pledge, because our clients deserve no less.



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San Lorenzo Ruiz General Hospital

External Services



San Lorenzo Ruiz General Hospital

Medical Services

External Services



1. Patient Consultation at Emergency Room Section

Patient Consultation at Emergency Room Section covers activities from receiving of patient at the triage area up to patient disposition. Emergency Room (ER) provides emergent, prioritized and non-emergent care to patients who have traumatic injury, major illnesses or other medical concerns that require immediate treatment. This is available for 24 hours, 7 days a week without noon break.

Office or Division:	Emergency Room Section, Radiology Section, Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients who seek emergency and non-emergency care services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at the Triage Area	1. Receive and categorize the patient 1.1 ER case- direct to ERS 1.2 Non-ER Case Shall be referred to OPS	None	15 minutes	Triage Physician
2. Patient consult at Emergency Room Section	2.1 Patient and relative Interview 2.2. Vital signs taking 2.3 Patient history taking and Physical Examination 2.4 Give initial management 2.5 Give diagnostic requests (if applicable)	Refer to Laboratory and Radiology Section's Price list of procedures	1 hour	Emergency Room Section Nurse, Physician
3. Relative/company of the patient proceed to laboratory section to present laboratory request	3. Release Laboratory and or Radiology examination result	Refer to Laboratory and Radiology Section's Price list of procedures	2 hours	Laboratory and Radiology Staff
4. Return of patient	4.1 Further	Refer to	35 minutes	Physician



at ERS with examination result	Assessment 4.2 Identification of Patient Disposition 4.3 Inform patient's relative/watcher regarding patient's disposition 4.3.1 Admission 4.3.2 Observation 4.3.3 Transfer 4.3.4 Treated and sent home 4.3.5 Absconded 4.3.6 Out-when called	annex of charges. Except for admission (charges is carried over), please refer to annex of charges		
	TOTAL:	Refer to annex of charges.	3 hours and 50 minutes	

Pricelist as of December 2020

DESCRIPTION	UNIT	PRICE
Antiseptic Solutions, Alcohol	per use	5.00
Antiseptic Solutions, Betadine per cc	per use	12.00
Antiseptic Solutions, Formalin	bottle	539.50
Antiseptic, Formalin per cc	per use	2.00
Antiseptic Solutions, Hydrogen Peroxide	bottle	18.00
Antiseptic Solutions, Lysodex per cc	per use	2.00
Blades, Blade Knife size 10	piece	24.50
Blades, Blade Knife size 11	piece	24.50
Blades, Blade Knife size 15	piece	24.50
Blades, Blade Knife size 20	piece	24.50
Blades, Lancet	piece	2.00
Cadaver Bags, Cadaver Bags, Donated	piece	.00
Cadaver Bags, Cadaver Bags, Extra Large	piece	1,950.00
Cadaver Bags, Cadaver Bags, Large Size	piece	1,300.00
Cadaver Bags, Cadaver Bags, Pedia Size	piece	910.00
Catheters, 3 way stop cock	piece	50.00
Catheters, Epidural Catheter (any size)	piece	1,014.00
Catheters, Foley Catheter Fr. 10	piece	130.00
Catheters, Foley Catheter Fr. 14	piece	32.00
Catheters, Foley Catheter Fr. 16	piece	32.00



Catheters, IV Catheter g18	piece	58.50
Catheters, IV Catheter g20	piece	100.00
Catheters, IV Catheter g22	piece	100.00
Catheters, IV Catheter g24	piece	100.00
Catheters, IV Catheter g26	piece	58.50
Catheters, Nasal Cannula, Adult	piece	35.00
Catheters, Nasal Cannula, Neonatal	piece	41.75
Catheters, Rubber Suction, Adult	piece	23.50
Catheters, Rubber Suction, Pedia	piece	32.50
Catheters, Rubber Tube	piece	26.00
Catheters, Straight Rubber Catheter	piece	10.00
Catheters, Suction Catheter/Tip Fr. 10	piece	10.00
Catheters, Suction Catheter/Tip Fr. 12	piece	10.50
Catheters. Suction Catheter/Tip Fr. 14	piece	10.50
Catheters. Suction Catheter/Tip Fr. 16	piece	15.00
Catheters. Suction Catheter/Tip Fr. 5	piece	10.50
Catheters. Suction Catheter/Tip Fr.8	piece	10.00
Donated/Indigent, Examining Gloves	piece	.00
Donated/Indigent, Masks, KN95	piece	.00
Donated/Indigent, Masks, N95 3m	piece	.00
Forms, Birth Certificate	piece	100.00
Forms, Yellow Prescription	piece	10.00
Gloves, Examining Gloves	piece	5.00
Gloves, Examining Gloves (Small)	piece	5.00
Gloves, Surgical Gloves 7.0	piece	25.00
Infusion Sets, BT Set	set	45.50
Infusion Sets, Macroset	set	50.00
Infusion Sets, Microset	set	50.00
Infusion Sets, Soluset	set	156.00
Masks, Face Mask	piece	10.00
Masks, Non-Rebreather Mask (Adult)	piece	221.00
Masks, Non-Rebreather Mask (Pedia)	piece	221.00
Masks, Oxygen Mask, Adult	piece	91.00
Masks, Oxygen Mask. Pedia	piece	91.00
Needles, Aspirating/Hypodermic Needle	piece	5.00
Needles, Cutting Needle	piece	13.00
Needles, Spinal Needle g23	piece	60.75
Needles, Spinal Needle g25	piece	60.75
New born Screening, New Born Screening	per service	1, 050.00
Operating Room Fee, Operating Room Fee	per service	1, 000.00
Others, Alcohol	bottle	50.00
Others, Bed Pads Disposable Underpads	piece	3.75
Others, Blue Gown	per use	55.75



Others, Body Sponge	piece	30.00
Others, Brush, Surgical Disposable Steril with Iodine	piece	73.19
Others, Cautery Pad	pad	455.00
Others, Cautery Pencil	per service	428.00
Others, Cervical Collar	piece	600.00
Others, Card Clamp	piece	10.50
Others, Cotton Applicator	per service	5.00
Others, Cotton Balls	piece	25.00
Others, Cotton Balls and OS Pack	pack	60.00
Others, ECG Dispensable Lead	piece	16.90
Others, Elastic Bandage 2 Inch	piece	80.00
Others, Elastic Bandage 4 Inch	piece	120.00
Others, Elastic Bandage 6 Inch	piece	150.00
Others, Gauze Pad 4x4x8 Ply Sterile	piece	3.70
Others, Heplock	piece	31.25
Others, Instrument Pack	pack	50.00
Others, KY Jelly	piece	50.00
Others, Leukoplast	per use	128.00
Others, Linen (Pedia) 60" x 80"	piece	384.00
Others, Linen (Pink)	piece	248.50
Others. Linen (White)	piece	497.00
Others, OS/10 pcs.	pack	35.00
Others, Patient Tag	piece	10.00
Others, Penrose Drain	piece	100.00
Others, Plaster	piece	25.00
Others, Razor	piece	15.00
Others, Rubber Aspirator	piece	26.00
Others, Specimen Bottle	piece	2.00
Other, Strands	piece	153.40
Others, Suction Set, Abdominal Poole Drain	piece	245.00
Others, Suction Tip	piece	50.00
Others, Thermometer	piece	150.00
Others, Tongue Depressor	piece	1.00
Others, Urine Bag	bag	15.00
Others, Vaginal Pack	pack	20.00
Others, Wee Bag	bag	10.00
PPE, Bouffant Cap, Disposable	piece	1.50
PPE, Face Shield (Donated)	piece	.00
PPE, Goggles (Donated)	piece	.00
PPE, Hazmat Suit (Brown)	piece	1, 949.00
PPE, Hazmat Suit (Donated)	piece	.00
PPE, Plastic Apron – Blue (Donated)	piece	.00



PPE, Shoe Cover (Donated)	piece	.00
Professional Fee, Pay Consultation	per visit	750.00
Strips, HGT Strip	piece	71.84
Sutures, Chromic 1.0	piece	150.00
Sutures, Chromic 2.0	piece	150.00
Sutures, Chromic 3.0	piece	150.00
Sutures, Dexon 0 with Needle Taper	piece	350.00
Sutures, Dexon 4.0	piece	350.00
Sutures, Ordinary Silk	piece	5.00
Sutures, Plain 2.0	piece	150.00
Sutures, Safil 0	piece	350.00
Sutures, Vicryl	piece	350.00
Syringe, Asepto Syringe	piece	36.50
Syringe, Insulin Syringe	piece	15.00
Syringe, Syringe 10 cc	piece	10.00
Syringe, Syringe, 1 cc	piece	15.00
Syringe, Syringe 20 cc	piece	10.00
Syringe, Syringe, 3 cc	piece	10.00
Syringe, Syringe, 5 cc	piece	10.00
Tubes, Airway Oral Guedel S-1/110 mm	piece	32.40
Tubes, Airway Oral Guedel S-1/70 mm	piece	32.40
Tubes, Airway Oral Guedel S-1/80 mm	piece	32.40
Tubes, Airway Oral Guedel S-1/90 mm	piece	32.40
Tubes, Bacterial Filter	piece	390.00
Tubes, Doudenal Tube Fr. 14	piece	20.00
Tubes, ET Tube Fr. 2.5	piece	97.50
Tubes, ET Tube Fr. 3.0	piece	97.50
Tubes, ET Tube Fr. 3.5	piece	97.50
Tubes, ET Tube Fr. 4.0	piece	97.50
Tubes, ET Tube Fr. 4.5	piece	97.50
Tubes, ET Tube Fr. 5.0	piece	113.25
Tubes, ET Tube Fr. 5.5	piece	113.25
Tubes, ET Tube Fr. 6.0	piece	113.25
Tubes, ET Tube Fr. 6.5	piece	113.25
Tubes, ET Tube Fr. 7.0	piece	113.25
Tubes, ET Tube Fr. 7.5	piece	113.25
Tubes, Feeding Tube Fr. 5	piece	9.25
Tubes, Feeding Tube Fr. 8	piece	16.00
Tubes, Nebulizer Kit	kit	51.00
Tubes, NGT Fr. 10	piece	17.00
Tubes, NGT Fr. 12	piece	18.00
Tubes, NGT Fr. 16/14	piece	20.00
Tubes, Universal Ventilator Circuit Tube (Adult)	piece	1, 950.00



Tubes, Universal Ventilator Circuit Tube (Pedia)	piece	2, 080.00
Tubes, Universal Ventilator Circuit Tube (Neonate)	piece	2, 340.00

Pharmacy Pricelist as of December 2020

ANTI-INFLAMMATORY/NSAID/ANALGESIC		
<i>For (FEVER/PAIN/PAMAMAGA)</i>		
Celecoxib 200mg capsule		5.00
Diclofenac 50mg tablet		2.00
Mefenamic 500mg capsule		1.00
Paracetamol 500mg tablet		1.00
Paracetamol 125mg suppository		26.00
Tramadol 500mg capsule		3.00
Paracetamol 100mg/ml drops		17.00
Paracetamol 250mg/5ml 60ml syrup		24.00
ANTI-ANGINA/VASODILATOR/CHF		
<i>For (Heart disease/Paninikip ng Ugat sa Pusong)</i>		
Digoxin 250mcg tablet		3.00
Isosorbide Mononitrate 30mg tablet		16.00
Isosorbide Mononitrate 60mg tablet		10.00
Isosorbide Dinitrate 5mg tablet		30.00
Trimetazidine 35mg tablet		11.00
Isoxsuprine 10mg (for pregnant women)Uterine muscle		7.00
NEBULES		
<i>For (PAMPA-USOK)</i>		
Salbutamol Nebule		10.00
Ipratropium + Salbutamol Nebule		21.00
Budesonide Nebule		120.00
TOPICAL CREAM		



Erythromycin eye ointment tube	143.00
Mupirocin 2%, 5mg tube ointment	328.00
Silver Sulfadiazine ointment	96.00
LAXATIVE	
<i>For (PAMPADUMI)</i>	
Bisacodyl 10mg suppository	26.00
Glycerine 2.5g suppository	15.00

AMPULES & VIALS	
Albumin 20% 50ml vial	4,450.00
Albumin 25% 50ml vial	5,850.00
Amikacin 50mg/ml, 2ml vial	52.00
Aminophylline 25mg/ml, 10 ampoule	41.00
Ampicillin 500 mg + Sulbactam 250 mg vial	521.00
Ampicillin 500mg vial	12.50
Amiodarone 50mg/ml, 3 ampoule	409.00
Atracurium Besylate 10mg/ml, 2.5ml ampoule	112.50
Atropine Sulfate 1mg/ml, 1ml ampoule	8.00
ATS 1,500 iu/0.7 ml ampoule	85.00
Azithromycin 500mg I.V.	325.00
Bupivacaine heavy 0.5%,4ml spinal with 8% dextrose as HCL	325.00
Bupivacaine 0.5% local 10ml	134.50
Butorphanol 2mg/ml, 1ml ampoule	614.00
Calcium Gluconate 10%, 10ml	21.50
Carboprost 250mcg/ml, solution for injection	585.00
Ceftazidime 500mg vial	49.00
Cefipime 1g vial	208.00
Cefuroxime 750mg vial	24.00



Cefazolin 500mg vial	26.00
Ceftriaxone 1g IM/IV	19.00
Cefotaxime 1g vial	62.00
Clindamycin 150mg/ml, 4ml ampoule	143.00
Ciprofloxacin 2mg/ml, 100ml vial	29.00
Dexamethasone 4mg/ml, 2ml ampoule	16.00
Diazepam 5mg/ml, 2ml ampoule	175.50
Diclofenac Na 25mg/ml, 3ml ampoule	21.00
Digoxin 250mcg/ml, 2ml	260.00
Diphenhydramine 50mg ampoule	26.00
Dobutamine 50mg/ml, 5ml vial	240.50
Dopamine HCL 40mg/ml, 5ml vial	55.00
Ephedrine Sulfate 50mg/ml, 1ml	97.50
Epinephrine 1mg/ml, 1ml ampoule	24.00
Enoxaparin 100mg/ml, 0.6ml pfs	650.00
Enoxaparin 100mg/ml, 0.4ml pfs	585.00
Epoetin alfa 4000iu/0.4ml pfs	1349.00
Fondaparinux 2.5mg/0.5ml solution	2,115.00
Furosemide 10mg/ml, 2ml	10.00
Gentamicin 40mg/ml, 2ml	5.00
Hyoscine-N-Butyl Bromide 20mg/ml, 1ml	33.50

AMPULES & VIALS	
Hydralazine 20mg/ml, 1ml ampoule	76.00
Heparin 1000iu/ml, 5ml vial	56.00
Hydrocortisone 100mg vial	29.00
Isoxuprine HCL 5mg/ml, 2ml ampoule	208.00
Iron sucrose 20mg/ml, 5ml ampoule	143.00
Isosorbide dinitrate 1mg/ml, 10ml ampoule	865.00
Lidocaine HCL 2%, 50ml vial	55.00



Ketorolac 30mg/ml, 1ml ampoule	20.00
Levofloxacin 500mg/vial	195.00
Methylergometrine 200mcg/ml, 1ml ampoule	26.00
Metoclopramide 5mg/ml,2ml ampoule	5.00
Metronidazole 5mg/100ml vial	16.50
Meropenem 500mg vial	195.00
Meropenem 1g vial	243.00
Morphine Sulfate 10mg/ml, 1ml ampoule	117.50
Midazolam HCl 1mg/ml, 5ml ampoule	189.00
Nalbuphine HCL 10mg/ml, 1ml ampoule	130.00
Nicardipine HCl 1mg/ml 10ml IV	344.50
Oxytocin 10iu/ml, 1ml ampoule	10.00
Omeprazole 40mg IV vial	37.00
Oxacillin 500mg vial	26.00
Penicillin G 1M vial	7.50
Penicillin G 5M vial	31.50
Piperacillin + Tazobactam 4g/500mg	136.00
Phytomenadione 10mg(Vit.K)	27.00
Propofol 10mg/ml, 20ml ampoule	83.00
Paracetamol 150mg/ml, 2ml ampoule	5.00
Phenytoin 50mg/ml,2ml ampoule	200.00
Ranitidine 25mg/ml.2ml ampoule	5.00
Regular Insulin, Recombinant DNA, Human 100iu/ml, 10ml vial	430.00
Insulin, Biphasic Isophane Human 70/30 (recombinant DNA) vial	1,033.50
Sodium Bicarbonate 1mEq/ml, 50ml vial	174.00
Tranexamic acid 100mg/ml, 5ml ampoule	24.00
Terbutaline Sulfate 500mcg/ml, 1ml ampoule	169.00
Tetanus toxoid 0.5ml ampoule	40.50
Tramadol 50mg/ml, 2ml ampoule	9.00
Vancomycin 1g vial	296.00



Vitamin B Complex ampoule	40.00
Succinylcholine 20mg/ml, 10ml vial	185.00
Ketamine HCL 50mg/ml, 10ml vial	779.00

IV FLUIDS	
D5IMB 500ml	56.50
D5 Water 500ml	56.00
D5 Water 1L	58.50
Hydroxyethyl Starch	1221.00
D5.03 NaCL 500ml (Endure)	84.50
D5.03 NaCL 500ml (euromed)	76.00
D10 Water 500ml	58.50
D5LR 1L	94.00
D5NM 1L	58.50
PNSS 1L	94.00
PLR 1L	94.00
PLR 500ml	71.50
D5NSS 1L	55.00
KCL 20ml	62.50
D5050ml	69.00
0.9% NaCL, 50ml	31.50
Mannitol 500ml	115.00
Magnesium Sulfate	74.00



2. Out-Patient Teleconsultation

The Out-Patient Section is for patients needing non-urgent medical care available from Monday to Friday at 8:00am to 5:00pm except holidays and government suspension without noon break. This is accessible to patient by logging in to San Lorenzo Ruiz General Hospital Official Facebook page for different section. Surgery department caters patient referred by the Emergency Section.

Office or Division:	Out-Patient Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	All patients needing non-urgent medical care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message for the FB page of the service you need for teleconsultation	Reply on the queries of clients	None	15 minutes	Doctors on Duty
TOTAL		None	15 minutes	

Services and FB Page:

- Dental Clinic
 - Thursday & Friday
 - 8am-5pm
 - FB Page: <https://www.facebook.com/San-Lorenzo-Ruiz-General-Hospital-Dental-Medicine-105230867914468/>
- Medicine Clinic
 - Monday to Friday
 - 6am-10pm
 - FB Page: https://www.facebook.com/Slrgh_internalmedicine-110016984044195/
- Pediatric Clinic
 - Monday to Friday
 - 8am-5pm
 - FB Page: <https://www.facebook.com/SanLorenzo-Pedia-104408231280448/>
- OB-GYN
 - Monday to Friday
 - 8am-5pm
 - FB Page: <https://www.facebook.com/slrghobgyn/>



3. Anesthesia Preoperative Care

Anesthesia preoperative care services serves as an area where patient is evaluated before surgery. It is located at the operating room that offers open 8 am TO 5 pm Monday-Friday

Office or Division:	Anesthesia Department, Out-Patient Section,			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient for elective surgery/procedure under anesthesia			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A.1 Elective/ Scheduled Operation 1.OPS CHART 2.CP Clearance if applicable		OPS/ODRS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. From OPS accompanied by nurse proceed to OR and wait for the anesthesiologist	1.Received patient for pre anesthetic risk assessment & evaluation	None	30 minutes	Anesthesiologist on duty
2. Sign the Pre-operative evaluation form	2. Explain the anesthesia plan	None	15 minutes	Anesthesiologist on duty
3. Proceed to OPS nurse for other instructions	3. Sent patient back to OPU for finals instructions	None	15 minutes	Anesthesiologist on duty
	TOTAL	None	1 Hour	

Note: Wear of facemask, hand disinfection and social distancing must be observed



4. TB-DOTS: Case Finding

Case finding is the identification of presumptive TB, either clinically diagnosed or bacteriologically confirmed. The TB-DOTS Clinic is open Monday to Friday, 8:00 AM to 5:00 PM except on holidays while the PMDT is open every day from 8:00 AM to 5:00 PM and 8:00 AM- 12:00NN during holidays.

Office or Division:	Out-Patient Section (TB-DOTS), Laboratory Section, Radiology Section			
Classification	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital/ Patient Card		HIMS		
Referral Form		Referring Unit (OPS, Ward, peripheral DOTS or Hospitals, Referring Private Clinics/ Physician)		
Chest X-Ray Result (if available)		Radiology Department/ Referring Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check-up in the Out-Patient Section	1. A. Consultation B. Referral to TB-DOTS	Refer to OPD Citizens Charter None	Refer to OPD Citizens Charter	Out Patient Staff/ Physician
2. Submits referral/ TB Diagnostic Request e.g. PPD, DSSM or GXpert.	2. Accepts request and referral	None	5 Minutes	TB-DOTS Staff
	2.1. Conducts initial assessment and history taking.	None	10 Minutes	TB-DOTS Staff
	2.2. Request for Diagnostic Exam or	None	5 Minutes	TB-DOTS Staff
	2.3. Referral to other TB Diagnostic Centers or TB DOTS Clinics	None	5 Minutes	TB-DOTS Staff
3. Undergo Diagnostic Examination A. Chest X-Ray	2.4. Instruct patient for diagnostic examination or on referral			
	2.1. Assist Patient for Chest X-ray	Adult- PHP 200.00	2 days, 1 hour and 35 minutes	Radiology Department Staff
2.2. Instruct patient when to come back for the result.	Pedia-PHP 250.00			



B. DSSM/ AFB	B.1. Collect Patient Sputum Specimen	None	10 Minutes	TB DOTS Staff
	B.2. Instruct patient to come back to the facility once result is available.	None		
C. MTB/RIF Gene Xpert	C.1. Collect patient sputum specimen C.2. Instruct patient to come back to the facility once result is available. *Except for extrapulmonary specimen	None	10 Minutes	
D. PPD/Mantoux Test/Skin Test	D.1. Administer PPD D.2. Payment for supplies used for PPD at the Cashier	None PHP 15.00	10 Minutes 25 Minutes	TB DOTS Nurse Cahier Clerk
4. Wait for Instruction to come back for the result: A. Chest X-Ray B. DSSM/ AFB C. MTB/RIF Gene Xpert D. PPD Mantoux Test/ Skin Test	4. Give instruction to comeback after: A. 3 working days B. 5 working days C. 3 working days D. 3 days	None	2 Minutes	Radiology Staff TB-DOTS Nurse TB-DOTS Nurse TB-DOTS Nurse/ Physician
5.1. Claim of result and Final assessment A. Chest X-Ray B. DSSM/ AFB C. MTB/RIF Gene Xpert D. PPD/ Mantoux Test/ Skin Test	5.1. Give the result;	None	10 Minutes 10 Minutes 10 Minutes 10 Minutes	Radiology Staff TB-DOTS Nurse TB-DOTS Nurse TB-DOTS Nurse



	5.2. Final Evaluation for the decision for treatment/Referral to TBDC	None	15 Minutes	TB-DOTS Physician or Nurse
	5.3. Endorsement for treatment (To TB-DOTS or PMDT) or instruction for the period of observation and follow-up.	None	5 Minutes	TB-DOTS Physician or Nurse
	TOTAL	Adult- PHP 200.00 Pedia-PHP 250.00 PHP 15.00	2 days ,4 Hours & 2 minutes	



5. TB-DOTS: Case Holding

Case holding is the supervision of treatment from the start up to the end. The TB-DOTS Clinic is open Monday to Friday, 8:00 AM to 5:00 PM except on holidays while the PMDT is open every day from 8:00 AM to 5:00 PM and 8:00 AM- 12:00NN during holidays.

5.1 Case Holding: Registration to Treatment

5.1.1 Case Holding: Registration to Treatment for Adult DS-TB Patient

Office or Division:	Out-Patient Section (TB-DOTS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Confirmed DS-TB Patients- (For Adult DS-TB Patient)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		HIMS		
Diagnostic result (Chest X-ray, DSSM, MTB/RIF GXpert, PPD)		Radiology Section/Referring Clinic		
Intra-Hospital or Inter-Hospital Referral Form (for Walk-in and Transferred-in patients)		Referring Area (Physician Order)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Referral form to TB-DOTS, including Diagnostic Exam Results	1. Receives Referral Form For internal Patients: Ask for preferred treatment facility, if patient opted another facility, prepare the referral form, if not proceed to next step.	None	2 Minutes	TB-DOTS Nurse
2. Wait for instruction/s	2. Prepare for documents for enrollment of patient to the program including "Kasunduan", NTP ID and Treatment Card.	None	5 Minutes	TB-DOTS Nurse
3. For Enrollment and Pre Diagnostic Laboratory Exam	3.1. Securing Consent for Treatment Through "Kasunduan"	None	5 Minutes	TB-DOTS Nurse



	3.2. Provide Health Education 3.3. Register patient in the TB-Registry and assign TB Case Number. 3.4. Instruct patient for pre-treatment laboratory exam and for the PICT.	None None None	30 minutes 5 Minutes 5 Minutes	TB-DOTS Nurse TB-DOTS Nurse TB-DOTS Nurse
4. Take TB Medication	4.1. Direct Observe Treatment (DOT) 4.2. Instruct Patient when to comeback for the next dose.	None	15 Minutes	TB-DOTS Nurse
5. Complyance to Contact Tracing	5. Assist all contacts for Chest Xray and possible MTB/RIF GXpert	None	15 Minutes	TB-DOTS Nurse
	TOTAL	None	1 hour and 22 minutes	

5.1.2. Case Holding: Registration to Treatment for Pediatric Patients

Office or Division:	Out-Patient Section (TB-DOTS)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Confirmed DS-TB Patients (For Pediatric Patients)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		HIMS		
Diagnostic result (Chest X-ray, DSSM, MTB/RIF GXpert, PPD)		Radiology Section/Referring Clinic		
Intra-Hospital or Inter-Hospital Referral Form (for Walk-in and Transferred-in patients)		Referring Area (Physician Order)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presents Referral form to TB-DOTS, including Diagnostic Exam Results (e.g. Chest X-Ray and PPD)	1. Receives Referral Form For internal Patients: Ask for preferred treatment facility, if patient opted another facility, prepare the referral form, if not proceed to next step.	None	2 Minutes	TB-DOTS Nurse
2. Wait for instruction	2. Prepare for documents for enrollment of patient to the program including "Kasunduan", NTP ID and Treatment Card.	None	5 Minutes	TB-DOTS Nurse
3. For Enrollment	3.1. Securing consent for treatment through "Kasunduan" to parents or guardians	None	5 Minutes	TB-DOTS Nurse
	3.2. Provide health education	None	30 minutes	TB-DOTS Nurse
	3.3. Register patient in the TB-Registry and assign TB Case Number.	None	5 Minutes	TB-DOTS Nurse
	3.4. Educate parents or guardians on how to do Direct Observe Treatment (DOT) and how to fill-out the NTP Treatment ID/Treatment card	None	20 Minutes	TB-DOTS Nurse
4. Take TB Medication	4.1. Provide the needed Anti-TB Drugs	None	5 Minutes	TB-DOTS Nurse
	4.2. Instruct when to comeback for follow-up		5 Minutes	
5. Compliance to Contact Tracing	5. Assist all contacts for Chest X-ray an	None	15 Minutes	TB-DOTS Nurse



	possible MTB/RIF GXpert			
		None	2 Hours & 54 minutes	

5.1.3. Case Holding: Registration to Treatment for Adult DR-TB or RR-TB Patient

Office or Division:	Out-Patient (PMDT), Laboratory Section, Radiology Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Confirmed RR-TB or DR-TB Patients (For Adult DR-TB or RR-TB Patient)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		HIMS		
Diagnostic result (Chest X-ray, MTB/RIF GXpert)		Radiology Section/Referring Clinic		
Intra-Hospital or Inter-Hospital Referral Form (for Walk-in and Transferred-in patients)		Referring Area (Physician Order)		
PMDT Acknowledgement Form (for RR-TB Patient)		Referring Area (Physician Order) or TB DOTS Clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Referral Form/ PMDT Acknowledgement Form to PMDT staff, including Diagnostic Exam Results/ Screening	1. Receives Referral Form/PMDT/ Acknowledgement Form/Screening For internal Patients: Ask for preferred treatment facility, if patient opted another facility, prepare the referral form, if not proceed to instructions on the collection for baseline specimen.	None	2 Minutes	PMDT Nurse
2. Collection of Specimen for Baseline Laboratory and Confirmatory Tests'	2.1. Assist in the collection of sputum specimen: A. Line Probe Assay B. TB Culture C. DSSM	None	30 Minutes/ depends on the schedule of pick up *DSSM/Culture/ DST(Sunday	PMDT Nurse



	D. Drug Susceptibility Testing		and Tuesday) *LPA (Wed)	
	2.2. Instruct Patient to do baseline Laboratory and Radiology Test	None	10 minutes	PMDT Nurse
	A. Blood Chemistry with Pregnancy testing to Women with PICT	None	10 Minutes	Laboratory Staff
	B. Baseline ECG	None	10 minutes	Radiology Staff
	2.3. Instruct Patient that for the next few days, Contact Tracing will be done.	None	10 Minutes	PMDT Staff
3. For Enrollment and Pre Diagnostic Laboratory Exam	3.1. Provide Health Education	None	30 minutes	PMDT Nurse
	3.2. Register patient in the DRTB-Registry and assign Pat Code	None	5 Minutes	TB-DOTS Nurse
4. Take Anti TB Meds	4.1. Direct Observe Treatment (DOT) for patients' first dose.	None	15 Minutes	TB-DOTS Nurse
	4.2. Instruct Patient when to comeback for the next dose.			
5. Completion of necessary document and procedures.	5.1. Instruction for Securing/ Completing necessary documents	None	3 Days	PMDT Nurse
	A. "Sulat Suporta",			
	B. Socio-economic Assessment			
	C. Barangay Certificate			
	D. Locator Map			
	E. Consent Form			



	<p>3.2. While patient is completing documents, case presentation will be done in the TB Medical advisory Group (TB- MAC)</p> <p>3.3. Contact Tracing will be done through MTB/RIF Gene Xpert and Chest X-Ray to all Contact of Patient.</p>			
	TOTAL	None	3 Days & 4 Hours	

5.2 Case Holding: Post Treatment Evaluation

Office or Division:	Out-Patient Section (TB-DOTS), Radiology Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	TB-DOTS Patients including Pediatric Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NTP ID or DR-TB Booklet		TB-DOTS, PMDT		
Previous Chest X-ray Result (Before Treatment Result)		Kept by Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents NTP ID to TB-DOTS Nurse	1.1. Receives NTP ID	None	2 Minutes	TB-DOTS Nurse
	1.2. Instruct Patient to undergo Comparative Chest X-Ray	None		TB-DOTS Nurse
2. Undergo Chest X-ray	2.1. Assist Patient for Chest X-ray	None	5 Minutes	Radiology Staff
	2.2. Instruct patient when to come back for the result.	None	5 Minutes	Radiology Staff



3. Wait for the Chest X-Ray Result	3. Process Chest X-Ray Result	None	3 Days	Radiologist
4. Return to the TB-DOTS Clinic	4.1. Re-assessment	None	20 Minutes	TB-DOTS Physician
	4.2. Fill-out the Certification of Treatment in the NTP Card Identifying the treatment Outcome of the patient: a. Cured b. Treatment Completed c. Date of the evaluation and the physicians' signature over printed name.	None	5 Minutes	TB-DOTS Physician
	4.3. Hand over the signed NTP Card to patient and give instruction for the follow-up chest X-rays	None	5 Minutes	TB-DOTS Nurse
	TOTAL	None	45 minutes	



6. Animal Bite Treatment Center

This service is provided to all “rabid” animal bite victims for provision of anti-rabies vaccine. This service is open every Monday and Thursday 8:00am-5:00pm except when vaccines are not available.

Office/Division:	Animal Bite Treatment Center , Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All animal bite victims of possible rabid animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Card		HIMS		
Vaccination Card (if applicable)		ABTC or referring institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and get number from triage	1.Issue triage number	None	15 minutes	Triage Staff
2. Proceed to HIMS and drop your number	2.For old patients: retrieve old chart For new patients: interview patient or companion for detailed information	None	40 minutes	HIMS Clerk
3. Proceed to waiting area and wait for your number to be called at the OPS	3.1 Monitor vital signs 3.2 Forward patient's chart to ABTC staff	None	30 minutes	OPS nurse
4. Enter the ABTC area	4.1 Call the name or queue number of the patient 4.2 Take the history of the patient 4.3 Examine the patient 4.4 Explain the findings and management plans for the patient 4.5 Administer rabies vaccine and/or immunoglobulin 4.6 Schedule patient	None	90 minutes	ABTC Nurse/Doctor



	for follow-up check-up and give final instructions 4.7 Issuance of order of payment	PHP 65.00		
5. Proceed to MSWU for classification	5. Classify patient	None	20 minutes	MSWU
6. Pay as per order of payment to the cashier	6. Receive payment and issues official receipt	Amount indicated in the OP	25 minutes	Cashier
7. Present the official receipt (O.R) to ABTC staff prior to discharge	7. Discharge patient	None	10 minutes	Nurse
TOTAL:		PHP 65.00	3 hours and 50 minutes	



7. Family Planning Services

This service is offered to individuals or couples seeking Family Planning Services (Orientation/One-on one counselling/Releasing of Commodities and performing of procedures).
Schedule: Monday-Friday: 8-5PM

Office or Division:	Family Planning Clinic, Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Female and Male patients of reproductive age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Card (if applicable) FP Card (if applicable) Referral Form (if applicable)		HIMS FP Clinic/ Referring BHU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and get number from triage	1. Issue triage number	None	15 minutes	Triage Staff
2. Proceed to HIMS and drop number issued	2. 1. New Patients 2.1.1. Patient's personal information taken 2.1.2. Health record card issued 2.1.3. Patient Chart done 2..2. Old Patients 2.2.1. Retrieval of patient's chart	None	40 minutes	HIMS Staff
3. Proceed to waiting area and wait to be called	3. Patient's chart endorsed to the FP coordinator	None	10 minutes	HIMS Staff
4. Enter FP clinic once called	4. Call the name of patient and take vital signs	None	10 minutes	FP Coordinator
5. Patient listens to a one time orientation or one-	5. FP Coordinator conducts orientation and/or one-on-one	None	20 minutes	FP Coordinator



on-one counselling	counselling			
6. Patient decides what FP method to avail	<p>6.1 Chosen FP Method given to the patient:</p> <p>6.2. Giving of Commodities with instructions (OCP/ Condom/DMPA)</p> <p>6.3. Insertion of IUD or PSI if patient is eligible</p> <p>6.4. Patient advised to follow-up on a specific schedule for the timing of giving of chosen FP method (IUD/PSI/BTL)</p>	None	30 minutes	FP Coordinator
7. Patient receives FP card	7. Giving of final instructions and follow- up		10 minutes	FP Coordinator
	TOTAL	None	2 hours and 15 minutes	



8. HIV Counselling and Screening

Provides counselling and educates all patients requiring HIV screening for voluntary counselling and testing. It is available from Monday to Friday, from 8:00 AM to 5:00 PM except for government suspension, official business and unavailability of testing kits from DOH-Regional and Central Office

Office or Division:	HIV-AIDS Core Team Committee , Laboratory Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients who seek HACT services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about HACT services	1. Refer patient to OPS	None	15 minutes	Triage staff
2. Patient proceed to Waiting Area	2.1 Notify the HACT Counsellor 2.2. Instruct the patient to proceed to designated HACT counselling area	None	15 minutes	Out-Patient Section Nurse
3. Proceed to designated HACT counselling area	3.1 Perform pre-test counselling a. HIV 101 orientation b. Window period c. R.A. 11166 d. Confidentiality and testing process 3.2 Instruct patient to accomplish the NEC form A	None	2 hours	HACT Counsellor
4. Decide whether to agree or not then accomplish the laboratory testing consent form and NEC form A	4.1 Instruct patient to sign the laboratory testing consent form and accomplish the NEC form A	None	1 hour	HACT Counsellor
5. Wait for the laboratory request form	5.1 Refer the patient to physician for the provision Laboratory	None	20 minutes	Physician



	request 5.2 Give the laboratory request to patient			
6. Proceed to Laboratory Section and present the request for blood extraction and laboratory testing consent form	6.1 Perform HIV test 6.2 Release of result to HACT staff	None	4 hours	Laboratory Staff
7. Proceed to HACT Counsellor	7.1 Conduct Post-test counselling activities 7.2 Release of test result to patient	None	5 days	HACT Counsellor
		Total:	5 days, 7 hours and 50 minutes	



9. Dental Medicine Services- Tooth Extraction and Oral Propylaxis

The Dental Medicine Unit is located in the Out Patient Section that provides dental services to all from Monday to Friday 8:00 am to 5:00 pm except for Holidays, government work suspension and Wednesday that is exclusive for new Prenatal Clients

Office or Division:		Medical Service-Dental, Triage, Health Information Management Section, Out-Patient Section, Cash Operations Section		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record card if applicable		Health Information and Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number from triage area for DENTAL MEDICINE	1. Give number to patient	None	15 minutes	Triage staff
2. Drop your number to the designated box in the HIMS.	2.1 For old patient retrieve old record.	PHP 50.00 (if lost card)	30 minutes	HIMS Staff
	2.2 For new Patient: interview the patient or companion to get complete information.			
3. Wait for your number or name to be called in the waiting area of OPU.	Call the patient designated number or name	NONE	1 hour	OPU staff
	Taking of vital signs			
4. Wait for your number to be called in the display Monitor	4 Consultation If with procedure	NONE	1 hour	Dentist on duty
5. If with procedure, Sign waiver for tooth extraction.	5.1. Issue of order of payment 6.1. Tooth extraction 6.2. Oral Prophylaxis 5.2 Collect waiver and attached it on the OPS chart.	PHP 220 PHP 200	5 minute	Dentist on duty
6. Proceed to the Cashier for	6. Receives payment and issues official	Amount	20 minutes	Cashier staff



payment	receipt. 6.1. Tooth extraction 6.2. Oral Prophylaxis	indicate4d in the OP		
7. Return to the Dental Clinic	7.1. Collect and record receipt of payment and return to patient. 7.2. Start of procedure	None	45 minutes	Dental Aide or Dentist on Duty Dentist on D uty
8. Wait for post- operative instructions.	8. Prescribe medicine and post-operative instruction.	None	5 minutes	Dentist on Duty
	TOTAL	PHP 220 PHP 200	4 hours	



10. Dental Medicine Services- Periapical Radiograph

The Dental Medicine Unit is located in the Out Patient Section that provides dental periapical radiograph services to all from Monday to Friday 8:00 am to 5:00 pm except for Holidays and Wednesday that is exclusive for new Prenatal Clients.

Office or Division:	Medical Service- Dental Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Card if applicable		Health Information Management Section		
Periapical Radiograph Request		Dentist in and out of SLRGH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get number from triage area for DENTAL MEDICINE	1. Give number to patient	None	15 minutes	Triage staff
2.2. Drop your number to the designated box in the HIMS.	2.3 For old patient: retrieve old record	PHP 50.00 (if lost card)	30 minutes	HIMS staff
	2.2 For new Patient: interview the patient or companion to get complete information.	None		
3. Wait for your number or name to be called in the waiting area of OPS.	Call the patient designated number or name	None	1 hour	OPS staff
	Taking of vital signs			
4. Wait for your number to be called in the display monitor	Issue order of payment	None	5 minutes	Dentist on duty
5. Proceed to the Cashier for payment	5. Receives payment and issues official receipt. 5.1. Periapical Radiograph per shot	PHP 250.00	20 minutes	Cashier staff
6. Return to the Dental Clinic	7.1. Collect record receipt of payment and return to patient.	None	30 minutes	Dental Aide or Dentist on Duty



	7.2. Start of taking of Periapical radiograph			Dentist on Duty
7. Wait for post-operative instructions.	8. Give Periapical Radiograph to patient.	None	5 minutes	Dentist on Duty
	TOTAL	PHP 200.00 PHP 50 (if lost Health Card)	2 hours 45 minutes	



10. Admission Process

Admitting Information Unit services to clients who needs to be hospitalized for the management of their disease entity. 24 hours operating time, No noon break.

Office or Division:	Admitting Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Patients for admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Card		Health Information Management Section		
Admission Slip		Emergency Room Unit, OPS, Clinical Areas		
Secondary Requirement: Government Issued ID		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election		
Company ID Barangay Certificate		Patient's Company Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the admission slip, ID and health record card to the Admitting Information Unit	1.1 Receives admission slip, ID and health record card 1.2 Interview and verify data in the HOMIS, update if there is any, then print out the Clinical Cover Sheet	None	30 Minutes	Admitting staff
2. Sign the Clinical Cover Sheet and logbook with date and time	2.1. Give copy of the Hospital Rules and regulation and the rights and responsibilities of patients. 2.2. Accompany Client to the Medical Social Worker Section (MSWS)	None	5 minutes	Admitting staff
	TOTAL	None	35 minutes	

Note: In case the patient doesn't have ID's to present, the CCS will not be printed out until the patient is able to do so.



11. Discharge Process

This service is provided to all patients and representatives of the patient who are ordered for discharge from the clinical areas of San Lorenzo Ruiz General Hospital from Monday to Friday (6:00 am-10:00 pm) and Sat-Sun (6:00 am-6:00 pm)

Office or Division:	Clinical Areas (Wards), Billing and Claims Unit, Cash Operations Sections, Public Assistance and Complaint Desk, Guard Station			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Slip		Ward Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of discharge slip to the nurse on duty	1.1 Verification of discharge slip per doctor's order 1.2 Explain to the patient/patient relatives regarding the discharge process. 1.3 Instruct patients regarding all necessary documents needed for discharge. 1.4 Notify Billing regarding patients Discharge thru Electronic Clearance	None	40 minutes	Nurse on Duty
2. Wait for further Discharge Instructions	2.1 Received list of patients for discharge thru electronic clearance 2.2 Verification thru electronic clearance 2.3 Notify all Cost centers (Laboratory, Radiology, Pharmacy, Operating	None	65 minutes	Billing and claims unit staff



	<p>room/Delivery room, HIMS)</p> <p>2.4 Cost centers will clear the patients thru electronic clearance (Laboratory, Radiology, Pharmacy, Operating room/Delivery room, HIMS)</p> <p>2.5 Once cleared by all cost centers, Billing Section will notify the respective wards to discharge patient in HOMIS</p> <p>2.6 Discharge patient in HOMIS</p> <p>2.7 Preparation and Releasing of SOA To</p> <p>2.8 MSWU and COS for Classification and Payment if necessary</p> <p>2.9 COS will notify the respective wards once cleared</p> <p>2.10 NOD will notify patients once cleared by all cost centers</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>35 minutes</p> <p>30 minutes</p> <p>10 minutes</p>	<p>Nurse on Duty</p> <p>Billing and claims unit staff</p> <p>COS Staff</p> <p>Nurse on Duty</p>
3. Proceed to ward	3.1 Discharge Instructions	None	30 minutes	Nurse on duty
4. Proceed to PACD to fill up Client Satisfaction Survey (not applicable for patients/watchers in Covid and	4.1 Give and instruct the patient how to fill up the Client Satisfaction Survey	None	10 minutes	PACD Staff



Infectious Ward)				
5. Present the discharge summary and stamp to the guard on duty	5.1 The Guard on duty will check and validates patient's discharge summary and stamp	None	5 minutes	Guard on duty
	TOTAL	None	3 hours and 55 minutes	



San Lorenzo Ruiz General Hospital
Nursing Services
External Services



1. Newborn Screening for Out-born Patients

SLRGH offers Newborn Screening (NBS) to all out-born babies at least 24 hours old until 28 days old from Mondays to Fridays 8:00 am to 8:00 pm. The specimen is sent to newborn Screening Center and results are expected to be released 14 days after specimen taking.

Office or Division:	Ward 1 and Ward 2 Section, Cash Operations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Out-born Newborns delivered not less than 24 hours but not more than 28 days old.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn screening Request Form (1 original)		Birthing Facility		
Complete Newborn Data				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit requirements	1. Receive and check the completeness and validity of submitted requirements	None	5 minutes	Nurse on duty
2. Receive order of payment	2. Issue order of payment in duplicate copy	None	5 minutes	Nurse on duty
3. Pay Newborn Screening fee at the Cashier	3 Verify the payed fee. Get the duplicate copy of the Official Receipt	PHP 1, 800	25 minutes	Cashier staff
4. Return to Ward 1 Nurse Station for the preparation	4.1 Prepare NBS Filter 4.2 Take the specimen 4.3 Issue NBS flyers with corresponding date of claiming of result	NONE	15 minutes 15 minutes 5 minutes	Nurse on duty
(For Claiming) 5. Present Official Receipt and NBS Flyer stating the date for claiming NBS result	5. Check the NBS Flyer and the date of claim	None	After 14 days 5 minutes	Nurse on duty
6. Receive the NBS result and sign the	6 Give NBS result and record in	None	5 minutes	Nurse on duty



logbook	logbook			
	TOTAL	PHP 1,800	14 days, 1 hour, 20 minutes	



2. Newborn Hearing Screening for Out-born Patients

Newborn Hearing Screening is a test performed to all newborns referred to SLRGH from other institutions to determine presence of hearing problems. This test is available Mondays to Fridays at 8:00 am to 5:00 pm.

Office or Division:	Ward 1 and Ward 2 Section, Cash Operations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Out-born Newborns delivered not less than 24 hours but not more than 28 days old.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Newborn screening Request Form (1 original)		Birthing Facility		
Complete Newborn Data		Dentist in and out of SLRGH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit requirements	1. Receive and check the completeness and validity of submitted requirements	None	5 minutes	Nurse on duty
2. Receive order of payment	2. Issue order of payment in duplicate copy	None	5 minutes	Nurse on duty
3. Pay Newborn Hearing Screening fee at the Cashier	3 Verify the payed fee. Get the duplicate copy of the Official Receipt	PHP 300	25 minutes	Cashier staff
4.1 Return to Ward 1 Nurse Station for the preparation of NBH Registry Card 4.2 Follow instructions given by the nurse 4.3 Bring the baby to the ward Treatment Area for screening	4.1 Prepare NBH Registry Card 4.2 Give instructions to the mother about the procedure 4.3 Conduct the Hearing test proper	NONE	1 hour	Nurse on duty
5. Wait for the official result	5. Encode the result	None	5 minutes	Nurse on duty
6. Receive the test result and follow up instructions if applicable	6 Release result and give follow up instructions, if applicable	None	5 minutes	Nurse on duty



	TOTAL	PHP 300	1 hour, 45 minutes	
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***NOTE:** *If initial result is REFER, patient will be asked to be back exactly 1 month after the procedure for repeat hearing screening.*



San Lorenzo Ruiz General Hospital Ancillary Service- Laboratory Section

External Services



1. Blood Chemistry Examination with Fasting for Out-Patient

Blood chemistry tests are blood tests that measure amounts of certain chemicals in a sample of blood. They show how well certain organs are working and can help find abnormalities. The Laboratory Section offers blood chemistry examination Mondays to Fridays except Holidays. This Charter covers only blood chemistry that requires fasting for 8 to 10 hours for Fasting Blood Glucose and 10 to 12 hours for Lipid Profile (Cholesterol, Triglycerides, HDL and LDL) and Blood Uric Acid.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Checks Laboratory Request and verifies fasting status	None	3 minutes	Laboratory Staff
1.2 Receives Order of payment	1.2 Issues Order of Payment	Refer to Laboratory Price List		
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Presents the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection	None	6 hours	Laboratory Staff



	4.3 Performance of the procedure			
5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of Result	None	2 minutes	Laboratory Staff
	TOTAL	Refer to Laboratory Price List	6 hours and 45 minutes	



2. Routine Laboratory Examination without fasting

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Complete Blood Count (CBC), HBsAg, RPR , KOH, Gram Stain, Blood Typing, Clotting Time, Bleeding Time and Erythrocyte Sedimentation Rate.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient, ER patient (non-emergency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of payment	None Refer to Laboratory Price List	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection 4.3 Performance of the procedure	None	1 hour and 10 minutes	Laboratory Staff
5. Claiming of Result a. Official Receipt/ Claim stub	5.1 Releasing of result	None	2 minutes	Laboratory Staff



b. Health Record Card				
	TOTAL	Refer to Laboratory Price List	1 hour and 55 minutes	



3. Blood Chemistry without fasting

The Laboratory Section offers blood chemistry examination for out-patients Mondays to Fridays except holidays from 8:00 am to 10:00 am. This Charter covers only blood Chemistry that does not require fasting namely: Blood Urea Nitrogen, Creatinine, SGOT, SGPT, Sodium, Potassium, Chloride and Ionized Calcium

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up laboratory request		OPS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Refer to Lab Price List	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the Order of Payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection 4.3. Performance of the procedure	None	3 hours	Laboratory Staff



5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of Result	None	2 minutes	Laboratory Staff
	TOTAL	Refer to Laboratory Price List	3 hours and 45 mins.	



4. Oral Glucose Tolerance Test

The Glucose Tolerance Test (GTT) is a method which can help to diagnose instances of diabetes mellitus or insulin resistance. The Laboratory Section offers blood chemistry examination Mondays to Fridays except Holidays. This Charter covers only blood Chemistry that requires fasting for 8 to 10 hours and three blood extractions at 0 hour, 1 hour and 2 hours after consumption of glucose solution for Oral Glucose Tolerance Test.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient, ER Patient (non-emergency case)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completeley and correctly filled up laboratory request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID ,if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the laboratory request	1.1 Verifies and Checks Laboratory Request 1.2 Checks the patient's fasting status. 1.3 Issues Order of Payment	None PHP 600.00	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the Order of Payment	20 minutes	Cashier staff



<p>4. Present the Official Receipt and Lab Request to Lab Staff</p>	<p>4.1 Verifies amount paid 4.2 Specimen Collection for 0 hour specimen 4.3 Instructs the patient to consume the glucose solution 4.4 specimen collection at 1 hours post glucose solution consumption 4.5 specimen collection at 2 hours post glucose solution consumption 4.6 Performance of the procedure</p>	<p>None</p>	<p>6 hours and 30 minutes</p>	<p>Laboratory Staff</p>
<p>6. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card</p>	<p>6.1 Releasing of Result</p>	<p>None</p>	<p>2 minutes</p>	<p>Laboratory Staff</p>
	<p>TOTAL</p>	<p>PHP 600.00</p>	<p>7 hours and 25 mins.</p>	



5. Clinical Microscopy Examination

The Clinical Microscopy Laboratory performs scientific analysis of non-blood body fluids such as urine, semen and stool. The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Urinalysis, Fecalalysis and Pregnancy Test.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient, ERS (non-emergency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Urinalysis PHP 100.00 Fecalalysis PHP 80.00 Pregnancy Test PHP 150.00	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Presents the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid and acceptance of specimen. 4.2 Performance of	None	30 minutes	Laboratory Staff



	the procedure			
5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of result	None	2 minutes	Laboratory Staff
	TOTAL	Urinalysis PHP 100.00 Fecalysis PHP 80.00 Pregnancy Test PHP 150.00	1 hour and 15 minutes	



6. Glycosylated Hemoglobin Examination

A hemoglobin A1c (HbA1c) test measures the amount of blood sugar (glucose) attached to hemoglobin. Hemoglobin is the part of your red blood cells that carries oxygen from your lungs to the rest of your body. An HbA1c test shows what the average amount of glucose attached to hemoglobin has been over the past three months. It's a three-month average because that's typically how long a red blood cell lives. The Laboratory Section offers HbA1c examination Mondays to Fridays except Holidays. Releasing of result is every Mondays, Wednesdays and Fridays.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request	None	3 minutes	Laboratory Staff
	1.2 Issues Order of Payment	PHP 650.00		
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection 4.3 Performance of the procedure	None	2 days	Laboratory Staff
5. Claiming of Result	5.1 Releasing of result	None	2 minutes	Laboratory Staff



a. Official Receipt/ Claim stub b. Health Record Card				
	TOTAL	PHP 650.00	2 days and 45 minutes	



7. Sperm Analysis Examination

Sperm analysis examination analyzes the health and viability of a man's sperm. The Laboratory Section offers Sperm Analysis examination Mondays to Fridays except Holidays. This test requires sexual abstinence for 3 days.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Checks the patient's sexual abstinence status. 1.3 Instructs the patient on proper collection of specimen 1.4 Issues Order of Payment	None PHP 120.00	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier Staff
4. Present the Official Receipt and Lab	4.1 Verifies amount paid	None	6 hours	Laboratory Staff



Request to Lab Staff	4.2 Submission of specimen 4.3 Performance of the procedure			
5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of Result	None	2 minutes	Laboratory Staff
	TOTAL	PHP 120.00	6 hours and 45 minutes	



8. Routine Laboratory Examination (STAT)

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Complete Blood Count (CBC), HBsAg, Test for Syphilis, KOH, Gram Stain, Blood Typing, Clotting Time, Bleeding Time, Erythrocyte Sedimentation Rate

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and Correctly filled up laboratory request		ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Refer to Lab Price List	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection 4.3 Performance of the procedure	None	1 hour	Laboratory Staff
5. Claiming of Result	5.1 Releasing of	None	2 minutes	Laboratory Staff



a. Official Receipt/ Claim stub b. Health Record Card	result			
	TOTAL	Refer to Lab Price List	1 hour and 45 minutes	



9. Blood Chemistry Examination without fasting (STAT)

The Laboratory Section offers blood chemistry examination 24 hours, 7 days for emergency patients. This Charter covers only blood Chemistry that does not require fasting namely: Blood Urea Nitrogen, Creatinine, SGOT, SGPT, Sodium, Potassium, Chloride and Ionized Calcium

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	ER Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up laboratory request		ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Refer to Lab Price List	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection 4.3. Performance of the procedure	None	2 hours	Laboratory Staff



5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of Result	None	2 minutes	Laboratory Staff
	TOTAL	Refer to Laboratory Price List	2 hours and 45 mins.	



10. Clinical Microscopy Examination (STAT)

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Urinalysis, Fecalalysis and Pregnancy Test for emergency cases only.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	ER Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up laboratory request		ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Urinalysis PHP 100.00 Fecalalysis PHP 80.00 Pregnancy Test PHP 150.00	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid and acceptance of specimen. 4.2 Performance of the procedure	None	15 minutes	Laboratory Staff



5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of result	None	2 minutes	Laboratory Staff
	TOTAL	Urinalysis PHP 100.00 Fecalysis PHP 80.00 Pregnancy Test PHP 150.00	1 hour	



11. Laboratory Examination Sent Out

For special tests not offered in SLRGH Laboratory, the laboratory section facilitates the send out of specimen 24 hours, 7 days a week. The results of these tests can be claimed within 3 days.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section, Hi-Precision Diagnostics Center Inc.			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen and G2B- Government to Business			
Who may avail:	Out Patient, ER patient (non-emergency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete and Correctly filled up laboratory request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Refer to lab price list	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection 4.3 Sending out of specimen 4.4 Performance of the procedure by the referral laboratory	None	2 days and 30 minutes	Laboratory Staff
5. Claiming of Result	5.1 Releasing of Result	None	2 minutes	Laboratory Staff



a. Official Receipt/ Claim stub b. Health Record Card				
	TOTAL	Refer to lab price list	2 days , 1 hour and 15 minutes	



12. Bacteriology Examination Send Out

For special tests not offered in SLRGH Laboratory, the laboratory section facilitates the send out of specimen. These tests include the following but not limited to: Aerobic and Anaerobic bacteriologic culture and sensitivity. The result can be claimed after 5 days.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section, Hi-Precision Diagnostics Center Inc.			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen and G2B- Government to Business			
Who may avail:	Out Patient, ER Patient (non-emergency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up laboratory request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request	None	3 minutes	Laboratory Staff
	1.2 Issues Order of Payment	Refer to Lab Price List		
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the laboratory	20 minutes	Cashier staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Specimen Collection or submission 4.3 Performance of the procedure by the referral laboratory	None	4 days and 30 minutes	Laboratory Staff



5. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	5.1 Releasing of Result	None	2 minutes	Laboratory Staff
	TOTAL	Refer to lab price list	4 days, 1 hour and 15 minutes	



13. Histopathology, Papsmear and Cytology

For special tests not offered in SLRGH Laboratory, the laboratory section facilitates the send out of specimen. These tests include the following but not limited to: Histopathology is the diagnosis and study of diseases of the tissues, and involves examining tissues and/or cells under a microscope Pap-smear is a procedure in which a small brush or spatula is used to gently remove cells from the cervix so they can be checked under a microscope for cervical cancer or cell changes that may lead to cervical cancer. A Pap smear may also help find other conditions, such as infections or inflammation and Cytology is the exam of a single cell type, as often found in fluid specimens. It's mainly used to diagnose or screen for cancer. It's also used to screen for fetal abnormalities, for pap smears, to diagnose infectious organisms, and in other screening and diagnostic areas. The results can be claimed after fourteen days.

Office or Division:	Laboratory Section, Medical Social Work Section, Cash Operations Section, Hi-Precision Diagnostics Center Inc.			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen and G2B- Government to Business			
Who may avail:	Out Patient, ER patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up laboratory request		OPS, ERS		
Health Record Card		HIMS		
Senior Citizen/ PWD ID		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Laboratory Request	1.1 Verifies and Checks Laboratory Request 1.2 Issues Order of Payment	None Refer to Lab Price List	3 minutes	Laboratory Staff
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	20 minutes	Cashier Staff
4. Present the Official Receipt and Lab Request to Lab Staff	4.1 Verifies amount paid 4.2 Submission of specimen	None	13 days	Laboratory Staff/ Referral Laboratory



	4.3 Performance of the procedure by the referral laboratory			
6. Claiming of Result a. Official Receipt/ Claim stub b. Health Record Card	6.1 Releasing of Result	None	2 minutes	Laboratory Staff
	TOTAL	Refer to lab price list	13 days and 45 minutes	



14. Blood request through blood donation

Blood donation is available Mondays to Fridays except holidays from 8:00 am to 12nn at Valenzuela Medical Center (VMC). Patient for transfusion requires three acceptable blood donors for 1 unit of blood. The laboratory facilitates the donors' screening and referral to VMC.

Office or Division:	Laboratory Section, Valenzuela Medical Center			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2C- Government to Citizen			
Who may avail:	Out Patient, ER patient (non-emergency)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Unit Request		OPS, ERS		
Blood Typing Result of SLRGH		Laboratory		
Health Record Card		HIMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Blood Unit Request	1.1 Receives Blood Unit Request and verifies if the donors are prequalified	None	15 minutes	Laboratory Staff
1.2 Fill out blood donor's form	1.2 Issues Blood Donor's Form			
2. Proceed to Out Patient for medical Clearance	2.1 Instructs donors to undergo vital signs and medical clearance	None	1 hour	Medical Officer Out Patient Section Staff
3. Proceed to laboratory section for Complete Blood Count Examination	3.1 Performs CBC 3.2 Issues referral form to VMC if CBC results are within normal range	None	1 hour	Laboratory Staff
4 Bleeding at VMC	4.1 VMC issues confirmation slip of approved and bled donors	None	4 hours	VMC Staff
5. Submits confirmation slip	5. Receives confirmation slip	None	1 minute	Laboratory Staff
TOTAL		None	6 hours 16 minutes	



15. Blood Unit Reservation

Reservation of blood unit reservation is available 24 hours, 7 days a week without noon break.

Office or Division:	Laboratory Section, Transport Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government, G2C- Government to Citizen, G2B- Government to Business			
Who may avail:	Out Patient and in patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blood Unit Request		OPS, Ward		
Official Blood Type Result from SLRGH		Laboratory Section		
Health Record Card		HIMS		
Senior Citizen/ PWD ID, if applicable		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Blood Unit Request	1.1 Receives Blood Unit Request	None	10 minutes	Laboratory Staff
1.2 Signs waver	1.2 Issues waver			
2. Payment	2.1 Receives payment 2.2 Purchase Blood products from External Blood Bank and Blood Collecting Unit 2.3 Pick-up blood products by SLRGH's driver	Whole Blood= PHP 1800 Packed Red Blood Cell PHP 1500 Fresh Frozen Plasma PHP1000	1 day	Laboratory Staff/ Transportation staff
3. Receives Official Receipt	3.1 Issues Official Receipt from External Blood Bank and Blood collecting unit	None	2 minutes	Laboratory Staff
	TOTAL	Whole Blood PHP 1800 Packed Red Blood	1 day and 12 minutes	



		Cell PHP 1500 Fresh Frozen Plasma PHP1000	
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16. Blood Chemistry with Fasting for In-Patient

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Fasting blood sugar 8 to 10 hours fasting, lipid profile (Cholesterol, Triglycerides, HDL, LDL and VLDL), Blood Uric Acid 10-12 hours fasting.

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and Correctly filled up laboratory request		Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives instruction	1.1 Verifies and checks laboratory request 1.2 Verifies fasting status 1.3 Specimen Collection	None	10 minutes	Laboratory Staff, Attending Physician and Nurse
2. Wait for specimen collection	2.1 Specimen collection 2.2 Performance of the procedure 2.3 Charges laboratory procedure in HOMIS 2.4 Release laboratory result to wards	Refer to Lab Price List	4 hours	Laboratory Staff
	TOTAL	Refer to Lab Price List	4 hours and 10 minutes	



17. Blood Chemistry Non fasting for in Patient

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Blood Urea Nitrogen, Creatinine SGOT, SGPT, Sodium, Potassium, Chloride and Ionized Calcium

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and Correctly filled up laboratory request		Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives instruction about specimen collection	1. Verifies and Checks Laboratory Request	None	10 minutes	Laboratory Staff, Attending Physician and Nurse
	2.1 Specimen collection 2.2 Performance of the procedure 2.3 Charges laboratory procedure in HOMIS 2.4 Release laboratory result to ward	Refer to Lab Price List	4 hours	Laboratory Staff
	TOTAL	Refer to Lab Price List	4 hours 10 Minutes	



18. Clinical Microscopy – In Patient

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Urinalysis, Fecalalysis and Pregnancy Test

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and Correctly filled up laboratory request		Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives instruction from the ward nurse	1.4 Verifies and Checks Laboratory Request 1.5 Specimen Collection	None	10 minutes	Laboratory Staff, Attending Physician and Nurse
2. Wait for specimen collection	2.1 Specimen collection 2.2 Performance of the procedure 2.3 Charges laboratory procedure in HOMIS 2.4 Release laboratory result to ward	Refer to Lab Price List	1 hour	Laboratory Staff
	TOTAL	Refer to Lab Price List	1 hour 10 minutes	



19. Glycocolated Hemoglobin Examination- in patient

The Laboratory Section offers HbA_{1c} examination Mondays to Fridays. Releasing of result is every Mondays, Wednesdays and Fridays.

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		Ward		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives instruction	1.3 Verifies and Checks Laboratory Request	None	10 minute	Laboratory Staff, Attending Physician, Nurse
2. Wait for specimen collection	2.1 Specimen Collection 2.2 Pulling of specimen at least 10 samples 2.3 Performance of the procedure 2.4 Charge the laboratory procedure in HOMIS 2.5 Release laboratory result to ward	PHP 650.00	2 days	Laboratory Staff
	TOTAL	PHP 650.00	2 days and 1 minute	



20. Oral Glucose Tolerance Test in Patient

The Laboratory Section offers Oral Glucose Tolerance Test. This Charter covers only blood Chemistry that requires fasting for 8 to 10 hours and three blood extractions at 0 hour, 1 hour and 2 hours after consumption of glucose solution for Oral Glucose Tolerance Test.

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up laboratory request		WARD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives instruction for fasting procedure	1.1 Verifies and Checks Laboratory Request 1.2 Verifies fasting status	None	5 minutes	Laboratory Staff, Attending Physician, Nurse
2. Wait for specimen collection and procedure	2.1 Specimen Collection for 0 hour specimen 2.2 Instructs the patient to consume the glucose solution 2.3 specimen collection at 1 hours post glucose solution consumption 2.4 specimen collection at 2 hours post glucose solution consumption 2.5 Performance of the procedure 2.6 Charges	PHP 600.00	5 hours	Laboratory Staff



	laboratory procedure in HOMIS 2.7 Release laboratory result t			
	TOTAL	PHP 600.00	5 hours and 5 minutes	



21. Routine Laboratory Examination without fasting (in-patient)

The Laboratory Section is open 24 hours, 7 days a week without noon break. Only the following tests are covered in this charter: Complete Blood Count (CBC), HBsAg, RPR , Troponin I, Dengue IgG, Dengue IgM, Dengue NS1, KOH, Gram Stain, Blood Typing, Clotting Time, Bleeding Time and Erythrocyte Sedimentation Rate.

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely and correctly filled up Laboratory Request		WARD, ODRS, ERS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives instruction about specimen collection	1.6 Verifies and check laboratory request	None	10 minutes	Laboratory Staff, Attending Physician and Nurse
	2.1 Specimen collection 2.2 Performance of the procedure 2.3 Charges laboratory procedure in HOMIS 2.4 Release laboratory result	Refer to Lab Price List	2 hours	Laboratory Staff
	TOTAL	Refer to Lab Price List	2 hours and 10 minutes	

<i>EXAMINATION</i>	<i>PRICE</i>
CBC With Actual Platelet Count	200.00
Blood typing	150.00
Clotting time/Bleeding time	100.00
E S R	150.00
Urinalysis	100.00
Pregnancy Test	150.00



Fecalysis	80.00
Fecalysis w/ pH	100.00
Semen analysis	150.00
R P R	170.00
Troponin I	550.00
HBsAg	200.00
Cross Matching	500.00
Fasting Blood Sugar	150.00
Blood Uric Acid	150.00
Cholesterol	150.00
Creatinine	150.00
Blood Urea Nitrogen	150.00
Triglycerides	200.00
HDL/LDL	250.00
Electrolytes (Na,K,Cl)	300.00
Dengue NS1	550.00
Dengue IgG/IgM	550.00
SGOT	150.00
SGPT	150.00
HBa1C	650.00
OGTT	600.00



San Lorenzo Ruiz General Hospital Ancillary Service- Radiology Section

External Services



1. Electrocardiogram (ECG)

A test that records the electrical activity of your heart and detects problem through small electrode patches that a technician attaches to the skin of your chest, arms, and legs. Radiology Section provides ECG service to all and may avail 24 hours a day and 7 days a week without noon break.

Office or Division:	Radiology Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All clients and patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Radiology Request Form		Attending Physician		
Health Record Card (if applicable)		Health Information Management Section		
Senior Citizen/ PWD ID (if applicable)		City or Municipal Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Radiology Request Form to Radiologic Technologist on duty	1.1 Receive the Radiology Request Form	None	10 minutes	Radiologic Technologist on Duty
	1.2 Issue order of payment	PHP200.00		
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the order of payment	25 minutes	Cashier Staff
4. Present the Official Receipt together with duplicate copy of Order of Payment	4.1 Receive Official Receipt together with duplicate copy of Order of Payment and returned Official Receipt	None	5 minutes	Radiologic Technologist on Duty



	<p>after validation</p> <p>4.2 If the patient is Classified as Indigent the Radiologic Technologist on Duty shall issue claim stub</p>			
5. Follow the instruction prior to ECG procedure	<p>5.1 Perform the requested procedure</p> <p>5.2 Give Instruction to Patient or Patient Companion that the Official Result will be available after a day</p>	None	<p>30 minutes</p> <p>1 day</p>	Radiologic Technologist on Duty
6. Claiming of Result a. Official Receipt b. Claiming Stub c. Hospital Card	6.1 Issuance of official Reading	None	5 minutes	Radiologic Technologist on Duty
TOTAL		PHP 200	1 day, 1 hour and 35 minutes	



2. Ultrasound

Ultrasound, also called sonography, uses sound waves to develop ultrasound images of body's internal organs. An instrument called a transducer emits high-frequency sound, inaudible to human ears, and then records the echoes as the sound waves bounce back to determine the size, shape, and consistency of soft tissues and organs. The Ultrasound Room is located at Radiology Section that provides OB and Medical UTZ every Thursday and Saturday at 9:00 AM to 12:00 NN except for Holidays, Official Business and Government Suspension.

Office or Division:	Radiology Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All Patient except for GYN Cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Radiology Request Form		Attending Physician		
Health Record Card (if applicable)		Health Information Management Section		
Scheduled patients in need of Bowel Preparation, NPO or Fasting and Full Bladder (if applicable)		Radiology Section		
Senior Citizen/ PWD ID (if applicable)		City or Municipal Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Radiology Request Form and Schedule Slip to Radiologic Technologist on duty	1.3 Receive the Radiology Request Form and Schedule Slip	None	10 minutes	Radiologic Technologist on Duty
	1.4 Instruct patient to wait for his/her turn		1 hour	
2. Once the name was called the patient should follow the instruction prior to Ultrasound procedure	2.1 Radiologist-Sonologist will perform the requested procedure	None	15 minutes	Radiologist-Sonologist
	2.2 Issue order of payment	Refer to Radiology Price List		Radiologic Technologist on Duty
3. Proceed to MSWS for proper classification and applicable discounts	3.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff



4. Proceed to the cashier for payment	4.1 Receives payment and issues official receipt	Amount indicated in the Order of Payment	25 minutes	Cashier Staff
5. Present the Official Receipt together with duplicate copy of Order of Payment	5.1 Receive Official Receipt together with duplicate copy of Order of Payment and returned Official Receipt after validation	None	5 minutes	Radiologic Technologist on Duty
	5.2 Give Instruction to Patient or Patient Companion that the Official Result will be available after 30 minutes		30 minutes	
	5.3 If the patient is Classified as Indigent the Radiologic Technologist on Duty shall issue claim stub			
6. Claiming of Result a. Official Receipt b. Claiming Stub c. Hospital Card	6.1 Issuance of official Reading	None	5 minutes	Radiologic Technologist on Duty
TOTAL		Refer to Radiology Price List	2 hours and 50 minutes	



3. Pelvic UTZ, Transvaginal UTZ, Transrectal UTZ and Biophysical Scoring

The Ultrasound Room is located at Radiology Section that provides Pelvic UTZ, Pelvic Ultrasound is a noninvasive diagnostic exam that produces images that are used to assess organs and structures within the female pelvis. A Pelvic Ultrasound allows quick visualization of the female pelvic organs and structures including the uterus, cervix, vagina, fallopian tubes and ovaries. Transvaginal UTZ also called an Endovaginal Ultrasound a type of pelvic ultrasound used by doctors to examine female reproductive organs. Transrectal UTZ is a procedure in which a probe that sends out high-energy sound waves is inserted into the rectum. Transrectal ultrasound is used to look for abnormalities in the rectum and nearby structures, including the prostate. Biophysical Scoring or The Biophysical Profile is a test used to evaluate the well-being of the fetus. The Biophysical Profile uses ultrasound and Cardiotocography (CTG), also known electronic Fetal Heart Rate Monitoring, to examine the fetus. These services are available on Wednesday and Friday at 8:00 AM to 12:00 NN except for Holidays, Official Business and Government Suspension.

Office or Division:	Radiology Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	OB- GYN Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Radiology Request Form		Attending Physician		
Health Record Card (if applicable)		Health Information Management Section		
Scheduled patients in need of bowel preparation (if applicable)		Radiology Section		
Senior Citizen/ PWD ID (if applicable)		City or Municipal Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Radiology Request Form and Schedule Slip to Radiologic Technologist on duty	1.5 Receive the Radiology Request Form and Schedule Slip	None	10 minutes	Radiologic Technologist on Duty
	1.6 Instruct patient to wait for her turn		1 hour	
2. Once the name was called the patient should follow the instruction prior to Ultrasound procedure	2.1 OB- GYN Sonologist will perform the requested procedure	None	15 minutes	OB- GYN Sonologist
		Refer to		Radiologic



	2.2 Issue order of payment	Radiology Price List		Technologist on Duty
3. Proceed to MSWS for proper classification and applicable discounts	3.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
4. Proceed to the cashier for payment	4.1 Receives payment and issues official receipt	Amount indicated in the Order of Payment	25 minutes	Cashier Staff
5. Present the Official Receipt together with duplicate copy of Order of Payment	5.1 Receive Official Receipt together with duplicate copy of Order of Payment and returned Official Receipt after validation	None	5 minutes	Radiologic Technologist on Duty
	5.2 Give Instruction to Patient or Patient Companion that the Official Result will be available after 30 minutes		30 minutes	
	5.3 If the patient is Classified as Indigent the Radiologic Technologist on Duty shall issue claim stub			
6. Claiming of Result a. Official Receipt b. Claiming Stub c. Hospital Card	6.1 Issuance of official Reading	None	5 minutes	Radiologic Technologist on Duty
TOTAL		Refer to Radiology Price List	2 hours and 50 minutes	



EXAMINATION	PROCEDURES RATE
<u>SPINE</u>	
Neck Soft Tissue APL	350.00
Cervical APL	350.00
Cervical AP/L/OBLS	350.00
Thoracic APL	400.00
Thoracolumbar APL	400.00
Lumbar APL	400.00
Scoliosis Series ap/lat./R&L bending	700.00
Sacrum	400.00
Coccyx	400.00
<u>SPECIAL PROCEDURE</u>	
BA. Enema	1, 200.00
BA. Swallow	1, 200.00
I.V.P	1, 200.00
Retrograde Pyelography	1, 200.00
Small Intestinal Series	1, 200.00
T-Tube Cholangioraphy	1, 200.00
Upper G. I. Series	1, 200.00
<u>ULTRASOUND PROCEDURE/EXAMINATION</u>	
BPS - Biophysical Scoring	550.00
PUS - Pelvic	350.00
TVS - Transvaginal	550.00
CAS - Congenital Anomaly Scan	1, 000.00
OB-Gyne/Placenta Doppler	800.00
KUB - Lower Abdomen	400.00
HBT - Upper Abdomen	400.00
Whole Abdominal	1, 100.00
Transcranial - Head	650.00
Thyroid - Neck	400.00
Breast	400.00
Transrectal/Prostate	700.00
Chest-Lungs	400.00
Soft Tissue	400.00
Guided Thoracentesis	600.00



4. X-RAY

Diagnostic X-ray, or radiography, is a method for taking pictures of areas inside the body. A machine focuses a small amount of radiation on the area of the body to be examined. The X-rays pass through the body, creating an image on computer display. Radiology Section provides X- Ray services to all and may avail 24 hours a day and 7 days a week without noon break.

Office or Division:	Radiology Section, Medical Social Work Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All clients and patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Radiology Request Form		Attending Physician		
Health Record Card (if applicable)		Health Information Management Section		
Senior Citizen/ PWD ID (if applicable)		City or Municipal Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Radiology Request Form to Radiologic Technologist on duty	1.7 Receive the Radiology Request Form	None	10 minutes	Radiologic Technologist on Duty
	1.8 Issue order of payment	Refer to Radiology Price List		
2. Proceed to MSWS for proper classification and applicable discounts	2.1 Classifies patients and gives appropriate discounts if applicable	None	20 minutes	MSWS Staff
3. Proceed to the cashier for payment	3.1 Receives payment and issues official receipt	Amount indicated in the Order of Payment	25 minutes	Cashier Staff
4. Present the Official Receipt together with duplicate copy of Order of Payment	4.1 Receive Official Receipt together with duplicate copy of Order of Payment and returned Official Receipt after validation	None	5 minutes	Radiologic Technologist on Duty
	4.2 If the patient is Classified as			



	Indigent the Radiologic Technologist on Duty shall issue claim stub			
5. Follow the instruction prior to X-Ray procedure	5.1 Perform the requested procedure 5.2 Give Instruction to Patient or Patient Companion that the Official Result will be available after 2 days	None	30 minutes 2 days	Radiologic Technologist on Duty
6. Claiming of Result a. Official Receipt b. Claiming Stub c. Hospital Card	6.1 Issuance of official Reading	None	5 minutes	Radiologic Technologist on Duty
TOTAL		Refer to Radiology Price List	2 days, 1 hour and 35 minutes	



5. 2-Dimensional Echocardiography (2D Echo)

SLRGH offers 2d echo exam by appointment, Mondays and Fridays (except holidays, official business and government suspensions) 12:00 pm to 2:00).

Office or Division:	Radiology Section, Medical Social Work Section, Cash Operations Section			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All 18 years and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled up Radiology Request form indicating the scheduled date of procedure		Resident Doctor/Consultant		
Health Record Card		HIMS		
Senior Citizen, PWD ID if applicable		City or Municipal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1. Receive all requirements	None	5 minutes	Ivy Santos, RN
2. Receive order of payment	2. Issue order of payment in duplicate copy	None	5 minutes	Ivy Santos, RN
3. Proceed to MSWS for proper classification and applicable discounts	3 Classifies patient and give appropriate discount, if applicable	None	20 minutes	MSWS Staff
4. Pay 2d Echo Fee at the cashier	4. Verify paid fee. Get the duplicate copy of the Official Receipt	PHP 2600	25 minutes	Cashier Staff
5. Proceed to Ultrasound Room	5. Instruct and explain the procedure 5.2 Do the procedure	None	1 hour	Allan Romero, MD Ivy Santos, RN
6. Wait for the initial result	6 Reading and interpretation of result	None	10 minutes	Allan Romero, MD
7. Return to Radiology Section after 5 working days to claim for the official result. Present the official receipt.	7. Give result to the client	None	5 working days	Ivy Santos, RN
	TOTAL	PHP 2600	5 days, 1 hour, 55 minutes	



X-RAY Procedure/Examination	Procedures rate
<u>HEAD</u>	
Skull APL	350.00
Skull (ap/lat./townes)	350.00
NasaL Bone (waters/lat. R&L)	350.00
Mastoid (townes/stenverse R&L)	350.00
Orbit	350.00
PNS	350.00
Mandible (ap/obl.)	350.00
<u>EXTREMITIES</u>	
Shoulder Joint AP	300.00
Humerus/ArmAPL	300.00
Forearm APL	300.00
Elbow APL	300.00
Wrist APL	300.00
Hand AP/L/OBL.	300.00
Foot AP/L/OBL.	300.00
Ankle APL	300.00
Leg APL	300.00
Knee Joint APL	300.00
Femur/Thigh APL	300.00
Hip Joint APL	300.00
<u>BODY</u>	
Chest PA -Adult	200.00
Chest Lateral Decubitus	300.00
Chest PA/L	350.00
Chest APL - Pedia	250.00
Thoracic Cage - AP	350.00
THoracic Cage - AP/OBL.	400.00
Plain Abdomen - Pedia (supine/lateral/upright)	350.00
Plain Abdomen - Adult (supine / upright)	400.00
KUB	350.00

ECG Procedure/ Examination	Procedures rate
Electrocardiography (ECG)	200.00

2D ECHO Procedure/ Examination	Procedures rate
2D ECHO	2,600.00



San Lorenzo Ruiz General Hospital
Allied Medical Services- Hospital Information and
Management Section

External Services



1. Request for Health Record Card

A health record is a confidential compilation of pertinent facts of an individual's health history, including all past and present medical conditions, illnesses and treatments, with emphasis on the specific events affecting the patient during the current episode of care. A health record card is a card given to the patients with basic information and hospital identification number identical to its hospital record. This service is for patients seeking consultation at the hospital. Operates from 6am – 6pm (Monday – Friday), 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued ID (1 Original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC License, Driver's License, Voter's ID		
Company ID (1 Original) Student's ID (1 Original)		Company School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for patient's form	1. Issue patient's form	None	2 minutes	HIMS staff
2. Fills – out patient form	2.1. Validate the data written in the patient's form 2. 2. Encode patient's data in the HOMIS 2.3. Issue the health record card For OPS patient: 2.4. Make a OPS chart	None	18 minutes	HIMS staff
TOTAL:		None	20 minutes	



2. Request for Certificate of Live Birth

The **certificate of live birth** is completed shortly after a baby is born in a hospital. It's the medical field's way of documenting that a human being has entered the world. This service is for patients who gave birth in this hospital. The registration of COLBs is within 30 days after birth. Operates from 6am – 6pm (Monday – Friday) 7am –4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Patients who gave birth	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Draft form of Birth Certificate		Ward, Operating and Delivery Section
2. Health record card		Health Information Management Section
For Married Couple: 1. Requirements from 1-2 2. Marriage Certificate (1 photocopy) 3. Government Issued ID or company ID (original) for mother and father (1 each)		Philippine Statistics Authority BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company
For minors/incapacitated individuals 1. Requirements from 1-2 2. Government Issued ID, school ID or Barangay Certificate (1 original) 2. Should be accompanied by guardian		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's school, Barangay Hall
For Unmarried couple: 1. Requirements from 1-2 2. Government Issued ID or company ID for mother and father (1 Original each)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company
For Single mother of legal age: 1. Requirements from 1-2 2. Government Issued ID or company ID (1 original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company
For Deceased Mother: a. If Married - father of the child will facilitate the processing of the birth certificate a.1. Requirements from 1-2 a.2. Government Issued ID or company ID (1 original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company



<p>a.3. Marriage Certificate (1 original) a.4. Certificate of Death (1 original)</p> <p>b. If Not Married - father of the child (if acknowledged), parents, siblings of the deceased to facilitate processing</p> <p>b.1. Requirements from 1-2 b.2. Birth Certificate as proof of relation to the deceased (1 original) b.3. Government Issued ID or company ID (1 original)</p> <p>b.4. Certificate of Death (1 original) b.5. Notarized Affidavit of guardianship (if processing done by the father of the child) (1 original)</p>		<p>Philippine Statistics Authority Health Information Management Section</p> <p>Philippine Statistics Authority</p> <p>BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company</p> <p>Health Information Management Section Notary Public</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the draft form of the Birth Certificate and fill out the request form.	<p>1.1. Receive the requirements and the filled-out request form</p> <p>1.2. Verify the data on the draft form and instruct to sign the draft form (Mother and father)</p>	None	23 minutes	HIMS staff
2. Submit the draft form with signature	<p>2.1. Instruct client to come back after 1 hour and 30 minutes.</p> <p>2.2. Start the processing of request</p>	None	1 hour and 30 minutes	HIMS staff



3. Proceed to HIMS on the time instructed	<p>3.1. Give the 4 copies of original Birth certificate and 2 certified true copy</p> <p>3.2. Instruct client to sign the 6 copies (signature of the mother) and bring it back</p>	None	10 minutes	HIMS staff
4. Return to HIMS, listen to the instructions and sign the logbook	<p>4.1. Receive the 4 original copies of the birth certificate.</p> <p>4.2. Sign the logbook</p> <p>4.3. Instruct client to bring the 2 certified copies of the birth certificate to the Philhealth unit and to come back after 10 working days to claim the registered birth certificate</p>	None	10 minutes	HIMS staff
	TOTAL:	None	10 working days, 2 hours and 13 minutes	

Request for Certificate of Live Birth qualified for Multi-stage processing.



3. Releasing of Death Certificate

A **Death Certificate** is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth and the date of death. This service is for clients whose relative died in the hospital. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Clients whose relative died in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For spouse: 1. Marriage Certificate 2. Government Issued ID or company ID (1 original) For children and kin 1. Birth certificate as proof of relation to the deceased 2. Government Issued ID or company ID (1 original)		Philippine Statistics Authority BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company Philippine Statistics Authority BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Health Information Management Section (Nearest kin) for interview	1. Interview and verify the data on the draft form 1.2 Issue order of payment and instruct the client to comeback after 1 hour 1.3 Start processing	PHP 100.00	1 hour and 30 minutes	HIMS staff
2. Pay the indicated amount to the cashier	2. Receives payment and issue OR	Amount indicated in the Order of Payment	25 minutes	Cashier Clerk
3. Present the Official Receipt and sign	3.1. Receive the OR and let the client sign the	None	10 mins	HIMS staff



	<p>logbook</p> <p>3.2. Release the 4 Original and 2 certified true copies of Death certificate.</p> <p>3.3 Instruct client to give the 2 certified true copies to the Philhealth unit and bring the 4 original copies to the Civil Registry of Malabon city for registration.</p>			
	TOTAL:	PHP 100.00	2 hours and 5 minutes	



4. Request for replacement of lost, damaged Health Record Card

This service is for clients whose health record was lost, damaged and forget to bring. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old Health Record Card (for damaged card)				
2. Government Issued ID or company ID (1 original) or		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company		
3. Birth certificate or Marriage Certificate		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the patient's form	1. Issue patient's form		2 minutes	HIMS staff
2. Fill-out the patient's form	2.a. Validate the data written in the patient's form and update if there is any		15 minutes	HIMS staff
	2.2 Issue order of payment	PHP 50.00		
3. Pay the indicated amount to the cashier	2. Receives payment and issue official receipt	Amount indicated in the Order of Payment	25 minutes	Cashier Clerk
4. Claim the new health record card	3. Received proof of payment and issue the new health record card	None	3 minutes	HIMS staff
	TOTAL:	PHP 50.00	45 minutes	



5. Request for Medical Certificates/Certified True Copy

Medical Certificate is a statement from a physician or other health care provider that attests to the result of a medical examination of a patient.

A **certified copy** is a copy (often a photocopy) of a primary document that has on it an endorsement or certificate that it is a true copy of the primary document

This service is intended for patients who need a medical certificate, certified true copies of the essential parts of their medical records. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Out patients and in patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Record Card		Health Information Management Section		
2. Government Issued ID or company ID (1 original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company		
3. For Patients with authorized representative: - Authorization Letter (state purpose and the name of the representative) - Patient Health Record Card (original) - 1 valid I.D. of the patient (original & photocopy) - 1 valid I.D. of the representative (original photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the request form	1.1 Issue request form	None	2 minutes	HIMS staff
2. Fill – out request form	2.1. Receive the filled- out request form and the other requirements 2.2 Verify data on the HOMIS 2.3. Issue order of payment 2.4. Retrieve the	PHP 100	20 minutes	HIMS staff



	record and start processing the request			
3. Proceed to cashier	2. Receives payment and issue official receipt	Amount indicated in the order of Payment	25 minutes	Cashier
4. Claim the medical certificate and sign the logbook	3.1 Received proof of payment and give the certificate 3.2 Sign the logbook	None	5 minutes	HIMS Staff
	TOTAL:	PHP 100.00	52 minutes	



6. Request for SSS/ HMO

This service is intended for patients who need essential parts of their medical records to use in the processing of their SSS and HMO. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section, Cash Operations Section			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Record Card		Health Information Management Section		
2. Government Issued ID or company ID (1 original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company		
For SSS a. OB History Form b. Sickness Notification c. Disability Form		SSS		
For Insurance a. Maternity		Insurance company		
3. For Patients with authorized representative: - Authorization Letter (state purpose and the name of the representative) - Patient Health Record Card (original) - 1 valid I.D. of the patient (original & photocopy) - 1 valid I.D. of the representative (original and photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the filled-out request form and the requirements	1.1 Receives requirements and the request form	None	5 minutes	HIMS clerk
	1.2 Issue order of payment	PHP 50.00		
	1.3. Start processing the request			
2. Proceed to cashier	2. Receives	Amount	25 minutes	Cashier clerk



	payment and issue Official Receipt	indicated in the order of payment		
3. Bring the Official Receipt	3.1 Receives proof of payment and instruct client to comeback after 5 days	None	5 days and 5 minutes	HIMS clerk
4. Claim the requested documents	4. Release of SSS/ Insurance	None	10 minutes	HIMS clerk
	TOTAL:	PHP 50.00	5 days 45 minutes	



7. Request for Change or Update of Patient's Personal Information

The service is intended to those patients whose data was erroneously given and encoded in the system. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section, Cash Operations Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID or company ID (1 original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company		
2. Birth Certificate or Marriage Certificate		Philippine Statistical Authority/National Statistic Office		
Health Record Card		Health Information Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the request form	1.1 Issue the request form	None	2 minutes	HIMS staff
2. Fill – out the request form and give the other requirement	2.1 Receives the request and the requirements	None	15 minutes	HIMS staff
	2.2 Validation of data in the HOMIS, change what should be change			
	2.3 Issue order of payment	PHP 50.00		
3. Pay the indicated amount to the cashier	2. Receives payment and issue Official Receipt	Amount indicated in the order of payment	25 minutes	Chashier staff
4. Bring the proof of payment and claim the new health record card	3.1 Received proof of payment and give the new health record card	None	3 minutes	HIMS staff
	TOTAL:	PHP 50.00	45 minutes	



8. Releasing of Registered Birth Certificate

Once a birth certificate is registered, the birth certificate is the legal document that establishes an individual's existence in the eyes of the law. The service is intended to those patients whose birth certificates were timely registered in the civil registry of Malabon City. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Parents who requested Certificate of Live Birth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Record Card (Mother or Baby)				
2. Government Issued ID or company ID (1 original)		BIR, Post Office, DFA, SSS, GSIS, Pag-IBIG, PRC, LTO, Commission on Election, Patient's company		
For Patients with authorized representative: - Authorization Letter (state purpose and the name of the representative) - Patient Health Record Card (original) - 1 valid I.D. of the patient (original & photocopy) - 1 valid I.D. of the representative (original + photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the health record card, valid ID and ask for the birth certificate	1.1 Receive the requirements 1.2 Retrieve the birth certificate from the file 1.3 Released the birth certificate to the client	None	20 minutes	HIMS staff
	TOTAL:	None	20 minutes	



9. Retrieval of Health Records for Outpatient Consultation

This service is intended for old patients seeking consultation at the OPS. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPS patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Record Card with queue number attached		Number - Triage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop the health record card with number in the box	1.1 Receive the health record card 1.2 Verify the health record number in the HOMIS 1.3 Instruct patient to wait in the OPS area and wait to be called 1.4 Retrieve the record from file	None	15minutes	HIMS staff
	TOTAL:	None	15 minutes	

Note: The retrieval of records is done by batch that might affect the waiting time of patient.



San Lorenzo Ruiz General Hospital
Allied Medical Service- Medical Social Work Section

External Services



1. In-Patient's Classification

Classification of patient is done by the medical social worker for the in-patients to evaluate and assess the patient's capability to support his/her medical needs. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS), Billing and Claims Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clinical Cover Sheet (CCS)		Admitting		
2. Assessment Tool		Medical Social Work Section (MSWS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the office of the MSWS for the interview and classification	1.1 Interview, assess and classify the patient/patient's relative 1.2 Instruct the patient to read and sign the informed Consent, Responsibility Slip if they want to be interview and for patient/relative refuse the process they will sign the "Kasunduan sa pagtanggap sa pag-i-interview"	None	20 Minutes	Medical Social Worker
2. Proceed to the Billing and Claims Section	2.1 Instructs patient/ patients' relative to Billing and Claims for the verification of PhilHealth.	None	30 minutes	Billing and Claims Section
TOTAL		None	50 minutes	



2. COVID and Infectious Ward Admitted Patient Classification

Classification of COVID patient is done by the medical social worker for the in-patients to evaluate and assess the patient's capability to support his/her medical needs. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 6:00 pm.

Office or Division:	Medical Social Work Section (MSWS), Billing and Claims Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clinical Cover Sheet (CCS)		Admitting		
2. Assessment Tool		Medical Social Work Section (MSWS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the phone/cellphone call of the Medical Social Worker	<p>1.1 Interview, assess and classify the patient/patient's relative through phone call</p> <p>1.2 Explain all the agreement stating in the Assessment Tool.</p> <p>Patient relative has right to refused the interview and classification process but with limited access to MSWS assistance.</p> <p>1.3 Instruct patient's relative to submit possible documents through official social media of MSWS</p>	None	20 Minutes	Medical Social Worker
	2.1 Refer patient to the Billing and Claims Section for the PHIC verification	None	10 minutes	Billing and Claims Unit
TOTAL			30 Minutes	



3. Medical Assistance for Out Patient / ERS Patient

For out-patients who seeks medical assistance. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Out Patient / ERS Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency Certificate		Barangay Hall		
Prescription		Emergency Room Section / Out Patient Section		
Laboratory / Radiologic Request		Emergency Room Section / Out Patient Section		
Order of Payment		Laboratory/Radiology Section		
Charge Slip		Emergency Room Section (ERS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the office of the MSWS for possible assistance	1.1 Interview, assess and classify the patient/patient's relative	None	20 minutes	Medical Social Worker
2. Submit all the needed requirements	2.1 Check all the needed documentary requirements 2.2 Give assistance to patients according to its classification 2.3 Instruct patient to go to the cashier	None	10 minutes	Medical Social Worker
TOTAL		None	30 minutes	



4. MAIP Guarantee Letter Processing

For out-patients who seeks medical assistance with Guarantee Letter. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription		Emergency Room Section / Out Patient Section		
2. Laboratory / Radiologic Request		Emergency Room Section / Out Patient Section		
3. Order of Payment		Laboratory/Radiology Section		
4. Statement of Account		Emergency Room Section (ERS)		
5. Guarantee Letter		DOH		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the office of the MSWS for possible assistance	1.1 Interview, assess and classify the patient/patient's relative	None	20 minutes	Medical Social Worker
2. Present Guarantee Letter and submit all the needed requirements	2.1 Verify the GL approval on the EWEBPAIS portal and print endorsement letter 2.2 Check all the needed documentary requirements 2.3 Instruct patient to go to the cashier	None	10 minutes	Medical Social Worker
TOTAL		None	30 minutes	



5. Medical Assistance for Hospital Bill

For In-patients who seeks medical assistance on their incurred hospital bill. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency Certificate		Barangay Hall		
2. Statement of Account		Billing and Claims Section (BCS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the office of the MSWS to seek Medical Assistance and submit all the required documents	1.1 Receive all the documents 1.2 Give assistance to patients according to its classification. 1.3 Instructs patient to Cash Operation Section for payment	None	25 minutes	Medical Social Worker
TOTAL		None	25 Minutes	



6. Referral to PCSO

For patients who seeks medical assistance to PCSO for their incurred hospital bill. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter (PCSO)		Patient		
2. Medical Abstract		Health Information Management Section (HIMS)		
3. Referral Letter		Medical Social Work Service (MSWU)		
4. Statement of Account (Hospital Bill)		Billing and Claims Section (BCS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the office of the MSWS to seek Medical Assistance	1.1 Interview, assess and classify the patient/patient's relative 1.2 State the needed documentary requirements	None	30 Minutes	Medical Social Worker
2. Bring all required documents to the PCSO	2.1 Instruct patients relative to go to the PCSO		10 Minutes	
TOTAL		None	40 Minutes	



7. Request for LGU Sponsored Philhealth

For patients that is eligible to avail Sponsored PhilHealth from the Local Government Unit. It is available on Monday – Friday 6:00 am to 6:00pm and Saturday, Sunday and Holidays 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS), City Health Office, Billing and Claims Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Government			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Indigency Certificate		Barangay Hall		
2. Medical Abstract /Certificate of Confinement		Health Information Management Section (HIMS)		
3. Birth Certificate of the Newborn photo copy		Health Information Management Section (HIMS)		
4. Birth Certificate / Marriage Contract of Member photo copy		Patient / Philippine Statistics Authority		
5. PMRF		Medical Social Work Service (MSWU)		
6. Authorization Letter (original)		Patient		
7. Valid ID		Patient and Patient's relative		
8. CE1 Form		PhilHealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the MSWS office	1.1 Assess, interview and classifies the patient/patient's relative 1.2 State the needed documentary requirements	None	20 minutes	Medical Social Worker
2. Prepare all required documents	2.1 Check all the needed documentary requirements 2.2 Issue PMRF and orient relative to fill out the form completely.	None	10 Minutes	Medical Social Worker



3. Sign on the Receiving Logbook	3.1 Register all transactions to Referral Logbook	None	10 Minutes	Medical Social Worker
4. Proceed to the respective LGU where the patient is covered	4.1 Instruct patient's relative to go to their respective LGU	None	1 day	City Health Office
5. Submit the CE1 Form at the Billing and Claims Section	5.1 Check the correctness of CE1 Form	None	10 Minutes	BCU Staff
TOTAL		None	1 Day and 50 minutes	



7. Inter-agency Referral

Patients request for referral to other agency to avail medical assistance. It is available on Monday-Friday 6:00 am to 6:00pm and Saturday and Sunday 8:00 am to 5:00 pm.

Office or Division:	Medical Social Work Section (MSWS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	In-Patient / Out Patient / ERS Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
INTER-AGENCY				
1. Laboratory/Radiologic Request		Emergency Room Section / Out Patient Section		
2. Medical Abstract / Medical Certificate		Health Information Management Section (HIMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Assess, interview and classifies the patient/patient's relative 1.2 Check all the needed documentary requirements 1.3 Prepare Inter-Agency Referral Form and Social Case Summary 1.4 Instruct patient to proceed to the office of Medical Social Worker were she/he is referred.	None	2 hours	Medical Social Worker
TOTAL		None	2 hours	



San Lorenzo Ruiz General Hospital

Allied Medical Service- Pharmacy Section

External Services



1. Dispensing of drugs and medicines to Outpatients

The hospital pharmacy provides drugs and medicines to outpatients whenever available. The section conducts patients counselling on how to properly take medications. It operates on a 24 hour basis with no noon break.

Office or Division:	Pharmacy Section, Medical Social Work Section, Cash Operation Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Outpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid and correct prescription (complete and properly filled-up)		Licensed doctors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a prescription	1. Check the correctness and completeness of prescription and availability of medicines.	None	10 minutes	Pharmacist
2. Decide on what medicines to buy with corresponding quantity.	2. Prepare order of payment in duplicate copy	Please refer to Menu Card/pricelist (Pricelist)	10 minutes	Pharmacist
3. Proceed to MSWS	3. Classify patients and give appropriate discounts if applicable	None	20 minutes	Medical Social Work Section
4. Proceed at the cashier	4. Receive payment and issue Official receipt	Amount Indicated in the Order of Payment	25 minutes	Cash Operation Section Staff
5. Present official receipt and duplicate copy of order of payment	5.1 Prepare the medication 5.2 Verify medication	None	10 minutes	Pharmacist



	against prescription 5.3 Indicate the balance in the prescription			
6. Receive medicine	6. Explain how to take their medication properly	None	5 minutes	Pharmacist
	TOTAL	Please refer to Menu Card/pricelist (Pricelist)	1 hour and 20 minutes	



2. Dispensing of drugs and medicines to Admitted patients

The hospital pharmacy shall dispense drugs and medicines to all admitted patients based on Philippine National Formulary. It operates on a 24 hour basis with no noon break.

Office or Division:	Pharmacy Section, Nursing Areas			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Admitted patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription (Manual or Electronic)		Licensed doctors		
Filled CDAS (Controlled drug Administration Sheet together with RIS or yellow prescription if applicable)		Licensed doctors with current S2 license		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward medication order through prescription, CDAS/RIS or yellow prescription.	1.1 Check the correctness and completeness of prescription/CDAS form and RIS/ yellow prescription 1.2 Charge medications in HOMIS and post it in logbook. 1.3 Prepare all medication needed per patient 1.4 Check all medications prepared against the prescription 1.5 Notify nurse on the status of medication	None	30 minutes	Physician/Nurse/Pharmacist



2. Collect and check all medication received	2.Let nurses affix their signature in the logbook/CDAS form and RIS/ at the back of yellow prescription	None	10 minutes	Pharmacist/Nurses
	TOTAL	Cost of Medicine charged (Refer to HOMIS pricelist)	40 minutes	

Pharmacy Pricelist as of December 2020

ANTI-INFLAMMATORY/NSAID/ANALGESIC	
<i>For (FEVER/PAIN/PAMAMAGA)</i>	
Celecoxib 200mg capsule	5.00
Diclofenac 50mg tablet	2.00
Mefenamic 500mg capsule	1.00
Paracetamol 500mg tablet	1.00
Paracetamol 125mg suppository	26.00
Tramadol 500mg capsule	3.00
Paracetamol 100mg/ml drops	17.00
Paracetamol 250mg/5ml 60ml syrup	24.00
ANTI-ANGINA/VASODILATOR/CHF	
<i>For (Heart disease/Paninikip ng Ugat sa Puso)</i>	
Digoxin 250mcg tablet	3.00
Isosorbide Mononitrate 30mg tablet	16.00
Isosorbide Mononitrate 60mg tablet	10.00
Isosorbide Dinitrate 5mg tablet	30.00
Trimetazidine 35mg tablet	11.00
Isoxsuprine 10mg (for pregnant women)Uterine muscle	7.00



NEBULES	
<i>For (PAMPA-USOK)</i>	
Salbutamol Nebule	10.00
Ipratropium + Salbutamol Nebule	21.00
Budesonide Nebule	120.00
TOPICAL CREAM	
Erythromycin eye ointment tube	143.00
Mupirocin 2%, 5mg tube ointment	328.00
Silver Sulfadiazine ointment	96.00
LAXATIVE	
<i>For (PAMPADUMI)</i>	
Bisacodyl 10mg suppository	26.00
Glycerine 2.5g suppository	15.00

AMPULES & VIALS	
Albumin 20% 50ml vial	4,450.00
Albumin 25% 50ml vial	5,850.00
Amikacin 50mg/ml, 2ml vial	52.00
Aminophylline 25mg/ml, 10 ampoule	41.00
Ampicillin 500 mg + Sulbactam 250 mg vial	521.00
Ampicillin 500mg vial	12.50
Amiodarone 50mg/ml, 3 ampoule	409.00
Atracurium Besylate 10mg/ml, 2.5ml ampoule	112.50
Atropine Sulfate 1mg/ml, 1ml ampoule	8.00
ATS 1,500 iu/0.7 ml ampoule	85.00
Azithromycin 500mg I.V.	325.00
Bupivacaine heavy 0.5%,4ml spinal with 8% dextrose as HCL	325.00
Bupivacaine 0.5% local 10ml	134.50



Butorphanol 2mg/ml, 1ml ampoule	614.00
Calcium Gluconate 10%, 10ml	21.50
Carboprost 250mcg/ml, solution for injection	585.00
Ceftazidime 500mg vial	49.00
Cefipime 1g vial	208.00
Cefuroxime 750mg vial	24.00
Cefazolin 500mg vial	26.00
Ceftriaxone 1g IM/IV	19.00
Cefotaxime 1g vial	62.00
Clindamycin 150mg/ml, 4ml ampoule	143.00
Ciprofloxacin 2mg/ml, 100ml vial	29.00
Dexamethasone 4mg/ml, 2ml ampoule	16.00
Diazepam 5mg/ml, 2ml ampoule	175.50
Diclofenac Na 25mg/ml, 3ml ampoule	21.00
Digoxin 250mcg/ml, 2ml	260.00
Diphenhydramine 50mg ampoule	26.00
Dobutamine 50mg/ml, 5ml vial	240.50
Dopamine HCL 40mg/ml, 5ml vial	55.00
Ephedrine Sulfate 50mg/ml, 1ml	97.50
Epinephrine 1mg/ml, 1ml ampoule	24.00
Enoxaparin 100mg/ml, 0.6ml pfs	650.00
Enoxaparin 100mg/ml, 0.4ml pfs	585.00
Epoetin alfa 4000iu/0.4ml pfs	1349.00
Fondaparinux 2.5mg/0.5ml solution	2,115.00
Furosemide 10mg/ml, 2ml	10.00
Gentamicin 40mg/ml, 2ml	5.00
Hyoscine-N-Butyl Bromide 20mg/ml, 1ml	33.50

AMPULES & VIALS	
Hydralazine 20mg/ml, 1ml ampoule	76.00



Heparin 1000iu/ml,5ml vial	56.00
Hydrocortisone 100mg vial	29.00
Isoxuprine HCL 5mg/ml,2ml ampoule	208.00
Iron sucrose 20mg/ml, 5ml ampoule	143.00
Isosorbide dinitrate 1mg/ml,10ml ampoule	865.00
Lidocaine HCL 2%, 50ml vial	55.00
Ketorolac 30mg/ml, 1ml ampoule	20.00
Levofloxacin 500mg/vial	195.00
Methylergometrine 200mcg/ml, 1ml ampoule	26.00
Metoclopramide 5mg/ml,2ml ampoule	5.00
Metronidazole 5mg/100ml vial	16.50
Meropenem 500mg vial	195.00
Meropenem 1g vial	243.00
Morphine Sulfate 10mg/ml, 1ml ampoule	117.50
Midazolam HCl 1mg/ml, 5ml ampoule	189.00
Nalbuphine HCL 10mg/ml, 1ml ampoule	130.00
Nicardipine HCl 1mg/ml 10ml IV	344.50
Oxytocin 10iu/ml, 1ml ampoule	10.00
Omeprazole 40mg IV vial	37.00
Oxacillin 500mg vial	26.00
Penicillin G 1M vial	7.50
Penicillin G 5M vial	31.50
Piperacillin + Tazobactam 4g/500mg	136.00
Phytomenadione 10mg(Vit.K)	27.00
Propofol 10mg/ml, 20ml ampoule	83.00
Paracetamol 150mg/ml, 2ml ampoule	5.00
Phenytoin 50mg/ml,2ml ampoule	200.00
Ranitidine 25mg/ml.2ml ampoule	5.00
Regular Insulin, Recombinant DNA, Human 100iu/ml, 10ml vial	430.00
Insulin, Biphasic Isophane Human 70/30 (recombinant DNA) vial	1,033.50



Sodium Bicarbonate 1mEq/ml, 50ml vial	174.00
Tranexamic acid 100mg/ml, 5ml ampoule	24.00
Terbutaline Sulfate 500mcg/ml, 1ml ampoule	169.00
Tetanus toxoid 0.5ml ampoule	40.50
Tramadol 50mg/ml, 2ml ampoule	9.00
Vancomycin 1g vial	296.00
Vitamin B Complex ampoule	40.00
Succinylcholine 20mg/ml, 10ml vial	185.00
Ketamine HCL 50mg/ml, 10ml vial	779.00

IV FLUIDS	
D5IMB 500ml	56.50
D5 Water 500ml	56.00
D5 Water 1L	58.50
Hydroxyethyl Starch	1221.00
D5.03 NaCL 500ml (Endure)	84.50
D5.03 NaCL 500ml (euromed)	76.00
D10 Water 500ml	58.50
D5LR 1L	94.00
D5NM 1L	58.50
PNSS 1L	94.00
PLR 1L	94.00
PLR 500ml	71.50
D5NSS 1L	55.00
KCL 20ml	62.50
D5050ml	69.00
0.9% NaCL, 50ml	31.50
Mannitol 500ml	115.00
Magnesium Sulfate	74.00



San Lorenzo Ruiz General Hospital
Allied Medical Service- Nutrition and Dietetics Section

External Service



1. Diet Counselling

The Nutrition and Dietetics Section provide effective nutrition education to all referred patients.

- In patient Monday to Sunday 8:00 AM to 5:00 PM
- Out-patient Monday to Friday 8:00 AM to 5:00 PM

Office or Division:	Nutrition and Dietetics Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	In and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Form		Out Patient Section and Clinical Wards, Other Health Facilities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral form to NDS	1.1 Receive and review the referral form/ diet list and chart of the patient	None	10 minutes	Dietitian
2. Participate to counselling session	2.1 Conduct Nutritional Assessment 2.2 Conduct Diet Counselling and provide diet handouts based on their specific needs	None	35 minutes	Dietitian
TOTAL		None	45 minutes	



2. Diet Counselling Online

The Nutrition and Dietetics Section provide effective nutrition education to all referred patients. This is subject to online availability of the dietitian.

Office or Division:	Nutrition and Dietetics Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	In and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire diet counselling through San Lorenzo Ruiz General Hospital Facebook page	1.1 Receive query through San Lorenzo Ruiz General Hospital Facebook page, assess and review inquiry. 1.2 Conduct Diet Counseling through online chat, provide sample meal plan on their specific needs if necessary.	None	35 minutes	Dietitian
	TOTAL	None	35 minutes	



**San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Cash Operation Section**

External Services



1. Receiving payments from Outpatient

The Cash Operation Section shall collect payment for various hospital services rendered to clients. The section operates on a 24 hours basis without noon break.

Office or Division:	Cash Operation Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Outpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Charge slip (1 Original, 1 Duplicate Copy)		Cost Centers		
Senior Citizen/Person with Disability ID (if applicable) (1 Original)		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment/Charge slip and identification card for patients with special privileges (Senior Citizens/PWDs)	1.1 Accept Order of payment/Charge slip and verify its completeness and correctness. 1.2 Verify the identification card received	None	5 minutes	COS Staff
2. Pay the amount stated in order of payment/charge slip	2.1 Accept payment and check the amount received 2.2 Verify the authenticity of bills	Amount Stated	6 minutes	COS Staff
3. Receive official receipt and duplicate copy of order of payment/charge slip	3.1 Prepare Official Receipt 3.2 Indicate the OR number/s in Order of payment/charge slip	None	6 minutes	COS Staff



4. Count change received before leaving (if there's any)	3.1 Give the exact change (if there's any)	None	3 minutes	COS Staff
	TOTAL	Payment Amount Stated in Order of / Charge slip	20 minutes	



2. Receiving payments from Inpatients

The Cash Operation Section shall collect payment for various hospital services rendered to clients. The section operates on a 24 hours basis without noon break.

Office or Division:	Cash Operation Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Inpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3 original copies of Statement of Account with attached clearance		Billing Section		
Order of Payment (if applicable)		Clinical wards		
Clearance slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Statement of Account and Clearance Slip and pay the amount indicated	1.1 Accept statement of account and verify its completeness and correctness.	None	5 minutes	COS staff
	1.2 Accept payment and check the amount received	Amount Stated	7 minutes	COS staff
	1.3 Verify the authenticity of bills			
	1.4 Preparation of Official Receipt	None	10 minutes	COS staff
	1.5 Indicate the OR number/s in Statement of Account (3 Copies) and stamp it "paid".			
	1.6 Verification of discharge patient thru E-clearance			



2. Receive official receipt (Not applicable for PHP. 0 balance/indigent patient) and signed clearance	2. Give the official Receipt and exact change (if there's any)	None	3 minutes	COS staff
	TOTAL	Payment Amount Stated in SOA	25 minutes	



3. Releasing of payment thru check

Payment for services rendered, various supplies, equipments and drugs and medicines. From Monday to Friday (8:00AM-5:00PM) except holidays.

Office or Division:	Cash Operation Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business, G2C- Government to Citizen			
Who may avail:	Collectors, Agents/Representatives And Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts, Sales Invoice/Collection Receipt		Company		
Letter of Authorization (1)		Representatives/bearer		
Valid ID (1): Company ID PRC ID Driver's License ID Voter's ID Postal ID		Company Philippine Regulation Commission Land Transportation Office Commission On Election Philippine Postal Corporation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the availability of Check collection	1. Ask and Verify the Authorization Letter and ID presented.	None	15 minutes	COS staff
2. Provide Receipt/Collection Receipt /Sales Invoice	2. Give the Disbursement Vouchers	None	10 minutes	COS staff
3. Sign the Disbursement Voucher	3. Give the Warranty Logbook	None	10 minutes	COS staff
4, Sign the Warranty logbook	4. Release the check	None	10 minutes	COS staff
TOTAL		None	45 minutes	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Billing and Claims Unit

External Services



1. Checking/Evaluation of PhilHealth Eligibility

The evaluation of Patient's PhilHealth Eligibility is a requirement to assess the patient's eligibility to avail of PhilHealth benefits so the hospital can claim PhilHealth reimbursement for the hospital expenses incurred by the patient. It is also a way to determine patients without PhilHealth or with inactive PhilHealth for possible enrolment to Point of Service (POS). It is recommended that this evaluation process is done within twenty-four (24) hours upon admission

Office or Division:	Billing and Claims Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Philhealth ID or Member Data Record (MDR)		Philhealth Member/ Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the Billing/ PhilHealth staff and Present PhilHealth ID or MDR, whichever is available.	<p>1.1 Check the eligibility of the patient to avail of PhilHealth benefits using the iHOMIS. If eligible, print a copy of PBEF and sign them, then explain to the patient/member the process to avail PhilHealth benefits.</p> <p>1.2 If not eligible due to errors, inconsistencies and deficiencies, advise the patient/ member on what to do to correct/complete the records/ requirements.</p> <p>1.3 For Out-</p>	None	30 minutes	Billing staff



	patients, conduct a brief interview on the actual date and procedure to give appropriate instructions before proceeding to the verification of patient's/member's philhealth eligibility.			
	TOTAL	None	30 minutes	



2. Issuance of Statement of Account (SOA)

The Statement of Account contains details of charges to the patient on room and board, medicines and supplies used and procedure performed. Philhealth deduction and other applicable discounts (Senior Citizen, PWD) will be reflected on the final hospital bill of the patients as long as necessary supporting documents required are submitted within 24 hours upon admission. The patients pay the bill directly to the Cash Operation Section.

Billing and Claims operating hours: 6AM to 6PM

66Office or Division:	Billing and Claims Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All patient for discharge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Discharge		Nurses Station		
2. PhilHealth Claim Forms		Billing and Claims Unit		
3. Senior Citizens/PWD ID (if applicable)		PHIC Member		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for further discharge instruction	1.1 Check/validate through Electronic Clearance the list of patients for discharge. 1.2 Notify all Cost Centers (Laboratory, Radiology, Pharmacy, OR/DR, HIMS) 1.3 Cost Centers will clear the patients thru Electronic Clearance 1.4 Once Cleared by all cost centers, BCU staff will notify the respective wards to	None	1 hour and 40 minutes	Billing and Claims Staff



	<p>discharge patients in HOMIS</p> <p>1.5 The BCU staff will deduct Philhealth benefits and all applicable discounts to the patient's SOA. The BCU Staff will generate the SOA and other required Claim Forms and affix his/her signature.</p> <p>1.6 Releasing of SOA to MSWU and COS for classification and payment if necessary.</p>			
	TOTAL	None	1 hr and 40	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Human Resource and Management Section

External Services



1. Acceptance of Applications for a Position

The Human Resource Management evaluates qualification and documentary requirements of internal and external applicants. Human Resource Management Section operates Monday to Friday from 8:00 am to 6:00 pm (No noon break).

Office or Division:	Human Resource Management Section		
Classification:	Simple		
Type of Transaction:	G2C- Government to Citizen / G2G- Government to Government		
Who may avail:	Internal and external applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of Intent		Hand-carry by the applicant	
Accomplished Personal Data Sheet (1) copy		HRMU; downloadable @csc.gov.ph	
NBI Clearance (Original and Photocopy)		National Bureau Investigation	
Police Clearance (Original and Photocopy)		City Hall	
Barangay Clearance (Original and Photocopy)		Barangay where the applicant resides	
Drug Test (Original and Photocopy)		Any DOH-accredited Facility/Testing Center	
Diploma (Original & Photocopy)		Hand-carry by the applicant upon visit to HR	
Transcript of Records (Original & Photocopy)		Hand-carry by the applicant upon visit to HR	
Signed Statement of Relatives in the Government		HRMU	
PSA Birth Certificate (Original & Photocopy)		Philippine Statistics Authority	
Medical Certificate (Original and Photocopy) <i>HEPA Profile – for Dietary Personnel Only</i>		San Lorenzo Ruiz General Hospital or any government hospital	
PSA Marriage Certificate (Original & Photocopy), if applicable		Philippine Statistics Authority	
Neuro-Psychological Exam Result for Level 2 positions only (Original and Photocopy)		Any DOH-accredited Facility/Testing Center	
Psychological Exam for Level 1 positions only (Original and Photocopy)		Any DOH-accredited Facility/Testing Center	
<i>For Doctors:</i> Residency Training Certificate and/or Diplomate/Fellow Certificate (Original & Photocopy)		Hand-carry by the applicant	
<i>For Medical, Nursing, Ancillary applicants and RA 1080 license holders only:</i>			
Authenticated PRC License (Original & Photocopy)		Professional Regulation Commission	
Authenticated PRC Certification		Professional Regulation Commission	



(Original & Photocopy)				
Authenticated PRC Board Rating (Original & Photocopy)		Professional Regulation Commission		
<i>For Administrative positions requiring CSC eligibility:</i> Authenticated CSC Eligibility (Original & Photocopy)		Civil Service Commission		
<i>For Nutrition & Dietetics position:</i> Health Certificate (Original & Photocopy)		Malabon Health Office		
<i>For driver applicants:</i> Valid driver's license (Original & Photocopy)		Land Transportation Office		
Latest IPCR (for government employees applying for promotion/transfer/lateral entry)		Agency where the applicant is from		
Latest Training Certificates (Original & Photocopy)		Hand-carry by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of applications and pertinent documents.	1. Checks minimum qualification and documentary requirements of applicant.	None	20 minutes per applicant	<i>HR staff</i>
2. Applicant acknowledges the requirements checklist / letter of regret and signs in the receiving logbook.	2. Issues photocopy of requirements checklist / letter of regret for not qualified applicants.	None	5 minutes per applicant	<i>HR Staff</i>
TOTAL		None	25 minutes	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Material Management Section
External Services



1. Acceptance of Deliveries from Suppliers

The Material Management Section accepted all deliveries by the supplier that is in conformity with the specifications stipulated in Purchase Order, Delivery Receipt or Sales Invoice from 8:00am to 5:00pm, Monday to Friday except Holidays and government suspensions. For the delivery of Medicinal Oxygen and Mineral Water is 8:00am to 5:00pm Monday to Sunday.

Office or Division:	Material Management Section, Inspection Committee			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice/Delivery Receipt (5 photocopies including original)		Delivering Company		
Additional requirements if needed: CPRs (Photocopy) Warranty Certificate (1 Original) Waiver (1 Original)		FDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents	1.1 Validation of documents	None	10 minutes	MMS staff
2. Unload logistics to designated area	2.1 Inspection and Acceptance	None	40 minutes	MMS staff Inspection Committee End user
3. Receipt copy of Sales Invoice/Delivery Receipt	3.1 Affix signature in Sale Invoice/Delivery and Release of suppliers copy	None	10 minutes	MMS Staff
	TOTAL	None	1 hour	



2. Acceptance of Deliveries – Donations from other government agencies

The Material Management Section accepted all donations from other government agencies from 8:00am to 5:00pm Monday to Friday except Holidays and government suspensions

Office or Division:	Material Management Section, Inspection Committee			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Whichever is applicable:				
Delivery Receipt (original)				
Property Transfer Request (Original)				
Requisitions and Issuance Slip (Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents	1.1 Validation of documents	None	10 minutes	MMS staff
	1.2 Coordinate with the end-users or Program Coordinators	None	10 minutes	MMS Staff
2. Unload logistics to designated area	3.1 Inspection and acceptance	None	40 minutes	MMS staff Inspection Committee
3. Receipt copy of Sales Invoice/Delivery Receipt/PTR/RIS	4.1 Affix signature and release donors copy	None	10 minutes	MMS Staff
	TOTAL	None	1 hour 10 minutes	



3. Acceptance of Deliveries - Donations from private entity or individual

The Material Management Section accepted all donations from private entity or individual from 8:00am to 5:00pm Monday to Friday.

Office or Division:	Material Management Section, Inspection Committee			
Classification:	Simple			
Type of Transaction:	G2C– Government to Citizen; G2B – Government to Business			
Who may avail:	Private Donors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Donation (Original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents	1.1 Validation of documents	None	10 minutes upon arrival	MMS staff
	1.2 Coordinate with the end-users/Program Coordinator	None	10 minutes	MMS Staff
2. Unload logistics to designated area	3.1 Inspection and acceptance	None	40 minutes (may be extended depending on the bulk of delivery)	MMS staff Inspection Committee
3. Receipt copy of Deed of Donation	4.1 Affix signature and release of donors copy	None	Within 10 minutes after acceptance	MMS Staff
	TOTAL	None	1 hour and 10 minutes	



**San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Procurement Section
External Services**



1. Issuance of Request for Quotation (RFQ) / Request for Proposal (RFP)

A Request for Proposal (RFP) is a formal method of receiving detailed and comparable proposals from different suppliers for a specified product or service.

A Request of Quotation (RFQ) is a competitive bid document used when inviting suppliers or contractors to submit a price bid products or services where the requirements are standardized or produced in repetitive quantities.

Processing of Issuance of Request for Quotation/Request for Proposal for Supplier

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	PhilGEPS Registered Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID (original)		Bidder`s Company		
PhilGEPS Certificate (electronic copy)		PhilGEPS Website		
Company Profile (electronic copy)		Bidder`s Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and state commodity item for Shopping/Small Value Procurement from Procurement Office	1.1 Instruct to check the RFQ/ RFP posted in the bulletin board and PhilGEPS Website <i>(for project with Approved Budget for the contract (ABC) of Php 50,000.00 and above</i> 1.2 Issue a copy of RFQ/RFP form by sending through electronic mail. 1.3 Remind the supplier regarding the information and deadline for submission.	None	25 Minutes	Procurement Staff



2. Suppliers may inquire any concern related to the procurement of the item on hand	1.4 Update the status of the item inquired by the suppliers.		10 Minutes	Procurement Staff
TOTAL		None	30 Minutes	



2. Manual Submission of Request for Quotation (RFQ)/Request for Proposal (RFP)

Process in submitting Request for Quotation (RFQ)/Request for Proposal (RFP)

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PhilGEPS Registered Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Certified True Copy of Quotation /Proposal		Company		
1 Certified True Copy of Valid PhilGEPS Certificate of Registration or PhilGEPS Registration No.		PhilGEPS Website		
1 Certified True Copy of Valid Business/Mayor`s Permit		Local Government Unit		
1 Certified True Copy of Valid Income Tax Return for ABC above PHP 500,000.00 for Small Value Procurement		Bureau of Internal Revenue (BIR)		
1 Original or Certified True Copy of Omnibus Sworn Statement for ABC above PHP 500,000.00 for Small Value Procurement		Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Open or Sealed Quotation/Proposal together with the required documentary requirements to Procurement Office	1.Receive the Suppliers Quotation/Proposal together with the required documentary requirements and supporting documents 1. 2. Stamp and signed date and time of receipt.	None	10 minutes	Procurement Staff
TOTAL		None	10 Minutes	



3. Electronic Submission of Request for Quotation (RFQ)/Request for Proposal(RFP)

Process in submitting Request for Quotation (RFQ)/Request for Proposal (RFP)

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	PhilGEPS Registered Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Certified True Copy of Quotation /Proposal		Company		
1 Certified True Copy of Valid PhilGEPS Certificate of Registration or PhilGEPS Registration No.		PhilGEPS Website		
1 Certified True Copy of Valid Business/Mayor`s Permit		Local Government Unit		
1 Certified True Copy of Valid Income Tax Return for ABC above PHP 500,000.00 for Small Value Procurement		Bureau of Internal Revenue (BIR)		
1 Original or Certified True Copy of Omnibus Sworn Statement for ABC above PHP 500,000.00 for Small Value Procurement		Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Quotation/Proposal together with the required documentary requirements and supporting documents through Email address to slrwh.procurement@yahoo.com.ph *Supplier access the advertisement in the PhilGEPS Website for the Projects with Approved Budget for the Contract of PHP 50,000.00 and above	1 Receive and print the Suppliers Quotation/Proposal together with the required documentary requirements and supporting documents 1.2 Stamp and signed date and time of receipt	None	5 minutes	Procurement Staff
TOTAL		None	5 Minutes	

* Submission of RFQ/RFP is covered by RA 9184.



4. Posting of Suppliers Performance Bond

Performance /Surety bond is one of the acceptable forms of **bid, performance**, and warranty securities, provided it is callable upon demand and accompanied by an Insurance Commission Certificate stating that the **surety** and/or insurance company is authorized to issue such **bond** or security. Process in Posting of Performance Bond within 10 CD upon receipt Notice of Award.

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID		Company		
Authorization Letter		Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the company`s name / supplier`s name and submit the Company`s Performance Bond Reminders: <input type="checkbox"/> Third Party representative is allowed to transact upon submission of signed Authorization letter from the President / Manager of the company	1.1 Check ID of the person requesting for the issuance of the document 1.2 Receive the submitted Performance Bond 1.3 Stamp date and time of receipt if the Performance bond submitted is Surety Bond 1.4 Issue Order of Payment if the Performance bond use is Cash 1.5 Instruct the Company`s Representative to proceed to Cashier Section.	None Refer to Standard Rates of Bid Documents	20 Minutes	Procurement Staff
2. Proceed to Cashier	2. Accept order of	Amount stated	20 Minutes	Cashier Staff



Section	payment, cash / Managers Check.	in Order of Payment		
3. Proceed to Procurement Section And return the Official Receipt and duplicate copy of Order of Payment	3.1 Accept the Official Receipt and Order of Payment. 3.2 Photocopy the Official Receipt and return to the Bidders Representative. 3.3 Instruct the Bidders Representative , the procurement staff will send an electronic email	None	5 minutes	Procurement Staff
TOTAL		Amount stated in Order of Payment	35 Minutes	

Standard Rates of Bid Documents as per RA 9184

Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)
PHP 500,000 below	PHP 500.00
More than PHP 500,000 up to 1 Million	PHP 1,000.00
More than 1 Million up to 5 Million	PHP 5,000.00
More than 5 Million up to 10 Million	PHP 10,000.00
More than 10 Million up to 50 Million	PHP 25,000.00
More than 50 Million up to 500 Million	PHP 50,000.00
More than 500 Million	PHP 75,000.00



5. Issuance of Notice to Proceed/Purchase Order/Job Order /Contract of Agreement

Issuance of Notice to Proceed/Purchase Order/Job Order /Contract of Agreement to the winning Bidder

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Winning Bidder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company ID		Company		
Authorization Letter		Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State the company`s name / supplier`s name and inquire availability of documents to be received from Procurement Office Reminders: <input type="checkbox"/> Third Party (Principal/ logistic/ forwarder) representative is allowed to receive the original document upon submission of signed Authorization letter from the President / Manager of the company	1. Check/ verify availability of document in the database/ designated Logbook	None	5 Minutes	Procurement Staff
2. Present company ID/ Authorization Letter to the Releasing Counter of the Procurement Office	2.Check ID of the person requesting for the issuance of the document 2.1 Issue the document	None	3 minutes	



<p>3. Receive and sign all copies of NTP, PO/JO . Indicate date of receipt;</p>	<p>3.1 Check and ensure all copies are signed.</p> <p>3.2 Instruct the Bidders Representative the possible schedule of release of approved Notice to Proceed/Purchase Order/ Job Order .</p>	<p>None</p>	<p>12 Minutes</p>	
<p>TOTAL</p>		<p>None</p>	<p>20 Minutes</p>	



6. Issuance and Submission of Supplier's Information Sheet

Supplier Information means all information, other than information in published form or expressly designated by Supplier as non- confidential, which is directly or indirectly disclosed to Distributor or embodied in Products provided hereunder, regardless of the form in which it is disclosed, relating in any way to Supplier's markets, customers, products, patents, inventions, procedures, methods, designs, strategies, plans, assets, liabilities, costs, revenues, profits, organization, employees, agents, distributors or business in general

Processing of submission of Supplier's Information Sheet and Documentary Requirements

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government and G2B- Government to Business			
Who may avail:	PhilGEPS Registered Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supplier's Information Sheet (SIS) (original)) Purchasing Office		
Valid PhilGEPS Certificate of Registration (1 Certified True Copy)		PhilGEPS Website		
Valid Business/Mayor's Permit (1 Certified True Copy)		Local Government Unit		
BIR Registration (1 Certified True Copy)		BIR		
Business Registration (1 Certified True Copy)		SEC/DTI/CDA		
Company ID (original)		Bidder's Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure SIS Form from the Purchasing Office	1.1 Issue SIS Form, explain documentary requirements <input type="checkbox"/> Certified True Copy must be originally signed with printed name of the authorized signatory	None	2 Minutes	Procurement Staff
2. Submit duly accomplished SIS together with required documents to Purchasing Office Reminder: <input type="checkbox"/>	2.1 Receive, check completeness of SIS and supporting documents a. Record in	None	13 minutes	



<p>Documentary requirements will not form part of submitted RFQs/RFPs Additional Detail: <input type="checkbox"/> Submission of accomplished SIS form may not happen on the same day of issuance</p>	<p>the logbook 2.2 Encode details on the Supplier's Database 2.3 Scan submitted documents 2.4 File document</p>			
	None	15 Minutes		



7. Processing of Request for the Refund of Performance

Office or Division:	Procurement Section, Accounting Section, Office of the Supervising Administrative Officer, Office of the Medical Center Chief I			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Concerned Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request – 1 original		Supplier		
2. Purchase Order/s – 1 photocopy (refund of Performance Bond)				
3. Sales Invoice				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter request with required attachment	1.1 Receive and record letter request	None	5 mins	Procurement Staff
	1.2 Verify and check		10 mins	
	1.3 Prepare the Disbursement Voucher		1 day	
	1.4 Forward to Accounting Section for processing of DV		5 mins	Accounting Staff
	1.5 Processing of Disbursement Voucher		3 days	
	1.6 Sign/ initial/ approve and forward document to concerned unit/office		3 days	Supervising Administrative Officer
	2.4 Sign, approve and forward		3 days	HOPE



	document to Cashier Section			
	TOTAL	None	10 days and 20 mins	

Actual delivery time of the related service may vary from the actual processing time as the volume of transactions handled is not considered in the determination of the processing time.

Note: Pick-up of Certification may be subject for the availability of the supplier and the maximum time may be extended



**San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Public Assistance and Complaints Unit**

External Services



1. Proseso sa paghahaing ng reklamo

Ang proseso ng paghahaing ng reklamo ay para kliyente o kasama ng pasyente na nakaranas ng di magandang karanasan sa serbisyo ng ospital.. Ang Public Assistance and Complaint Desk ay bukas mula 8 ng umaga hanggang 5 ng hapon. Maarin rin maghain ng reklamo sa Senior House Officer of the day sa mga oras na wala ang PACD staff.

Office or Division:	Public Assistance and Complaints Desk			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
Kailangang Dokumento		Saan kukunin		
Accomplished Hinaing at Reklamo Form (Blue Form with active contact information) and/or Accomplished Feedback form (with active contact information)		PACD- Public Assistance and Complaints Desk (nasa main lobby ng ospital)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ng detalyadong impormasyon ang "Hinaing at Reklamo" form.	1.1 Tanggapin ang Hinaing at reklamo form. 1.2. Magasaga wa ng interview at magbigay ng impormasyon sa proseso ng paghahaing ng reklamo. 1.3 I-forward ang reklamo sa Unit Head Section upang magsagawa ng paunang pagsisisyasat. 1.4 Magbigay ng ulat sa aksyon na ginawa sa	Wala	20 minuto	PACD staff



	PACD staff matapos ang pagsusuri.			
2. Tanggapin ang feedback ng inihaing reklamo	2. I-Text ang complainant upang ipaalam ang status ng kanyang hinaing.	Wala	2 araw at 40 minuto	PACD staff
		Wala	2 araw at 1 oras	



2. Paghingi ng assistance at pagsagot sa tanong ukol sa serbisyo ng ospital (walk-in)

Ang serbisyong ito ay para sa mga kliyente at pasyente na nais magtanong sa mga serbisyong ibinigay ng ospital. Ang Public Assistance and Complaint Desk ay bukas mula 8 ng umaga hanggang 5 ng hapon.

Office or Division:	Public Assistance and Complaints Desk			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
Kailangang Dokumento		Saan kukunin		
Wala		PACD- Public Assistance and Complaints Desk (nasa main lobby ng ospital)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa PACD para sa katanungan at paghingi ng direksyon	1. Sagutin ang mga katanungan at magbigay ng direksyon.	Wala	20 minuto	PACD staff
	TOTAL:	Wala	20 minuto	



San Lorenzo Ruiz General Hospital

Internal Services



San Lorenzo Ruiz General Hospital
Allied Medical Services- Hospital Information and
Management Section

Internal Services



1. Retrieval of Patient Health Records for Purpose of Case Review

This service is intended for doctors and nurses requesting for retrieval of records for case review purposes. In compliance to RA 10173 - Data Privacy Act of 2012, Memorandum No. 2019-108 Re: Chart Retrieval for Re-admitted Patients and Memorandum No. 2019-109 Re: Chart Retrieval for Training and Research Purposes, review of records shall be done within the HIMS premises only but due to lack of space, it will be permitted to take outside the HIMS but within the hospital only and only for the day. Picture taking and photocopying of records is not allowed. Operates from 6am – 6pm (Monday – Friday) 7am – 4pm (Saturday- Sunday), No noon break.

Office or Division:	Health Information Management Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Doctors and nurses (SLRGH employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Records for Retrieval (with complete details) a. Name b. Health record number c. Admission date d. Discharge date				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Case Review: 1. a. Give the list for retrieval	1.a. Receive the list	None	45 minutes	HIMS staff
For Re-admission record 1.b. Ask for the borrower's slip	1.b.1. Issue borrower's slip 1.b.2. Receive the borrowers slip			
1.b.1. Fill – out the borrower's slip	1.2 Inform the doctor or nurse when it will be available 1.3 Released the records (5 to 8 records only)			
2. Return the records	2. Check the return records if	None		



	complete.			
For Re-admission record 3. Ask for the borrower slip	3. Issue the borrower slip	None		
	TOTAL:	None	45 minutes	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Human Resource and Management Section

Internal Services



1. Acceptance of Request for Payment of Terminal Leave for Compulsory Retirement / Resignation

The Human Resource Management processes payment of terminal leave pay of separated employees due to compulsory retirement and/or resignation. The HRMS operates Mondays to Fridays from 8:00am to 6:00pm, No noon break.

Office or Division:	Human Resource Management Section, Budget Section, Accounting Section, Department of Budget & Management			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen / G2G- Government to Government			
Who may avail:	All separating employees of SLRGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved leave application 3 original copies		SLRGH		
Statement of Assets, Liabilities and Net Worth, 3 original copies		HRMS, HRBliz		
Affidavit of Authorization to deduct all financial obligation with SLRGH – 2 notarized original copies		HRMS		
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her – 2 Notarized original copies		HRMS		
Accepted letter of separation		HRMS		
GSIS Clearance original copy		GSIS		
PSA Birth Certificate		Philippine Statistics Authority		
PSA Birth Certificate if Applicable		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Terminal leave application and documentary requirements.	1.1 Checks documentary requirements. 1.2 Computes accumulated leave credits of the employee.	None	30 minutes	HR Staff
2. Submits GSIS Clearance	2.1 Forwards Disbursement Voucher to Budget & Accounting. 2.2 Budget and Accounting	None	10 minutes 1 day	HR Staff Budget & Accounting Staff



	processes and approves disbursement voucher. Forwards to DBM for release of funds via LDDAP		7 days	Department of Budget & Management
		TOTAL	8 days and 40 minutes	



2. Request for Certificates

This service applies to current employees of SLRGH and separated employees of SLRGH. The client may request for certificates from Mondays to Fridays from 8:00am – 6:00pm, no noon break.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All SLRGH employees (present and separated)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out HRMS Request form	1.1 Accepts request and prepares the request certificate.	None	5 minutes	<i>HR staff</i>
	1.2 Authorized signatory signs the certificate.		2 hours	<i>Authorized Signatories</i>
	1.3 Seals the certificate.		15 minutes	<i>HR staff</i>
2. Receives Certificate and acknowledges receipt on logbook	2.1 Releases signed Certificate	None	5 minutes	<i>HR Staff</i>
	TOTAL	None	2 hours 25 minutes	



3. Acceptance of Application for Maternity Leave

This service applies to all pregnant employees of SLRGH. Employee notifies the HRMS of their maternity leave Mondays to Fridays from 8:00am to 6:00pm, no noon break.

Office or Division:	Hospital Operation and Patient Support Service- Human Resource Management Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All pregnant employees of SLRGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maternity Notification Form		HRMS		
Application for Maternity Leave, 4 original copies		HRMS		
Medical Certificate (for pregnancy)		Attending OB-Gyne		
Clearance form		HRMS		
Clearance		MMS, LDC, AS, HRMS, SAO, MCC I		
Fit to Work		HRMS		
Assumption to Duty signed by Section & Service Head		HRMS		
Birth Certificate of Child		Philippine Statistics Authority		
Personal Data Sheet updated		HRMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and Fills-out Maternity Notification form upon confirmation of pregnancy	1. Receives and notes the maternity notification form	None	10 minutes	<i>Employee</i> <i>HRMS Staff</i>
2. Files application for maternity leave	2. Receives, files and reflects approved leave to employee's leave card.	None	4 hours	<i>HRMS Staff</i>
3. Secures clearance from various offices and Medical Certificate.	3. Receives, files, and reflects changes to employee's salary (payroll) and GSIS.	None	3 days	<i>Heads of various offices</i>
		TOTAL	7 days 10 minutes	



4. Request for Resuming to Work after Maternity Leave

This service applies to all SLRGH employees who wants to resume to work after maternity leave. Employee notifies the HRMS of their maternity leave Mondays to Fridays from 8:00am to 6:00pm, no noon break.

Office or Division:	Hospital Operation and Patient Support Service- Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All employees who wants to resume work after maternity leave			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fit to Work (Medical Clearance)		Employee's attending Obstetrics & Gynecologist		
Assumption to Duty signed by Section & Service Head		HRMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Fit to Work from attending OB-GYN before resuming from maternity leave.	1.1. Records and prepares Assumption to duty.	None	10 minutes	<i>HR staff</i>
2. Secures assumption to duty, certified by Section Head and Service Head	2.1 Accepts and files assumption to duty form.	None	30 minutes	<i>HR Staff</i>
	TOTAL	None	40 minutes	



5. Application for Land Bank Salary Loan

This service applies to permanent employees of SLRGH regardless of number of years rendered. Employees can apply for loan Mondays-Fridays from 8:00am – 6:00pm, no noon break.

Office or Division:	Human Resource Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All permanent employees of SLRGH with 1 year government service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished HRMS Request Form		HRMS		
Updated Employees' Information		Employee		
Active telecom from any mobile network				
Sun or Smart Active Sim Card		Employee		
Yahoo mail		Employee		
Updated take home pay of the employee		HRMS		
Alpha List in hard copy and in soft copy		HRMS		
Photocopy of Appointment		HRMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out request form and submits to the HRMS.	1. Checks if the net take home pay of the employee is at least Php 6,000.00 a month. If the THP is at least Php6k, proceed to step 2.	None	5 minutes	<i>HR Staff</i>
2. Provides updates to HRMS of their information which include Sun/Smart number and active yahoo mail.	2. Prepares LBP white list in soft and hard copies, duly signed by HRMS Head (or MCC if HRMS Head is not available) White list is then	None	25 minutes 4 hours	<i>HR Staff</i> <i>COS staff</i>



	<p>forwarded to COS for endorsement to LBP.</p> <p>LBP informs employee through text of their approved application for loan/renewal.</p>			<i>LBP employee</i>
	TOTAL	None	4 hours 30 minutes	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Budget Section

Internal Services



1. Processing of Request for Funding

The Budget Section shall process all request for funding and monitor available funds. The section operates on 8 hours from Monday to Friday no noon break.

Office or Division:	Budget Section, Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Section within the Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
COA Circular 2012-1		Accounting / Budget		
RA 9184 Checklist		Procurement		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for funding	1. Verified Availability of Funds <ul style="list-style-type: none"> a. If funds not available return the documents b. If funds available proceed with the process 1.1 Receive the documents stamp receive indicating the following: <ul style="list-style-type: none"> a. Name b. Signature c. Date d. Time 1.2 Log the received documents in the incoming logbook 1.3 Verified		2 days and 57 minutes	Budget Person in Charge and staff



	<p>completeness of Supporting Documents (based on COA Circular 2012-1 and RA 9184) and accuracy of computation</p> <p>a. If with deficiency on the supporting documents and computation , indicate in the routing slip and returned the documents</p> <p>b. If supporting documents are complete and computation s are accurate encode in the RAOD / RBUD prepares ORS / BURS</p> <p>1.4 Submit the document to the Accounting Section for further evaluation and processing</p>			
2. Receive request for funding	2. Receiving staff should sign in the Logbook	None	3 minutes	Budget Staff / Accounting Staff
	TOTAL	None	3 days	



San Lorenzo Ruiz General Hospital

Hospital Operation and Patient Support Service- Procurement

Internal Services



1. Processing of Purchase Request

A **purchase request** is a form used by a department to the **procurement** area for **purchasing** a specific item or service. Receiving of Purchase Request and checking as to specifications and verifying against APP up to approval is available from Monday to Friday at 8:00 am to 5:00 pm except holidays and Government Suspensions.

Office or Division:	Procurement Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	End-User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. 4 original copy of Purchase Request with complete details as to specifications and Approved Budget of the contract 2. 1 original copy of Supplemental PPMP, if the requested item is not in the Annual Procurement Plan. 3. 3 original Approved Concept Note (for programs only) 4. Electronic copy of PR email to slrwh.procurement@yahoo.com.ph (for Philgeps Posting purposes) 		End-User's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Procurement Section and submit Purchase Request with Supplemental APP and Concept Note (if needed)	<ol style="list-style-type: none"> 1.1 Receive the Purchase Request with Supplemental APP and Concept Note (if needed) 1.2 Instruct the End-User <ol style="list-style-type: none"> a. The procurement staff will update the weekly status of the PR upon receipt of the 	None	10 minutes	Procurement Staff



	<p>approved Purchase Request.</p> <p>b. To follow up the approved PR in the Directors Office (for Petty Cash, Reimbursement, Cash Advance) within 24 hours upon submission except for weekend, holidays, Government Suspension and unavailability of Signatories</p>			
		Total	10 minutes	



2. Procurement through Alternative Mode of Procurement

Facilitate procurement through alternative mode of procurement as recommended by Bids and Awards Committee

Office or Division:	Procurement Section			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government and G2B- Government to Business			
Who may avail:	All departments, offices and wards (End-users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		End-user		
Certificate of Exclusive Distributor (Certified True Copy)		Supplier		
Price Quotation (approved and original/photocopy)		Supplier		
Eligibility Requirements:				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/submit Purchase Request (PR) to Purchasing Office	1.1 Receive, check as to completeness of the specifications	None	2 Minutes	Purchasing Staff
	1.2 Review and verify against APP		10 Minutes	Purchasing Staff
	1.3 Assign PR number, record in the database		5 Minutes	Purchasing Staff
	1.4 Determine Mode of Procurement		6 Minutes	
	Forward to Office of the Supervising Officer and Office of the Medical Center Chief I for approval of PR.		5 Minutes	BAC Chairperson
1.5 Facilitate				



	<p>Alternative Mode of Procurement* through the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Shopping <input type="checkbox"/> Direct Contracting <input type="checkbox"/> Negotiated Procurement 53.2 (Emergency Cases) <input type="checkbox"/> Negotiated Procurement 53.5 (Agency to Agency) <input type="checkbox"/> Negotiated Procurement 53.9 (Small Value Procurement) <input type="checkbox"/> Negotiated Procurement 53.1 (Two Failed Biddings) <input type="checkbox"/> Repeat Order <p>1.6 Prepare/ Review/ Initial/ Log/ Encode Purchase Order (PO)/ Notice of Award (NOA)/ Notice to Proceed (NTP) on the PMR database including photocopying of supporting/required documentary requirement under regular/ standard transaction Note: Time varies for</p>		10 days	Procurement staff
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	<p>stock items with multiple line items</p> <p>1.7 Review/check/initial appropriate document Additional details:</p> <ul style="list-style-type: none"> <input type="checkbox"/> PR for Direct Contracting/ Emergency Purchase/ Repeat Order will only be forwarded to BAC upon completion of required document/s <input type="checkbox"/> Please refer to Manual of Procedure at Purchasing Office for the different Modes of Procurement, supporting document and documentary requirements <input type="checkbox"/> BAC 1 meeting as per schedule <input type="checkbox"/> PR with incomplete specification will be returned to the End-user 		(Covered by RA 9184)	
			45 Minutes	
2.1 Prepare/attach BUR/ ObR to PO and forward to appropriate offices for funding and approval: 2.1	2.1 Encode, log, forward prepared PO to the End-user	None	10 Minutes	Purchasing Staff Purchasing Office



Budget Services Division/ Accounting Services Division				
2.2 Office of the Deputy Director for Fiscal Services/ Office of the Deputy Director for Administration	2.2 Certify availability of fund/budget		1 Day	Budget Officer Budget Services Accountant Accounting Services
2.3 Office of the Director	2.3 Sign/ initial/ approve and forward document to concerned unit/office		1 Day	Deputy Director ODDFS/ODDA
Additional Detail: Please refer to the Approval Authority Limits for PGH effective July 1, 2016	2.4 Sign, approve and forward document to Purchasing Office		1 Day	Director Office of the Director
TOTAL		None	3 Days, 5 Hours, 38 Minutes	

Alternative Mode of Procurement is covered by RA 9184.



3. Procurement through Competitive Bidding Facilitate procurement through Competitive Bidding

Office or Division:	Procurement Section			
Classification:	Highly Technical Complex			
Type of Transaction:	G2G- Government to Government and G2B- Government to Business			
Who may avail:	All departments, offices and wards (End-users)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (approved and original)		End-user		
Notice of Award (photocopy)		Bids and Awards Committee 1 Office		
Request for Delivery (original)		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward/ submit approved Purchase Request (PR) (original/photocopy) and Request for Delivery (RD) (original) to Purchasing Office	1.1 Receive, check completeness of the signatories.	None	2 minutes	Purchasing Staff Purchasing Office
	1.2 Assign PR/RD number, record in the database and logbook		2 minutes	Chief Purchasing Office
	1.3 Review, assign to buyer-in-charge		2 minutes	Office Assistant/ Purchasing Staff Purchasing Office
	1.4 Scan/encode details in the database and distribute to respective buyer-incharge		6 minutes	Buyer-in-charge Purchasing Office
	1.5 Receive, check/ review		5 minutes (Covered by RA 9184)	Buyer-in-charge Purchasing Office
	1.6 Facilitate Procurement through Competitive Bidding*		For Goods 26 to 136 days For Consulting Services 26 to 156 days	Buyer-incharge/ Purchasing Staff



	<p>1.7 Prepare/ Review/ Initial/ Log/ Encode Purchase Order (PO)/ Notice of Award (NOA)/ Notice to Proceed (NTP) on the PMR database including photocopying of supporting/required documentary requirement under regular/ standard transaction Note: Time varies for stock items with multiple line items</p> <p>1.8 Review/ check/ initial appropriate document Additional details: <input type="checkbox"/> Please refer to Manual of Procedure at Purchasing Office for the Bidding Process <input type="checkbox"/> BAC 1 activities as per schedule</p>		<p>For Infrastructure 36 to 180 days</p> <p>10 Minutes</p>	<p>Purchasing Office</p> <p>Chief Purchasing Office</p>
<p>2.1 Prepare/attach BUR/ ObR to PO and forward to appropriate offices for funding and approval:</p>	<p>2.1 Encode, log, forward prepared PO to the End-user.</p> <p>2.2 Certify availability of fund/budget</p>	<p>None</p>	<p>10 Minutes</p> <p>1 Day</p>	<p>Purchasing Staff Purchasing Office</p> <p>Budget Officer Budget Services</p>



	2.3 Sign/ initial/ approve and forward document to concerned unit/office		1 Day	Accountant Accounting Services
	2.4 Sign, approve and forward document to Purchasing Office		1 Day	Deputy Director ODDFS/ODDA
	TOTAL	None	Goods 26 to 136 days Consulting Services 26 to 156 days Infrastructure 36 to 180 days	Director Office of the Director



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Material Management Section

Internal Services



1. Processing of Requisitions of Logistics

The Material Management Section releases and distributes all requisitioned logistics by the end-users from 8:00pm to 5:00pm Monday to Friday except Holidays and Government Suspensions.

Office or Division:	Material Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All employees or officials of SLGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RIS or Requisition and Issuance Slip (in accordance to areas respective Annual Procurement Plan/Purchase Request) 3 copies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requisition and Issuance Slip	1.1 Receipt of RIS	None	5 minutes 2 working days from the time of receipt of RIS	MMS staff
	1.2 Verification of stocks availability and Posting	None		MMS staff
	1.3 Preparation of issuances and recording	None		MMS staff
2. Receipt of logistics	3.1 Releases requisitioned logistics	None		MMS staff
	TOTAL	None	2 days	



2. Processing of Request for Transfer of Accountability

The relief from the Accountability through transfer from one accountable officer to another accountable officer is process to have proper and correct documentation of PPEs account from 8:00am to 5:00pm Monday to Friday except Holidays and Government Suspensions.

Office or Division:	Material Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All employees or officials of SLRGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property Transfer Request (PTR) – 3 copies				
PPE involved				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements (outgoing accountable officer)	1.1 Receipt of PTR	None	5 minutes	MMS staff
	1.2 Verification from PPE records		3 working days from the time of receipt of PTR	
	1.3 Cancellation of item/s in PAR/ICS file of the outgoing accountable officer			
	1.4 Records and indicates control number			
	1.5 Prepares necessary documents for transfer			
2. Assume the Accountability by affixing signature in PTR and receive the item/s involved (incoming Accountable Officer)	2.1 Re-tagging	None	3 days	
	2.2 Release of transfer documents			
	TOTAL	None	3 days	



3. Processing of Request to Condemnation of PPEs

The request for condemnation is process to relief the accountable officer from the accountability and to have proper and correct documentation of PPEs account 8:00am to 5:00pm Monday to Friday except Holidays and Government Suspensions.

Office or Division:	Material Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All employees or officials of SLRGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Return Slip (3 copies)				
Job order Report – Original copy		IHOMP / EFMS		
PPE involved				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements	1.1 Receipt of Return Slip and other requirements	None	5 minutes	MMS staff
	1.2 Verification from PPE records		Within 3 working days from the time of receipt of Return Slip	
	1.3 Cancellation of item/s in PAR/ICS file of the accountable officer			
	1.4 Records and updates Property Card			
	TOTAL	None	3 days	



4. Processing of Request for the Relief of Accountability Due to Loss, Fraud or Force Majeure

The request for the relief the accountable officer from the accountability due to loss, fraud or force majeure is process to have proper and correct documentation of PPEs account 8:00am to 5:00pm Monday to Friday except Holidays and Government Suspensions.

Office or Division:	Hospital Operation Support Service, Office of the Medical Center Chief I			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All employees or officials of SLGH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for the Relief of Accountability – 3 copies including original				
Affidavit/Joint Affidavit – 3 copies including original		Legal Office		
Police Report – 3 copies including original		PNP Precinct		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit applications and necessary documents	1.1 Receipt of applications and checks for its completeness and validity 1.2 Submits the documents and MMCs recommendation to COA	None	5 minutes Within 3 days from the time of receipt of application	MMS staff Medical Center Chief MMS staff
2. Follow or abide COA decision	2.1 Implement COA decision 3.2 Prepares proper and necessary documentation/recording	None	Within 4 working days from the time of receipt of COA decision	Medical Center Chief MMS staff
	TOTAL	None	7 days	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Engineering and Facilities Management Section

Internal Services



1. Job Order Request

A job order request/work request is a formal document that describes maintenance work that needs completed. It is the identification of work needed, issued by the customer or client to the Engineering Facilities Management section through the Maintenance unit.

Office or Division:	Engineering Facilities and Management Section			
Classification:				
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request		Engineering and Facilities Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submission of completely filled-up Job Order Request Form	1.1 Receive Job Order Request	None	2 minutes	EFMS Head/Staff
	1.2 Assessment and approval of Job Order Request	None	10 minutes	EFMS Head and Staff
	1.3 Accomplish the request (SLRWH-HOPSS-EFMU-SOP-15-001)	None	Easy – 1 day Moderate – 5 days Heavy – 20 days or beyond based on the assessment of EFMS	
2.1 Accept and evaluate accomplished Job Order	2.2 Logs the transaction and have client evaluate and sign the Job Order Form & Logbook	None	5 minutes	EFMS Staff
	TOTAL	None	17 minutes Easy – 1 day Moderate – 5 days Heavy – 20 days	



			or beyond based on the assessment of EFMS	
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2. Sterilization Request

Sterilization destroys all microorganisms on the surface of an article or in a fluid to prevent disease transmission associated with the use of that item. **Sterilization** is the killing or removal of *all* microorganisms, including bacterial spores, which are highly resistant. Sterilization is usually carried out by autoclaving, which consists of exposure to steam at 121°C under a pressure of 15 lb/in² for 15 minutes. Surgical instruments that can be damaged by moist heat are usually sterilized by exposure to ethylene oxide gas, and most intravenous solutions are sterilized by filtration.

Office or Division:	Engineering Facilities and Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Give items to be sterilized	1.1 Receive items to be sterilized	None	5 minutes	EFMS Staff
	1.2 Preparation of items to be sterilized	None	10 minutes	EFMS Staff
	1.2 Execute sterilization process	None	120 minutes	EFMS Staff
	1.3 Verify sterilization process	None	180 minutes	EFMS Staff
	(SLRWH-HOPSS-EFMU-SOP-17-003)			
2.1 Accept sterilized items	2.2 Logs the transaction and have client sign the Sterilization Log Sheet	None	5 minutes	EFMS Staff
	TOTAL	None	5 hours and 17 minutes	



3. Printing Request

Printing is a process for mass reproducing text and images using a master form or template. Printing process will take three minutes per ream.

Office or Division:	Engineering Facilities and Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved form for reproduction		Engineering and Facilities Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Give bond papers and approved form/s to be reproduced	1.1 Receive bond papers and form/s to be reproduced	None	2 minutes	EFMS Staff
	1.2 Execute printing process (SLRWH-HOPSS-EFMU-SOP-17-005)	None	3 minutes	EFMS Staff
2.1 Accept reproduced forms	2.2 Logs the transaction and have client sign the Printing Logbook	None	5 minutes	EFMS Staff
TOTAL		None	10 minutes	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Transport Unit

Internal Services



1. Request of Travel

Office or Division:	Transport Unit, Engineering Facilities and Management Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request of Travel		Transport Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submission of completely filled-up Request of Travel Form	1.1 Receive Request of Travel	None	2 minutes	Transport Head/Staff
	1.2 Preparation and approval of trip ticket	None	5 minutes	Transport Staff & Head
	1.3 Preparation of vehicle	None	5 minutes	Transport Staff
	1.4 Conduction of Travel	None	N/A	Transport Staff
	(SLRWH-HOPSS-TRAN-SOP-15-001)			
2.1 Verify and evaluate travel conducted	2.2 Logs the travel and has client sign the Trip Ticket with evaluation and Travel Logbook	None	5 minutes	EFMS Staff
	TOTAL	None	17 minutes	



**San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Accounting Section**

Internal Services



1. Processing of funded claims/PO/JO/ Contracts

To ensure that all funded claims/PO/JO/ Contracts received with duly supported documents are processed and released within 3 working days except for documents held for lapsing/ request of release of cash, with stop/hold payment orders.

Office or Division:	Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Vouchers (DV) and /or other applicable documents in accordance to		Accounting Section, End-user Section		
Obligation Request and Status, duly obligated and signed		Budget Section		
Supporting documents (SD) in reference to COA Circular No. 2012-001 dated June 14, 2012 Revised Documentary Requirements for Common Government Transactions, RA		End-user Section		
Justification if applicable		End-user Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Documents with complete supporting documents (SDs) and Checklist if applicable	1.1 Receives and logs Disbursement Voucher (DV) / other documents	None	30 minutes	<i>Accounting Staff</i>
	1.2. Processing of documents as to completeness and propriety of the SDs.	None	2 working days and 20 hours	<i>Accounting Staff</i>



1.3. If not yet obligated, Forwards the processed documents to Budget Section for	None	10 minutes	<i>Accounting Staff</i>
1.4 Receives from Budget Section	None	10 minutes	<i>Accounting Staff</i>
1.5 If applicable, computes penalties, deductions and taxes with tax Certification	None	2 hours	<i>Accounting Staff</i>
1.6 Certifies availability of funds &/ Cash Availability &/ Supporting documents complete and	None	1 hour	<i>Accounting Unit Head</i>
1.7 Forwards Approved documents to the office of the Supervising Administrative	None	10 minutes	<i>Accounting Staff</i>
TOTAL	None	3 days	



San Lorenzo Ruiz General Hospital
Hospital Operation and Patient Support Service-
Integrated Hospital Operation Management Program

Internal Services



1. Request for Corrective Repair of ICT Equipment

The IHOMP provides corrective repair to the Information and Communication Technology (ICT) equipment of San Lorenzo Ruiz General Hospital in order to maintain its functionality and optimal performance. The staff of SLRGH may request corrective repair services when their ICT equipment malfunctions except for ICT Equipment that is still under supplier warranty, does not directly owned by the hospital or under tie-up agreement. This is available Monday to Sunday 8:00 AM to 5:00 PM except during work suspensions declared by the government.

Office / Section:	Integrated Hospital Operations and Management Program (IHOMP)			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who may avail:	SLRGH Offices and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none		none		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up IHOMP Job Order Request Form and submit it to the IHOMP Office.	1. Receive Job Order Request Form and interview the client briefly regarding the IT equipment subject for repair.	None	10 Minutes	IHOMP Staff
2. Accompany the IHOMP Staff to where the malfunctioning ICT equipment located.	2. Go and pull-out the malfunctioning equipment.	None	30 minutes	IHOMP Staff



<p>3. Be informed about the possible date of return of the equipment.</p>	<p>3.1 Inform the client of the possible date of return of the equipment.</p> <p>3.2 Conduct corrective repair on the malfunctioning equipment.</p>	<p>None</p>	<p>5 Minutes</p> <p>6 days</p>	<p>IHOMP Staff</p>
<p>4. Receive the IT equipment from the IHOMP Staff (repaired or unrepaired)</p>	<p>4.1 Return the equipment to the client (repaired or unrepaired).</p> <p>4.1 Explain to the client the outcome of the corrective repair.</p> <p>4.3 Provide client with IHOMP Job Order Accomplishment Form, IHOMP Client Satisfaction Survey Form and IHOMP Preventive - Corrective Outcome Report.</p>	<p>None</p>	<p>15 minutes</p>	<p>IHOMP Staff</p>



<p>5.1 Receive the IHOMP Preventive - Corrective Outcome Report from the IHOMP Staff.</p> <p>5.2 Fill-out the IHOMP Job Order Accomplishment Form and IHOMP Client Satisfaction Survey Form. Submit it to the IHOMP Staff.</p>	<p>5. Retrieve the IHOMP Job Order Accomplishment Form and IHOMP Client Satisfaction Survey Form from the client.</p>	<p>None</p>	<p>10 minutes</p>	<p>IHOMP Staff</p>
		<p>TOTAL:</p>	<p>6 days and 1 hour</p>	



2. Request for Technical Assistance

Integrated Hospital Operations and Management Program (IHOMP) provides technical assistance to any personnel or office under the San Lorenzo Ruiz General Hospital. This can be an assistance on the use of computer, ICT equipment, programs, layout designs and the like. This is available Monday to Sunday 8:00 AM to 5:00 PM except during work suspensions declared by the government.

Office / Section:		Integrated Hospital Operations and Management Program (IHOMP)		
Classification:		Simple		
Type Of Transaction:		G2G – Government to Government		
Who may avail:		SLRGH Offices and Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the necessary details on the IHOMP Job Order Request Form and submit it to the IHOMP Office.	1. Receive Job Order Request Form and interview the client briefly regarding the requested technical assistance.	None	10 Minutes	IHOMP Staff
2. Wait for the completion of the technical assistance	2. Provide the technical assistance being requested	None	2 days	IHOMP Staff
3. Fill-out the IHOMP Job Order Accomplishment Form and IHOMP Client Satisfaction Survey Form. Submit it to the IHOMP Staff.	3. Retrieve the IHOMP Job Order Accomplishment Form and IHOMP Client Satisfaction Survey Form from the client.	None	10 minutes	IHOMP Staff
	TOTAL:	None	2 days and 20 minutes	



3. Request for Technical Assistance on iHOMIS

One of the core functions of the Integrated Hospital Operations and Management Program (IHOMP) is to maintain the functionality of Integrated Hospital Operations and Management Information System (iHOMIS). The IHOMP can provide technical assistance when there is an error encountered in the use of iHOMIS. This is available Monday to Sunday 8:00 AM to 5:00 PM except during work suspensions declared by the government.

Office / Section:	Integrated Hospital Operations and Management Program (IHOMP)			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who may avail:	SLRGH End-Users of iHOMIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the necessary details on the HOMIS Functionality Assessment & Enhancement Slip and submit it to the IHOMP Office.	1. Receive HOMIS Functionality Assessment & Enhancement Slip and interview the client briefly regarding the requested technical assistance.	None	10 Minutes	IHOMP Staff
2. Wait for the completion of the technical assistance	2. Provide the technical assistance being requested	None	6 days	IHOMP Staff
3. Fill-out the IHOMP Client Satisfaction Survey Form. Submit it to the IHOMP Staff.	3. Retrieve the IHOMP Client Satisfaction Survey Form from the client.	None	10 minutes	IHOMP Staff
	TOTAL:	None	6 days and 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the “Sarbey sa Paglilingkod” form or Client Satisfaction Survey form and drop it at the designated Client Satisfaction Survey Box in each area or in front of the Public Assistance and Complaints Office.
How feedbacks are processed	Every day, the Public and Complaint Officer will collect and Sarbey sa Paglilingkod form or Client Satisfaction Survey form and compiles all feedback submitted. Every feedbacks are forwarded immediately upon receipt to concerned Unit or Section for immediate action. The PACD staff will validate what actions those concerned unit done after the feedback.
How to file a complaint	Fill up the necessary information in the Client Complaint form or Mga Hinaing or Reklamo form (Blue form) and forward it to the Public Assistance and Complaint Officer
How complaints are processed	The PACD staff will evaluate each complaint. The PACD will interview the complainant about how, why and what causes their dissatisfaction. It will be forwarded to respective unit head of each unit concerned or to the Grievance Committee or to the Head of Agency. Concerned The complainant officer will give feedback to the client
Contact Information of SLRGH PACD, CCB, PCC, ARTA	SLRGH Public Assistance and Complaints Desk: 8294-4853 loc. 103 ARTA: complaint@arta.gov.ph :1-ARTA (2782) PCC: 8888 CCB:0908-881-6565 (SMS)



Office	Contact Information
Office of The Medical Center Chief	8294-4853/8294-4854 (200)
Office of the Chief of Clinics	8294-4853/8294-4854 (204)
Office of the Chief of Nursing Service	8294-4853/8294-4854 (213)
Office of The Supervising Administrative Officer	8294-4853/8294-4854 (209)
Ward 1	8294-4853/8294-4854 (105)
Ward 2	8294-4853/8294-4854 (217)
Emergency Section	8294-4853/8294-4854 (102)
Out-Patient Section	8294-4853/8294-4854 (100)
Laboratory Section	8294-4853/8294-4854 (108)
Radiology Section	8294-4853/8294-4854 (107/106)
Pharmacy Section	8294-4853/8294-4854 (214)
Hospital Information and Management Section	8294-4853/8294-4854 (117)
Medical Social Work Section	8294-4853/8294-4854 (103)
Billing and Claims Unit	8294-4853/8294-4854 (122/118)
Material and Management Section	8294-4853/8294-4854 (208)
Accounting Section	8294-4853/8294-4854 (207)
Procurement Section	8294-4853/8294-4854 (212)
Cash Operation Unit	8294-4853/8294-4854 (104)
Nutrition and Dietetics Section	8294-4853/8294-4854 (206)
Public Assistance and Complaints Unit	8294-4853/8294-4854 (103)
Hi-Precision Diagnostic Center Inc.	8863-99-99
Valenzuela Medical Center	8294-67-11