



**Accounting**

**Section**

**Overpayment Refund and Settlement of Accounts****Schedule of Availability of Services:**

Monday – Friday 8:00 A.M – 5:00 P.M

**Who May Avail of the Services:**

1. Clients with refund
2. Clients with accounts

**What are the Requirements:**

1. Credit Memo or Sales Return Slip
2. Original Official Receipts
3. Request for Refund of Overpayment
4. Special Power of Attorney
5. Collection letter

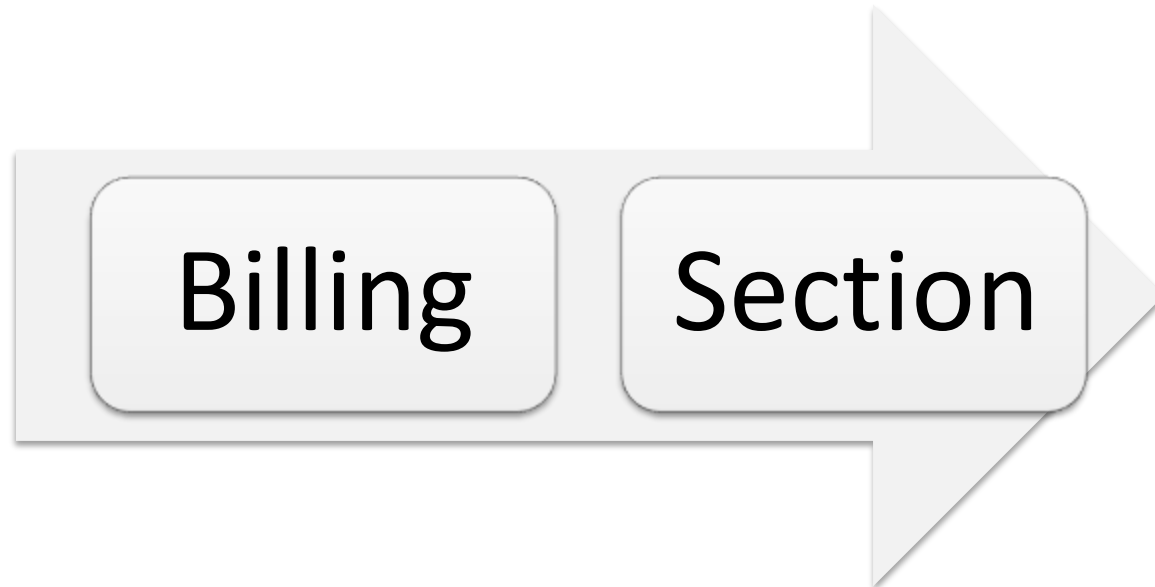
**Duration:**

- a. Overpayment Refund - 17 minutes
- b. Settlement of Accounts- 20 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
<b>A. Overpayment refund</b>						
1	Presents credit memo/sales returns slip and original official receipts	<ul style="list-style-type: none"> <li>Receives Credit Memo/Sales return slip.</li> <li>Issues request for refund.</li> </ul>	Accounting Clerk	3 minutes	None	<ul style="list-style-type: none"> <li>Credit Memo</li> <li>Sales returns slip</li> <li>Official Receipt</li> </ul>
2	Fills-out request for refund form and submits to the clerk.	Receives the filled-out request for refund form and advices/notifies client of the processing time.	Accounting Clerk	5 minutes	None	Request for refund form
a. Refund below P500.00 payment is charged to petty cash fund						

3		Prepares petty cash voucher for approval	Accounting Clerk	5 minutes		Petty Cash Voucher
4		Submits approved petty cash voucher to petty cash custodian for payment	Accounting Clerk	2 minutes		
5	Claims the cash refund	Give refund to client	Petty cash custodian	2 minutes		
b. Refund above P500.00						
6		Prepares disbursement voucher for approval	Accounting Clerk	5 minutes		Disbursement voucher
7		Submits approved disbursement voucher to the Cashier's office for check issuance.	Accounting Clerk	2 minutes		Check
8	Claims check payment from the Cashier after 3 working days	Issues check	Cashier	2 minutes		Check
<b>B. Settlement of Accounts</b>						
1	Presents collection letter and signifies intention to pay	Checks and verifies patient's ledger.	Accounting Clerk	10 minutes		Patient's Ledger
2		Issues order of payment	Accounting Clerk	2 minutes		Order of payment form
3	Receives order of payment form and pays to the cashier	Receives payments and issues official receipts	Cashier	2 minutes		Official Receipt
4	Receives official receipt and presents to the clerk	Posts official receipt number in the patient's ledger and returns to the patient.	Accounting Clerk	5 minutes		Official Receipt
5	Receives the official receipts					



**Release of Statement of Account****Schedule of Availability of Services:**

Monday to Friday – 8:00 AM to 6:00 PM- No Noon Break

Saturday to Sunday – 8:00 AM to 5:00 PM- No Noon Break

Holidays - 8:00 AM to 12:00 Noon (Half Day Only)

**Who May Avail of the Services:**

Patient and/or Patient's Folks/Responsible Party

**What are the Requirements:**

May Go Home Order

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Submits "May Go Home Order" and documents to avail benefits and privileges	<ul style="list-style-type: none"> <li>Receives "May Go Home Order" and documents.</li> <li>Issues Priority Number.</li> </ul>	Billing Clerk	5 Minutes	None	<ul style="list-style-type: none"> <li>May Go Home Order</li> <li>Senior Citizen ID</li> <li>Certification</li> </ul>
2	Receives priority number and instruction for a specific time to get statement of account.					
3		Encodes Accommodation and other Hospital Charges including PF if any	Billing Clerk	10 minutes	None	
4		Encodes discount if any	Billing Clerk	5 minutes	None	
5		Computes and prints Statement of Account	Billing Clerk	5 minutes	None	
6	Receives statement of account	Releases Statement of Account to Folks for payment to the Cashier.	Billing Clerk	5 minutes	None	Statement of Account

**Computation of Summarized Bill****Schedule of Availability of Services:**

Monday to Friday – 8:00 AM to 6:00 PM- No Noon Break

Saturday to Sunday – 8:00 AM to 5:00 PM- No Noon Break

Holidays - 8:00 AM to 12:00 Noon (Half Day Only)

**Who May Avail of the Services:**

Patient and/or Patient's Folks / Responsible Party

**What are the Requirements:**

Summarized Bill Request

**Duration:**

20 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Submits summarized bill request	<ul style="list-style-type: none"> <li>Receives summarized bill request</li> <li>Instructs folk to come-back at Specified time</li> <li>Encodes Accommodation and Other Hospital Charges</li> <li>Summarizes and prints patient charges</li> </ul>	<ul style="list-style-type: none"> <li>Billing Clerk</li> <li>Billing Clerk</li> <li>Billing Clerk</li> </ul>	<ul style="list-style-type: none"> <li>2 minutes</li> <li>1 minute</li> <li>10 minutes</li> <li>5 minutes</li> </ul>	None	Summarized Bill Request
2	Receives Summarized Bill or Statement of Account	Releases Summarize Bill or statement of account to Folks	Billing Clerk	2 minutes		<ul style="list-style-type: none"> <li>Summarized Bill</li> <li>Statement of Account</li> </ul>

**Request for Statement of Accounts for GSIS, Insurances, PSCO and other claims****Schedule of Availability of Services:**

Monday to Friday – 8:00 AM to 6:00 PM - No Noon Break

Saturday to Sunday – 8:00 AM to 5:00 PM - No Noon Break

Holidays - 8:00 AM to 12:00 Noon (Half Day Only)

**Who May Avail of the Services:**

Discharged patient and/or Patient's Folks

**What are the Requirements:**

Patient himself

- a. Accomplished Request Form
- b. Valid Identification Card

Representative

- a. Accomplished Request Form
- b. Special Power of Attorney
- c. Letter of Authority
- d. Valid Identification Card

**Duration:**

36 Minutes

**How to Avail of the Service:**

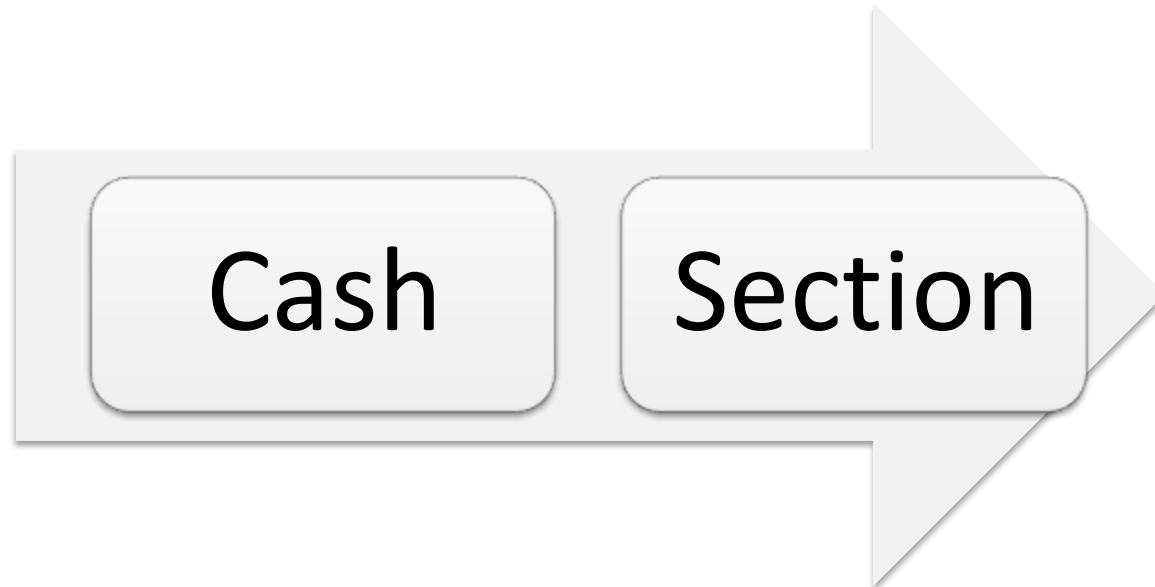
Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests Statement of Account (s) and Itemized Statement of Accounts	Receives request and required documents. Issues clearance slip for approval of the Social Service Unit	Billing Clerk	5 minutes	<ul style="list-style-type: none"> <li>• Statement of Account –Php10</li> <li>• Itemized Statement of Account –Php15</li> </ul>	Clearance Slip



**CITIZEN'S CHARTER**

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2	Receives clearance slip and proceeds to Social Service Unit for Approval		Social Service Staff	5 minutes		
3	Returns approved clearance slip to billing section	Receives approved clearance slip	Billing Clerk	2 minutes		Clearance Slip
4		Processes and releases statement of account.	Billing Clerk	10 minutes		Clearance Slip
5		Instructs folk to pay indicated amount in the clearance slip to cashier	Billing Clerk	2 minutes		
6	Pays to the Cashier	Processes payment and issues official receipt	Cashier	5 minutes		Official Receipt
7	Presents official receipt	Receives and posts payment	Billing Clerk	5 minutes		Official Receipt
8	Receives statement of account	Releases statement of account	Billing Clerk	2 minutes		Statement of Account



**Receipt of Payment****Schedule of Availability of Services:**

Monday to Sunday (open 24 hours)

**Who May Avail of the Services:**

Client/Patients

**What are the Requirements:**

Requests Slip/Order of Payment, Statement of Account

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
<b>Out Patient</b>						
1	Presents Request Slip with price together with payment.	Receives payment and issues Official Receipt.	Collecting Clerk	3 Minutes	Refer to fees	<ul style="list-style-type: none"> <li>Request Slip</li> <li>Official Receipt</li> </ul>
<b>In Patient</b>						
1	Presents Request Slip with price together with payment	Receives payment and issues Official Receipt.	Collecting Clerk	3 Minutes	Refer to fees	<ul style="list-style-type: none"> <li>Request Slip</li> <li>Official Receipt</li> </ul>
2	Presents statement of Account	Receives payment and issues Official Receipt and Discharge Slip	Collecting Clerk	3 Minutes	Amount computed by Billing Section	Statement of Account
3		Instructs folks to present discharge slip together with Official Receipt to the Nurse-On-Duty.	Collecting Clerk	3 Minutes		<ul style="list-style-type: none"> <li>Discharge Slip</li> <li>Official Receipt</li> </ul>

**Patients with discount (Students, Employees, Retirees, Alumni of WVSU and Senior Citizen)****Schedule of Availability of Services:**

Monday to Sunday 24 hours

**Who May Avail of the Services:**

Clients/Patients

**What are the Requirements:**

Requests Slip/Order of Payment, Statement of Account

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request slip and valid ID	Computes discount, receives payment and issues Official Receipt	5 Minutes	Collecting Clerk	Endorse by different departments	Request Slip Official Receipt

### Issuance of Checks

#### Schedule of Availability of Services:

Monday to Sunday 24 hours

#### Who May Avail of the Services:

Clients/Patients/Physicians

#### What are the Requirements:

Requests/Order of payment, Statement of Account

#### Duration:

#### How to Avail of the Service:

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	<b>Suppliers</b> Presents Company ID and issues Official Receipt	Checks company ID together with OR.	Disbursing Clerk	1 Minutes		Agency ID
2	Receives check	Releases check	Disbursing Clerk	10 Seconds		Check
1	<b>Cash on delivery (COD)</b> Presents Company ID together with Delivery Receipt duly inspected by Internal Audit Service	Checks company ID and Delivery Receipt duly inspected by Internal Audit Service	Disbursing Clerk			Company ID Delivery Receipt
2	Receives check	Releases Check	Disbursing Clerk			Check
1	<b>Physicians</b> Issues Official receipt for each PhilHealth check received.	Receives and verifies Official Receipt	PHIC assigned Clerk			Official Receipt

## CITIZEN'S CHARTER

## West Visayas State University Medical Center

2	Receives check	Releases Checks	Assigned clerk			Check
1	<b>Patient with Refund</b> Presents valid ID with picture and signature	Verifies ID	Assigned clerk			ID
2	Receives check	Releases Checks	Assigned clerk			Check
1	<b>For Petty cash</b> Presents Petty cash voucher duly inspected by Internal Audit Service	Checks and Verifies Voucher	Assigned clerk			Petty Cash Voucher
2	Receives cash	Releases Cash	Assigned clerk			



**Dormitory**

**Department**

**Dormitory Accommodation****Schedule of Availability of Services:**

Monday and Friday: 8:00 AM to 12:00 PM, 1:00 PM to 5:00 P.M.

**Who May Avail of the Services:**

Hospital Employees, Walk in Guest/Visitors, Clinical Clerks, Volunteers Workers, Students Affiliates and Folk of Patient

**What are the Requirements:**

Valid Identification Number

**Duration:**

20 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Fills out Accommodation Form	Interviews the client Informs about house rules Issues Order of Payment	Dorm In-Charge	10 Minutes	As indicated in the Order of Payment	Accommodation Form Order of payment
2	Pays to the Cashier	Processes payment and issues Official Receipt	Cashier	5 Minutes		Official Receipt
3	Presents Official Receipt	Receives OR and post OR Number and amount paid. Accompanies clients to his / her room and issues set of linen and room key	Dorm In-Charge	5 Minutes		Official Receipt
4	Returns Key	Receives the key and checks the room upon check out of the client	Dorm In-Charge	3 minutes		





**Information**

**Section**

**Information****Schedule of Availability of Services:**

Monday to Sunday (24 hours)

**Who May Avail of the Services:**

Clients, Visitor, Doctors, Staff, Office Personnel

**What are the Requirements:**

Request forms - for Ambulance Conduction only or any business transactions

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Places call	Receives call. Asks purpose of call. Answers inquiries of client.	Clerk	2 minute		Request form
2	Requests be connected to specific office or person	Connects the call to requested office or person	Clerk	1 minutes		
3	Requests for ambulance conduction	Provides request form and instructs client to fill out the form, pay to the cashier and proceed to the PPMDO	Clerk	3 minutes		
4	Fills out request form and pays to the Cashier	Receives payment and issues Official Receipt		3 minutes	150-Service 200-Pay	Request form Official Receipt



**PhilHealth**

**Section**

**Availment of PhilHealth Benefit (In Patients)****Schedule of Availability of Services:**

Monday to Sunday 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

Admitted Patients who are PhilHealth Members and Beneficiaries

**What are the Requirements:**

1. Fully filled out Form 1
2. Member Data Record
3. PhilHealth Payment
4. On board certificate for seamen
5. PhilHealth ID
6. Other documents that may be required (e.g. Birth Certificate, Marriage Contract, etc.)

**Duration:**

Forty Three (43) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Secures PhilHealth Form 1 & list of requirements within twenty four (24) hours upon admission	Issues PhilHealth Form 1 and gives the following instructions:  a. To submit the accomplished PhilHealth Form 1 and requirements as soon as possible or before discharge of the patient.  b. Failure to submit the accomplished PhilHealth Form 1 and other requirements prior to discharge will result to non-availment of PhilHealth benefits.  c. After discharge, the Member/	PhilHealth Clerk	5 minutes	N/A	PhilHealth Form 1  PhilHealth Form 1  PhilHealth Form 1  PhilHealth Form 1

		Beneficiary is given fifteen (15) days allowance to comply with the requirements for the hospital to process their PhilHealth claims.				
2	Accomplishes PhilHealth Form 1 and submits to PhilHealth Section with complete attachments.	Receives, verifies and encodes completely filled out PhilHealth Form 1 and attachments for client to avail of PhilHealth deductions.	PhilHealth Clerk	8 Minutes		PhilHealth Form 1
3	Receives Monitoring Slip	Issues Monitoring Slips to be presented to the Pharmacy/ Laboratory/X-Ray/Cardio/Ultrasound for availment of services.	PhilHealth Clerk	3 minutes		Monitoring Slip
4	Submits Official Receipts of Medicines / Supplies / Laboratory / X-Ray for reimbursement to PhilHealth Section	Receives and verifies Official Receipts for reimbursement for submission to PhilHealth Regional Office.	PhilHealth Clerk	5 minutes		Official Receipts
	<b>In case there is a need for upgrading of the PhilHealth benefit</b>					
1	Verifies from PhilHealth Section for upgrading of the PhilHealth benefits.	Facilitates upgrading of benefits: a. Requests Medical Certificate from the Records Section and/or b. Requests copy of patient's Operative Record c. Analyzes data base on PhilHealth Case Typing and classifies case. d. Indicates the upgraded benefits in the Monitoring Slip	PhilHealth Clerk	5 minutes 5 minutes 5 minutes 1 minute		Medical Certificate Operative Record
2	Receives Upgraded Monitoring Slip	Returns upgraded Monitoring Slip to client	PhilHealth Clerk	1 minute		Monitoring Slip

**Availment of PhilHealth Benefit (Out-Patient)****Schedule of Availability of Services:**

Monday to Sunday 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

Out-Patient who are PhilHealth Members and Beneficiaries.

**What are the Requirements:**

1. Fully filled out Form 1
2. Member Data Record
3. PhilHealth Payment
4. On board certificate for seamen
5. PhilHealth ID
6. Other documents that may be required (e.g. Birth Certificate, Marriage Contract, etc.)

**Duration:**

Sixteen (16) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Secures PhilHealth Form 1& list of requirements.	Issues PhilHealth Form 1 and list of requirements	PhilHealth Clerk	8 minutes	N/A	PhilHealth Form 1
2	Submits the accomplished PhilHealth Form 1 and requirements	Receives and verifies PhilHealth Form 1 for processing of claims	PhilHealth Clerk	8 minutes		PhilHealth Form 1 ER Chart OR/OPD Charges Operative Technique Doctors Bill Medical Certificate Official Receipt

**Availment of Philhealth Benefit (Hemodialysis Patient)****Schedule of Availability of Services:**

Monday to Sunday 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

Hemodialysis patient who are PhilHealth Members and Beneficiaries.

**What are the Requirements:**

1. Fully filled out Form 1
2. Member Data Record
3. PhilHealth Payment
4. On board certificate for seamen
5. PhilHealth ID
6. Other documents that may be required (e.g. Birth Certificate, Marriage Contract, etc.)

**Duration:**

Sixteen (16) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Secures PhilHealth Form 1, list of requirements and Hemodialysis Index Card	Issues PhilHealth Form 1, list of requirements and Hemodialysis Index Card	PhilHealth Clerk	8 minutes	N/A	PhilHealth Form 1
2	Accomplishes PhilHealth Form 1, submits requirements and returns the Hemodialysis Index Card	Receives and verifies accomplished PhilHealth Form 1 and requirements for processing.	PhilHealth Clerk	8 minutes		PhilHealth Form 1 Hemodialysis Index Card Official Receipt Statement of Accounts
3		Receives Hemodialysis Index Card for filing and future reference				

**Availment of PhilHealth Benefit (Entertain Queries)****Schedule of Availability of Services:**

Monday to Sunday 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

Clients

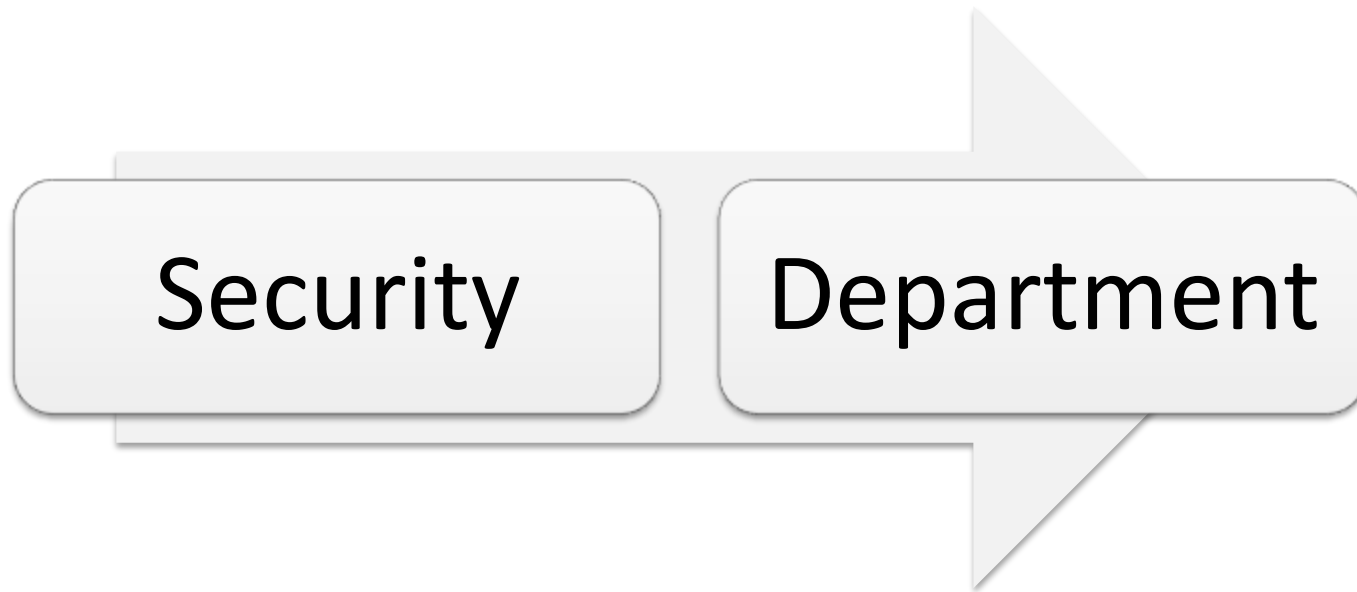
**What are the Requirements:****Duration:**

Twenty (20) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1.	Inquires matters regarding PhilHealth benefits, status of claims, refunds, notices received, etc.  <b>In case of refund</b>	Entertains members and gives out needed information.	PhilHealth Clerk	10 Minutes	N/A	Valid ID (e.g. Government I.D., Agency I.D.)
2	Requests refund	Issues request form for refund	PhilHealth Clerk	5 Minutes		Request Form for Refund
3.	Fills out request form for refund.	Receives request for refund form for processing and instructs the member to claim the refund after 3 working days at the Cashier's Office.	PhilHealth Clerk	5 Minutes		Request Form for Refund





**Visitors****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Patients and Visitors

**What are the Requirements:**

Valid Identification Card

**Duration:**

4 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Identifies himself by presenting Valid Identification Card	Verifies the validity of the I.D. presented and checks with the census the name of patient to be visited.	Information Guard	2 minutes	P15.00 charge for lost Visitor's Pass	I.D.
2		Gets the Valid Identification Card, Issues color coded visitors pass and directs to patient's room.	Information Guard	1 minute		
3	Wears visitor's pass visible for identification.					
4	Returns the visitors pass upon completion of the visit	Receives visitors pass and returns Valid Identification Card	Information Guard	1 minute		

**Firearm Deposit****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Visitors with Fire arms

**What are the Requirements:**

Valid Identification Card

**Duration:**

12 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Identifies himself by presenting Valid Identification Card. Clears the firearm at the clearing box and deposits it with the corresponding license.	Verifies the validity of the I.D. and secures firearm and license.	Information Guard	2 minutes		
2		Gives out firearm receipt slip to accomplish.				Firearm receipt slip
3	Fills out and returns the firearm receipt slip.	Receives filled out firearm receipt slip and validates data of firearm.	Information Guard	4 minutes		Firearm receipt form
4		Issues Visitor's pass and return validated firearm receipt slip.	Information Guard	2 minutes		Visitor's Pass
5	Receives firearm receipt slip and wears visitor's pass visible for identification.					
6	Presents firearm receipt, and returns the visitor's I.D. pass upon completion of the visit	Receives the firearm receipt slip, visitor's pass and returns the firearm	Information Guard	1 minute		Firearm receipt slip Visitor's Pass

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

7	Receives and checks firearm	Assists in checking the firearm at the clearing box	Information Guard	3 minutes		
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**Discharging of Patient/s****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Discharge Slip

**Duration:**

8 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents discharge slip	Receives and verifies discharge slip as to: <ul style="list-style-type: none"> <li>• Date and Time</li> <li>• Signature of NOD</li> </ul>	Information Guard / ER Guard	3 minutes		Discharge Slip
2		Checks baggage/s, signs and indicates time and date of discharge slip.	Information Guard / ER Guard	3 minutes		
3		Secures, records discharge slip in the logbook and turns over discharge slips to Admitting Section	Information Guard/ER Guard	2minutes		
4	Goes home					

**Releasing of Cadaver****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Responsible party of expired patient

**What are the Requirements:**

Duly approved release of Cadaver Form

**Duration:**

22 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents two (2) copies of duly approved release of cadaver form	Receives and checks duly approved release of cadaver form	Back exit guard	10 minutes		Release of cadaver form
2		Checks linen / cadaver tags	Back exit guard	5 minutes		
3	Confirms the cadaver	Signs the form indicating the date and time of release. Gives one copy to the client and retains one copy for file	Back exit guard	5 minutes		Release of cadaver form
4	Transport cadavers to funeral parlors	Releases cadaver	Back exit guard	2 minutes		

**Decal Application****Schedule of Availability of Services:**

Monday to Friday, 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

Employees, Doctors and other clients

**What are the Requirements:**

Decal Application Form

**Duration:**

17 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests for decal application form	Provides 2 pcs. Application forms	Security Guard	1 minute	PhP 25 per decal vehicle	Decal application form
2	Fills out two (2) pcs. Application Form	Checks corresponding information and requirements submitted for the approval of the security consultant	Security Guard on duty	10 minutes		
3	Pays to cashier	Receives payment and issues OR	Cashier			Official Receipt
4	Submits duly accomplished application forms with attached OR	Issues color coded decals for approved applications	Security consultant	5 minutes		Application Form Official Receipt
5	Receives color coded decals					
6		Files the document	Security Guard	1 minute		

**Issuance of Pass Slips****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Employees of the WVSU-Medical Center

**What are the Requirements:**

Pass Slip Form

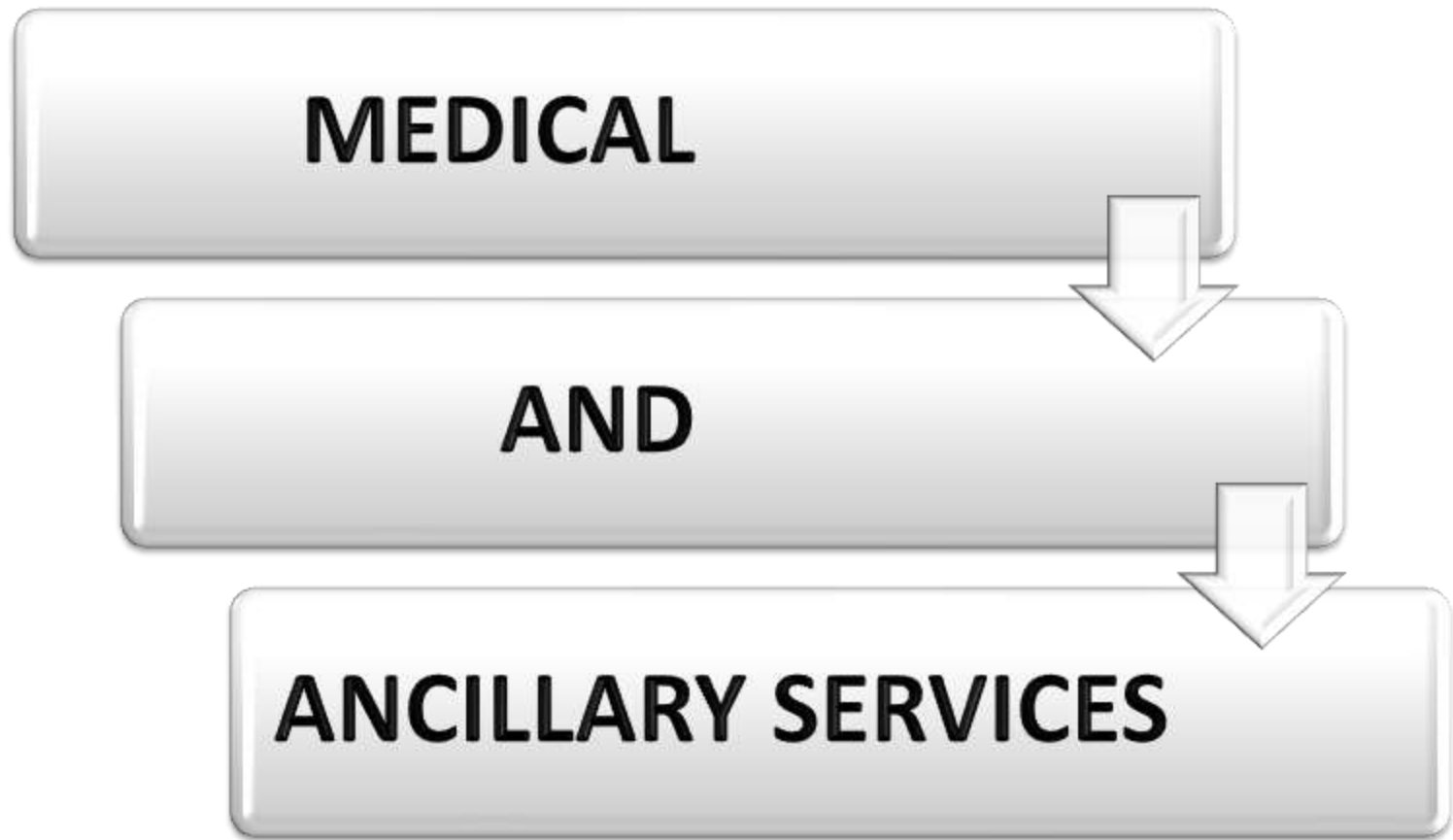
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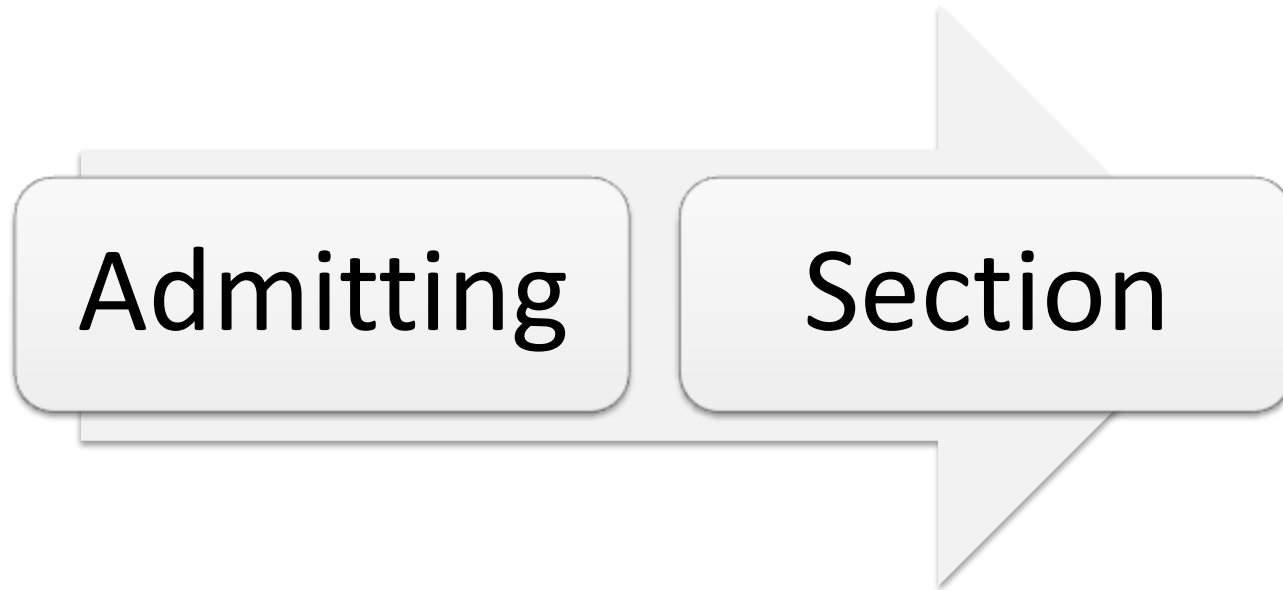
5 Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests for pass slip	Issues numbered pass slips form to employees	Info guard ER guard Exit guard	1 minute		Pass slip form
2	Receives pass slip form and registers his/her name in the logbook indicating the purpose of travel and submits to the head of unit for approval	Approves pass slip and returns to employee	Head of unit			Pass slip form
3	Submits duly approved pass slip	Receives and signs approved pass slip and indicates date and time out of employee.	Info guard ER guard Exit guard	1 minute		
4	Informs the guard upon arrival	Acknowledges and indicates time of arrival	Info guard ER guard Exit guard	1 minute		
5		Secures and submits pass slip to Human Resource Management Office for recording and filling	Info guard ER guard Exit guard	2 minutes		Pass slip form







**Consultation of OPD Patients****Schedule of Availability of Services:**

Monday to Sunday, open 24 hours

**Who May Avail of the Services:**

Patients/ Folks

**What are the Requirements:**

Birth certificate/ Valid ID

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests for ER patient chart	Fills out the data of the patient, issues ER patient chart to folks and advises to return to ER.	Admitting Clerk	2 minutes	Php. 150	ER chart
2	Gives ER chart to JI in charge	Performs clinical assessment, management of patient Gives completed chart and advises patients to pay to the cashier	JI, PGI, ROD	5 minutes		
3	Pays to Cashier	Receives payment and issues official receipt	Cashier	3minutes		Official receipt
4	Goes to JI, PGI, ROD	Receives the ER chart and advises to go to admitting	JI, PGI, ROD	2 minutes		
5	Gives ER chart and official receipt to admitting clerk	Gets the official receipt number and checks at the computer. If the patients data already exists, no need to issue blue card	Admitting clerk	3 minutes		Blue card
6	For new patients, receives blue card	Issues blue card. Advices to bring the blue card for follow up/check up at the OPD	Admitting clerk	2 minutes		

**Admission of Pay Patients****Schedule of Availability of Services:**

Monday to Sunday, Open 24 hours

**Who May Avail of the Services:**

Patients/Folks

**What are the Requirements:**

Birth certificate/valid ID

**Duration:**

46 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests ER patient chart	Fills out the data of the patient , issues ER chart and advises to go to ER	Admitting Clerk	2 minutes		ER Chart
2	Gives ER chart to JI in charge	Performs clinical assessment in management of patient Gives completed ER chart to ER nurse	JI, PGI, ROD	10 minutes		Admission and discharge forms
3		Carries Out doctor's orders Instructs client to go to admitting clerk	ER nurse	3 minutes		
4	Fills out admission and discharge data sheet	Encodes all data at the computer and logs in at the PHIC logbook Issue watchers ID, charge slip and ID band	Admitting clerk	10 minutes		
5	Goes to the Social Service Office for interview or to the PHIC Section for the issuance of forms and monitoring slip	Instructs folks to go to the Social Service Office for an Interview or to the PHIC Section for advice	Admitting clerk	3 minutes		

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

6		Gives the complete admission and discharge forms to ER nurse on duty	Admitting clerk	3 minutes		
7	Returns to ER and wait for the nurse on duty for the endorsement at the designated rooms	Endorses patient to room	ER nurse	15 minutes		

**Admission of Service Patients****Schedule of Availability of Services:**

Monday to Sunday, Open 24 hours

**Who May Avail of the Services:**

Patients/Folks

**What are the Requirements:**

Birth certificate/Valid ID

**Duration:**

51 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests for ER patients chart	Issues ER chart and fill out the data of the folks and advises to return to ER	Admitting Clerk	2 minutes		ER Chart
2	Gives ER chart to JI in charge	Performs clinical assessment in management of patient Gives completed ER chart to ER nurse	JI, PGI, ROD	10 minutes		
3	Inquires for the availability of bed	Verifies availability of bed  Carries Out doctor's orders Instructs client to go to admitting clerk	ROD  ER nurse	3 minutes  3 minutes		
4	Fills out admission and discharge data sheet	Encodes all data at the computer and logs in at the PHIC logbook Issues watchers ID, charge slip and ID band  Gives the complete admission and discharge forms to ER nurse on duty	Admitting clerk  Admitting clerk	15 minutes  3 minutes		

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

5	Returns to ER and waits for the nurse on duty for the endorsement at the designated rooms/wards	Endorses patients to ward	ER nurse	15 minutes		
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**Issuance of ER Medico Legal Certificate****Schedule of Availability of Services:**

24 hours daily

**Who May Avail of the Services:**

Patients/Folks

**What are the Requirements:**

Official receipt and blotter report

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents the blotter report and official receipt	Gives medico legal certificate form to be accomplished by the resident on duty.  Accomplishes medico legal certificate form and gives to admitting clerk	Admitting Clerk on duty  ROD	20 minutes  5 minutes	PhP 150.00 (ER Fee)  PhP 20.00 (Medical Certificate)	Medical Certificate
2	Receives medico legal certificate	Types the medico legal certificate	Admitting clerk	5 minutes		



**Issuance of Death Certificate****Schedule of Availability of Services:**

24 hours daily

**Who May Avail of the Services:**

Folks

**What are the Requirements:**

Official receipt

**Duration:**

5 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents official receipt	Issues Death Certificate	Admitting clerk	5 minutes	P25.00	Death Certificate form

**Direct to Room Admission****Schedule of Availability of Services:**

24 hours daily

**Who May Avail of the Services:**

Patients

**What are the Requirements:**

Doctor's order

**Duration:**

40 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents Doctor's order with Direct to Room note			10 minutes		
2	Fills out admission and discharge form	Encodes all data in the computer and writes data in the PHIC log book	Admitting clerk	5 minutes		
3		Issues watchers ID charge slip and ID band Informs nurse on duty of the designated rooms/wards for the Direct to Room patient	Admitting clerk	5 minutes		
4		Inform s resident on duty of the patient with Direct to Room order	Admitting clerk	5 minutes		
5		Endorses patient to station	Admitting clerk	15 minutes		



Cardiovascular

Unit

**ECG (In and Out Patients)****Schedule of Availability of Services:**

Admitted patients -24 hours, Monday to Sunday

Outpatients -Monday to Friday (8:00 AM - 12:00, 1:00 PM – 4:00 PM)

Saturday (8:00 AM - 12:00 PM)

Patients scheduled by Cardiologist

Monday to Saturday (8AM-4PM)

**Who May Avail of the Services:**

Admitted and outpatients

**What are the Requirements:**

ECG Request

**Duration:**

Two (2) days and fifty one(51) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request for ECG signed by attending physician	Receives request Indicates price or request	ECG Tech / Clerk	2 minutes	Refer to Pricelist	Request for ECG
2		Instructs patient to pay to the cashier or go to social service unit for patients with PDAF and for charge to account referrals (outpatients).	ECG Tech/ Clerk	2 minutes		
3	Pays to the cashier	Receives payment and issues official receipt	Cashier	5 minutes		Official Receipt
4	For PDAF referrals proceeds to social service department for approval of charge	Approves request	Social Worker	5 minutes		Request

## CITIZEN'S CHARTER

## West Visayas State University Medical Center

5	Presents official receipts/approved request	Receives OR or approved request	ECG Tech/ Clerk	2 minutes		Approved request
6		Issues charge slip for charge to account and PDAF referrals	OPD (ECG Tech/ Clerk)	5 minutes		Charge Slip
7		Performs ECG at CVU for outpatient, ER, and at the wards for admitted patients	Admitted (ECG Tech) ECG Tech	30 Minutes		
8		Collects and mounts of ECG tracings	ECG Tech/ Clerk	1 to 2 days		
9		Interprets of ECG tracings	Cardiologist			Logbook
10		Logs official results in logbook	ECG Tech/ Clerk			Official ECG result
11	Claims official result	Releases of official results	ECG Tech/ Clerk			

**Cardiographic and Vascular Ultrasound (2D Echo, Venous, Arterial, Carotid and Vertebral, and other peripheral vascular studies)****Schedule of Availability of Services:**

Admitted patients -24 hours, Monday to Sunday

Outpatients -Monday to Friday (8:00 AM - 12:00 PM, 1: 00 PM – 4:00 PM)

Saturday (8:00 AM - 12:00 PM)

Patients scheduled by Cardiologist

Monday to Saturday (8:00 AM - 12:00 PM)

**Who May Avail of the Services:**

Admitted and outpatients

**What are the Requirements:**

Request for procedure

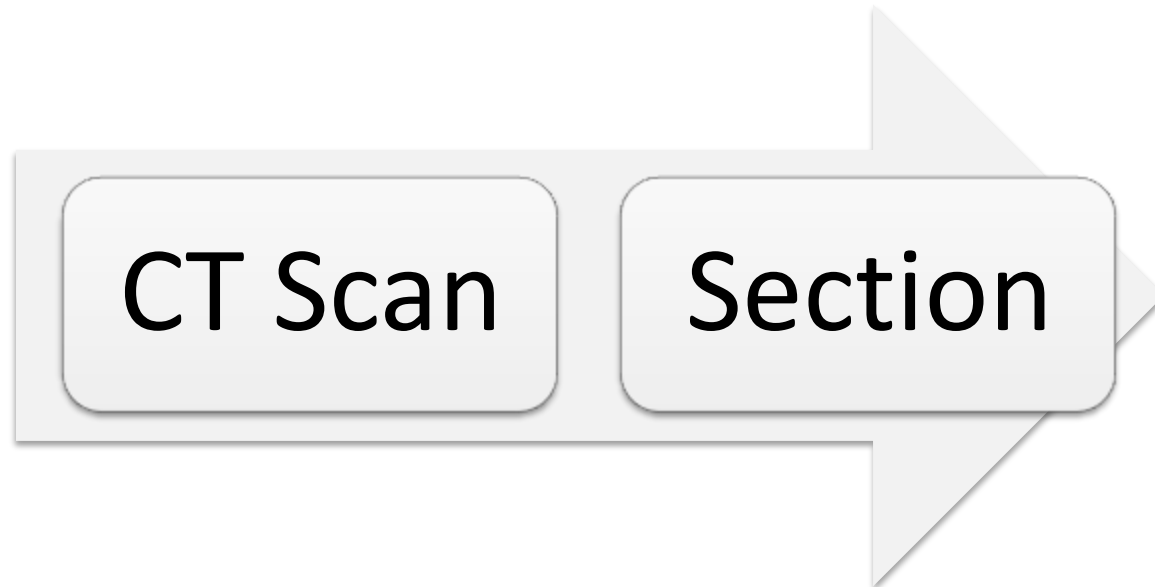
**Duration:**

Four days (4) One hour (1) and thirty five (35) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request for procedure signed by attending physician	Receives request. Indicates price on request	CVU Tech. / Clerk	3 Minutes	Refer to Price List	Request
2		Instructs patient to pay to the cashier or go to social service unit for patients with CRG referrals (outpatients).	CVU Tech. / Clerk	3 Minutes		
3	Pays to the cashier	Receives payment and issues official receipt	Cashier	3 Minutes		Official Receipt
4	For PDAF referrals proceeds to social service department for approval of charge	Approves request	Social service	3 Minutes		Request

5	Undergoes procedure (for admitted patient)	Receives OR and approved request	CVU Tech. / Clerk	3 Minutes	Official receipt Request
6		Schedules patient for the procedure.	CVU Tech/ Clerk to contact Cardiologist	10 minutes	
7		Informs patient/ nurses station(admitted) of the schedule	CVU Tech/ Clerk	5 minutes	
8		Facilitates transport of patient to ultrasound Accompanies patient to ultrasound	Nurse On Duty	10-15 minutes	
9		Processes 2D Echo and Vascular procedure	JI/PGI	15-30 minutes/patient	
10		Facilitates transport of patient back to room	CVU Tech to assist Cardiologist	10-15 minutes	
11		Interprets findings	Nurse On Duty and Orderly		
12		Types the official results	Cardiologist Clerk	5 Minutes	Official Result
13		Signs the official results	Cardiologist	2 days	
14	Claims official result after 2 days	Logs-in official results in logbook	CVU Tech/ Clerk	5 minutes	
15		Releases official result	CVU Tech/ Clerk	2 days	





**Non-Contrast Pay Patient****Schedule of Availability of Services:**

Monday to Saturday 8:00AM – 5:00 PM

**Who May Avail of the Services?**

OPD patient

**What are the Requirements?**

Request form from attending physician

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request for CT-Scan	Receives request and schedules patient for ct-scan	CT-Scan Technologist	3 minutes	Based on approved pricelist per procedures	ct -scan request
2		Appraises folks/patient for cost of the procedures	CT-Scan Technologist Nurse	3 minutes		official receipt
3		a) Cash issues order of payment for the procedures				
4	Pays to the cashier	Receives payment and issues official receipt	Cashier	3 minutes		Official receipt
		b) Charge Issues charge slip for the procedure and order of payment.	CT-Scan Technologist Nurse	2 minutes		charge slip Doctor's bill
5	Receives duplicate copy of the charge slip	Endorsed original copy of the charge slip accounting/billing / social service unit	CT-Scan Technologist	2 minutes		

## CITIZEN'S CHARTER

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6	Present official receipt	Receives official receipt and records the amount and official receipt number in the logbook	CT-Scan Technologist Nurse	2 minutes		
7		Gives instructions to folks/ patients for the procedures.	CT-Scan Technologist Nurse	2 minutes		
8		Informs nurse on duty to wheel in the patient	CT-Scan Technologist Nurse	3 minutes		
9		Transfer patient to couch and prepare for scanning	CT-Scan Technologist	5 minutes		
10		Encodes patient data CT planning using set protocols for specific procedures	CT-Scan Technologist	Depends on the instruction of the radio-resident and consultants		
11		Informs nurse on duty to wheel in the patient back to room	CT-Scan Technologist Nurse	1 minutes		

**Non-Contrast Procedure (OPD)****Schedule of Availability of Services:**

Monday to Saturday 8:00AM-5:00PM Regular Working Hours

**Who May Avail of the Services?**

OPD patient

**What are the Requirements?**

Request form from attending physician

**Duration:**

Thirty (30) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present request for CT-Scan	Receives request and schedules patient for ct-scan	CT-Scan Technologist	3 minutes	Based on approved pricelist per procedures	Ct-scan request
2		Appraises folks/patient for cost of the procedures	CT-Scan Technologist Nurse	3 minutes		
3		a) Cash Issues order of payment for the procedures		1 minute		
4	Pays to the cashier	Receives payment and issues official receipt	CT-Scan Technologist Nurse	3 minutes		Charge slip
		b) Charge Issues charge slip for the procedure and order of payment		2 minutes		
5	Receives duplicate copy of the charge slip	Endorses original copy of the charge slip accounting/billing / social service unit	CT-Scan Technologist	2 minutes		

## CITIZEN'S CHARTER

## West Visayas State University Medical Center

6	Present official receipt	Receives official receipt and records the amount and official receipt number in the logbook	CT-Scan Technologist Nurse	2 minutes		
7		Gives instructions to folks/patients for the procedures	CT-Scan Technologist Nurse	5 minutes		
8		Transfer patient to couch and prepare for scanning	CT-Scan Technologist Nurse			
9		Perform procedure	CT-Scan Technologist	Depends on the instruction of the Radio- Residents/ Consultant		
10		Interprets results	Radiologist			
11		Types official result	Radiologist	2 minutes		
12	Claims result after forty eight (48) hours	Encodes patient data CT planning using set protocols for specific procedure	CT-Scan Technologist Nurse			Results
13		Inform patient that result will be available after 48 hours				

**Request for Special Procedures OPD Patients****Schedule of Availability of Services:**

Monday to Saturday 8:00AM-5:00PM Regular Working Hours

**Who May Avail of the Services?**

OPD patient

**What are the Requirements?**

Request form from attending physician

**Duration:**

Forty seven (47) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present request for CT-Scan	Receives request form, and schedule for CT-Scan				Ct-scan request
2		Checks creatinine and bleeding parameters of patient. Appraises folks for the cost of procedures.	CT-Scan Technologist Nurse	5 minutes		List of materials Prescription
3		Gives instruction and list of materials needed for the procedures	CT-Scan Technologist Nurse	5 minutes		
4	Procure materials for the procedure	Informs Radio-Residents/ Consultants for the procedures	CT-Scan Technologist	3 minutes		
5		a) Cash Checks materials and issues order of payment for the procedure and physician professional fee.	CT-Scan Technologist Nurse	5 minutes		Doctors bill
6	Pays to the Cashier	Receives payment and issues official receipt	Cashier	3 minutes		Official receipt

		b) Charge Issues charge slip for the procedure and order of payment for physician professional fee	CT-Scan Technologist	3 minutes		
7	Receives duplicate copy of charge slip	Endorses original copy of charge slip the billing/accounting/social service unit	CT-Scan Technologist	3 minutes		
8	Pays the physician professional fee to the cashier	Receives payment and issues official receipt	CT-Scan Technologist	3 minutes		
9	Presents official receipt and request form	Receives official receipt and record the amount and official receipt number in the logbook	CT-Scan Technologist Radiologist	5 minutes		Official receipt Request form
10		Transfers patient to couch and gives instructions regarding the procedure to be performed	CT-Scan Technologist	10 minutes		
11		Encodes patient data CT planning using set protocols for specific procedure	CT-Scan Technologist Radiologist	2 minutes		
12		Performs procedure	CT-Scan Technologist			
13		Interprets results	Radiologist			
14		Types result	Radiologist			
15		Informs patient that result will be available after 48 hours	CT-Scan Technologist			
16	Claims result after forty eight (48) hours					Results

**Request for Special Procedures OPD Patients****Schedule of Availability of Services:**

Monday to Saturday 8:00AM-5:00PM Regular Working Hours

**Who May Avail of the Services?**

OPD patient

**What are the Requirements?**

Request form from attending physician

**Duration:**

Thirty two (32) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present request for CT-Scan signed by attending physician	Receives request form, and schedule for CT-Scan	CT-Scan Technologist Nurse	5 minutes		Ct-scan request
2		Checks creatinine and bleeding parameters of patient from Nurse-on-duty. Appraises folks for the cost of procedures.				List of materials Prescription
3		Gives instructions / prescription and list of materials needed for the procedures	CT-Scan Technologist Nurse	5 minutes		
4		Procures materials for the procedure	CT-Scan Technologist	3 minutes		Doctors bill
5	Pays to the Cashier	a) Cash Checks materials and issues order of payment for the procedure and physician professional fee.	CT-Scan Technologist Nurse	5 minutes		
		Receives payment and issues official receipt	Cashier	3 minutes		Official receipt

6		b) Charge	CT-Scan			Official receipt
7		Issues charge slip for the procedure and order of payment for physician professional fee	Technologist			Doctors bill Charge slip
8	Receives duplicate copy of charge slip	Endorses original copy of charge slip to the billing/accounting/social service unit	CT-Scan Technologist	3 minutes		Official receipt
9	Pays the physician professional fee to the cashier	Receives payment and issues official receipt	Cashier			
10	Presents official receipt and request form	Receives official receipt and records the amount and official receipt number in the logbook	CT-Scan Technologist Radiologist	3 minutes		
11		Informs nurse on duty to wheel in the patient	CT-Scan Technologist	2 minutes		
12		Facilitates transfer of patient				
13		Transfers patient to couch and gives instructions regarding the procedure to be performed	Nurse On Duty	5 minutes		Official receipt Request form
14		Encodes patient data CT planning using set protocols for specific procedure	CT-Scan Technologist Radiologist	Depends on the instruction of the Radio-residents / Consultant		
15		Performs CT-Scan	CT-Scan Technologist			
		Interprets results	Radiologist			
		Types result	CT-Scan Technologist			
			Radio-			



**CITIZEN'S CHARTER**

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16		Informs patient that result will be available after 48 hours	resident/Radiologist			
17		Facilitates transport of patient back to room	Radio-resident			
18	Goes back to room		Nurse-on-duty			

**Request for non-contrast (Plan) procedure admitted service patient****Schedule of Availability of Services:**

Monday to Saturday 8:00AM-5:00PM Regular Working Hours

Sunday, holidays and beyond 5:00PM are classified as STAT cases

**Who May Avail of the Services?**

Admitted service patient

**What are the Requirements?**

Request form from attending physician

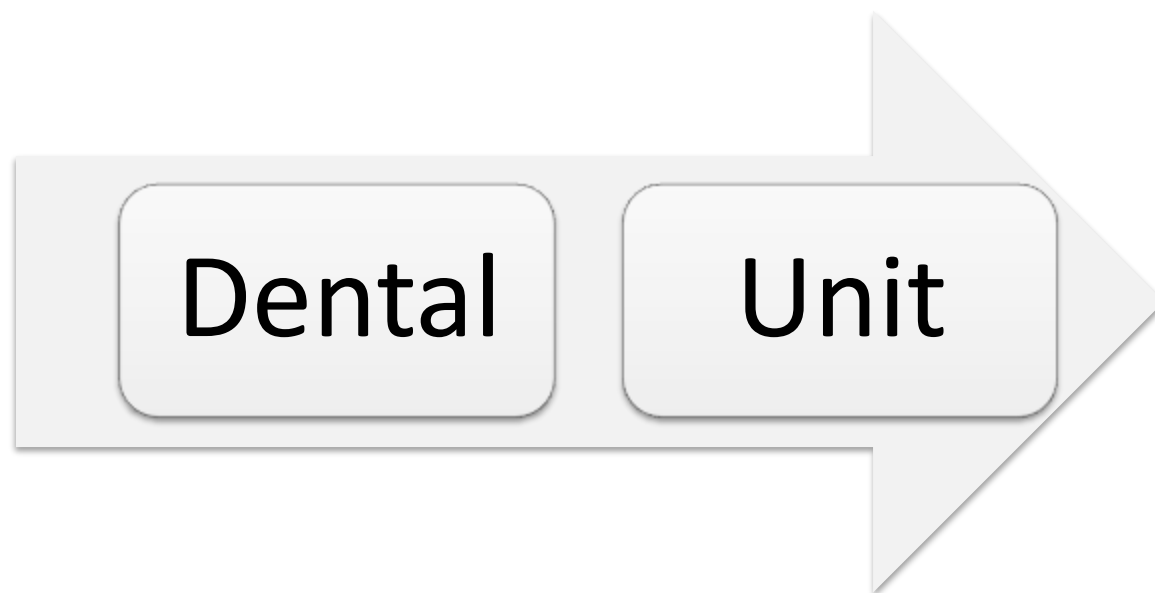
**Duration:**

Thirty seven (37) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present request for CT-Scan signed by attending physician	Receives request and schedules patient for ct-scan	CT-Scan Technologist	3 minutes	Based on approved pricelist per procedures	Ct-scan request
2		Appraises folks/patient for cost of the procedures	CT-Scan Technologist	3 minutes		Official receipt
3		a) Cash Issues order of payment for the procedures	Nurse	1 minute		
4	Pays to the cashier	Receives payment and issues official receipt	CT-Scan Technologist	3 minutes		Official receipt
		b) Charge Issues charge slip for the procedure and order of payment	Nurse	2 minutes		Charge slip
5	Receives duplicate copy of the charge slip	Endorses original copy of the charge slip accounting/billing / social service unit	CT-Scan Technologist	2 minutes		
6	Presents official receipt	Receives official receipt and records	CT-Scan	2 minutes		

		the amount and official receipt number in the logbook	Technologist Nurse			
7		Gives instructions to folks/patients for the procedures	CT-Scan Technologist Nurse	2 minutes		
8		Informs Nurse-on-duty to wheel in the patient	CT-Scan Technologist Nurse	3 minutes		
9		Facilitates transport of patient	CT-Scan Technologist			
10		Transfer patient to couch and prepare for scanning	Radiologist	Depends on the instruction of the Radio-Residents/Consultant		
11		Encodes patient data CT planning using set protocols for specific procedure	CT-Scan Technologist			
12		Perform procedure	Radio-resident			
13		Interprets results	Radiologist			
14		Types official result	Radiologist			
15	Goes back to room	Informs Nurse-on-duty to wheel in the patient back to room	CT-Scan Technologist	1 minute		
16		Facilitates transport of patient				



**Consultation****Schedule of Availability of Services:**

Monday - Friday 8:00 AM - 12:00 PM, 1:00 PM - 3:30 PM

Saturday - 8:00-12:00 AM

**Who May Avail of the Services:**

Employees, students and out-patients

**What are the Requirements:**

None

**Duration:**

9 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	1	2	3	4	5	6
1	1	2	3	4	5	6
2	1	2	3	4	5	6
3	1	2	3	4	5	6
4	1	2	3	4	5	6
5	1	2	3	4	5	6
6	1	2	3	4	5	6

**Tooth/Teeth Extraction****Schedule of Availability of Services:**

Monday - Friday 8:00 AM - 12:00 PM, 1:00 PM - 3:30 PM

Saturday - 8:00-12:00 AM

**Who May Avail of the Services:**

Employees, students and out-patients

**What are the Requirements:**

Clearance for medically compromised patient's

All minors should be accompanied by an adult

Valid identification card of employees and students

Senior citizen's identification card

**Duration:**

Simple extraction: 50 minutes

Complicated extraction: 1 hour and 10 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Informs the dentist-on-duty for the need for tooth extraction	Gives out patient's chart to be filled up	Dentist/ Dental Aide	1 minute	Pay: Temporary - P100/th Permanent - P200/th Service:	Patient's chart
2	Fills up the basic information on the patient's chart	Conducts oral exam and assesses patient's status	Dentist	5 minutes		Patient's chart
3		Notes findings in the chart and issues order of payment slip	Dentist/ Dental Aide	3 minutes		Order of payment slip
4	Pays to the cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official receipt

					Temporary – P50/th Permanent – P80/th	
5	Presents official receipt	Receives official receipt and records official receipt number in the logbook	Dental Aide	3 minutes		Logbook
6	Accomplishes the consent form affixes signature in the logbook	Performs tooth/teeth extraction: a. Simple extraction b. Complicated extraction	Dentist/ Dental Aide (Assist)	30 minutes 1 hour		Consent form Logbook
7		Gives post –operative instructions and prescribes medicines	Dentist	3minutes		Prescription
8	Receives post-operative instruction	Notes the procedure done on the patient's chart	Dentist	2 minutes		Patient's chart
9		Files the chart	Dental Aide	1 minute		

**Admitted Patient (Service)****Schedule of Availability of Services:**

Monday - Friday 8:00 AM - 12:00 PM, 1:00 PM - 3:30 PM

Saturday - 8:00-12:00 AM

**Who May Avail of the Services:**

Admitted patients/folks in the wards

**What are the Requirements:**

Referral notes from referring department

**Duration:**

Simple extraction: 1 hour and 13 minutes

Complicated extraction: 1 hour and 43 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Occupies assigned bed	Receives referral note from the department concerned	Dental Aide	1 minute		Referral note
2	.	Visits the patient in the ward to assess the status and secures clearance from the attending physician	Dentist/ Dental Aide	20 minutes		Patient's chart
3		Informs dental clinic and clearance is secured	Nurse on duty	1minute		
4	Goes to the dental clinic	Conducts patient to the dental clinic	Institutional worker	5 minutes		
5		Issues order of payment slip	Dental Aide	1 minute	Temporary - P50/th Permanent - P80/th	Order of Payment slip



## CITIZEN'S CHARTER

## West Visayas State University Medical Center

6	Pays to the Cashier	Receives payment and issues official receipt	Cashier	3 minutes		Official receipt
7	Presents official receipt	Records official receipt number in the logbook	Dental Aide	2 minutes		Official receipt Logbook
8	Accomplishes consent form and affixes signature in the logbook	Performs tooth/teeth extraction: a. Simple extraction b. Complicated extraction	Dentist/Dental Aide (Assist)	30 minutes 1 hour		Consent form Logbook
9		Gives post-operative instruction, prescribes medicine and notes procedure done in the chart	Dentist	5 minutes		Patient's chart Prescription
10	Receives post-operative instructions	Conducts patient back to the ward	Institutional worker	5 minutes		

**Admitted Patient (Pay)****Schedule of Availability of Services:**

Monday - Friday 8:00 AM - 12:00 PM, 1:00 PM - 3:30 PM

Saturday - 8:00-12:00 AM

**Who May Avail of the Services:**

Admitted pay patients

**What are the Requirements:**

Referral note from the attending physician

**Duration:**

Simple extraction: 1 hour and 8 minutes

Complicated extraction: 1 hour and 38 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Occupies assigned room	Receives call from the station regarding the referral	Dental Aide	1 minute		Patient's chart
2	.	Visits the patient in the room to assess the status and secures medical clearance for the procedure	Dentist/Dental Aide	20 minutes		
3		Receives clearance from the attending physician.	Dental Aide	1 minute		
4		Informs dental clinic and clearance is secured	Nurse on duty			
5	Goes to the dental clinic	Conducts patient to the dental clinic	Institutional Worker	5 minutes		Consent form Logbook
6	Accomplishes consent form and Affixes signature in logbook	Performs tooth/teeth extraction: a. Simple extraction b. Complicated extraction	Dentist/Dental Aide (Assist)	30 minutes 1 hour		

**CITIZEN'S CHARTER**

## West Visayas State University Medical Center

7		Gives post-operative instruction, prescribes medicine and notes procedure done in the chart	Dentist	5minutes		Patient's chart
8	Receives post operative instruction	Fills out doctor's bill slip and forwards to nurses station.	Dentist	1 minute		Doctor's bill slip
9	Goes back to the room	Conducts patient back to the room	Institutional Worker	5minutes	P1000	

**Scaling and Polishing****Schedule of Availability of Services:**

Monday - Friday 8:00 AM - 12:00 PM, 1:00 PM - 3:30 PM

Saturday - 8:00-12:00 AM

**Who May Avail of the Services:**

Employees, students and out-patients

**What are the Requirements:**

Senior citizen's identification card

Valid Identification card of employees and students

**Duration:**

Mild Deposit: 38 minutes

Moderate to Heavy: 1 hour and 23 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Informs dentist-on-duty of intent for scaling and polishing	Gives out patient's chart to be filled-out	Dental Aide	2 minutes		Patient's chart
2	Fills out the basic information on the patient's chart	Conducts oral exam and assesses patient's status	Dentist	5minutes		Patient's chart
3		Notes findings in the chart and issues order of payment slip	Dentist/Dental Aide	3 minutes		
4	Pays to the cashier	Receives payment and issues official receipt	Cashier	2minutes	Light Pay - P250 Service -P100	Official receipt
5	Presents official receipt	Receives official receipt and records official receipt number in the logbook	Dental Aide	3 minutes	Moderate - Heavy Pay - P350 Service - P200	Logbook

**CITIZEN'S CHARTER**

## West Visayas State University Medical Center

6	Affixes signature in the logbook	Performs scaling and polishing: a. Mild deposits b. Moderate to heavy deposits	Dentist/Dental Aide (Assist)	20 minutes 45 minutes		Logbook
7	Receives post procedure instruction	Notes the procedure done in the patient's chart	Dentist	2 minutes		Patient's chart
8		Files the chart	Dental Aide	1 minute		

**Issuance of Dental Certificate****Schedule of Availability of Services:**

Monday - Friday 8:00 AM - 12:00 PM, 1:00 PM - 3:30 PM

Saturday - 8:00-12:00 AM

**Who May Avail of the Services:**

Employees, students and out-patients

**What are the Requirements:**

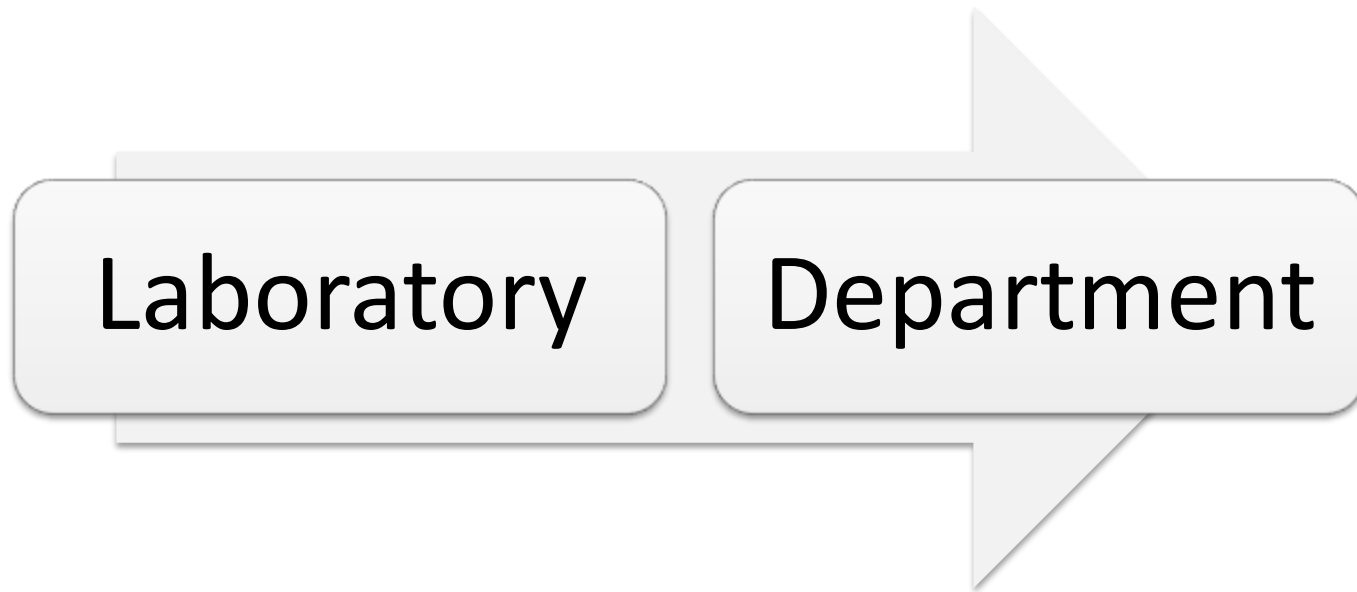
None

**Duration:**

Twelve (12) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Informs the dental aide of the need for dental certificate					
2		Conducts oral exam and assesses oral health status	Dentist	2 minutes		
3		Issues order of payment slip	Dental Aide	1 minute	PhP100	Order of payment slip
4	Pays to the Cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official receipt
5		Prepares the Dental Certificate	Dentist	3 minutes		Dental certificate
6	Presents official receipt	Receives official receipt and records official receipt number in the logbook	Dental Aide	3minutes		Logbook
7	Affixes signature in the logbook	Issues the Dental Certificate	Dentist	1 minute		Dental certificate Logbook



**Accomplishment of Request Form****Schedule of Availability of Services:**

For In-Patients 24 hours daily

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 NOON

**Who May Avail of the Services?**

All Admitted and OPD Patient

**What are the Requirements?**

Completely Filled up Laboratory Request Forms

**Duration:**

Seven (7) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1.	Presents completely filled out laboratory request form	Receives completely filled out laboratory Request Form and indicates price of each examination.	Laboratory Clerk /Medical Technologist	2 minutes	Pls. refer to Fees posted	Laboratory Request Form
2.	Pays to cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official Receipt
3	Proceeds to Social Service Unit and Senior House Officer for approval of charges	Approves charges and stamps request	Social Service Senior house officer		Please refer to Fees posted	Laboratory Request form
4	Presents Official Receipt/ or stamped request to Laboratory	Notes number of Official Receipt/ Charged Slip on laboratory request form	Laboratory clerk/ Medical Technologist	3 minutes		Official Receipt Charge slip



**Collection and Submission of Specimen****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 NOON

**Who May Avail of the Services?**

All Admitted and OPD Patient

**What are the Requirements?**

Completely Filled up Laboratory Request Forms

Specimen collected and extracted

**Duration:**

Twenty one (21) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1.	Submits freshly collected and properly labeled specimen with laboratory request form	Receives laboratory requests and check specimens	Clerk/ Medical Technologist	5 minutes	Please refer to fees posted	Lab. Request Form
2	Receives laboratory request and proceeds to cashier to pay the indicated amount	Receive and check official receipt and laboratory request form and copy official receipt number	Cashier	3 minutes	Pls. refer to fees posted	Laboratory request form Official Receipt
3			Clerk / Med. Tech.	3 minutes		Laboratory request form
4			Medical Technologist	10 minutes		Lab. Request form
5		Performs the indicated examination requested by the attending Physician Release results.				

**Extraction of Blood Specimen****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 NOON

**Who May Avail of the Services?**

All admitted and OPD patients

**What are the Requirements?**

Completely Filled-up Laboratory Request Form

**Duration:**

Seven (7) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents completely filled-up laboratory request	Receive and check for the official receipt and the examinations indicated	Laboratory Clerk/Medical Technologist	2 minutes	Service-PhP15 Pay - PhP20	Laboratory Request form
2	For Chemistry and Hematology blood extraction, wait for your names to be called					Laboratory Request
3		Calls, prepares patient and performs blood extraction	Phlebotomist / Medical Technologist	5 minutes		
4		Instructs to come back at a specified time to claim the result.	Medical Technologist	1 minute		
5		Perform the extracted specimen according to the laboratory exams requested.	Medical Technologist			

**Processing of Histopath Specimen****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 NOON

**Who May Avail of the Services:**

All admitted and OPD patients

**What are the Requirements:**

Properly filled-up Histopath Request form

**Duration:**

Twenty two (22) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present properly filled up Histopath request form with the specimen.	Receives and Check Histopath request form with properly labeled specimen	Histopath Technician	5 minutes	Please refer to Fees posted	Histopath Form
2	Present request to the Cashier		Cashier			Histopath Request Form
3	Presents Official receipt	Receives checks and copies OR on the Histopath request form	Laboratory Clerk, Medical Technologist	2 minutes		Official Receipt
4	Receives OR and instructions when to be backed on the specified date to claim result	Instructs the specified date to claim the result.	Clerk/ Med. Tech.	2 minutes		Histopath request form
5		Processes the specimen	Med. Tech.	8 hours		
6		Records the official results	Med. Tech.	5 minutes		

7		Releases result	Pathologist			Histopath result form
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**Processing of Drug Testing Specimen****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 PM

**Who May Avail of the Services:**

All admitted and OPD Patients

**What are the Requirements:**

Properly filled-up Drug testing request form

**Duration:**

Twenty three (23) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents a valid ID with drug testing request form	Receives and Checks valid ID and instruct to pay Drug testing request form at the cashier	Medical Technologist	3 minutes	Please refer to Fees posted	Drug testing request form
2	Presents request form to cashier & pay the indicated amount		Cashier			Drug testing request form
3	Present the Official receipt with drug testing request form	Receives and copies the official receipt number on the request form and gives out drug testing required forms	Medical Technologist	3 minutes		
4	Fills up the required drug testing forms properly	Receives and checks properly filled up required forms and instruct to collect urine specimen	Medical Tech.	2 minutes		

## CITIZEN'S CHARTER

## West Visayas State University Medical Center

5	Collects urine specimen	Receives urine specimen and checks with the request form with instruction to prepare for picture taking and finger printing	Medical Technologist	5 minutes		
6	Waits for picture taking and finger printing	Encodes the patients data on the computer	Med. Tech.	5 minutes		
7		Prepares and takes picture & finger printing	Med. Tech.	2 minutes		
8			Med. Tech.	5 minutes		Printed Drug Testing Result form

**Releasing of Result****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 PM

**Who May Avail of the Services:**

Admitted and out patients

**What are the Requirements:**

Official Receipt or charge slip

**Duration:**

Four (4) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present OR / charge slip	Receives and checks OR and charge slip.	Laboratory Clerk Medical Technologist	2 minutes		Official Receipt Charge Slip
2.		Gives out the result. For the OPD patients and Logs-in to logbook, endorse to Nurse on duty with signature For admitted patients.	Laboratory clerk Medical Technologist	2 minutes		Laboratory Result form

**Requesting for a Blood Unit****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 PM

**Who May Avail of the Services:**

All

**What are the Requirements**

Blood request form

**Duration:**

Ten (10) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present Blood Bank request form	Receives Blood Bank request form for pricing	Blood Bank clerk/ Medical Technologist	2 minutes	Php 800	Blood Bank request form
2	Present blood bank request form & pay the indicated amount to the cashier		Cashier			
3.	Present the official receipt	Receives and copies Official Receipt number to the Blood Bank request form	Blood Bank clerk	1 minute		
4.		Prepares and issues blood unit needed	Medical Technologist	5 minutes		
5.		Instructs to replace blood before discharge	Medical Technologist	2 minutes		
6.	Informs the Nurse on duty to log blood unit to Blood Bank		Medical Technologist			



**Donor Replacement****Schedule of Availability of Services:**

24 hours

For OPD patients

Monday to Saturday 8:00AM to 4:00PM

Sunday &amp; Holidays 8:00AM to 12:00 NOON

**Who May Avail of the Services?**

Patient

**What are the Requirements?**

Valid ID

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present "Promisa sa pag-ilis dugo" and the donor's valid ID	Receives and checks "promisa sa pag-ilis dugo" in the logbook & donor's valid ID	Clerk/ Med. Tech.	2 minutes		Promisa sa pag ilis dugo form
2.	Waits for finger printing to check donor's data	Performs and checks finger printing, gives out Blood Bank donor's form	Med. Tech	5 minutes		Donor's form
3	Receives donors forms and. Wait for an interview with the PGI or Resident for physical exam	Checks the donor's form if properly filled up by the interviewer	Med. Tech PGI	3 minutes		
4	Waits for blood extraction for serological testing	Calls, extracts and performs blood specimens for serological testing	Med, Tech. PGI	1 hour		
5	Waits for the result & if all the serological test result are negative donor is fit to donate		Phlebotomist / Med. Tech.	15 minutes		

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6		Calls, prepares and bled the donor	MED. Tech. Phlebotomist	30 minutes		Blood Donor's form
7		Instructs Post Phlebotomy instruction and donor care	Med. Tech.	5 minutes		
8		Signs borrower slip with cleared		1 minute		Borrower's slip



Medical Records

Section

**Issuance of Medical, Medico Legal, Confinement Certificate/SSS/GSIS and Insurance Claims Attachments****Schedule of Availability of Services:**

Monday to Saturday, 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

All patients/folks of patients admitted in this hospital

**What are the Requirements:**

Insurance claims, valid identification card,

Clearance form

Affidavit of Desistance (Medico-legal certificates)

Authorization letter

**Duration:**

Admitted patient - 32 minutes

Discharged patient - 19 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests for documents needed	Verifies patient's data and gives out instructions based on the document requested and clearance form.	Frontline Clerk	1 minute		
2	Receives clearance form: a. Admitted - brings medical certificate form to Nurse on duty for physician's diagnosis and signature	Gives out form to Attending Physician for diagnosis and signature  Accomplishes medical certificate form	Nurse on duty  Attending physician	15 minutes  5 minutes		Clearance form  Medical certificate form
3	Brings clearance form to Social Service Unit for approval if Medical certificate is accomplished	Approves or disapproves clearance form	Social Worker	3 minutes		Clearance form
4	Pays to the Cashier if clearance form is approved	Receives payment and issues Official Receipt	Cashier	3 minutes		Official receipt

## CITIZEN'S CHARTER

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5	Brings filled-out Medical certificate form, approved clearance form and official receipt to Medical Records	Checks clearance form, Medical certificate and Official receipt. Types, documents and releases medical certificate	Frontline Clerk	5 minutes		Medical certificate Clearance form Official receipt
6	b. Discharged patients	Retrieves records of patient for processing of document needed.	Frontline clerk	3 minutes		Patient's chart Insurance claim
7	Waits for the approval of the clearance	Verifies with billing section patient's account. If fully paid, notes in the clearance form and informs Social Service Unit prior to release of document	Frontline clerk	3 minutes		Clearance form
8	If with Promissory note goes to Social Service Unit.	Approves or disapproves clearance form	Social Worker	2 minutes		Clearance form
		a. Insurance claim-Instructs client to machine copy needed documents and pays to the cashier	Frontline clerk	2 minutes		Insurance claim Authorization letter Valid ID
		b. Certificates- instructs client to pay to the cashier				Medico-legal- Affidavit of Desistance Valid ID
9	a. Insurance claim- Photocopies needed documents and pays to the cashier the required amount	Receives payment and issues official receipt	Cashier	3 minutes		
	b. Certificates- Pays to the cashier	Receives payment and issues official receipt	Cashier	3 minutes		Official receipt
10	Presents photocopied documents and official receipt	Types, authenticates, logs and releases needed documents	Frontline clerk	5 minutes		
11	Receives requested document					

**Releasing of Death Certificates****Schedule of Availability of Services:**

Monday to Saturday, 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

Folks of Expired Patients

**What are the Requirements:**

Clearance form

**Duration:**

Forty four (44) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in charge	Duration of Activity	Fees	Form
1	Presents approved clearance forms	Verifies death of patient	Frontline Clerk	3 minutes		Clearance
2		Processes completion of death certificate	Frontline Clerk	30 minutes		Death certificate
3		Releases death certificate to folks with proper documentation.	Frontline Clerk on duty	3 minutes		
4		Gives instructions to folks on how to register certificate at the Local Civil Registrar	Frontline Clerk	5 minutes		
5	Submits machine copy of registered death certificate at the MRS of WVSUMC (Optional)	Receives and files machine copy of death certificate	Filing & Retrieval Clerk	3 minutes		

**Issuance of Birth Certificates/Acknowledgement of Paternity****Schedule of Availability of Services:**

Monday to Saturday, 8:00 AM to 5:00 PM

**Who May Avail of the Services:**

All unmarried mothers of babies delivered in this hospital from January 1985 to present

All claimants with authorization from parents of babies (if married) and valid identification card

All legitimate parents of babies born in this hospital with valid ID and machine copy of marriage contract

**What are the Requirements:**

Marriage contract and/or valid ID of either the mother or father of the child. If request is made through a representative an Authorization letter and one valid ID of the claimant should be presented. (For married)

Valid ID of the mother (For unmarried). Only the mother will be allowed to get the birth certificate of the baby.

For unmarried couples where Father wants to acknowledge the baby, present current community tax certificate and signature of both parents at the birth certificate forms.

**Duration:**

Thirty Seven (37) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Inquires if birth certificate is ready for release	Checks in the births logbook if Birth Certificate was already forwarded to the Local Civil Registrar	Frontline clerk	3 minutes		Valid ID Marriage Contract Authorization letter
2		Provides folks with Clearance forms for Billing Section's verification of account	Frontline clerk	2 minutes		Clearance form
3	Presents approved clearance form	Provides written note for Local Civil Registrar for release of birth certificate and instructs claimant to proceed to LCR for release of original copy of Birth Certificate	Frontline clerk	3 minutes		Written note

## CITIZEN'S CHARTER

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4	Informs of the intention for acknowledgement of Paternity	Verifies endorsement of birth certificate and informs parents of the requirements	Frontline clerk	5 minutes		Birth certificate
5	Submits required document for acknowledgement	Receives document and provides clearance form	Frontline clerk	2 minutes		Clearance form
6		Prepares birth certificate with residence certificates of both parents	Frontline clerk	10 minutes		
7	Proceeds to Billing Section for the verification of account	Instructs parents to secure approval from Social Service Unit	Billing clerk	2 minutes		
8	Proceeds to Social Service Unit for approval	Approves or disapproves request	Social Worker	2 minutes		
9	Presents approved clearance form, signs acknowledgement of paternity, Release of Responsibility Form and births logbook	Releases original birth certificate and gives instruction to folks on the process of registration at the Local Civil Registrar.	Frontline clerk	5 minutes		Birth certificate Release of Responsibility form Births logbook
10	Provides machine copy of birth certificate. ( Optional)	Files birth certificate copy with baby's record	Filing clerk	3 minutes		Birth certificate



**Guidelines for Research****Schedule of Availability of Services:**

Monday to Saturday, 9:30 AM to 11:30 AM, 2:00 PM to 4:30 PM

**Who May Avail of the Services:**

Students within the University and those of other universities, faculty and staff of WVSUMC (clinical staff, resident trainees, interns, personnel, infirmary) and other private organizations that are interested in conducting research

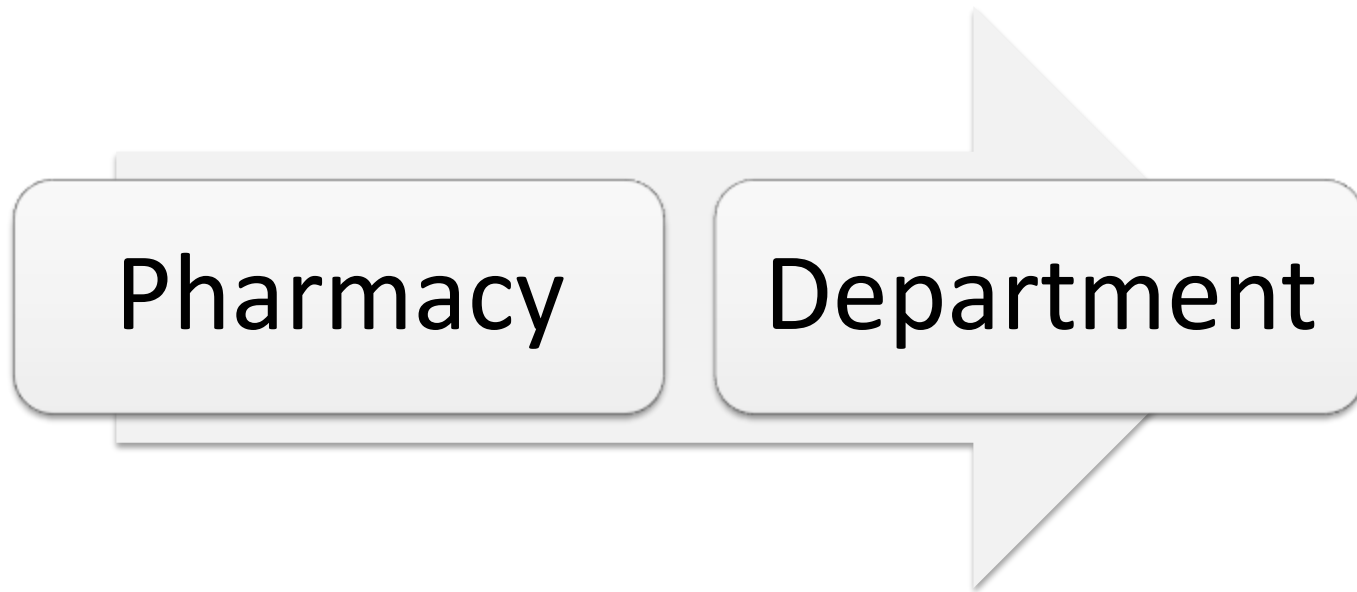
**What are the Requirements:**

Letter addressed to the Hospital Director and five (05) copies of the Research Proposal/Protocol for review by the Research Committee and/or Technical Review Board and/or Ethics Committee.

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Submits a letter of request to conduct research and the protocol (5 copies) of the study to the Chairman, Research Committee for approval. (Researcher to look for a consultant with specialization related to the study who shall act as the supervising investigator of the research.)	Clerk in-charge to receive the letter and the research protocol for approval and review by the Research Coordinator.	Research In Charge	3 minutes		Letter and Protocol
		Issues registration form	Research In Charge	2 minutes		Research registration form
2		Set schedule for Technical Review	TRB	TRB- one month prior to Ethics Review		Protocol
3		Informs researcher of the schedule for TRB	Research in Charge	Once schedule is set		Communication from Research Coordinator

4	Meets with TRB for evaluation of proposal and receives comments for revision.	Set schedule for Technical Review	TRB	one hour or so		Protocol
5		If study to be conducted will involve human subjects, refer to ethics and review board of the WVSU (University) for evaluation and approval	Research Coordinator			
6	Submits revised protocol for Ethics Review	Receives and forwards to Office of Research (WVSU-COM)	Research In Charge	10 minutes		Revised Protocol
7		Informs of schedule of Ethics Review	Research In Charge	2 minutes		Communication from Office of Research
8	Meets with Ethics Review Board for evaluation and approval.	Approves or disapproves research proposal	ERB	1 hour		Protocol
9	Conducts research once approved	Assists researchers	Research In Charge			Research data
10	Submits hard copy of manuscripts of completed research to Research Committee	Receives and files hard copy of manuscripts of completed research	Research In Charge	3 minutes		Hard copy of manuscripts of completed research



**Dispensing of Drugs/Medicines and Medical/Surgical Supplies on Cash Basis****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Clients

**What are the Requirements:**

Duly signed prescription

**Duration:**

Seven (7) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents the prescription for pricing at the assigned window.	Checks the prescription and indicates the price of available items.	Pharmacist / Clerk on duty	3 minutes		Prescription
2	Pays to the cashier at the assigned window.	Receives payment and issues Official Receipt	Cashier	2 minutes		Prescription and Official Receipt
3	Claims items purchased at the assigned window.	Issues or dispenses items purchased Returns partially filled prescriptions to client. Files completely filled prescriptions.	Pharmacist / Clerk on duty	2 minutes		Official Receipt Prescription

**Dispensing of Drugs/Medicines and Medical/Surgical Supplies on Charge Basis with PhilHealth Benefits****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Clients

**What are the Requirements:**

1. Duly signed prescription
2. PhilHealth Monitoring Slip

**Duration:**

Nine (9) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents the prescription together with PhilHealth Monitoring Slip at the assigned window.	Receives prescription form and checks available items to be charged to PhilHealth.	Pharmacist / Clerk on duty	3 minutes		Prescription PhilHealth Monitoring Slip Charge Slip
2		Issues Charge Slip	Pharmacist / Clerk on duty	3 minutes		Charge Slip
3	Signs the Charge Slip to acknowledge the items taken	Issues or dispenses items Prescribed. Returns partially filled prescriptions to client. Files completely filled prescriptions.	Pharmacist / Clerk on duty	3 minutes		Charge Slip Prescription

**Dispensing of Drugs/Medicines and Medical/Surgical Supplies on Charge Basis w/o PhilHealth Benefits****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Clients

**What are the Requirements:**

Duly signed prescription with approval from the Social Service Unit / Senior House Officer

**Duration:**

Nine (9) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents the prescription for pricing at the assigned window	Indicates the price of available items.	Pharmacist / Clerk on duty	2 minutes		Prescription
2	Presents the prescription to the Social Service Unit / Senior House Officer for approval.	Approves or disapproves charging of prescription	Social Service Unit / Senior House Officer	1minute		Prescription
3	Presents approved prescription at the assigned window.	Charges and dispenses the available prescribed medicines	Pharmacist / Clerk on duty	3 minutes		Prescription Charge Slip
4	Signs the Charge Slip to acknowledge the items taken	Issues the duplicate copy of the Charge Slip	Pharmacist / Clerk on duty	3 minute		Charge Slip



**Availment of ABG Analysis in In-Patient (Pay & Service)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

Admitted and OPD Patients

**What are the Requirements:**

ABG\_request

**Duration:**

Twenty Six 26 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents ABG request	Receives ABG request, indicates the price and instructs folk to pay at the cashier.	Respiratory Therapist	5 minutes	Pay – P500 Service- P440 PF–P80.00 (Pay) Less 20% Senior Citizen	ABG request
2	Pays to the cashier	Receives payment and issues official receipts.	Cashier	5 minutes		Official Receipt
3	Presents Official Receipt and ABG request	Receives and posts Official Receipt number and amount paid in ABG result form.	Respiratory Therapist	3 minutes		Official Receipt ABG Request
4		Extracts blood sample and performs the test.	Respiratory Therapist	10 minutes		
5		Records the result in the logbook and endorses ABG result to the nurse on duty.	Respiratory Therapist	3 minutes		ABG Result



**Availment of ABG Analysis in (OPD)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

OPD Patients

**What are the Requirements:**

ABG Request, Referral slip

**Duration:**

28 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents ABG request	Receives ABG request, indicates the price and instructs folks to pay at the cashier.	Respiratory Therapist	5 minutes	Pay – P 500 Service- P440 PF–P80.00 (Pay) Less 20% Senior Citizen	ABG request
2	Pays to the cashier	Receives payment and issues official receipts.	Cashier	5 minutes		Official Receipt
3	Presents Official Receipt and ABG request	Receives and posts Official Receipt number and amount paid in ABG result form.	Respiratory Therapist	3 minutes		Official Receipt ABG Request
4	Receives post extraction instructions	Extracts blood sample and performs the test.	Respiratory Therapist	10 minutes		ABG Result
5		Gives post extraction instructions.	Respiratory Therapist	2 minutes		
6				1 minute		
7		Records the result in the logbook and releases ABG results to the folks.	Respiratory Therapist	2 minutes		

**Availment of Pulse oximeter In-Patient (Pay & Service)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Patients Charts

**Duration:**

25 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Patient waits for the procedure	Receives call from the Nurse on Duty based on the Physician's order for Pulse Oximeter attachment.	Respiratory Therapist	5 minutes	Pay & Service PHP 14,000.00 For 4 days deposit P150.00/day Hospital charges	Patient Chart
2		Appraises Folks of the Company's terms and conditions on the use of machine and rental fee	Respiratory Therapist	5 minutes		
3		Agrees to pulse oximeter attachment. Agrees with the terms and conditions and rental fee.	Respiratory Therapist	15 minutes		
4	Pays the rent to the technician	Receives payment and issues official receipt	Technician			Official receipt

**Availment of the Incentive Spirometry Monitoring for In-Patient (Pay & Service)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Patients Charts

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Patient waits for the procedure	Receives call from the Nurse on Duty based on the Physician's order for Incentive Spirometry procedure and checks the availability of apparatus.	Respiratory Therapist	5 minutes	Pay- P80.00 Service- P50.00	Prescription pad Patient's Chart Incentive Spirometry Monitoring Sheet Charge slip
2		Verifies the Physician's order in the Patient's Chart.	Respiratory Therapist	5 minutes		
3		Agrees to undergo incentive spirometry monitoring	Respiratory Therapist	10 minutes		
4		Follows instructions and performs the procedure	Respiratory Therapist	5 minutes		
5		Issues charge slip a. Original copy to the billing section b. Second copy to the patient's folks c. Third copy for filing	Respiratory Therapist	3 minutes		Charge slip

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

6	Receives duplicate copy from the Respiratory therapist		Respiratory Therapist	2 minutes		
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**Availment of Peak Flow Rate Monitoring for In-Patient (Pay & Service)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Patient's Chart

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Patient waits for the procedure	Receives call from Nurse on Duty based on Physician's order for Peak Flow Rate Monitoring Procedure.	5 minutes	Respiratory Therapist	Pay-P60.00 Service-P45.00	Patient's chart PEFR monitoring sheet.
2		Verifies the Physician's order in the chart.	10 minutes	Respiratory Therapist		
3		Agrees to peak flow rate monitoring	5 minutes	Respiratory Therapist		
4	Follows instructions and performs the procedure	Monitors and records the result in the monitoring sheet 2x a day.	5 minutes	Respiratory Therapist		
5		Issues charge slip: Original copy to the billing section Second copy to the patient's folks Third copy for filing	3 minutes	Respiratory Therapist		Charge slip
6	Receives duplicate copy from the Respiratory therapist		2 minutes	Respiratory Therapist		Charge slip

**Availment of Volume Respirator Equipment for In-Patient (Pay & Service)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Patient's Chart

**Duration:**

2 hours

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Consents to use volume respirator	Receives inquiry from Nurse on Duty as to availability of Hospital's Volume Respirator or from rental company.	Respiratory Therapist	3 minutes		
2		<b><u>A. WVSUMC V.R.</u></b> Appraises the folks on the charges of Volume Respirator and tubings	Respiratory Therapist	5 minutes	Adult: Pay-P1,500/ day Service -P1,000/day	Patient's Chart V.R. monitoring sheet
3		Issues Order of Payment slip for Volume Respirator tubing's cost.	Respiratory Therapist	3 minutes	V.R. tubings- Service-P1,200	V.R. endorsement form
4	Pays to the cashier	Processes payment and issues Official Receipt.	Cashier	5 minutes	Pay-P1500	Official receipt
5	Presents Official Receipt to the Respiratory Therapist on duty	Sets-up the Volume Respirator and hooks to the patient.	Respiratory Therapist	30 minutes	Pedia: Pay - P700 Service - P500	Patient's chart Rental Company Contract
6		Monitors the Volume Respirator set-up. .	Respiratory Therapist	30 minutes	Pay & Service: P3,720.00 for 4 days	VR Monitoring sheet VR endorsement form

		<b><u>B. VOLUME RESPIRATOR RENTAL COMPANY:</u></b>				
7	Agrees with the terms and conditions and rental fee	Appraises Folks of the Company's terms and conditions on the use of machine and rental fee	Respiratory Therapist	5 minutes	P630.00/day- rental company	
8	Pays the rent to the technician	Informs the company technician to attach the machine to the patient	Respiratory Therapist	5 minutes	P300.00/day- hospital charges	
9		Receives payment and issues official receipt. Checks Volume Respirator set-up in the patient's chart and hooks the machine to the patient.	Company Technician	30 minutes		
10	Signs the Volume Respirator endorsement form.	Monitors Volume Respirator set-up and signs the Volume Respirator endorsement form for documentation purposes.	Respiratory Therapist	4 minutes		

**Availment of Intermittent Positive Pressure Breathing (IPPB) Treatment In-Patient (Pay & Service)****Schedule of Availability of Services:**

24 Hours Daily (Monday-Sunday)

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Patient's Chart

**Duration:**

50 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Agrees to Intermittent Positive Pressure Breathing treatment.	Receives calls from the Nurse on Duty based on Physician's order for Intermittent Positive Pressure Breathing treatment.	Respiratory Therapist	5 minutes	Pay & Service: P1,500.00 for 5 days P500.00/day- rental company	Patient's chart Inhalation Tally Sheet Rental company contract
2		Verifies the Physician's order in the chart.	Respiratory Therapist	15 minutes		
3		Appraises the patient of the rental fee.	Respiratory Therapist	5 minutes		
4		Contacts the company for IPPB treatment.	Respiratory Therapist	5 minutes		
5	Agrees with the rental fee	Sets-up the machine and delivers the treatment to the patient.	Company Technician	15 minutes	Hosp. charges: Pay- P65.00/inh. Service- P35.00/inh.	Official receipt
6	Pays the rental fee.	Receives payment and official receipt	Company Technician	5 minutes		



**Availment of Bronchoscopy Procedure In-Patient (Pay & Service)****Schedule of Availability of Services:**

Monday to Saturday, 8:00 AM to 4:00 PM

**Who May Avail of the Services:**

Admitted Patients

**What are the Requirements:**

Patient's Chart

**Duration:**

1 hour 53 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Accomplishes consent form	Receives call from the Nurse on Duty for scheduling of Bronchoscopy based on the Physician's order.	Respiratory Therapist	5 minutes	Pay-P2,800.00 Service-P1,800.00	Request Slip Patients Chart
2		Appraises folks for Bronchoscopy Fee and issues Order of Payment and List of Materials needed.	Respiratory Therapist	5 minutes		Check List of materials Order of Payment Official Receipt
3	Pays to cashier. Procures materials needed.	Receives payment and issues official receipt	Cashier	15 minutes		
4	Presents the Official Receipts and supplies to the Respiratory Therapist	Receives the Official Receipts and checks the materials needed for the procedure.	Respiratory Therapist	5 minutes		
5		Inform the Operating Room for Bronchoscopy schedule	Respiratory Therapist	3 minutes		Bronch. & laryngoscopy result form
6		Inform the Nurse on Duty to wheel in the patient to the operating for the procedure.	Respiratory Therapist	5 minutes		

## CITIZEN'S CHARTER

## West Visayas State University Medical Center

7		Facilitate transfer of patient to the Operating room	Nurse on duty	15 minutes		Chart
8		Assists the Bronchoscopist in the procedure.	Respiratory Therapist and Bronchoscopist	45 minutes		
9		Gives post Bronchoscopy instructions	Respiratory Therapist	5 minutes		
10	Receives post Bronchoscopy instructions	Records result in the logbook.	Respiratory Therapist	10 minutes		Result form Logbook

**Availment of Bronchoscopy Procedure Out Patient (Private Doctor)****Schedule of Availability of Services:**

Monday to Saturday, 8:00 AM to 4:00 PM

**Who May Avail of the Services:**

Out Patient Department

**What are the Requirements:**

Patients Chart and Referral slip

**Duration:**

1 hour and 45 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents referral slip from attending physician	Receives referral slip and appraises the folks of fees and schedule for bronchoscopy procedure.	Respiratory Therapist	15 minutes		Request slip
2	Accomplishes consent form	Gives instructions and issues request slip, and list of materials needed for the procedure to the patients/ folks.	Respiratory Therapist	5 minutes		Check List of materials
3	Presents request slip for bronchoscopy procedure to the nurse on duty at the emergency room	Receives request and accomplishes patient's chart.	Emergency Room Nurse	20 minutes		Patient's chart
4		Receives call from Nurse on Duty for the confirmation of the schedule	Respiratory Therapist	3 minutes		
5	Procures need materials	Issues order of payment and checks materials needed for the procedure & request the client to pay the amount.	Respiratory Therapist	5 minutes		Order of payment
6	Pay's to the cashier	Receives payment and issues official receipt	Cashier	5 minutes	Pay: P2,800 Service: P1,800	Official Receipt

## CITIZEN'S CHARTER

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7	Presents official receipt	Receives and records official receipt number and date of payment in the logbook	Respiratory Therapist	3 minutes		
8		Receives call from nurse on duty to wheel in the patient to the operating room.	Respiratory Therapist	4 minutes		
9		Facilitates transfer of patient to the operating room	Nurse on duty	15 minutes		
10	Folks accompanies the patient to the holding area	Assists the bronchoscopist in the procedure.	Respiratory Therapist	45 minutes		
11		Gives post Bronchoscopy instructions	Respiratory Therapist	5 minutes		
12	Receives post Bronchoscopy instructions					
13		Records result in the logbook	Respiratory Therapist	5 minutes		Result form Logbook

**Availment of Bronchoscopy Procedure Out-Patient (WVSUMC)****Schedule of Availability of Services:**

Monday to Saturday, 8:00 AM to 4:00 PM

**Who May Avail of the Services:**

Out Patient

**What are the Requirements:**

Patients chart and referral slip

**Duration:**

1 hour and 22 minutes

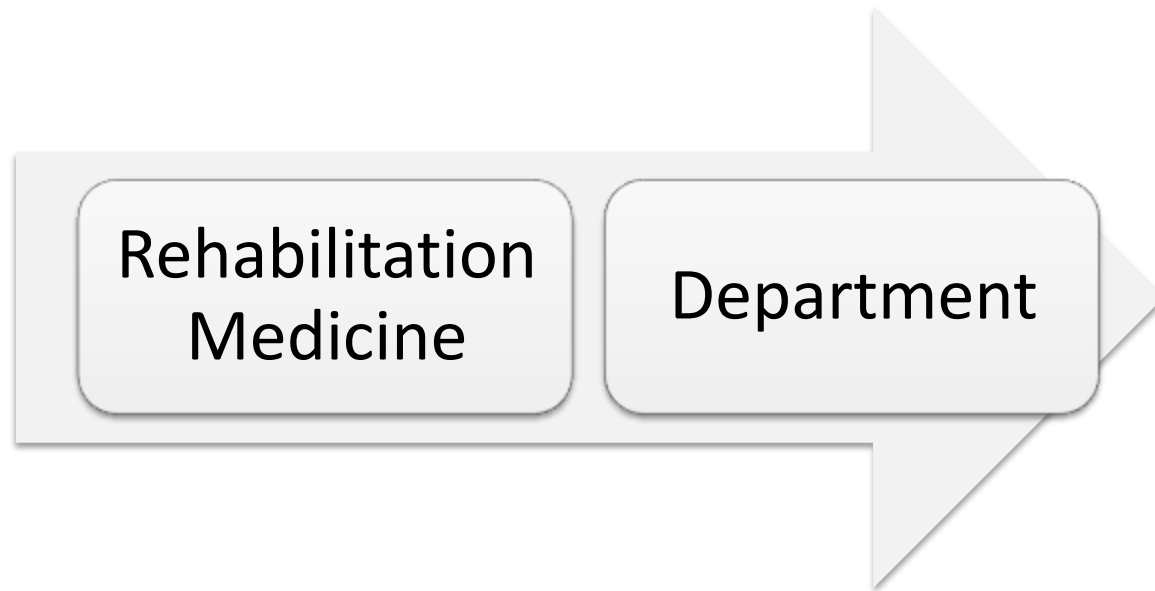
**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Consults at the Out Patient Department – Medicine	Prepares OPD chart and issues request for bronchoscopy	Nurse on duty	3 minutes	Pay: P2,800 Service: P1,800	OPD chart
2	Receives and presents request form for Bronchoscopy	Receives request form, appraises as to fees, charges and list of materials needed for the procedure.	Respiratory Therapist	5 minutes		Request form
3	Accomplishes consent form	Receives accomplished consent form	Respiratory Therapist	1 minute		Consent form
4	Agrees to fees and charges. Procures materials needed	Checks materials needed and issues order of payment	Respiratory Therapist	5 minutes		Checklist of materials
5	Pays to the cashier	Receives payment and issues official receipt.	Cashier	3 minutes		
6	Presents official receipt	Receives official receipt and schedules bronchoscopy procedure	Respiratory Therapist	5 minutes		
7	Proceeds to operating room	Assists in the bronchoscopy procedure	Respiratory Therapist and Bronchoscopist	45 minutes		

**CITIZEN'S CHARTER**

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8	Receives post procedure instructions	Gives post procedure instructions		5 minutes		
9						
10		Records result in the logbook.		10 minutes		Bronchoscopy result form Logbook



**Availment of Physical Therapy Treatment (Out-Patients-New)****Schedule of Availability of Services:**

Monday to Friday except Holidays

8:30 AM to 4:30 PM (NO noon-break)

**Who May Avail of the Services:**

Out and In-Patients who need physical rehabilitation treatment

**What are the Requirements:**

1. Referral Notes duly signed by referring physician
2. Other pertinent laboratory and diagnostic results

**Duration:**

Thirty six (36) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In Charge	Duration Of Activity	Fees	Forms
1	Presents referral note.	Receives referral note and other diagnostic results and attaches to Rehab chart.	Clerk/PT-on-Duty	2 minutes	P300.00( pay patients)	Rehab Chart
2		Interviews and gathers data for initial evaluation	PGI/ PT-on-Duty	5 minutes		Rehab Chart
3		Conducts evaluation and prepares rehabilitation program of the patients	Physiatrist	25 minutes		Accomplished Rehab Chart
4	Waits for name to be called for check-up.	Issues doctor's bill form and instructs patient to pay consultation fee.	Clerk/PT-on-Duty	1 minute		Doctor's bill form
5		Receives payment and issues official receipt	Cashier	2 minutes		Official receipt
6	Pays consultation fee	Receives and records O.R.	Clerk /PT-on-Duty	2 minutes		Official Receipt



**CITIZEN'S CHARTER**

West Visayas State University Medical Center

	Presents official receipt	number and amount in the logbook  Issues rehab treatment schedule to patient	Clerk/PT-on-Duty	1 minute		Treatment Schedule Form
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**Availment of Physical Therapy Treatment (Regular Patients)****Schedule of Availability of Services:**

Monday to Friday except Holidays, 8:30 AM to 4:30 PM (NO noon-break)

**Who May Avail of the Services:**

Regular Patients who need physical rehabilitation treatment

**What are the Requirements:**

Treatment Schedule form

**Duration:**

Two hours (2) and eight (8) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In Charge	Duration of Activity	Fees	Forms
1	Presents treatment schedule form	Verifies treatment schedule form and retrieves rehab chart	Clerk/PT-on - duty	2 minutes	PAY patients P160.00 Senior Citizen avails of 20% discount SERVICE patients P100.00	Rehab chart
2		Performs rehabilitation treatment	Physical Therapist	1-2 hours		Rehab chart
3	Secures order of payment slip	Issues order of payment slip and instructs patient to pay the treatment fee to cash section	Clerk/PT-on - duty	2 minutes		Payment slip
4	Pays treatment fee to the cash section	Receives payment and issues official receipt	Cashier	2 minutes		Official receipt
5	Presents official receipt	Receives and records Official receipt, date and the amount in the logbook	Clerk/PT-on - duty	2 minutes		

## Availment of Physical Therapy Treatment (In Patients)

**Schedule of Availability of Services:**

Monday to Friday, 8:30 AM to 4:30 PM without noon-break

**Who May Avail of the Services:**

IN Patients who need physical rehabilitation treatment

**What are the Requirements:**

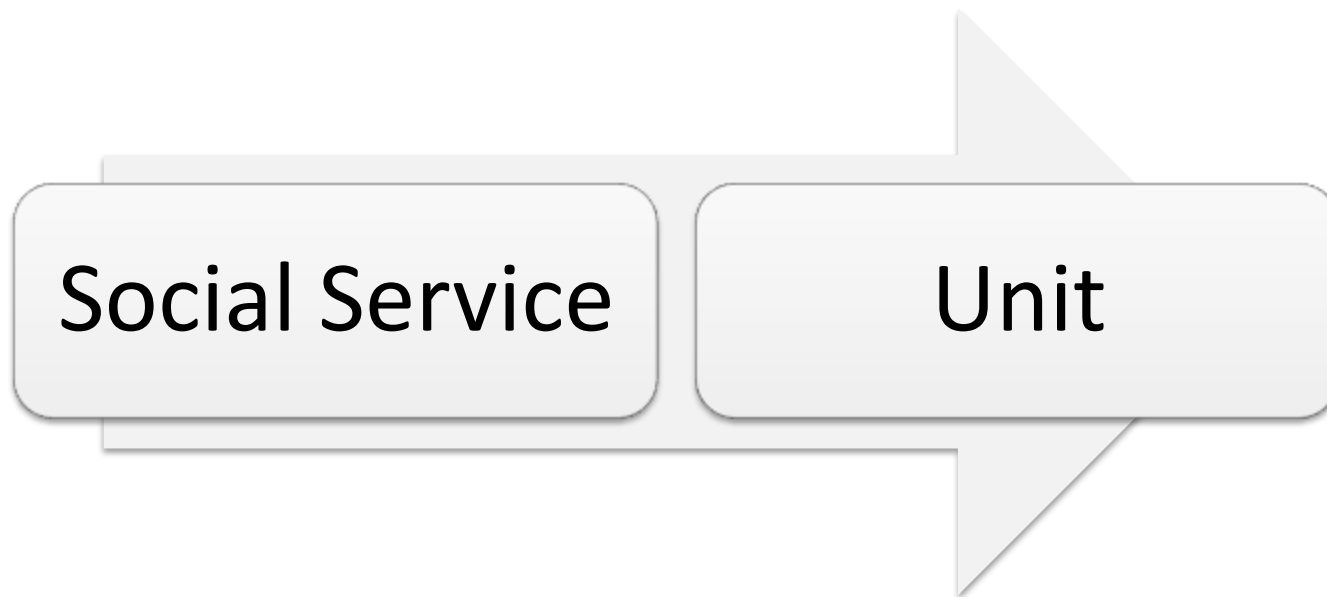
Referral Note signed by Resident in-charge (SERVICE patients)

Phone referral (PAY patients)

**Duration:****How to Avail of the Service**

Step	Client	Service Provider	Person In Charge	Duration of Activity	Fees	Forms
1		Receives referral thru phone or Referral Note	Clerk/PT-on-duty	2 minutes		Referral Note
2		Interviews patient and gathers data from the patients chart for initial evaluation	PGI/PT-on-duty	10 minutes		Patients chart
3		Conducts evaluation and prepares rehabilitation program of patients	Physiatrist	25 minutes		Patient's Chart Accomplished Rehab Chart
4		Performs rehabilitation treatment	Physical Therapist	1-2 hours		Accomplished Rehab Chart
5	Secures order of payment slip/charge slip from the PT	Issues order of payment slip/ charge slip Instructs folks to pay for treatment fee to cash section/endorse charge slip to billing section	Clerk/PT-on-duty	5minutes	SERVICE Patients - <b>P100.00</b>	Order of payment slip Charge Slip
6	Presents Official Receipt	Receives and records OR number and amount/Charge slip number in		2 minutes	PAY Patients Pay Ward/MICU/SICU	Official receipt and Charge slip

		the logbook	Clerk		<b>P170.00</b> 3 <sup>rd</sup> /4 <sup>th</sup> F Single Rooms <b>P180.00</b> 3 <sup>rd</sup> /4 <sup>th</sup> F Suite Rooms <b>P200.00</b> Super Suite Rooms <b>P220.00</b>	
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**Intake interview and eligibility study of patients****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Problematic, less privileged, eligible admitted and out patients and those who wish to avail of the Social Services.

**What are the Requirements:****Duration:**

7 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Prepares/submits for interview	Interviews patients and records reliable data	Social Worker	3 Minutes	N/A	Assessment Form
2		Classifies as to their capacity to support patient's treatment and needs to avail of Social Services	Social Worker	3 minutes		Assessment Form
3		Files accomplished assessment form for reference	Social Worker	1 minute		

**Assistance for Availment of aid from GO's, NGO's and Others****Schedule of Availability of Services:**

Monday to Friday: 8:00 AM to 6:00 PM

Saturday and Holiday: 8:00 to 12:00 AM, 1:00 to 5:00 PM

**Who May Avail of the Services:**

Problematic, less privileged, eligible admitted and out patients and those who wish to avail of the Social Services.

**What are the Requirements:**

Referral letter

**Duration:**

14 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents requests for procedure/examination, prescriptions, blood request  Secures referral from Social Worker	Receives and checks referral	Social Worker	3 minutes	N/A	Referral Form
2		Appraises patient regarding extent of referral	Social Worker	5 minutes		
3						
4		Prepares referral letter to GO's/NGO's that provide financial assistance	Social Worker	5 minutes		
5		Records outgoing referral letter to the logbook	Social Worker	1 minute		
6	Proceeds to the referred agency for availment of medical/financial assistance					

**Facilitation of Patient's Discharge****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Problematic, less privileged, eligible admitted and out patients and those who wish to avail of the Social Services.

**What are the Requirements:**

Statement of accounts, valid identification card, certification/referral

**Duration:**

20 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents Statement of Account and referrals from agencies with PDAF      Presents photocopy of referral, valid ID and statement of accounts	Identifies patient and attends to referral	Social Worker	3 minutes	N/A	Statement of account, Certification/referral
2		Assesses patient's statement of account as to required partial payment and referral	Social Worker	5 minutes		
3		Requires photocopy of valid ID and referral/certification	Social Worker	1 minute		
4		Receives the photocopy of referral				
5		Posts/deducts available referral or certification from assisting agency	Social Worker	1 minute		
6		Prepares Promissory Note and affixes signature	Social Worker	5 minutes		
7	Signs promissory note		Social Worker	2 minutes		Promissory note



**CITIZEN'S CHARTER**

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8		Refers to Cashier for payment	Social Worker	1 minute		form
9	Pays to cashier	Receives payment and issues official receipt and discharge slip	Cashier	2 minutes		Official receipt Discharge slip

**OPD referrals charge to PDAF, PBM, BB163****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Problematic, less privileged, eligible admitted and out patients and those who wish to avail of the Social Services.

**What are the Requirements:**

Referral letter, procedure requests

**Duration:**

10 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Obtains price of examination/procedures needed	Indicates price of examination/procedure	Clerk of department concerned	2 minutes		Laboratory request
2	Presents referral together with the price of examination/ procedures	Validates authenticity of referral and requests for examination/ procedures	Social Worker	1 minute		Referral Letter, procedure request
3		Approves patient's request based on the indicated amount of referral	Social Worker	3 minutes		
4		Instructs clients to proceed to the laboratory, x-ray, ultrasound and cardiology for the availment of services or cashier if needed	Social Worker	2 minutes		Examination/ procedure request form
5	In case exam exceeds amount in referral, proceeds to Cashier for payment	Receives payment and issues official receipt	Cashier	3 minutes	Based on the approved price list	Official receipt

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

6	Proceeds and presents official receipt to the laboratory, x-ray, ultrasound and cardiology for the availment of services	Performs indicated laboratory procedure	Departments concerned			Laboratory request
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**Placement of folk less or abandoned patients****Schedule of Availability of Services:**

Monday to Friday: 8:00 AM to 6:00 PM

Saturday and Holiday: 8:00 to 12:00 AM, 1:00 to 5:00 PM

**Who May Avail of the Services:**

Folk, less &amp; abandoned patients and concerned citizens

**What are the Requirements:****Duration:**

37 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Nurse notifies social service of folk less & abandoned patient	Identifies folk less/abandoned patients	Social worker	2 minutes		
2		Locates folks by broadcasting in radio stations, refers to Brgy. Officials for leg working and DSWD for institutional placement	Social worker	10 minutes		
3		Facilitates, processes necessary documents for discharge	Nurse on duty	10 minutes		
4		Facilitates/processes discharge of patients for institutional placement.	Social worker	10 minutes		
5		Endorses folk less/abandoned patients to DSWD for institutional placement		5 minutes		

**Voluntarily Surrendered Babies****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Mother of surrendered baby

**What are the Requirements:****Duration:**

57 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Verbalizes decision to surrender baby and seeks advice	Provides guidance and advises to visit DSWD Regional Office	Social Worker	30 minutes	N/A	Discharge Summary Birth Certificate Deed of Voluntary Commitment
2	Proceeds to DSWD	Informs DSWD of the referral	Social Worker	2 minutes		
3	Secures necessary documents for institutional placement	Assists in accomplishing required documents	Social Worker	10 minutes		
4		Processes discharge	Social Worker	5 minutes		
5		Endorses patient to DSWD for institutional placement	Social Worker	10 minutes		

**Accommodation transfer from pay rooms to pay rooms****Schedule of Availability of Services:**

Monday to Friday: 8:00 AM to 6:00 PM

Saturday and Holiday: 8:00 AM to 12:00 PM, 1:00 to 5:00 PM

**Who May Avail of the Services:**

Pay patients

**What are the Requirements:**

Transfer notice form

**Duration:**

28 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents Transfer Notice for approval	Assesses patients as to their financial capability for treatment	Social worker	5 minutes		Transfer notice form
2		Confirms room availability with admitting section	Social worker	2 minutes		
3	Proceeds to Admitting Section to verify availability of room					
4		Approves Transfer Notice	Social worker	1 minute		
5	Presents approved transfer Notice to nurse on duty	Receives transfer notice Facilitates transfer of patient	Nurse on duty	20 minutes		

**Accommodation Transfer from Pay to Service and vice versa****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Pay and service patients/folks

**What are the Requirements:**

Transfer notice form

**Duration:**

Twenty four (24) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents transfer notice and answers questions for assessment	Assesses patient's capability for treatment	Social worker	10 minutes		Transfer notice form
2		Appraises patient/folks regarding hospital policy	Social worker	5 minutes		
3		Refers to admitting section for room vacancy , billing section for updating, and cashier for settlement of hospital bill	Social worker	3 minutes		
4	Proceeds to admitting section for room vacancy. Billing section for statement of account Cashier for payment	Assigns patients to new bedrooms	Admitting clerk			Transfer notice
		Prepares statement of account Receives payment and issues official receipt	Billing clerk Cashier			Statement of account Official receipt
5	Presents transfer notice & receipt of payment	Approves transfer notice	Social worker	2 minutes		Transfer Notice

**CITIZEN'S CHARTER**

## West Visayas State University Medical Center

6	Presents transfer notice to Admitting Clerk	Receives and notes transfer notice	Admitting clerk	2 minutes		
7	Presents transfer notice to Nurse-on- duty	Receives and facilitates transfer	Nurse on duty	2 minutes		



**Release of Cadaver****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Folks of expired patients

**What are the Requirements:**

Release of cadaver form

**Duration:**

Twenty four (24) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents "release of cadaver" form for approval	Receives the release of cadaver slip and verifies account	Social Worker	5 Minutes	N/A	Release of Cadaver Form
2		Appraises folks regarding policy	Social Worker	5 minutes		
3		Administers promissory note and approves release of cadaver form	Social Worker	5 minutes		
4	Signs promissory notes	Advises folks to present release of cadaver form to Admitting Clerk	Social Worker	2 minutes		
5	Presents approved release of cadaver to admitting clerk	Notes death of patient	Admitting Clerk	2 minutes		Release of Cadaver
6	Presents approved release of cadaver to Security Guard	Signs release of cadaver form Releases the cadaver to folks	Security guard	5 minutes		



**Approval of Release of Patient Documents****Schedule of Availability of Services:**

Monday to Friday: 8:00 A.M. to 6:00 P.M.

Saturday and Holiday: 8:00 to 12:00 A.M., 1:00 to 5:00 P.M.

**Who May Avail of the Services:**

Clients

**What are the Requirements:**

Clearance form

**Duration:**

Twenty nine (29) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Secures clearance slip from Billing Section and Records Section	Issues clearance slip	Billing Clerk Records Section Clerk	2 minutes	N/A	Clearance Slip Statement of Account Medical Certificate Birth Certificate Death certificate Certificate of confinement Medical records Order of payment
2	Presents clearance slip for approval	Checks patient record as to hospital liability	Social Worker	5 minutes		
3		In case with PN, issues order of payment and advises to pay at the cashier before the approval of release of documents	Social Worker/accounting clerk	3 minutes		
4	Pays Account Receivable (AR) at the cashier	Receives payments and issues official receipt	Cashier	3 minutes		Official receipt
5	Presents OR of AR payment to Social Service Unit	Posts OR and documents requested at the patients index card	Social Worker	5 minutes		Patients index card
6		Approves release of documents requested	Social Worker	2 minutes		

**CITIZEN'S CHARTER**

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7		Refers to concerned unit	Social Worker	2 minutes		
8	Pays at the cashier	Receives payment and issues Official Receipt	Cashier	2 minutes		Official Receipt
9	Presents approved clearance slip to Records Section / Billing Section	Receives the approved clearance slip and releases requested documents	Billing/ Records Clerk	5 minutes		
10	Receives requested documents					



Ultrasound

Section

**Request for Routine Procedures (Admitted Pay Patients)****Schedule of Availability of Services:**

Monday-Friday, 8:00 AM – 6:00 PM

Saturday, 8:00 AM - 4:00 PM

**Who May Avail of the Services:**

Admitted pay patients

PhilHealth members and dependents

**What are the Requirements:**

Request form from attending physician

**Duration:**

Thirty nine (39) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request for ultrasound	Receives request and schedules patients for ultrasound procedure	Ultrasound Technologist	2 minutes	Based on approved price list per procedure	Ultrasound request form
2		Appraises folks of cost of the procedures	Ultrasound Technologist	2 minutes		
3		a. Cash Issues order of payment for the procedure and physician's professional fee		1 minute		
4	Pays to Cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official Receipt
		b. Charge Issues charge slip for the procedure and order of payment for professional fees	Ultrasound Technologist	2 minutes		Charge slip Doctor's bill

5	Receives duplicate copy of charge slip	Endorses original copy of charge slip to the billing section	Ultrasound Technologist	2 minutes		
6	Pays the physician's professional fee to the cashier	Receives payment and issues official receipt	Cashier			Official Receipt
7	Presents official receipt	Receives official receipt and records the amount and official receipts number in the logbook	Ultrasound Technologist	2 minutes		
8		Gives instruction to nurse on duty for patient preparation before the procedure	Ultrasound Technologist	2 minutes		
9		Informs nurse on duty to wheel in the patient	Ultrasound Technologist	3 minutes		
10		Transfers patient to bed and prepare for scanning procedure	Ultrasound Technologist	5 minutes		
11		Encodes patients data and assists radiology resident during pre-scanning	Ultrasound Technologist Resident physician	10 minutes		
12		Assists sonologist during final scanning	Resident physician Sonologist Ultrasound Technologist	5 minutes		
13		Informs nurse on duty to wheel in the patient back to room	Ultrasound Technologist	1 minute		

**Request for Routine Procedures (Admitted Service Patients)****Schedule of Availability of Services:**

Monday-Friday, 8:00 AM – 6:00 PM

Saturday, 8:00 AM - 4:00 PM

**Who May Avail of the Services:**

Admitted service patients

Philhealth members and dependents

**What are the Requirements:**

Request form from attending physician

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request for ultrasound	Receives request and schedules patients for ultrasound procedure	Ultrasound Technologist	2 minutes	Based on approved price list per procedure	Ultrasound request form
2		Appraises folks for cost of the procedures	Ultrasound Technologist	2 minutes		
3		a. Cash Issues order of payment for the procedure.		1 minute		
4	Pays to Cashier	Receives payment and issues official receipt	Cashier	2 minutes		Charge slip
		b. Charge Issues charge slip for the procedure.	Ultrasound Technologist	2 minutes		
5	Receives duplicate copy of charge slip	Endorses original copy of charge slip to the billing section	Ultrasound Technologist	2 minutes		



6	Presents official receipt	Receives official receipt and records the amount and official receipts number in the logbook	Ultrasound Technologist	2 minutes		
7		Gives instruction to nurse on duty for patient preparation before the procedure	Ultrasound Technologist	2 minutes		
8		Informs nurse on duty to wheel in the patient	Ultrasound Technologist	3 minutes		
9		Transfers patient to bed and prepare for scanning procedure	Ultrasound Technologist	5 minutes		
10		Encodes patients data and assists radiology resident during pre-scanning	Ultrasound Technologist Resident physician	10 minutes		
11		Assists sonologist during final scanning	Resident physician Sonologist	5 minutes		
12		Informs nurse on duty to wheel in the patient back to room	Ultrasound Technologist	1 minute		

**Request for Routine Procedures (Out-Patient)****Schedule of Availability of Services:**

Monday-Friday, 8:00 AM – 6:00 PM

Saturday, 8:00 AM - 4:00 PM

**Who May Avail of the Services:**

Out-patients

**What are the Requirements:**

Request form from attending physician

**Duration:**

32 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents request for ultrasound	Receives request and schedules patients for ultrasound procedure	Ultrasound Technologist	2 minutes	Based on approved price list per procedure	Ultrasound request form
2		Appraises folks for cost of the procedures	Ultrasound Technologist	2 minutes		
3		a. Cash Issues order of payment for the procedure and physician's professional fee	Ultrasound Technologist	1 minute		Doctor's bill
4	Seeks approval of referral to social service unit	b. Charge Issues charge slip for the procedure and order of payment for professional fees	Ultrasound Technologist	2 minutes		Charge slip Doctor's bill
5	Pays to Cashier	Receives payment and issues official receipt	Cashier	2 minutes		
6	Receives duplicate copy of charge slip	Endorses original copy of charge slip to the billing section	Ultrasound Technologist	2 minutes		

7	Pays the physician's professional fee to the cashier	Receives payments and issues Official Receipt	Cashier			Official Receipt
8	Presents official receipt	Receives official receipt and records the amount and official receipts number in the logbook	Ultrasound Technologist	2 minutes		
9		Prepares patient for scanning	Ultrasound Technologist	2 minutes		
10		Encodes patients data and assists radiology resident during pre-scanning	Ultrasound Technologist	10 minutes		
11		Assists sonologist during final scanning	Resident Physician Sonologist Ultrasound Technologist	5 minutes		
12		Inform patient that result will be available after 48 hours	Ultrasound Technologist	2 minutes		

**Request for Special Procedures (Admitted Pay and Service Patients)****Schedule of Availability of Services:**

Monday-Friday, 8:00 AM – 6:00 PM

Saturday, 8:00 AM - 4:00 PM

**Who May Avail of the Services:**

Admitted Pay and Service Patients

**What are the Requirements:**

Request form from attending physician

**Duration:**

55 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Accomplishes correct form Presents request for ultrasound  Procures materials for the procedure	Receives request form, gives instruction and list of materials needed for the procedure.	Ultrasound Technologist	3 minutes	Based on approved price list per procedure	Ultrasound request
2		Appraises folks for cost of procedures	Ultrasound Technologist	2 minutes		Lists of Materials
3		Checks bleeding parameters of patient with nurse on duty	Ultrasound Technologist	1 minutes		Laboratory result
4		Informs sonologist of the procedure	Ultrasound Technologist	2 minutes		
5		a. Cash Checks materials and issues order of payments for procedure and physician professional fee.	Ultrasound Technologist	4 minutes		
6	Pays to cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official Receipt

7		b. Charge Issues charge slip for procedure and order of payment for physician professional fee	Ultrasound Technologist	2 minutes		Charge slip
8	Receives duplicate copy of charge slip	Endorses original copy of charge slip to the billing section	Ultrasound Technologist	2 minutes		Doctor's bill
9	Pays the physician professional fee to the cashier	Receives payment and issues Official Receipt	Cashier			Official Receipt
10	Presents official receipt	Receives Official Receipt and records the amount and official receipt number in the logbook	Ultrasound Technologist	2 minutes		
11		Informs nurse on duty to wheel in the patient	Ultrasound Technologist	1 minute		
12		Makes patient comfortable and gives briefing regarding the procedure to be done.	Radiology Resident Ultrasound Technologist	3 minutes		
13		Encodes patients data and assists radiology resident during procedure	Sonologist Radiology Resident Ultrasound Technologist	30 minutes		
14		Informs nurse on duty to wheel in patient back to room	Ultrasound Technologist	1 minutes		



## X-Ray Procedure

### Schedule of Availability of Services

The X-ray Section of the Diagnostic Imaging Department is open 24-hrs / 7 days a week including holidays.

### Who May Avail Of The Services?

All Outpatients and Inpatients who have a request form for an X-ray examination may avail of the services of the X-ray Section.

## What are the Requirements?

The patient must have a properly and completely filled X-ray request form from his/her Attending Physician.

### Duration

46 minutes and 46 seconds

### How to Avail of the Service

***For Special Procedure Pay Out Patient***

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	<ul style="list-style-type: none"> <li>Presents X-ray Request Form signed by the Attending Physician</li> </ul>	<ul style="list-style-type: none"> <li>Receives the X-ray request form</li> <li>Checks for the completeness of the client's general data and proper filling out of the X-ray request form</li> <li>Indicates the price of the requested X-ray examination on the request form including the Radiologist's Professional Fee</li> <li>Instructs the client to proceed to the Cash Section to pay for the examination</li> </ul> <p>Receive payment and issue official receipt</p>	<ul style="list-style-type: none"> <li>Radiologic Technologist/ Receptionist Clerk</li> </ul>	<p>5 seconds 5 minutes</p> <p>2 minutes</p> <p>2 minutes</p> <p>2 seconds</p>	Refer to the Approved Price List per procedure	<p>X-ray Request Form</p> <p>Official Receipt</p>
2	<ul style="list-style-type: none"> <li>Presents the billed X-ray request form and pays to the Cashier</li> <li>Presents the Official Receipt and x-ray request form to x-</li> </ul>	<ul style="list-style-type: none"> <li>Receives the Official Receipt and records the Official Receipt Number and amount paid based on the request form.</li> </ul>	<p>Cashier</p> <p>Radiologic Technologist/</p>	<p>3 minutes</p> <p>2 minutes</p>		

	ray section.	<ul style="list-style-type: none"> <li>Instructs the client to take a seat at the Waiting Area</li> <li>Issues an X-ray Film Marker of the Client's general data</li> <li>Records the Client's general data in the X-ray's Logbook and Philippine Health Insurance Logbook</li> </ul>	Receptionist Clerk	1 minute		
			Radiologic Technologist/ Receptionist Clerk	1 minute 2 minutes		
		<ul style="list-style-type: none"> <li>Calls out the Client's name and Instructs his/her to change into a dressing gown</li> </ul>	Radiologic Technologist/ Receptionist Clerk	30 seconds		
3	<ul style="list-style-type: none"> <li>Waits for his/her name to be called for the X-ray examination</li> </ul>	<ul style="list-style-type: none"> <li>Briefly explains the procedure and the expected Client positioning</li> </ul>	Radiologic Technologist	3 minutes		
4	<ul style="list-style-type: none"> <li>Proceeds to the X-ray Room and changes into a dressing gown</li> </ul>	<ul style="list-style-type: none"> <li>Performs the requested X-ray examination</li> <li>Instructs the Client to change into the his/her regular clothes and return to the Waiting Area</li> </ul>	Radiologic Technologist Radiologic Technologist	5 minutes 2 minutes		
5	<ul style="list-style-type: none"> <li>Proceeds to the Exposure Area</li> </ul>	<ul style="list-style-type: none"> <li>Develops the X-ray Film</li> <li>Returns to the Client and Instructs his/her to claim her Official X-ray Result after one working day</li> </ul>	Radiologic Technologist Radiologic Technologist	5 minutes 2 minutes		
6	<ul style="list-style-type: none"> <li>Proceeds to the Waiting Area</li> </ul>	<ul style="list-style-type: none"> <li>Places the developed X-ray film into a labeled X-ray envelope and prepares it for Official Reading by the Radiologist</li> <li>Interprets X-ray film</li> </ul>	Radiologic Technologist/ Receptionist Clerk Radiologist	1 minute 5 minutes		
		<ul style="list-style-type: none"> <li>Type official result</li> </ul>	Clerk	3 minutes		
7	Claims result	Issues result	Clerk	2 minutes		Result



**For Out Patients with Referrals, CRG etc**

1	<ul style="list-style-type: none"> <li>Presents X-ray Request Form signed by the Attending Physician</li> </ul>	<ul style="list-style-type: none"> <li>Receives the X-ray request form</li> <li>Checks for the completeness of the client's general data and proper filling up of the X-ray request form</li> <li>Indicates the price of the requested X-ray examination on the request form including the Radiologist's Professional Fee</li> <li>Instructs the Client to bring the billed X-ray request form to the Social Service Section for approval of the Referral</li> </ul>	<ul style="list-style-type: none"> <li>Radiologic Technologist/Receptionist Clerk</li> </ul>	Refer to the Approved Price List per procedure	5 seconds  5 minutes   2 minutes   1 minute	X-ray Request Form
2	<ul style="list-style-type: none"> <li>Proceeds to the Social Service Section and presents the billed X-ray request form to the Receptionist Clerk</li> <li>Receives the billed X-ray request form with a stamp of approval from the Social Service Section</li> </ul>	Approves charge of x-ray examination	Social Worker		1 minute   2 seconds	
3	<ul style="list-style-type: none"> <li>Returns to the X-ray Section and presents the approved X-ray</li> </ul>	<ul style="list-style-type: none"> <li>Instructs the client to go to the Cash Section to pay for the Radiologist's Professional Fee</li> </ul>	Radiologic Technologist/Receptionist Clerk		2 minutes	

4	request form					
	<ul style="list-style-type: none"> <li>Presents the billed X-ray request form to the Cashier</li> <li>Pays in cash the Radiologist's Professional Fee</li> </ul>	<ul style="list-style-type: none"> <li>Receives payment and issues official receipt</li> </ul>	Cashier		2 seconds	
5	<ul style="list-style-type: none"> <li>Returns to the X-ray Section and presents the Official Receipt and request form</li> </ul>	<ul style="list-style-type: none"> <li>Receives the Official Receipt and records the Official Receipt Number and amount paid in logbook</li> <li>Instructs the client to take a seat at the Waiting Area</li> <li>Issues an X-ray Film Marker of the Client's general data</li> <li>Records the Client's general data in the X-ray's Logbook and Philippine Health Insurance Logbook</li> </ul>	Radiologic Technologist/Receptionist Clerk		1 minute	Official Receipt
					3 minutes	Logbook
					2 minutes	
					1 minute	
6	<ul style="list-style-type: none"> <li>Waits for his/her name to be called for the X-ray examination</li> <li>Proceeds to the X-ray Room and changes into a dressing gown</li> <li>Proceeds to the Exposure Area</li> </ul>	<ul style="list-style-type: none"> <li>Calls out the Client's name and Instructs his/her to change into a dressing gown</li> <li>Briefly explains the procedure and the expected Client positioning</li> <li>Performs the requested X-ray examination</li> <li>Instructs the Client to</li> </ul>	Radiologic Technologist		2 minutes	
			Radiologic Technologist		3 minutes	
			Radiologic Technologist		3 minutes	
			Radiologic technologist		5 minutes	
					5 seconds	

7	<ul style="list-style-type: none"> <li>Proceeds to the Waiting Area</li> </ul>	<p>change into the his/her regular clothes and return to the Waiting Area</p> <ul style="list-style-type: none"> <li>Develops the X-ray Film</li> <li>Returns to the Client and Instructs his/her to claim her Official X-ray Result after two working days</li> <li>Places the developed X-ray film into a labelled X-ray envelope and prepares it for Official Reading by the Radiologist</li> </ul>	<p>Radiologic Technologist</p> <p>Radiologic Technologist</p> <p>Radiologic Technologist</p>		<p>5 minutes</p> <p>2 minutes</p> <p>1 minute</p>	
8		<ul style="list-style-type: none"> <li>Interprets X-ray film</li> </ul>	Radiologist		5 minutes	
9	Claims X-ray result	Types official result	Clerk		3 minutes	
			Clerk			X-ray result

**For Admitted Patients, Charge to the Philippine Health Insurance**

1	<ul style="list-style-type: none"> <li>Presents X-ray Request Form signed by the Attending Physician</li> </ul>	<ul style="list-style-type: none"> <li>Receives the X-ray request form</li> <li>Checks for the completeness of the client's general data and proper filling up of the X-ray request form</li> <li>Indicates the price of the requested X-ray examination on the request form including the Radiologist's Professional Fee</li> <li>Instructs the Client to</li> </ul>	<ul style="list-style-type: none"> <li>Radiologic Technologist/Receptionist Clerk</li> </ul>	Refer to the Approved Price List per procedure	<p>5 seconds</p> <p>5 minutes</p> <p>2 minutes</p> <p>1 minute</p>	X-ray Request Form
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2	<ul style="list-style-type: none"> <li>• Proceeds to the Social Service Section and presents the billed X-ray request form to the Receptionist Clerk</li> </ul>	<ul style="list-style-type: none"> <li>• Approves charge of X-ray examination</li> </ul>	Social Worker		1 minute	Request form
	<ul style="list-style-type: none"> <li>• Receives the billed X-ray request form with a stamp of approval from the Social Service Section</li> </ul>				2 seconds	
3	<ul style="list-style-type: none"> <li>• Returns to the X-ray Section and presents the approved X-ray request form</li> </ul>	<ul style="list-style-type: none"> <li>• Instructs the Client to go to the Cash Section to pay for the Radiologist's Professional Fee</li> </ul>	Radiologic Technologist/Receptionist Clerk		2 minutes	Official receipt
4	<ul style="list-style-type: none"> <li>• Presents the billed X-ray request form to the Cashier</li> <li>• Pays in cash only the Radiologist's Professional Fee</li> </ul>	Receives payment and issues official receipt			2 seconds	
5	<ul style="list-style-type: none"> <li>• Presents the Official Receipt of Payment to X-ray section</li> </ul>	<ul style="list-style-type: none"> <li>• Receives the Official Receipt and records the Official Receipt Number and amount paid</li> </ul>	Radiologic Technologist/Receptionist Clerk		1 minute	
		<ul style="list-style-type: none"> <li>• Calls the Nurses' Station and Instructs the Nurse in-charge to transport</li> </ul>			2 minutes	
					1 minute	

6		the Client to the X-ray Section				
		<ul style="list-style-type: none"> <li>Facilitates transport of patient to X-ray section.</li> </ul>	Nurse-on-Duty		1 minute	
		<ul style="list-style-type: none"> <li>Issues an X-ray Film Marker of the Client's general data</li> <li>Records the Client's general data in the X-ray's Logbook and Philippine Health Insurance Logbook</li> </ul>	Radiologic Technologist/Receptionist Clerk		2 minutes	
7	<ul style="list-style-type: none"> <li>Waits for his/her name to be called for the X-ray examination in waiting area</li> </ul>	<ul style="list-style-type: none"> <li>Calls out the Client's name and briefly explains the procedure and the expected Client positioning</li> </ul>	Radiologic Technologist		4 minutes	
8	<ul style="list-style-type: none"> <li>Proceeds to the Exposure Area</li> </ul>	<ul style="list-style-type: none"> <li>Performs the requested X-ray examination</li> </ul>	Radiologic Technologist		5 minutes	
		<ul style="list-style-type: none"> <li>Instructs the Client to return to the Waiting Area</li> </ul>	Radiologic Technologist		5 seconds	
		<ul style="list-style-type: none"> <li>Develops the X-ray Film</li> </ul>	Radiologic technologist		5 minutes	
9	<ul style="list-style-type: none"> <li>Returns to his/her room</li> </ul>	<ul style="list-style-type: none"> <li>Returns to the Client and calls for the Institutional Worker to transport the Client back to his/her room</li> </ul>	Radiologic technologist/Receptionist Clerk		2 minutes	
		<ul style="list-style-type: none"> <li>Facilitate transport of patient</li> </ul>	Nurse on duty		1 minute	
10		<ul style="list-style-type: none"> <li>Places the developed X-ray film into a labelled X-</li> </ul>	Radiologic technologist/Receptionist Clerk		1 minute	

11		ray envelope and prepares it for Official Reading by the Radiologist <ul style="list-style-type: none"> <li>• Interprets film</li> <li>• Types official result</li> </ul>	Radiologist  Clerk		5 minutes  3 minutes	
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**For Admitted Pay Patients, Cash Basis**

1	<ul style="list-style-type: none"> <li>• Presents X-ray Request Form assigned the Attending Physician</li> </ul>	<ul style="list-style-type: none"> <li>• Receives the X-ray request form</li> <li>• Checks for the completeness of the client's general data and proper filling up of the X-ray request form</li> <li>• Indicates the price of the requested X-ray examination on the request form including the Radiologist's Professional Fee</li> <li>• Instructs the client to proceed to the Cash Section to pay for the examination</li> </ul>	<ul style="list-style-type: none"> <li>• Radiologic Technologist/Receptionist Clerk</li> </ul>	Refer to the Approved Price List per procedure	5 seconds 5 minutes  2 minutes  2 minutes	X-ray Request Form
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2	<ul style="list-style-type: none"> <li>• Presents the billed X-ray request and pays in cash</li> <li>• Returns to the X-ray Section and presents the Official Receipt</li> </ul>	<p>Receives payment and issues official receipt</p> <ul style="list-style-type: none"> <li>• Receives the Official Receipt and records the Official Receipt Number and amount paid in logbook</li> </ul>	<p>Cashier</p> <p>Radiologic Technologist/Receptionist Clerk</p>		<p>1 minute</p> <p>3 minutes</p>	Official receipt
3	<ul style="list-style-type: none"> <li>• Stays in waiting area until called</li> </ul>	<ul style="list-style-type: none"> <li>• Calls the Nurses' Station and Instructs the Nurse in-charge to transport the Client to the X-ray Section</li> <li>• Facilitates transfer of patient to X-ray section</li> <li>•</li> </ul>	<p>Radiologic Technologist/Receptionist Clerk</p> <p>Nurse on duty</p>		<p>1 minute</p> <p>1 minute</p>	
4	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Issues an X-ray Film Marker of the Client's general data</li> <li>• Records the Client's general data in the X-ray's Logbook and Philippine Health Insurance Logbook</li> <li>•</li> </ul>	<p>Radiologic Technologist/Receptionist Clerk</p>		<p>1 minute</p> <p>2 minutes</p>	

5	<ul style="list-style-type: none"> <li>• Proceeds to the Exposure Area</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Calls out the Client's name and briefly explains the procedure and the expected Client positioning</li> <li>• Instruct patient to change into dressing room</li> <li>• Performs the requested X-ray examination</li> <li>• Instructs the Client to change to regular clothes and return to the Waiting Area</li> </ul>	Radiologic Technologist		4 minutes  5 minutes  5 seconds	
6	<ul style="list-style-type: none"> <li>• Stays in waiting area until called</li> </ul>	<ul style="list-style-type: none"> <li>• Develops the X-ray Film</li> <li>• Returns to the Client</li> </ul>	Radiologic Technologist Receptionist Clerk		5 minutes 2 minutes	



		<ul style="list-style-type: none"><li>• and calls for the Institutional Worker to</li></ul>				
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7	Return to room	<ul style="list-style-type: none"> <li>the transport the Client back to his/her room</li> <li>Places the developed X-ray film into a labelled X-ray envelope and prepares it for Official Reading by the Radiologist</li> </ul>			1 minute	
		<ul style="list-style-type: none"> <li>Facilitates transfer of patient to room</li> </ul>	Nurse on Duty		1 minute	
		<ul style="list-style-type: none"> <li>Interprets film</li> </ul>	Radiologist		5 minutes	
		<ul style="list-style-type: none"> <li>Types official receipt</li> </ul>	clerk		3 minutes	

**For Admitted Service Patients, Charge to the Philippine Health Insurance**

1	<ul style="list-style-type: none"> <li>Presents X-ray Request Form signed by the Attending Physician</li> </ul>	<ul style="list-style-type: none"> <li>Receives the X-ray request form</li> <li>Checks for the completeness of the client's general data and proper filling up of the X-ray request form</li> <li>Indicates the price of the requested X-ray examination on the request form</li> <li>Instructs the Client to bring the billed X-ray request form to the Social Service Section for approval of the charged X-ray examination</li> </ul>	<ul style="list-style-type: none"> <li>Radiologic Technologist/Receptionist Clerk</li> </ul>	Refer to the Approved Price List per procedure	5 seconds 5 minutes  2 minutes  1 minute	X-ray Request Form
2	<ul style="list-style-type: none"> <li>Proceeds to the Social Service Section and presents the billed X-ray request form to the Receptionist Clerk</li> </ul>	<ul style="list-style-type: none"> <li>Approves charge of X-ray examination</li> </ul>	Social Worker		1 minute	Request form
3	<ul style="list-style-type: none"> <li>Presents billed X-ray request form with a stamp of approval from the Social Service Section to the X-ray Section</li> </ul>	<ul style="list-style-type: none"> <li>Receives the approved X-ray request form</li> <li>Calls the Nurses' Station and Instructs the Nurse in-charge to transport the Client to the X-ray Section</li> <li>Facilitate transport of</li> </ul>	Radiologic Technologist/Receptionist Clerk  Nurse on duty		2 seconds 1 minute  1 minute	

4	<ul style="list-style-type: none"> <li>Waits for his/her name to be called for the X-ray examination</li> </ul>	<p>patient</p> <ul style="list-style-type: none"> <li>Issues an X-ray Film Marker of the Client's general data</li> <li>Records the Client's general data in the X-ray's Logbook and Philippine Health Insurance Logbook</li> </ul>	Radiologic Technologist/Receptionist Clerk		1 minute	
5	<ul style="list-style-type: none"> <li>Proceeds to the Exposure Area and change to dressing down</li> </ul>	<ul style="list-style-type: none"> <li>Calls out the Client's name and briefly explains the procedure and the expected Client positioning and instruct patient to change to dressing gown</li> <li>Performs the requested X-ray examination</li> <li>Develops the X-ray Film</li> </ul>	Radiologic Technologist		2 minutes	
6	<ul style="list-style-type: none"> <li>Change to regular cloths</li> </ul>	<p>Instruct patient to change to regular cloths</p> <ul style="list-style-type: none"> <li>Returns to the Client and calls for the Institutional Worker to transport the Client back to his/her room</li> <li>Places the developed X-ray film into a labelled X-ray envelope and prepares it for Official Reading</li> </ul>	Radiologic Technologist		4 minutes	
			Radiologic Technologist		5 minutes	
			Radiologic Technologist		5 minutes	
			Radiologic Technologist/Receptionist Clerk		2 minutes	
					1 minute	
					1 minute	

7	<ul style="list-style-type: none"> <li>Returns to his/her room</li> </ul>	by the Radiologist <ul style="list-style-type: none"> <li>Facilitates transport of patient</li> <li>Interprets film</li> <li>Type official result</li> </ul>	Nurse on duty  Radiologist  Clerk		1 minute  5 minutes  3 minutes	
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**For Admitted Service Patients, Cash Basis**

1	<ul style="list-style-type: none"> <li>Presents X-ray Request Form signed by the Attending Physician</li> </ul>	<ul style="list-style-type: none"> <li>Receives the X-ray request form</li> <li>Checks for the completeness of the client's general data and proper filling out of the X-ray request form</li> <li>Indicates the price of the requested X-ray examination on the request form including the Radiologist's Professional Fee</li> <li>Instructs the client to proceed to the Cash Section to pay for the examination</li> </ul>	<ul style="list-style-type: none"> <li>Radiologic Technologist/Receptionist Clerk</li> </ul>	Refer to the Approved Price List per procedure	5 seconds 5 minutes  2 minutes  2 minutes	X-ray Request Form
2	<ul style="list-style-type: none"> <li>Presents the billed X-ray request form and pays to the</li> </ul>	Receive payment and issue official receipt	Cashier		2 minutes	Official Receipt

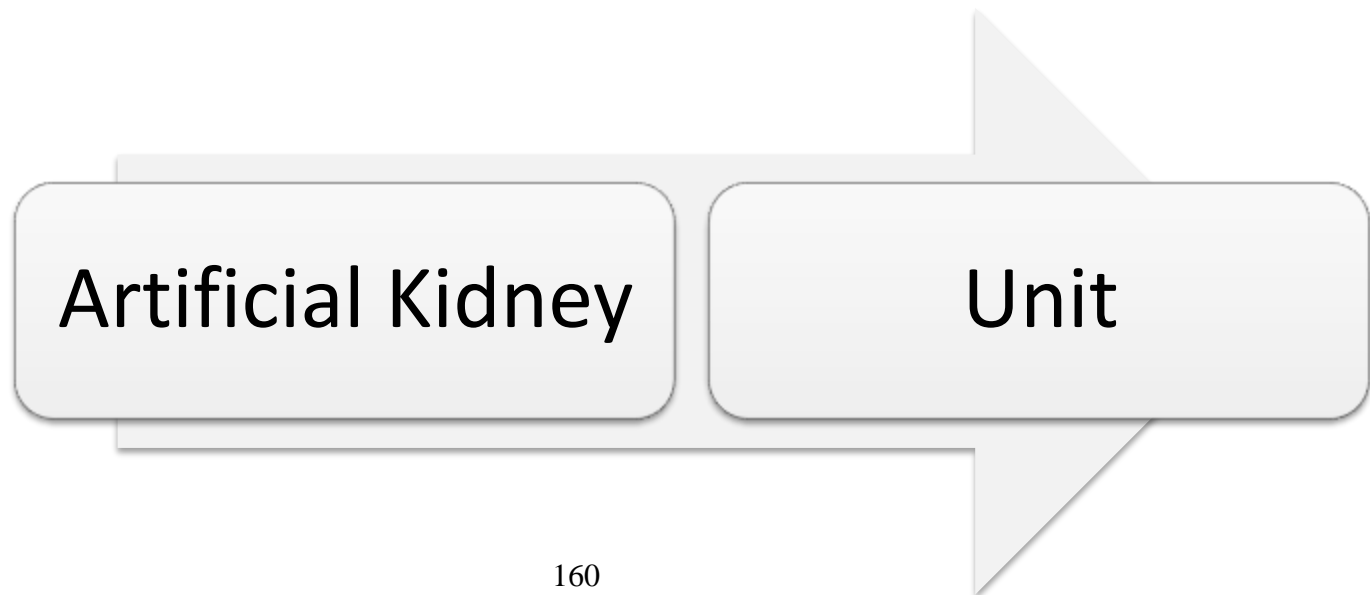
3	Cashier					
	<ul style="list-style-type: none"> <li>Presents the Official Receipt and x-ray request form to x-ray section.</li> </ul>	<ul style="list-style-type: none"> <li>Receives the Official Receipt and records the Official Receipt Number and amount paid based on the request form.</li> <li>Calls the nurse's Station and instruct the nurse in-charge to transport the patient to x-ray Section</li> <li>Facilitate transport of patient Issues an X-ray</li> </ul>	Radiologic Technologist/Receptionist Clerk		3 minutes	
4	Stay in waiting area until called	<ul style="list-style-type: none"> <li>Film Marker of the Client's general data</li> <li>Records the Client's general data in the X-ray's Logbook and Philippine Health Insurance Logbook</li> </ul>	Radiologic Technologist/Receptionist Clerk		2 minutes	
					1 minute	
5	<ul style="list-style-type: none"> <li>Proceeds to the X-ray Room and changes into a dressing gown</li> </ul>	<ul style="list-style-type: none"> <li>Calls out the Client's name and Instructs his/her to change into a dressing gown</li> </ul>	Radiologic Technologist		1 minute	
		<ul style="list-style-type: none"> <li>Briefly explains the procedure and the expected Client positioning</li> </ul>	Radiologic Technologist		2 minutes	
		<ul style="list-style-type: none"> <li>Performs the requested X-ray examination</li> </ul>	Radiologic technologist		3 minutes	
6	Changes to regular cloths	<ul style="list-style-type: none"> <li>Instructs the Client to change into the his/her regular clothes</li> </ul>	Radiologic Technologist		5 minutes	
		<ul style="list-style-type: none"> <li>Develops the X-ray Film</li> <li>Returns to the Client</li> </ul>	Radiologic Technologist		1 minute	
					5 minutes	

7	Return to room	<p>and calls for institutional worker to transport the patient back to his/her room</p> <ul style="list-style-type: none"> <li>Places the developed X-ray film into a labeled X-ray envelope and prepares it for Official Reading by the Radiologist</li> <li>Interprets X-ray film</li> <li>Type official result</li> </ul>	<p>Radiologic Technologist</p> <p>Radiologic Technologist/Receptionist Clerk</p> <p>Radiologist</p> <p>Clerk</p>		<p>2 minutes</p> <p>1 minute</p> <p>5 minutes</p> <p>3 minutes</p>	
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# NURSING



# SERVICES





## Dialysis

### **Schedule of Availability of Services:**

Regular Sessions: Monday-Saturday

1<sup>st</sup> 8:00 AM – 12:00 PM

2<sup>nd</sup> 1:00 PM – 5:00 PM

3<sup>rd</sup> 6:00 PM – 10:00 AM

Emergency Dialysis after 12 midnight

Monday – Saturday

Holidays and Sundays – Anytime

### **Who May Avail of the Services:**

Patients with End-Stage Renal Disease needing maintenance renal replacement therapy or those with Acute Renal Failure with proper referral from the Attending Nephrologists.

### **What are the Requirements:**

Referral

### **Duration:**

Four hours (4) and thirty four34 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Present referrals and fill-out Information Sheet and Consent for treatment.	A.) Checks all necessary documents and refer to Attending Nephrologist for assessment and orders for hemodialysis parameters. B.) Orders for necessary laboratory exam and give medicine if necessary. C.) orients the patient regarding dialysis treatment if not done before. D.) orients the patient/responsible members or representatives regarding rules and regulations of the Unit. (Refer to Kidney Unit Policy/Rules and Procedures). E.) issues Charge Slip for payment of the facility and laboratory exam as ordered.	NOD  Nephro Resident Attending Nephrologist Attending Nephrologist  NOD  NOD/Clerk  NOD  NOD	5 minutes  3 minutes 10 minutes 5 minutes  3 minutes  5 minutes 4 hours	Hemodialysis Payment         HemoDialysis Fee Refer to Schedule of Fees	Information Sheet         Consent for Hemo-dialysis  Laboratory Request       Charge Slip
2	Pays to Cashier	Follow up Official Receipt for Recording.				
3	Wash hands in access area (with fistula) in preparation for HD.					
4		Start of Hemodialysis.	NOD	3 minutes		
5		Reminds patient regarding next HD schedule, Medication, and care of access				





Emergency

Room

**Consultation**

**Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Patient/Folks who needs medical care

**What are the Requirements?**

ER Chart

**Duration:**

1.5 Hours

**How to Avail of the Services:**

Step	Client	Service Provider	Person In Charge	Duration of Activity	Fees	Form
1	Informs Emergency Room Nurses of desire to seek consultation.	Does initial evaluation of patient Classifies patient per case (Medicine, Pediatric, Surgery, Ortho, Psych, OB/Gynecology) Requests ER chart from admitting section and fills out with patient's personal data. Accompanies patient to Clinical Clerk/PGI/Resident-on Duty.	Nurse-On Duty	5 minutes		ER Chart
2	Proceeds to specialty areas as instructed	Does History Taking and physical assessment. Makes Medical Management Plan Advises patient whether for consultation/admission. Issues request for laboratory/diagnostic examinations and prescriptions	Clinical Clerk/Post-Graduate Intern/Resident In-Charge	30 minutes		ER Chart Laboratory/ diagnostic request prescriptions
3	Proceeds to specified diagnostic department.	Instructs patient/folk to: a. Present (Laboratory/Diagnostic Imaging/Cardiology/Pulmonary) for pricing. b. Pay to cashier	Nurse-On Duty	5 minutes	According approved rate	Request Form
4	Pays to cashier	Receives payment and issues official receipt. Instructs patient to present request and official receipt back to department concerned.	Cashier	3 minutes	According to approved rate	Official Receipt

**CITIZEN'S CHARTER**

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5	Waits for diagnostic procedures to be performed	Calls department concerned and confirms payment for laboratory/ diagnostic procedures requested.	Nurse-on Duty	10 minutes	According to approved rate	Official Receipt
6	Procures medicine and supplies.	Gives prescription for medicine and supplies Issues order of payment for ER fee and other charges	Nurse-on Duty	10 minutes	According to approved rate	Prescription
7	Pays to cashier	Receives payment and issues Official Receipt	Cashier	3 minutes	ER fee- P150. O <sub>2</sub> inhalation PAI- P70.00	Official receipt
8	Presents to Emergency Room nurses official receipt of payment for ER charges. Clarifies and acknowledges home instructions.	Receives official receipt and gives home instructions  Instructs patient/folks to get blue card from admitting section Returns ER Chart to Admitting Section	Nurse-on Duty	10 minutes		ER chart Official receipt
9	Proceeds to Admitting Section and presents Official receipt. Receives Blue Card	Issues blue card for OPD follow up Issues medical certificate if requested	Admitting Clerk	2 minutes		Blue Card Medical Certificate
10	Presents blue card and official receipt to Guard on Duty.	Checks blue card and official receipt for confirmation	Guard on Duty	3 minutes		Blue Card Official Receipt

**Admission****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Patient/Folks who needs medical care

**What are the Requirements:**

ER Chart

**Duration:**

1 Hour

**How to Avail of the Services:**

Step	Client	Service Provider	Person In Charge	Duration of Activity	Fees	Form
1	Informs Emergency Room nurse of desire for admission.	<p>Checks for referral notes or written order from attending physician.</p> <p>Instructs patient's folks to go to admitting section for admission appraisal of room rates and other hospital charges.</p> <p>Requests for ER chart from admitting clerk.</p> <p>Accompanies patient to clinical clerk/PGI/Resident on Duty</p>	Nurse On Duty	3 minutes		<p>Referral notes, written orders from physician</p> <p>Patient's chart</p> <p>Patient's chart</p>
2	Waits for initial medical management	<p>Assess and evaluates patient's condition</p> <p>Writes admission orders</p> <p>Informs:</p> <ul style="list-style-type: none"> <li>a. Admitting Clerk of admission</li> <li>b. Ward nurse for admission</li> <li>c. OR nurse for operation</li> <li>d. DR nurse for impending delivery</li> <li>e. Dietary Department of the patient's prescribed diet</li> </ul> <p>Carries out doctor's order</p>	<p>Resident On Duty. Post Graduate Inter, Junior Intern</p> <p>Nurse On Duty</p>	30 minutes		Patient's chart

3	Proceeds to specified diagnostic department (Laboratory/ Diagnostic Imaging/ Cardiology/Pulmonary) and arranges for mode of payment (Cash/charge)	<ul style="list-style-type: none"> <li>a. Initiates IV fluid</li> <li>b. Performs insertion of tubes and drains (NGT, Foley Catheter)</li> <li>c. Gives stat doses of medicines</li> <li>d. Assists in ER procedures if any</li> </ul> <p>Issues request forms for department (Laboratory/ Diagnostic Imaging/ Cardiology/Pulmonary procedures) and prescriptions.</p> <p>Instructs patient/ folks to present request form for pricing to specified department</p>	Nurse On Duty	5 minutes	According to approved rates	Patient's chart Prescription Request form
4	Pays to the Cashier for cash payment or proceeds to Social Service Department/Senior House Officer for approval of diagnostic request charged on patient's account	<p>Receives payment and issues official receipts</p> <p>Approves charges</p>	<p>Cashier</p> <p>Social Service Department/ Senior House Department</p>	10 minutes	According to approved rates	Request Form Official receipts
5	Returns to specified diagnostic/laboratory/diagnostic imaging/cardio/pulmonary department and presents <ul style="list-style-type: none"> <li>a. official receipt or</li> <li>b. request form signed by social service personnel/Senior House Officer for request on fees charged to patient's account</li> </ul>	Receives and logs number of official receipt or issues charge slips	Laboratory, diagnostic, cardio or pulmonary personnel	5 minutes		Request form Official receipt Charge slips
6	Presents PHIC Card or Member	Instructs patient's to proceed to PHIC	Nurse On Duty	1 minute		MDR Form, PHIC



**CITIZEN'S CHARTER**

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	Data Record ( MDR) to PHIC section	section to get PHIC monitoring card for medicines charged to PHIC				card
7	Receives PHIC monitoring card	Checks PHIC card/MDR and issues PHIC monitoring card	PHIC personnel	3 minutes		PHIC monitoring card

**OPD Patient for Injection****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

Patient/folks who needs medical care

**What are the Requirements:**

ER Chart

**Duration:**

1 Hour

**How to Avail of the Services:**

Step	Client	Service Provider	Person In Charge	Duration of Activity	Fees	Form
<b>a. ATS Injection with referral note (6 am – 12 noon daily)</b>						
1	Presents referral note/request for ATS injection	Receives referral note Refers to JI/PGI/ROD Gets ER Chart from admitting section	Nurse On Duty/Clinical Clerk/Post Graduate Intern/Resident On Duty	3 minutes	P20.00	Referral note, ER Chart
2	Goes to designated ER department Waits for observation of medication reaction	Assesses patient and takes history Performs skin test and administers medication after negative skin test	Clinical Clerk/Post Graduate Intern/Resident On Duty Nurse-on Duty	1 Hour		ER Chart
3	Pays to Cashier	Issues order of payment for injection Receives payments and issues official receipts	Cashier	10 minutes		Official Receipt
4	Presents official receipt to ER nurse	Checks and confirms official receipts for payment Returns ER Chart to admitting section	Nurse On Duty	2 minutes		Official Receipt ER Chart
<u>Benzathine Benzylpenicillin (8am -12 noon Wed. and Sat.) /Streptomycin Injection (8am -12 noon Daily)</u>						
1	Presents OPD chart and Official Receipt of Payment for injection to designated specialty department.	Does assessment of patient Performs skin test Administers medication as ordered in chart	Clinical Clerk/Post Graduate Intern/Resident on Duty Nurse On Duty	30 minutes	P20.00	OPD Chart, Official Receipt
2	Waits for observation of medication reaction	Observes for medication reaction Records medication given	Nurse On Duty	30 minutes		OPD Chart
3	Returns OPD Chart to Admitting Section	Files and forwards OPD Chart to OPD the next day	Admitting Clerk	1 minute		OPD Chart





Third & Fourth

Floors

**Admission of Patient - Direct To Room**

**Schedule of Availability of Services:**

24 Hours

**Who May Avail of the Services**

Patients/folks admitted at the third/ fourth floor

**What are the Requirements?**

Admitting orders from Attending Physician

**Duration:**

40 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Occupies assigned room	Orients patients/folks of physical set up policies and procedures including treatments and use of electric current.	Nurse on Duty	3 minutes	Room Rates: Regular- 1440 Suite- 1680 De luxe - 2040	Admission forms  Patient's chart kardex, medication cards  laboratory & diagnostic request forms
2		Fills out admission check- list forms	Nursing Aide	2 minutes		
3		Carries out admission orders and reports patient's diet to Dietary Department	Nurse on Duty	5 minutes		
4		Fills out request s for diagnostic procedures	Nurse On Duty	3 minutes		
		Instructs folk regarding laboratory/ diagnostic procedures	Nurse On Duty	2 minutes		
5	Proceeds to designated departments for pricing	Issues doctors prescriptions of medicines & supplies	Nurse On Duty	3 minutes		Prescription
6		Determines price of procedure	Departments concerned	5 minutes		Requests for procedures
7		Receives payment and issues official receipt	Cashier	1 minute		Official receipt
8	Proceeds to Pharmacy for medicines and supplies	Dispenses medicines and supplies, receives payments and issues official receipts	Pharmacist	5 minutes		Prescriptions Official receipt

9	Returns to designated department and presents official receipt for procedures	Notes number of official receipt on request for procedures	Clerks of Department concerned	5 minutes		Official Receipt
10		Calls respective departments for patient procedures	Nurse On Duty	1 minute		
11	Returns to Station and presents official receipts to Nurse On Duty	Prepares and facilitates transport of patient for procedure	Institutional Worker Resident Physician	5 minute		Signed Consent Preoperative Checklist
12		Administers available medications & treatments	Nurse On Duty Nursing Aide-for treatments			Medication & Treatment cards

### Admission of Patient from the Emergency Room

#### Schedule of Availability of Services:

24 Hours

#### Who May Avail of the Services?

Patients/folks admitted at the third and fourth floor

#### What are the Requirements?

Patient's chart

**Duration:**

20 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Occupies assigned room	Orients physical set up, policies & procedures including use of electric current & treatments	Nurse On Duty	3 minutes	Room Rates Regular- 1440 Suite- 1680 De Luxe- 2040	Checklist Forms  Laboratory results  Patients chart
2		Fills out admission check-list forms	Nursing Aide	2 minutes		
3		Follows up laboratory results & refers to the resident on duty	Nurse On duty	5 minutes		
4		Administers prescribed medicines & treatments	Nurse On Duty Nursing Aide	10 minutes		
	Presents medical supplies & medicines					

**Issuance of Medical Certificate / Medical Abstract**

**Schedule of Availability of Services:**

24 Hours

**Who May Avail of the Services?**

Patients/folks admitted at the third/.fourth floors

**What are the Requirements?**

Medical Certificate and Medical Abstract forms

**Duration:**

10 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests for Medical Certificates/ Medical Abstract	Instructs folk to get Medical Certificates form at the Records Section and Medical Abstract Social Service Department	Nurse On Duty Records Clerk Social Worker	2 minutes	Medical Certificates 20.00 Medical Abstract free	Medical Certificates Medical Abstract forms
2	Proceeds to: Records Section - for Medical Certificates Social Service Office - for Medical Abstract	Issues medical certificate form Issues medical abstract form	Clerk records section Clerk social service			Medical certificate Medical Abstract form
3	Presents the forms to Nurse on duty at the nurses' station	Fills out & facilitates completion of duly signed forms	Nurse On Duty Resident-on Duty	5 minutes		Medical certificate Medical Abstract
4	Returns form to Records Section for Typing	Accomplishes medical certificate	Medical records personnel	3 minutes		Medical certificate

**Preparing Patient for Surgical Operation****Schedule of Availability of Services:**

24 hours (Monday-Sunday)

**Who May Avail of the Services:**

Patients / Folks admitted at the Third/Fourth floor



**What are the Requirements:**

Written Order from Physician

**Duration:**

15 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	People in Charge	Duration of Activity	Fees	Form
1	Accomplishes consent form	Checks for signed consent form for operation. Issues Operating Room schedule form indicating amount as partial payment for official receipt supplies. Instructs folks to pay to cashier.	Nurse-on-Duty	2 minutes		OR schedule form
2	Receives Operating Room schedule and pays to cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official receipt
3	Presents Operating Room schedule with official receipt to the Nurse-on Duty	Forwards the O.R. Schedule to the Operating Room	Nurse-on Duty	2 minutes		OR schedule
4		Issues prescription, requests for blood and other supplies.	Nurse-on Duty	2 minutes		prescriptions
5	Procures prescribed medicines and supplies/secures blood from blood bank and presents to Nurse-on Duty	Checks medicines received/and accomplishes blood control form	Nurse-on Duty	2 minutes		Blood control form
6		Prepares and brings patient to Operating room	Nurse-on Duty Institutional Worker	5 minutes		Patient's Chart

**Room Transfer**

**Schedule of Availability of Services:**

24 Hours

**Who May Avail of the Services?**

Patients/folks admitted at the third/ fourth floor.

**What are the Requirements?**

Transfer Notice forms and Written Order from Physician

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Request for room/ward transfer	<p>Informs Resident On Duty of transfer plans and carries out order of transfer</p> <p>Fills out transfer notice forms for folk's signature</p>	Nurse On Duty Resident –on Duty	3 minutes	<p>Room Rates Regular- 1440 Suite- 1680 De Luxe-2040</p>	Transfer Notice forms
2	Signs transfer notice forms	<p>Instructs patient/folks of transfer plans</p> <p>Calls and informs concerned departments of transfer plans</p>	Nurse On Duty	10 minutes		
3	Proceeds to the cashier for payment	Receives payment and issues official receipt	Cashier	5 minutes		Official receipt
4	Proceeds to the Social Service Department / Senior House Officer and Admitting Section with official receipt for approval	Approves transfer	Social Worker / Senior House Officer	1 minute		Accomplished transfer notice slip with official receipt
		Signs and approves room transfer	Admitting Section Clerk	1 minute		
5	Returns to the nurses' station with duly signed transfer notice slip	Facilitates transfer of patient to room of choice	Nurse-on Duty Institutional Worker	10 minutes		Duly signed transfer notice forms Patient's Chart

**Discharging Patient**

**Schedule of Availability of Services:**

24 Hours

**Who May Avail of the Services:**

All Patients admitted at third/fourth floor.

**What are the Requirements:**

Discharge orders from the Physician/s

Discharge slip

**Duration:**

30 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Agrees to go home	Carries out discharge orders  Informs patient/folks of discharge plans  Issues may go home slip and instructs folks of discharge procedures  Gives blood clearance slip for clearance and instruct folks of the remaining medicines/supplies for credit memo	Nurse-on Duty	2 minutes  2 minutes  1 minute  1 minute		MGH slip
2	Presents official receipts/charge slips to Nurse On Duty	Facilitates approval of credit memo for all medicines/supplies by the pharmacy / Internal Audit Service	Billing Section	10 minutes		Credit memo form
3	Goes to the Billing Section	Accomplishes statement of accounts		5 minutes		Statement of Account
4	Pays to the Cashier	Receives payment and issues official receipts and discharge slip	Cashier	2 minutes		Discharge Slip Official Receipt
5	Returns to the station and presents discharge and blood clearance slips to Nurse-on Duty	Requests for official receipt and checks for professional fee of attending physician Receives and signs discharge slip	Nurse-on Duty  Nurse-on Duty	1 minute  5 minutes		Discharge slip  Discharge

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6		Gives home instructions (medicines, treatments, and follow-up) to responsible folks Instructs folks to give signed discharge slip to Guard- on Duty		1 minute		summary of newborns Home instruction forms prescriptions
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**Expired Patients****Schedule of Availability of Services:**

24 Hours

**Who May Avail of the Services:**

Folks of expired patient

**What are the Requirements:**

Release of cadaver form

**Duration:**

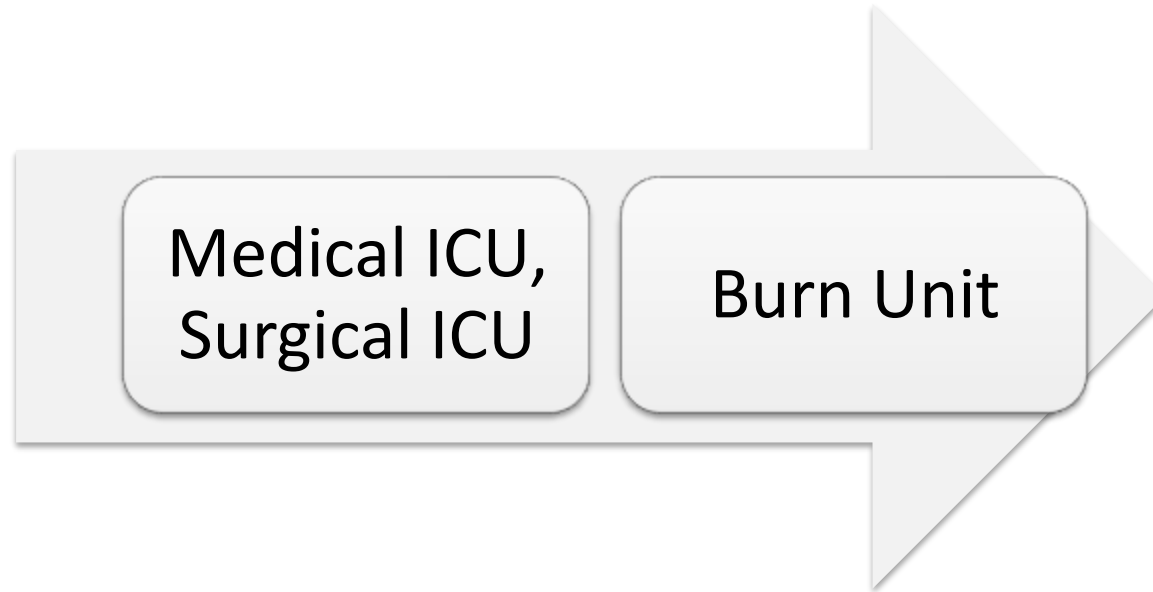
10 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Acknowledges death of patient	Accomplishes and issues release of cadaver form and affixes signature	Nurse-on Duty	2 minutes		Release of Cadaver form
2	Receives and signs release of cadaver	Instructs folks to bring release of cadaver form to admitting clerk/ social service/ senior house officer	Nurse-on Duty	1 minute		
3	Brings the release of cadaver form to the Admitting Clerk, Social Service/Senior house officer for signing Signs promissory note and returns to Admitting clerk	Receives release of cadaver form Prepares promissory note	Admitting Clerk Social Worker/Senior Officer	2 minutes		Promissory Note
4	Goes to Social Service Department /Senior House Officer for approval of release	Instructs patient to go Social Worker/ Senior House Officer for approval of release Signs release of cadaver form	Admitting Clerk Social Worker /Senior House officer	1 minute 2 minutes		Release of Cadaver form Release of Cadaver form
5	Presents signed release of cadaver form to the admitting clerk Presents release of cadaver form to Guard-on Duty	Instructs folks to give the release of cadaver form to the guard on duty in-charge of the morgue Signs Release of Cadaver form and releases cadaver to folks	Admitting Clerk Guard-on Duty	2 minutes		







**Admitting Patients from Emergency Room/Ward**

**Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services:**

Pay/ Service patients who are critically ill

Patient's folks

**What are the Requirements:**

Refer to ICU Complex Policy

Patients Chart

**Duration:**

36 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Occupies assigned bed.	Accompanies and position patient on his bed.	Nurse on duty	5 minutes		
2	Familiarizes with the set-up and guidelines of ICU policy	Orients patient/folks regarding set-up, ICU policy, fees and charges. Carries out admission orders.	Nurse on duty	25 minutes		Chart
3	Presents available medicines, medical surgical supplies and official receipts of diagnostic procedures.	Checks availability of prescribed medicines/supplies. Verifies laboratory/diagnostic procedures requested.	Nurse on duty	3 minutes		Prescription Laboratory/ Diagnostic Procedure Request
4	Signs in the logbook to note medicines/supplies given to the Nurse on Duty	Lists in logbook medicines/supplies received and affixes signature.	Nurse on Duty	3 minutes		Logbook

**Issuance of Prescriptions****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services:**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements:**

Duly signed Prescription

**Duration:**

15 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1		Carries out doctor's orders. Issues prescription to patient/ folks	Nurse on duty	2 minutes		Chart Prescription
2	Receives prescription from Nurse on duty	Checks availability of prescribed medications/medical surgical supplies.	Nurse on duty	2 minutes		
3	A.) <u>Cash Basis</u> Presents prescription to pharmacy for pricing and purchase B.) <u>Credit Basis/ Emergency Drugs</u> Presents prescription for approval to: 1.) Social Service Office during office hours, or 2.) Senior House Officer-After office Hours and Holidays	Dispenses medicines. Accepts payment. Issues official receipt/charge slip.  Approves credit.	Pharmacist Cashier  Social Worker  Senior House Officer	5 minutes		Prescription Official Receipt  Charge Slip
4	Presents medicines/ medical surgical supplies to the Nurse on Duty	Checks and records medications/ medical surgical supplies given by client.	Nurse on duty	3 minutes		Prescription

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5	Signs in the logbook to note medicines/supplies given to the Nurse on Duty	Lists in medicines/ medical surgical supplies received and affixes signature.	Nurse on Duty	3 minutes		Logbook
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**Issuance of Laboratory Request and Diagnostic Procedures****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services:**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements:**

Laboratory and Diagnostic Procedure Request

**Duration:**

9 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Receives request for Laboratory / Diagnostic Procedure and presents it for pricing to concerned department(X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	Issues request for Laboratory and Diagnostic Procedure A.) Service Accommodation B.) Pay Accommodation -Attach PF	Nurse on Duty	2 minutes		Laboratory and Diagnostic Procedure Request
2	Presents request for Laboratory / Diagnostic Procedure to concerned department(X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	Instructs client to proceed to concerned department (X-Ray, Laboratories, Pulmonary Unit, Pharmacy) for pricing	Nurse on Duty	1 minute		Laboratory and Diagnostic Procedure Request
3	A.) <u>Cash Basis</u> Pays to cashier	Receives payment and issues official receipt	Cashier	1 minute		Official Receipt
	B.) <u>Credit Basis</u> Obtains approval from either: 1.) Social Service Office 2.) Senior House Officer-After office Hours and Holidays	Approves credit	Social Worker Senior House Officer	1 minute		

4		Once approved, issues charge slip	Clerk of Designated Department(X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	1 minute		Charge Slip
5	Presents Request and official receipt/charge slip to concerned department(X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	Schedules procedure.	Clerk of Designated Department (X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	2 minutes		Laboratory and Diagnostic Procedure Request
6	Informs Nurse on Duty of payment/charge for laboratory /diagnostic procedure.	Verifies from the concerned department (X-Ray, Laboratories, Pulmonary Unit, and Pharmacy) of pertinent instruction and preparation for the laboratory/ diagnostic procedures.	Nurse on duty	1 minute		

**Issuance of Blood Request****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services:**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements:**

Typing Card and Blood Request

**Duration:**

14 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Receives Blood Request.	Carries out Doctor's order. Issues Blood Request.	Nurse on duty	2 minutes		Blood Request Form
2	Verifies from the Blood bank (availability of blood and payment for processing fee)	Checks availability of blood with Blood bank personnel.	Nurse on duty	2 minutes		
3	Pays Processing Fee to the cashier.	Accepts payment and issues official receipt.	Cashier	1 minute		Official Receipt
4	Presents Blood Request and official receipt to blood bank personnel	Checks official receipt.	Blood Bank Personnel	1 minute	Processing fee/unit	Blood Request /Official Receipt
5	Receives Cross-matching Request	Issues Cross-matching Request	Nurse on duty	1 minute		Cross-matching Request
6	A.) <u>Cash Basis</u> Pays to cashier	Receives payment and issues official receipt	Cashier	1 minute	Cross-matching fee	Official Receipt

7	B.) <u>Credit Basis</u> Obtains approval from: 1.) Social Service Office, or 2.) Senior House Officer-After office Hours and Holidays	Approves credit.	Social Worker Senior House Officer	2 minutes		Charge Slip
		Once approved, issues charge slip	Clerk of Blood Bank	2 minutes		
8	Presents Cross-matching Request and official receipt/charge slip.	Receives official receipt of Cross- matching.	Blood Bank Personnel	1 minute		
9	Informs Nurse on Duty of payment/charge for Cross- matching	Follows-up Cross-matching request	Nurse on duty	1 minute		Cross-matching Request



**Discharging of Patient****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services?**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements?**

Blood Clearance

Discharge Slip

**Duration:**

21 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Verifies discharge order.	Reminds folks of unused medicines for credit memo, replacement and blood clearance.	Nurse on duty	2 minutes		Credit memo form
2	Presents unused medicines with official receipts/charge slips for credit memo, replacement and blood clearance.					
3	In case of HAMA, signs waiver.	Prepares and witnesses signing of waiver	Nurse on duty	1 minute		Waiver
4		Issues May Go home Slip		1 minute		Blood Clearance May Go Home Slip Form
5	Receives May Go Home Slip form.	Instructs folks to present MGH Slip to Billing Section.	Nurse on duty	1 minute		May Go Home slip form

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6	Brings May Go Home slip to billing section	Issues statement of accounts	Clerk billing section	5 minutes		Statement of Account
7	Presents statement of accounts to the cashier. Pays to the cashier	Receives payment and issues official receipt and discharge slip.	Cashier	2 minutes		Official Receipt
8	Presents receipts and discharge slip to the Nurse on Duty.	Receives discharge slip.	Nurse on duty	1 minute		Discharge slip
9		Gives May Go Home Instructions (Medicines/ treatment/ follow-up) Signs Discharge Slip.	Nurse on duty	5 minutes		May Go Home Instruction form Prescriptions
10	Receives discharge slip duly signed by nurse on duty	Gives discharge slip to patient/folks.	Nurse on duty	1 minute		Discharge Slip
11	Presents discharge slip to the guard on duty	Receives discharge slip and forwards to admitting clerk.	Guard on duty	2 minutes		Discharge slip

**Transfer of Patient (from ICU to Room/ward)****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services?**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements?**

Transfer Notice Form

**Duration:**

24 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Requests for room of Choice/Ward.	Inquires from admitting clerk regarding availability of room/ward. Instructs folks to go to admitting section.	Nurse on duty	3 minutes		
2	Verifies from admitting section for availability of room/ward	Appraises folks of room/ward and other charges.	Admitting Clerk	1 minute		
3	Signs Transfer Notice	Issues transfer notice. Instructs folks to go to Admitting Clerk for Notation.	Nurse on Duty	3 minutes		Transfer Notice
4	Brings Transfer notice to Social Service or Senior House Officer (after office hours and holidays) for approval	Approves transfer	Social Service/Senior House Officer	2 minutes		Transfer Notice
5	Presents Transfer Notice to Nurse on Duty	Receives transfer notice from folks and transfers out patient to designated room/ward	Nurse on Duty	15 minutes		Transfer Notice

**Transfer of Accommodation (Pay to Service/Service to Pay)****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services?**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements?**

Transfer notice

**Duration:**

15 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Requests transfer to pay/service accommodation	Appraises folks of room and other charges	Nurse on duty	2 minutes		
2	Signs transfer notice	Issues transfer notice Instructs folks to present transfer notice to billing section	Nurse on duty	3 minutes		Transfer Notice
3	Presents Transfer of Notice to Billing Section and requests for statement of accounts.	Provides client with Statement of Account.	Billing Clerk	5 minutes		Transfer Notice Statement of Account
4	Brings Statement of accounts to Cashier for payments	Receives payment and issues official receipt.	Cashier	2 minutes		Official Receipt
5	When account cannot be fully paid: Seeks approval from Social Service Office or Senior House Officer ( after office hours and holidays)	Approves transfer	Social Service/Senior House Officer	1 minute		Transfer Notice

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6	Presents Transfer of Notice and receipts of payment to Nurse on Duty	Receives approved Transfer Notice	Nurse on Duty	2 minutes		Transfer Notice Receipts of Payment
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**Release of Cadaver****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services?**

Folks of Expired Patients

**What are the Requirements?**

Release of cadaver Form

**Duration:**

12 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Acknowledges death of patient.	Checks – blood clearance - replacements - charges Accomplishes and issues release of cadaver form to folks.	Nurse on duty	2 minutes		Release of Cadaver Form
2	Receives and signs Release of Cadaver form	Instructs folks to bring release of Cadaver form to Admitting Clerk for notation	Nurse on Duty	2 minutes		
3	Brings release of cadaver form to the admitting clerk, Social Service/ Senior House Officer for approval	Prepares promissory note(after office hours or holidays)	Admitting Clerk Social Service Senior House Officer	2 minutes		Promissory note Release of Cadaver Form
4	Signs Promissory note	Signs release of Cadaver form	Social Service/Senior House Officer	1 minute		Release of Cadaver Form
5	Presents signed Release of Cadaver Form to Nurse on Duty	Instructs folks to present Release of Cadaver Form to the Guard on Duty in charge of the morgue	Nurse on Duty	2 minutes		

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

6	Presents signed release of cadaver form to Guard on duty.	Signs release of Cadaver and releases cadaver to folks	Guard on Duty	3 minutes		
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**Credit Memo****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services:**

Admitted and Expired Patients

**What are the Requirements:**

Medical Surgical Supplies, Medicines and Official Receipt/ Charge Slip

**Duration:**

1 hour, 12 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Presents official receipts of discontinued medicines/unused supplies/unperformed laboratories with official receipt/charge slip to Nurse on duty	Checks discontinued medicines/unused supplies/unperformed laboratories and informs patient's folks.	Nurse on Duty	5 minutes		Official Receipt Charge Slip
2		Fills up credit memo slip for discontinued medicines, supplies, laboratories	Nurse on Duty	3 minutes		
3		Forwards medicines/ laboratories/ supplies to designated departments(X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	Nursing Aide	15 minutes		Credit Memo Slip Official Receipts Charge Slip
4		Checks items, prices and official receipts	Clerk (X-Ray, Laboratories, Pulmonary Unit, Pharmacy)	10 minutes		



## CITIZEN'S CHARTER

## West Visayas State University Medical Center

5		Rechecks items, prices and official receipts	Commission on Audit	10 minutes		
6		Forwards official receipts, credit memo slip to billing section	Nursing Aide	5 minutes		
7		Receives official receipts and credit memo	Clerk Billing Section	3 minutes		
8		Reflects credit memo in statement of accounts	Billing Section	20 minutes		
9	Rechecks statement of accounts if item returned has been deducted from total bills					
10		Instructs folks to settle hospital bills	Nurse on duty	1 minute		Statement of Account

**Preparing Patient for Surgical Operation****Schedule of Availability of Service**

24 Hours Service / Daily

**Who may Avail of the Services:**

Pay / Service patients who are critically ill

Patient's folks

**What are the Requirements:**

Schedule of Operation

Duly Signed Surgical Consent

**Duration:**

9 minutes

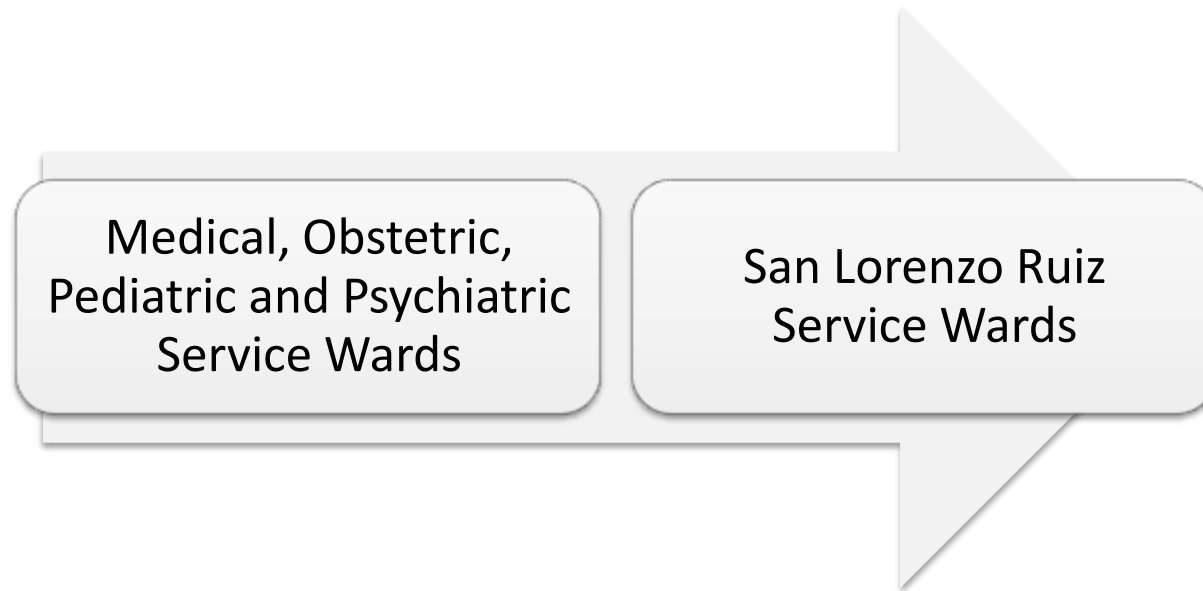
**How to Avail of the Service:**

Step	Client	Service Provider	Person In-Charge	Duration of Activity	Fees	Form
1	Accomplishes Consent form.	Checks for signed consent form for Operation Issues Schedule of Operation form indicating amount as partial payment for Operating Room supplies Instructs folks to pay to cashier	Nurse on duty	1 minute		Consent form Schedule of Operation form
2	Receives Schedule of Operation form and pays to cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official Receipt
3	Presents Schedule of Operation form with official receipt to Nurse on Duty	Forwards the Schedule of Operation form to the Operating Room	Nurse on duty	2 minutes		Schedule of Operation form
4		Issues prescription, requests for blood and other supplies	Nurse on duty	2 minutes		Prescriptions Blood Request

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

5	Procures prescribed medicines and supplies/secures blood from blood bank and presents to Nurse on Duty	Checks medicines received and accomplishes blood control form	Nurse on duty	2 minutes		Prescriptions Blood Control Form
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**Admission****Schedule of Availability of Services:**

24 hours (Monday- Sunday)

**Who May Avail of the Services:**

Patients/folks admitted at the Medical, Obstetric, Pediatric, Psychiatric and San Lorenzo Ruiz service wards

**What are the Requirements:**

Patients chart

**Duration:**

Twenty two (22) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Accompanies patient to his/her bed	Orients client to the ward policies, set-up and facilities.	Nurse-on-duty	2 minutes		Patients Chart
2	Familiarizes with the ward set-up					
3		Carries out admission orders.	Nurse-on-duty	20 minutes		
4	Presents available medicines / Official Receipts of diagnostic procedures.	Checks availability of prescribed medicines and supplies Verifies laboratory / diagnostic procedures requested	Nurse-on-duty			Prescriptions  Laboratory / Diagnostic request

**Issuance of Request for Diagnostic Procedures****Schedule of Availability of Services:**

24 hours (Monday- Sunday)

**Who May Avail of the Services:**

Patients/folks admitted at the Medical, Obstetric, Pediatric, Psychiatric and San Lorenzo Ruiz service wards

**What are the Requirements:**

Laboratory / Diagnostic Requests

**Duration:**

Five (5) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1		Issues request for diagnostic procedure. Instructs client to pay to the cashier after pricing.	Nurse-on-duty  Nurse-on-duty	2 minutes  1 minute		Laboratory/diagnostic request
2	Receives request for diagnostic procedure.					
3	Presents for pricing to concerned department.					
4	Pays to the cashier.	Receives payment and issues an official receipt	Cashier	1 minute		Official receipt
5	Presents request and official receipt to concerned department.	Receives request and notes Official Receipt Number and informs the Nurse-on-duty of the schedule.  Gives Instruction to client regarding preparation for the procedures	Clerk of designated department  Clerk of designated department	  1 minute		Instructions Form

**Preparing Patient for Surgical Operation****Schedule of Availability of Services:**

24 hours (Monday- Sunday)

**Who May Avail of the Services:**

Patients/folks admitted at the Medical, Obstetric, Pediatric, Psychiatric and San Lorenzo Ruiz service wards

**What are the Requirements:**

Consent Form, Schedule of operation

**Duration:**

Seven (7) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Accomplishes Consent Form	Checks for signed consent form for operation Issues O.R. Schedule form indicating amount as partial payment for OR supplies Instructs folks to pay to cashier	Nurse-on-duty	1 minute		Consent Form  O.R. Schedule Form
2	Receives O.R. schedule					
3	Pays to cashier.	Receives payment and issues official receipt	Cashier	2 minutes		Official Receipt
4	Presents O.R. schedule with official receipt to the nurses-on-duty	Receives and forwards O.R. Schedule to the Operating Room.	Ward Nurse-on-duty	1 minutes		O.R. Schedule
5		Receives OR Schedule and signs in logbook	OR Nurse-on-duty	1 minutes		OR Logbook
6		Issues prescription, requests for blood and other supplies. Checks medicines received/and accomplishes blood control form	Nurse-on-duty	2 minutes		Prescriptions Laboratory Request Blood Control Form

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

7	Purchases prescribed medicines and supplies. Secures blood from blood bank and presents to nurse-on-duty		Nurse-on-duty			
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**Transfer to Pay****Schedule of Availability of Services:**

24 hours (Monday- Sunday)

**Who May Avail of the Services:**

Patients/folks admitted at the Medical, Obstetric, Pediatric, Psychiatric and San Lorenzo Ruiz service wards

**What are the Requirements:**

Transfer Notice Form

**Duration:**

Ten (10) Minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests transfer to pay accommodation	Inquires from Admitting Section for availability of room. Instructs folks to go to Admitting section.	Nurse-on-duty	3 minutes		Transfer Slip
2	Verifies from Admitting Section	Appraises folks of room and other charges	Admitting clerk	1 minutes		
3		Issues transfer notice	Nurse-on-duty	3 minutes		Transfer Slip
4	Signs transfer notice	Instructs folks to go to: a. admitting clerk b. Social Service Unit / Senior House Officer for approval	Nurse-on-duty	1 minutes		
5	Brings transfer notice to admitting section	Informs ward nurse of receiving department of transfer Signs transfer notice and notes room assignment	Admitting clerk	2 minutes		Transfer Slip

## CITIZEN'S CHARTER

West Visayas State University Medical Center

6.	Brings transfer notice to social service/senior house officer for approval					
7		Approves request for transfer to pay accommodation	Social Worker/ Senior House Officer			
8	Presents approved transfer notice to ward nurse	<p>Informs Resident on Duty of transfer</p> <p>Facilitates transfer of patient to Nurse-on-duty of private room</p>	Transfer Slip			Transfer Slip

**Discharging Patient****Schedule of Availability of Services:**

24 hours (Monday - Sunday)

**Who May Avail of the Services:**

Patients/folks admitted at the Medical, Obstetric, Pediatric, Psychiatric and San Lorenzo Ruiz service wards

**What are the Requirements:**

May go home slip

**Duration:**

Four (4) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Verifies order for discharge	Reminds folks of unused medicines for Credit Memo/ Blood Clearance.	Nurse-on-duty	2 Minutes		Credit Memo Form Blood Clearance Form
2	Presents unused medicines with official receipts/ charge slips for credit memo/ blood clearance	Issues May Go Home (MGH) slip when cleared.	Nurse-on-duty	1 Minute		May Go Home Slip
3	Receives May Go Home slip.					May Go Home Slip
4	Brings May Go Home slip to the Billing Section.					
5	Presents the Statement of Accounts to the Cashier.					
6	Pays to the Cashier	Receives payment and issues Official Receipt n/ and Discharge Slip	Cashier	1 minute		Official Receipt Discharge Slip

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

7	Presents Official Receipt and Discharge Slip	Checks Official Receipt and signs Discharge Slip				
8	Receives Discharged Slip and present to Security Guard-on-duty.			1 Minute		Discharge Slip

**Release of Cadavers****Schedule of Availability of Services:**

24 hours (Monday- Sunday)

**Who May Avail of the Services:**

Folks of Expired Patients

**What are the Requirements:**

Release of Cadaver Form

**Duration:**

Four (4) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Receives and signs Release of Cadaver form	Accomplishes and issues release of cadaver form to folks	NOD	2 minutes	N/A	Release of Cadaver form
2						
3		Instructs folks to bring release of cadaver form to Admitting clerk, Social Service/Senior House Officer	Nurse-on-duty	2 minutes		
4	Brings the Release of cadaver form to the Admitting clerk, Social Service/Senior House Officer for signing	Prepares promissory note	Admitting clerk	2 minutes		Promissory Note
5	Signs promissory note	Signs release of cadaver form	Social Service/ Senior House Officer	1 minute		Release of Cadaver Form
6	Presents signed Release of Cadaver form to the ward nurse	Instructs folks to give the Release of Cadaver form to the Guard on Duty in charge of the Morgue.	Nurse-on-duty	2 minutes		Release of Cadaver Form

**Credit Memo****Schedule of Availability of Services:**

24 hours (Monday- Sunday)

**Who May Avail of the Services:**

Patients/folks admitted at the Medical, Obstetric, Pediatric, Psychiatric And San Lorenzo Ruiz service wards

**What are the Requirements:**

Credit memo form

**Duration:**

Nineteen(19) minutes

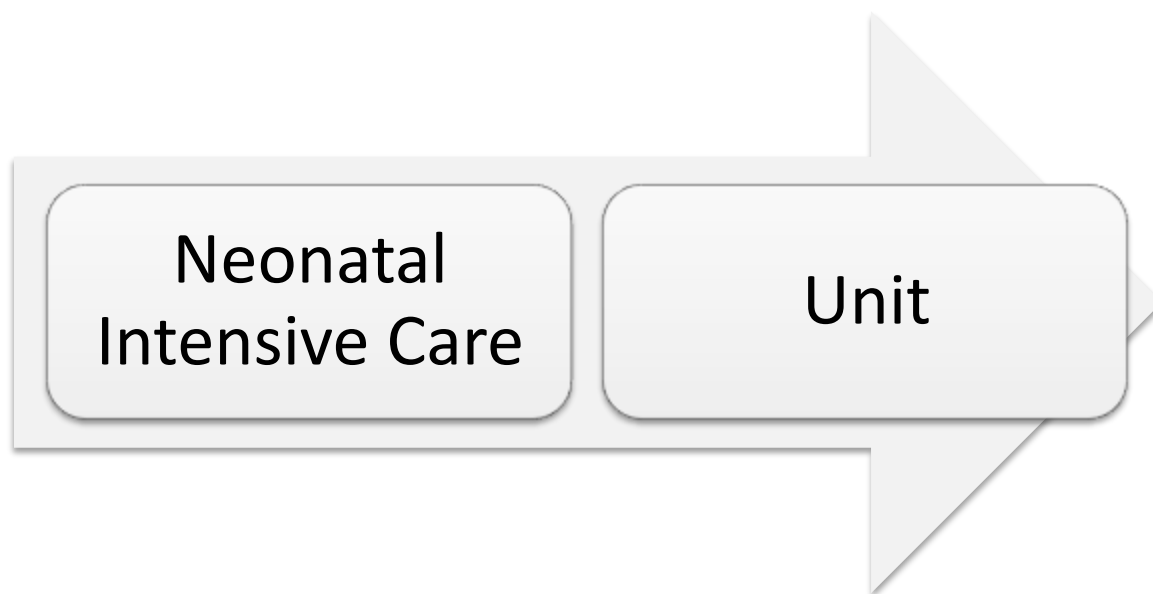
**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents official receipts to Nurse on duty	Checks discontinued medicines/unused supplies/unperformed laboratories	Nurse on duty	2 Minutes		Credit memo slip
2		Fills up credit memo of discontinued medicines/supplies/ laboratory and diagnostic procedures	Nurse on duty	1 Minute		Official receipts of laboratory/diagnostic requests/ medicines and supplies
3		Forwards medicines/ supplies and laboratory/ diagnostic requests to designated departments	Nurse on duty	3 Minutes		Credit memo slip and receipts
4		Checks items, prices and receipts	Designated departments (internal audit, pharmacy, laboratory)	5 minutes		
5		Forwards receipts and credit memo slip to billing section	Nursing Aide on duty	2 minutes		Credit memo slip/ official receipts

## CITIZEN'S CHARTER

## West Visayas State University Medical Center

6		Receives receipts and credit memo	Billing section clerk	2 minutes		
7		Reflects credit memo in statement of account	Billing section clerk	2 minutes		
8	Rechecks statement of account if items returned have been deducted from total bill	Instructs folks to settle hospital bills	Nurse on duty	2 minutes		Statement of account





**Well Babies****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

All babies delivered by all admitted mothers in this hospital

**What are the Requirements:****Duration:**

11 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1		Calls for responsible folks from the ward where the mother is admitted.	Nurse	1 min		
2	Reports to Neonatal Intensive Care Unit.	Issues prescriptions and lab requests to folks; instructs folks.	Nurse	2-3 min		Prescription pads, lab. requests.
3	Receives and verifies prescription.		Pharmacist			Prescription Pads
4	Purchases prescription of meds from pharmacy.					Prescription Pads
5	Goes to the laboratory for pricing of labs requested]		Lab. clerk/Med. tech.			Laboratory Request
6	Pays to the cashier		Cashier			Laboratory Request
7	Returns to the lab & presents request with official receipt.		Med. Tech			Official Request

**CITIZEN'S CHARTER**

## West Visayas State University Medical Center

8	Returns to NICU station and presents OR.					Official Request
9	(For PHIC members):	Gives separate instructions for NBST	Nurse	1-2 mins		
10	Brings NBST form at the PhilHealth section for stamping.		PhilHealth personnel			NBST form
11	Goes back to NICU and gives baby's supplies & NBST form, and leaves contact number.	Receives items and logs-in to Patients' Supply Logbook.	NICU personnel	2-3 min		Supply Logbook

**Sick Babies****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

All babies delivered by all admitted mothers in this hospital

**What are the Requirements:****Duration:**

2 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	PHIC members:	Goes through the same procedure 1-3				
2	Secures PHIC ID & other supporting documents for PHIC coverage.	Issues patient's diagnosis as a requirement for PHIC coverage	Nursery resident/Nurse			
3	Presents diagnosis to PhilHealth section, & have request & prescriptions stamped for charging: Pharmacy (meds) Laboratory (lab requests) Radiology dept (X-Rays)	Receives items & log-in to patients' supply logbook	PhilHealth personnel  Pharmacist Med. Tech. Xray Tech.	1-2 min		Patient's diagnosis slip.
4	Returns to NICU & hands-in all necessary items.		NICU Personnel			Patient's Supply Logbook

**Rooming-In Procedure****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

All babies delivered by all admitted mothers in this hospital

**What are the Requirements:****Duration:**

Twenty three (23) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1		Informs OB/Wad Nurses of plans for rooming –in, & requests for folks to bring baby's clothes and wraps.	Nurse	1 min		
2	Brings baby's clothes to the NICU.	Receives items from folks, then changes baby.	NICU Personnel	2-3 min		
3	(For pay patients :)	Furnishes transfer notice slips, and gives instructions to folks.	Nurse	1-2 min		
4	Signs transfer notice slip, and proceeds to Social Service & Admitting Sections for signatures.		Social Service personnel/Admitting clerk			Transfer notice slip
5	Returns to NICU with duly signed transfer notice.	Receives transfer notice and incorporates to patient's chart.	Nurse	1-2 min		Transfer notice slip
6	Goes back to room and waits for baby's arrival.	Brings baby to room/ward and shows to ward NOD.	Nurse	3-5 min		Transfer notice slip

7	Receives instruction from NICU nurse and sign transfer logbook.	Brings baby to the mother; instruct re: feeding, cord care, immunization, & NBS; & makes mother sign transfer logbook.	Nurse	5-10		Transfer logbook
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**Discharge Procedure****Schedule of Availability of Services:**

24 Hours Daily

**Who May Avail of the Services:**

All babies delivered by all admitted mothers in this hospital

**What are the Requirements:****Duration:**

Sixteen (16) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1		Calls patient's folks at ward (if still admitted), or, informs them of discharge plans via phone call or SMS, and requires baby's own mother to come.	Nurse	1-2 min		
2	Goes to NICU and gets MGH order slip.	Issues may go home order slip to folks, and asks for babies clothes.	Nurse	1-2 min		MGH order Slip
3	Provides baby's clothes & wraps.	Receives items from folks, and changes baby.	Nurse/ Nursing aide	3-5 min		
4	Goes to billing section		Billing clerk			
5	Proceeds to the cashier for payment.		Cashier			
6	Photocopies discharge summary, and submits it back to NICU.	Gives back to mother photocopy of discharge summary, for baby's follow up check-up.	Nurse	1-2 min		Discharge summary

**CITIZEN'S CHARTER**

## West Visayas State University Medical Center

7	Returns to NICU and presents discharge slips to NOD.	Receives discharge slips, and instructs mother of home care; makes her sign logbook.	Nurse	3-5 min		Discharge slip, MGH Instructions
8	Signs discharge logbook.	Hands baby to mother, and releases discharge slip to show to guard-on-duty.	Nurse	1-2 min		Discharge logbook
9	Receives baby from NOD, presents discharge slip to guard and bring baby home.					Discharge slips





**Admission in Basic Nurse Training Program****Schedule of Availability of Services:**

Monday-Friday, 8:00 A.M-4 P.M

**Who May Avail of the Services:**

All registered nurses with PRC license, IV therapist or has complied the basic IV Training, with 6-6-2 requirements certificate.

**What are the Requirements:**

1. Submit application letter with comprehensive resume address to the Chief Nurse/ Asst. Hospital Director for Nursing Services.
2. Xerox copy PRC License, PNA Card, ANSAP-IVT License or 6-6-2 certificate.
3. 2x2 picture (1 pc)
4. Other requirements as posted.

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	<b>Part A</b> Submits required document in a prescribed folder	Checks completeness of credentials Labels folder either “Passed” or “Deficient”	Training Officer/Nurse Supervisor	1 week	None	
2	Logs in attendance in the form provided by priority number.	Assigns Priority number for complete documents				
3		Post official list of qualified applicants with dates of diagnostic exams and interview				
1	<b>Part B</b> Reports to venue for interview in appropriate attire	Conduct interview. Priority Number issued & applicants are entertained accordingly.	Training Officer	3-5 min per applicant	None	Documents presented
1	<b>Part C</b> Report to venue for exam	Administers diagnostic exam	Training Officer	1 hr	None	Test Paper

2		Checks Test Paper	Training Officer	1-2 weeks		Answer sheets
3	Waits for final posting of results	Deliberate results of exams and interview	Training Officer	2-3 days		Test Results
1	<b>Part D</b> Verifies name in the list of applicants for orientation.	Post list of screened applicants with date of orientation.	NSO secretary Training Officer	10 minutes		
1	<b>Part E</b> Attends 3 day orientation	Conduct s orientation on Hospital and NSO policies and procedures.	Training Officers	3 days 9-12 n 1-4 pm		Hospital and NSO Manuals
1	<b>Part F</b> Attends Flag Ceremony in complete uniform with signed contracts.	Collects all documents and assigns trainees with their ward assignment for the month. Gather expectation as well.	Training Officer	2 hrs	None	Training Contract, Skills assessment/ Performance Evaluation
2	Reports to unit of area of assignment	Monitor attendance and follow needs	Training Officer/Nurse Supervisor	Time varies	None	DTR/Attendance logbook
3	Submit evaluation and DTR at the end of the month's orientation.	Collate and record in log the total no hours rendered services	NSO Secretary	2 min per transaction	NSO Secretary	

**Admission in Specialty Nurse Training Program****Schedule of Availability of Services:**

Monday-Friday, 8:00 A.M-4 P.M

**Who May Avail of the Services:**

All registered nurses with PRC license, IV therapist or has complied the basic IV Training, with 6-6-2 requirements certificate.

**What are the Requirements:**

1. Submit application letter with comprehensive resume address to the Chief Nurse/ Asst. Hospital Director for Nursing Services.
2. Xerox copy PRC License, PNA Card, ANSAP-IVT License or 6-6-2 certificate.
3. 2x2 picture (1 pc)
4. Other requirements as posted.

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1		Provides official attendance sheet with priority number.	Training Officers	3-4 hours	None	Applicant's documents
2	Submits all required documents in prescribed folder.	Screen all documents and enlist in preferred area of specialization		3 min per applicant		Documents submitted
3	Wait for their names to be called	Post official list with dates of orientation and 1 <sup>st</sup> day of duty				
4		Conducts orientation Program	Training Officers	2-3 hours	None	NSO policies and procedures
5	Reports to the venue as posted	Gathers signed contract, & skills appraisal form.	Training Officers	4 hours	None	Contract, skills appraisal form
6	Reports on duty in complete uniform		Training Officers	2 hours	None	

**Request for Training Certificates****Schedule of Availability of Services:**

Monday-Friday, 8:00 A.M-4 P.M

**Who May Avail of the Services:**

All registered nurses with PRC license, IV therapist or has complied the basic IV Training with 6-6-2 requirements certificate.

**What are the Requirements:**

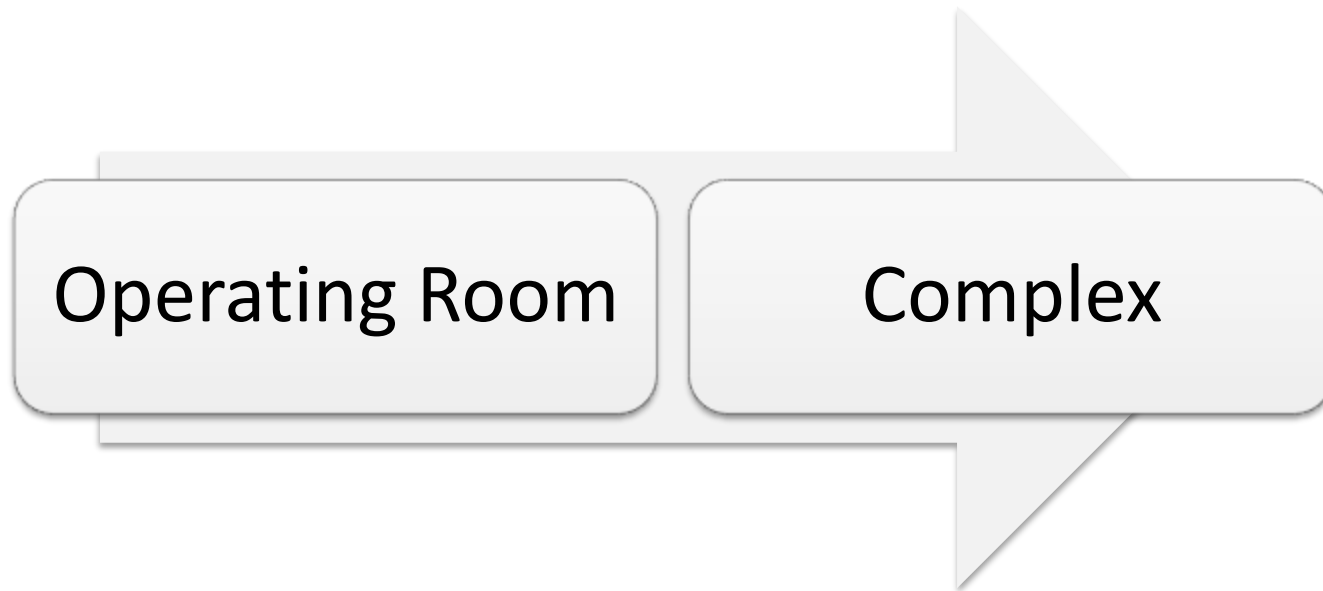
1. Submit application letter with comprehensive resume address to the Chief Nurse/ Asst. Hospital Director for Nursing Services.
2. Xerox copy PRC License, PNA Card, ANSAP-IVT License or 6-6-2 certificate.
3. 2x2 picture (1 pc)
4. Other requirements as posted.

**Duration:**

Two weeks (2) and sixteen(16) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents letter of request	Accept and note the request. NSO secretary will validate actual no. of hours of services rendered.	NSO secretary/Training Officer	10 mins	None	Certificate
2	(Training certificates shall be available 2 weeks after request)	Inform when to come back to claim the certificate	NSO secretary	2 mins	None	
3		Facilitates the making and releasing of certificate of training; signing of approved signatures.	NSO secretary Training Officer	1-2 weeks	None	
4		Pays to the hospital cashier	NSO secretary Training Officer	5-10 mins	Php 20.00	
5	Receives certificate	Release the certificate	NSO	2 mins		



**Schedule of Availability of Services:**

24 Hours daily schedule of availability of services for pay and service patients

Cutting Time 7:30

Cut-off Time 4:00

Emergency operation: anytime of the day

Monday: General Survey 7:30am-4:00pm

Tuesday: Ophthalmology 7:30-12:00 noon

Pm orthopedics 12:00-4:00pm

Wednesday: OB/GYNE 7:30am-4:00 pm

Thursday: Orthopedics 7:30am-4:00pm

Friday: General Surgery 7:30am-4:00 pm

Saturday: OPD Surgery & Orthopedics 7:30am-12:00 noon

OB/GYNE 12:00 noon-4:00 pm

Elective Surgeries for Pay patients can be scheduled on any day

Monday to Saturday form 7:30am-4:00 pm

Sunday: Cleaning Day

Emergency Cases

**Who May Avail of the Services:****What are the Requirements:**

1. Updated consent for operation
2. Blood consent, if needed
3. Pre-op checklist

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	<b>In Patient OR Surgical Procedure</b>	Identifies patient by asking for complete name and checks ID band	2 minutes	Circulating nurse		-patients chart
2	Confirms his/her identity to OR nurse	Instructs folks to wait at the OR lobby.	2 minutes	Circulating nurse		
3	Waits at the OR lobby for further instruction if needed.	Issues request for blood and other laboratory examinations (optional)	5 minutes	Circulating nurse	Depending on the laboratory requested and blood fees	-laboratory request -blood request
4	Receives request for blood and laboratory examination					
5	Brings request to laboratory or blood bank					
6	Pays request fees to cashier					
7	Brings request with official receipt to lab/blood bank	Verifies with lab/blood bank regarding payment of request				
8		Instructs and issues prescription	1 minute	Circulating nurse	Depending on the price of medicines or supplies	-prescription pad
9	Receives prescription of medication during OR					
10	Brings prescription to pharmacy					
11	Pays to cashier		5 minutes	Circulating nurse		-prescription pad
12	Gives prescribed medications to OR nurse	Receives prescribed medications	1 minute	Circulating nurse		
13		Informs folks that procedure is done and patient will be brought to PACU and inquire from PACU nurse for more instruction	2 minutes	Circulating nurse		

14	Goes to PACU to receive further instruction from PACU nurse					
	<b>Out Patient OR Surgical Procedure</b>					
1		Identifies patient by asking for complete name	2 minutes	Circulating nurse		
2	Confirms his/her identity to OR nurse					
3	Changes street clothes to OR attire	Provides clean OR gown, cap and slippers	5 minutes	Circulating nurse		-patient chart
	<b>Folks</b>					
1		Instructs folks to wait at the OR lobby				
2	Waits at the OR lobby for further instructions					
3		Gives OR charges and instruct folks to pay at the cashier	1 minute	Circulating nurse		OPD charge slip Doctors Bill
4	Receives OR charges and pays at the cashier			Circulating nurse		
5	Presents official receipt to OR nurse		2 minutes	Circulating nurse	Depending on OR fees, prices of supplies/materials and medicine used	Operative Record OR Charges
6		Checks and records official receipt *if patient is PHIC member/dependent, gives operative records and itemized OR charges	2 minutes	Circulating nurse		
7		Instructs on medication, dressing and follow-up check-up	3 minutes			





Out Patient

Department

**Out Patient****Schedule of Availability of Services:**

Monday – Friday, 7:00 AM – 3:00 PM; Saturday, 7:00 AM – 12:00 PM

Except Sundays and Holidays

**Who May Avail of the Services:**

All clients who need medical services

**What are the Requirements:**

Blue card/discharge summary, patient's data

**Duration:**

30 minutes – 1 hour

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1.	<b>Registration</b> Old Patients presents blue card and receive green tag  New patient register and receive red tag	Registrar issues green and red tags	Nurse Registrar	1 minute	None	Green and red tags
2.	Payment New patients pay to the cashier	Processes payment and issues O.R	Cashier	3 minutes	Php 100.00	Payment slip/O.R
3.	Issuance of OPD Card/ID New patient submits receipt/payment slip to nurses' station for blue card issuance  Old patient submits blue card	Nurse-on-duty verifies payment slip, issues blue card and make consultation folder  Nurse-on-duty retrieves consultation folder of patients from the record section.	Nurse-on-duty  Nurses	3 minutes  30 minutes	None	OPD

4.	<b>Consultation</b> Old and new patient report to respective specialty departments	Consultation and management of patients.	Medical Clerk PGI's Resident Physician Consultant – on-duty	1 hour	None	Consultation Record  Request for labs and ancillary procedures prescription
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**Sta. Teresita**

**Pay Ward**

**Admission****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

All patients/folks admitted at Sta. Teresita Ward

**What are the Requirements?**

Patient's chart

**Duration:**

Twenty two (22) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Occupies assigned bed Familiarizes with the ward set-up	Orients client to the ward policies, set-up and facilities.	Nurse-on-duty	2 minutes		
2		Carries out admission orders.	Nurse-on-duty	20 minutes		
3	Presents medicines/receipts of diagnostic procedures.	Checks prescribed medicines, supplies, and laboratory/ diagnostic procedures requested				Prescription Laboratory request

**Issuance of Request for Diagnostic Procedures****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

All patients/folks admitted at Sta. Teresita Ward

**What are the Requirements?**

Patient's chart

**Duration:**

Five (5) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1		Issues request for diagnostic procedures. Instructs client to pay to the cashier after pricing.	Nurse-on-duty Nurse-on-duty	2 minutes 1 minute		Laboratory/ diagnostic request
2	Receives request for diagnostic procedure and presents for pricing to concerned department.	Indicates price of procedure on laboratory request	Clerk of department concerned			Laboratory request
3	Pays to the cashier.	Receives payment and issues an official receipt.	Cashier	1 minute		Official receipt
4	Presents request and official receipt to imaging department.	Informs station to bring patient to imaging department.  Verifies from the department concerned for pertinent instruction in preparation for the procedure.	Clerk of imaging department  Nurse-on-duty	1 minute		Official receipt and request

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

5	Presents official receipt of laboratory procedure	Verifies if laboratory examination has been done	Nurse-on-duty			Official receipt
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**Preparing Patient for Surgical Operation****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

All patients/folks admitted at Sta. Teresita Ward

**What are the Requirements?****Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Accomplished consent form	Checks signed consent form for operation. Issues O.R. Schedule form indicating amount as partial payment for OR supplies. Instructs folks to pay to cashier.	Nurse-on-duty	1 minute		O.R. Schedule form
2	Receives O.R. Schedule form.					
3	Pays to cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official receipt
4	Presents O.R. Schedule with official receipt to the nurse-on-duty					
5		Forwards the O.R. Schedule to the Operating Room.	Nurse-on-duty	2 minutes		O.R. Schedule form
6		Issues prescription, requests for blood, and other supplies.	Nurse-on-duty	2 minutes		Prescription Blood requests



**CITIZEN'S CHARTER**

West Visayas State University Medical Center

7	Procures prescribed medicines and supplies/ secures blood from blood bank and presents to nurse-on-duty.	Checks medicines received/ and accomplishes blood control form	Nurse-on-duty			Blood control form
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**Transfer of Accommodation (Pay - Service)****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

All patients/folks admitted at Sta. Teresita Ward

**What are the Requirements?****Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Requests transfer to service accommodation.	Inquires for availability of room. Instructs folks to go to Admitting Section.	Nurse-on-duty	3 minutes		
2	Verifies from admitting Section for availability of bed/room.	Appraises folks of room and other charges.	Admitting clerk	1 minute		
3		Issues transfer notice	Nurse-on-duty	3 minutes		Transfer Notice
4	Signs transfer notice	Instructs folks to go to: a. Admitting clerk b. Social service/senior house officer for approval	Nurse-on-duty	1 minute		Transfer Notice
5	Brings transfer notice to admitting section	Informs ward nurse of receiving department of transfer request. Signs transfer notice and notes room assignment	Admitting clerk	2 minutes		
6	Brings transfer notice to social service/ senior house officer for approval	Approves request for transfer to service accommodation	Social worker, senior house officer			

7	Presents approved transfer notice to ward nurse	Informs resident-on-duty of transfer. Facilitates transfer of patient to room of choice. Endorses patient to nurse-on-duty.	Nurse-on-duty			
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**Discharging Patient****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

All patients/folks admitted at Sta. Teresita Ward

**What are the Requirements?****Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Agrees to go home.	Reminds folks of unused medicines for Credit Memo/ Blood Clearance	Nurse-on-duty	2 minutes		Credit Memo form Blood clearance form
2	Presents unused medicines with official receipts/ charge slips for credit memo/ blood clearance					
3		Issues May Go Home (MGH) slip		1 minute		MGH slip form
4	Receives MGH slip.					
5	Brings MGH slip to Billing Section	Accomplishes Statement of Accounts	Billing clerk			Statement of Accounts
6	Presents the Statement of Accounts to the Cashier					
7	Pays to the cashier.	Receives payment and issues official receipts and discharge slip	Cashier			Official receipts Discharge slip

**CITIZEN'S CHARTER**

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8	Presents the receipts to the nurse-on-duty (NOD)	Receives Discharge Slip Gives home instructions (medicines/ treatment/ follow up)	Nurse-on-duty	1 minute		Discharge slip
9	Receives Discharge Slip duly signed by NOD.					
10	Presents discharge slip to guard-on-duty	Receives discharge slip and forwards to admitting section	Guard-on-duty			Discharge slip

**Release of Cadavers****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

Folks of expired patient

**What are the Requirements?**

Release of Cadaver form

**Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Acknowledges death of patient	Accomplishes and issues release of cadaver form to folks	Nurse-on-duty	2 minutes		Release of Cadaver form
2	Receives and signs Release of Cadaver form	Instructs folks to bring Release of Cadaver form to Admitting clerk, Social Service/ Senior House Officer	Nurse-on-duty	2 minutes		Release of cadaver form
3	Brings Release of Cadaver form to Admitting clerk, Social Service/ Senior House Officer. Signs promissory note.	Prepares promissory note	Admitting clerk	2 minutes		
4	Presents promissory note to ward nurse-on-duty	Forwards promissory note to Social Service/ Senior House Officer	Nurse-on-duty			
5		Signs Release of Cadaver form	Social Service/ Senior House Officer	1 minute		

**CITIZEN'S CHARTER**

West Visayas State University Medical Center

6	Presents signed Release of Cadaver form to the ward nurse	Instructs folks to give the Release of Cadaver form to the Guard-on-duty in charge of the morgue	Nurse-on-duty	2 minutes		
7	Presents release of cadaver form to guard-on-duty.	Signs Release of Cadaver form Releases cadaver to folks	Guard-on-duty	3 minutes		Release of Cadaver form

**Credit Memo****Schedule of Availability of Services:**

24 hours (Monday – Sunday)

**Who May Avail of the Services?**

All patients/folks admitted at Sta. Teresita Ward

**What are the Requirements?****Duration:****How to Avail of the Service:**

Step	Client	Service Provider	Person in Charge	Duration of Activity	Fees	Form
1	Presents medicines/supplies with official receipts to nurse-on-duty	Reads Doctor's order. Checks discontinued medicines/ unused supplies/ laboratory examination not performed	Nurse-on-duty	5-10 minutes		Official Receipts Credit Memo slip
2		Lists discontinued medicines, supplies, laboratory examination and affixes signature	Nurse-on-duty	3-5 minutes		
3		Forwards medicines, supplies, laboratory requests to designated department.	Nursing Aide	10-15 minutes		
4		Checks items, prices, receipts and affixes signature in credit memo form	Clerk in designated departments	5-10 minutes		
5		Rechecks items, prices, and receipts	COA	5-10 minutes		
6		Forwards receipts, credit memo slip to billing section	Nursing Aide	3-5 minutes		



**CITIZEN'S CHARTER**

West Visayas State University Medical Center

7		Receives receipts and credit memo		1-3 minutes		
8		Reflects credit memo in statement of accounts	Billing section clerk	20-30 minutes		
9	Rechecks statement of accounts if item returned has been deducted from total bills					



San Vicente Ferrer

Pay Ward

**Admission****Schedule of Availability of Services:**

24 hours (Monday-Sunday)

**Who May Avail of the Services:**

Patients who are admitted as pay cases, be it medical, surgical, or orthopedic

**What are the Requirements:**

Patient's Chart/ San Vicente Ferrer Ward Standard Operating Procedure

**Duration:**

Twenty two (22) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	People in Charge	Duration of Activity	Fees	Form
1	Occupies assigned bed	Orients clients of ward policies, set-up and facilities	Nurse-on-duty	2 minutes		
2	Familiarizes with the ward set-up					
3		Carries out admission orders	Nurse-on-duty	20 minutes		
4	Presents procured medicines/ receipts of diagnostic procedures	checks prescribed medicines, supplies, and laboratory/ diagnostic procedures requested				

**Issuance of Request for Diagnostic Procedures****Schedule of Availability of Services:**

24 hours (Monday-Sunday)

**Who May Avail of the Services:**

All patients/ folks admitted at San Vicente Ward

**What are the Requirements:**

Doctor's Order

**Duration:**

Five (5) minutes

**How to Avail of the Service:**

Step	Client	Service Provider	People in Charge	Duration of Activity	Fees	Form
1		Carries out doctor's orders Issues request for diagnostic procedures/ laboratory request	Nurse-on-Duty	2 minutes		Laboratory/ Diagnostic request
2	Receives request for laboratory and diagnostic procedure and presents for pricing to concerned departments for pricing	Indicates cost of procedure on laboratory request	Clerks of concerned department	1 minute		Laboratory/ diagnostic request
3	Pays to the cashier.	Receives payment and issues an official receipt	Cashier	1 minute		Official receipt
4	Presents request and official receipt to concerned department	Informs station of schedule of procedure	Department concerned			
5	Informs nurse on duty of payment for the procedure	Verifies from the department concerned for pertinent instruction in preparation for the procedure	Nurse-on-Duty	1minute		

**Preparing Patient for Surgical Operation****Schedule of Availability of Services:**

24 hours (Monday-Sunday)

**Who May Avail of the Services:**

Patients / Folks admitted at San Vicente Ward

**What are the Requirements:**

Doctor's Order

**Duration:**

7 minutes

**How to Avail of the Service:**

Step	Client	Service Provider	People in Charge	Duration of Activity	Fees	Form
1	Accomplishes consent form	Checks for signed consent form for operation. Issues OR schedule form indicating amount as partial payment for OR supplies. Instructs folks to pay to cashier.	Nurse-on-Duty	1 minute		OR schedule form
2	Receives OR schedule and pays to cashier	Receives payment and issues official receipt	Cashier	2 minutes		Official receipt
3	Presents O.R. schedule with official receipt to the nurse-on-duty	Forwards the O.R. Schedule to the Operating Room	Nurse-on-Duty	2 minutes		OR schedule
4		Issues prescription, requests for blood and other supplies.	Nurse-on-Duty	2 minutes		prescriptions
5	Procures prescribed medicines and supplies/secures blood from blood bank and presents to nurse-on-duty	Checks medicines received/and accomplishes blood control form	Nurse-on-Duty			Blood control form

**Transfer of Accommodation****(Pay to Service; Pay to Pay)****Schedule of Availability of Services:**

24 hours (Monday-Sunday)

**Who May Avail of the Services:**

All patients /folks admitted at San Vicente Ward

**What are the Requirements:****Duration:****How to Avail of the Service:**

Step	Client	Service Provider	People in Charge	Duration of Activity	Fees	Form
1	Requests transfer to service accommodation/ room of choice	Inquires for availability of room. Instructs folks to go to Admitting section.	Nurse-on-Duty	3 minutes		Transfer Slip
2	Verifies from Admitting Section	Appraises folks of room of choice and other charges	Admitting Clerk	1 minute		Transfer notice
3		Issues transfer notice	Nurse-on-Duty	3 minutes		
4	Signs transfer notice	Instructs folks to go: a. admitting clerk b. social service/senior house officer for approval	Nurse-on-Duty	1 minute		
5	Brings transfer notice to admitting section	Informs ward nurse of receiving department of transfer request. Signs transfer notice and notes room assignment.	Admitting clerk	2 minutes		

## CITIZEN'S CHARTER

West Visayas State University Medical Center

6	Brings transfer notice to social service/senior house officer for approval	Signs transfer notice and notes room assignment approves request for transfer to pay/service accommodation	Social worker/senior house officer			Transfer notice
7	Presents approved transfer notice to ward nurse	Informs resident on duty of transfer facilitates transfers patient of room of choice/service ward Endorses patient to nurse on duty				Transfer notice