



# **WEST VISAYAS STATE UNIVERSITY**

## **CITIZEN'S CHARTER**

Revised 2023, 1<sup>st</sup> Edition



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## **I. Mandate:**

The West Visayas State University (WVSU), as a chartered public higher education institution, is mandated to:

- provide high quality tertiary education relevant to the needs of the people and society; and
- engage in innovative, high impact and leading-edge research within and across disciplines, and disseminate the results of said research through scholarly and creative activities.

## **II. Vision:**

WVSU as a research university advancing quality education towards societal transformation and global recognition.

## **III. Mission:**

WVSU commits to develop life-long learners empowered to generate knowledge and technology, and transform communities as agents of change.

## **IV. Service Pledge:**

WE, the members of the Faculty and Staff of this University, do hereby pledge and commit to:

**Willingly** and willfully do our best to provide quality education to the youth of this country;

**Vigilantly** ensure strict compliance to work standards and ethics at all times;

**Sincerely** strive for the proper implementation of the programs of government with transparency and fairness; and

**Unanimously** take responsibility in the pursuit of our common goals for the people's welfare;

**Service**, we pledge;

**Harmony**, we value;

**Excellence**, we live by.



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# WVSU MAIN CAMPUS





# **ACCOUNTING OFFICE**

## **External Services**



## 1. Assessment of School Fees

Calculation and reassessment of fees for the subjects added, changed, dropped and assessment of additional fees for specially arranged or tutorial subjects.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

8:30 am – 4:30 pm; (Saturdays-Enrolment Period)

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	<p>All students who applies for subject adding/changing/dropping and specially arranged subjects (tutorial)</p> <p>Note: Transactions should already process by the Registrar's Office in the IUIS Main System. The assessment of fees of students with regular loads are automatically computed and generated through the Integrated University Information System (IUIS). For first year or new students, assessed fees can be generated from their respective colleges. While continuing students can generate their own assessment and/or check their balances using their respective user accounts.</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Printed IUIS Assessment		IUIS – student module		
Adding/changing/Dropping Forms (4 original copies, duly signed by College Dean and Registrar)		Downloadable in the university website: wvsu.edu.ph		
Tutorial Forms (5 original copies, duly signed by College Dean, Registrar and DIQA)		Downloadable in the university website: wvsu.edu.ph		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number from the Admin. Building Security Personnel and wait for your number to be called	1. Issue priority number to the client	None	5 minutes	<i>Security Personnel</i> Admin. Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present priority number together with required documents to Student Accounts Window	2. Receive the required documents and check for completeness 2.1 Open the student ledger in the IUIS and verify transactions 2.1.1 For adding/changing/dropping transactions, recompute and print the assessment in the IUIS and compute the applicable fees if any and indicate this in the form, stamp the facsimile signature of the Chief Accountant and initials in the "Noted and Approved" portion of the forms. Detach 1 copy as Accountant's copy. 2.1.2 For tutorial/specially arranged subjects' transactions, attach tutorial fee per tutorial subject, recompute and print the assessment in the IUIS. Indicate the additional fees assessed in the assessment portion of the forms. Stamp the facsimile signature of the Chief Accountant and initials in the "Assessed by" portion of the forms.	None	5 minutes	<i>Students Account Clerk/Assessor Accounting Unit</i>
3. Receive forms with assessment and proceed to the Cashier/Registrar's Office	3. Return the forms with assessment, if client have additional fees or balance to be paid, instruct client to pay at the Cashier; if none, return to Registrar's Office to submit copy of forms	None	2 minutes	<i>Students Account Clerk/Assessor Accounting Unit</i>
	<b>TOTAL:</b>	<b>None</b>	<b>12 minutes</b>	



## 2. Releasing of Clearances

Clearance Form is issued to students certifying the fulfillment of their accountabilities from the University including accountabilities from the Student Accounts Office, University Library, Office of the Dean of Students, University Student Council and Alumni Office. This form is issued to students who have already graduated or separated from the University as a requirement for release of student credentials and other legal purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Graduated/Re-entering Students and students that will transfer to other School/University			
	Note: Only students with no outstanding balances and deficiencies can request for Clearance. In case of discrepancy in payments, Official Receipts maybe required from students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Accounting Office – Students' Accounts Window 18		
<b>Principal</b>				
School I.D. (if lost, secure affidavit of loss)		WVSU Printing Press Office (Issued by the University upon enrollment)		
<b>Representative</b>				
Authorization Letter		Person being Represented		
School ID of the person being represented (1 original and 1 photocopy)		WVSU Printing Press Office (Issued by the University upon enrollment)		
Identification Card of the Representative		School, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number from the Admin. Building Security Personnel	1. Issue priority number to the client	None	5 minutes	Security Personnel Admin. Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out request form outside the Student Accounts Window.  2.1 Present priority number together with the request form and required documents to Student Accounts Clerk	2. Verify transaction and check student's payment record in manual or electronic record, whichever applies 2.1 For manual payment record, open the excel files for manual printing of clearance, input the details of student and print the clearance. For electronic record, open the IUIS menu for printing of clearance and print the clearance. 2.2 Stamp the facsimile signature of the Chief Accountant in the University Accountant portion and initial beside the signature. Release the clearance to the student and instruct to log in the clearance logbook	Reissuance of clearance only – P20.00/request	5 minutes	<i>Students Account Clerk/Assessor Accounting Unit</i>
3. Receive clearance and log in the clearance logbook provided by Students Account Clerk	3. Check logbook if properly filled-out and instruct client to let the other offices in the clearance to sign and after signed proceed to registrar's office for the releasing of credentials	None	2 minutes	<i>Students Account Clerk/Assessor Accounting Unit</i>
	<b>TOTAL:</b>	<b>P20.00</b>	<b>12 minutes</b>	



### 3. Releasing of Statement of Accounts

Releasing of Statement of Accounts covers the issuance of Statement of Student Assessment and Balances for a particular semester and Academic Year for personal, scholarship requirement and other related purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All enrolled students who request for Statement of Account for personal, scholarship requirement and other related purposes for a particular Academic Year and Semester			
	Note: Enrolled students can also view their assessments/balances through their online IUIS Student Module @ <a href="http://iuis.wvsu.edu.ph">iuis.wvsu.edu.ph</a>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D		WVSU Printing Press Office (Issued by the University upon enrollment)		
Request Form		Accounting Office – Students' Accounts Window 18		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number from the Admin. Building Security Personnel	1. Issue priority number to the client	None	5 minutes	<i>Security Personnel</i> Admin. Building
2. Fill-out request form outside the Student Accounts Window. 2.1 Present priority number together with the request form and required documents to Student Accounts Clerk	2. Verify the request and generate Statement of Account of student in manual file or in electronic record, whichever applies 2.1 Issue Order of Payment (OP) and direct client to the cashier for payment	Statement of Account – P20.00/request	3 minutes	<i>Students Account Clerk/Assessor</i> Accounting Unit
3. Receive Order of Payment (OP) from Students Account Clerk and Pay at the Cashier	3. Verify the request and open the Statement of Accounts submenu in the IUIS	None	2 minutes	<i>Students Account Clerk/Assessor</i> Accounting Unit





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present Official Receipt to Students Account Clerk	4. Upon receipt of the original copy of Official Receipt issued by Cashier, print the Statement of Account and initial in the "Certified Correct" portion beside the name of Chief Accountant	None	2 minutes	<i>Students Account Clerk/Assessor Accounting Unit</i>
	5. Sign in the "Certified Correct" portion of the Statement of Account	None	1 minute	<i>Chief Accountant Accounting Unit</i>
5. Claim Statement of Account from Student Accounts Window.	6. Issue the Statement of Account to client.	None	1 minute	<i>Students Account Clerk/Assessor Accounting Unit</i>
	<b>TOTAL:</b>	<b>P20.00</b>	<b>14 minutes</b>	



## 4. Request for Refunds

Refunds are negative balances in the ledger or excess payments due to changing of subject, dropping of subject, withdrawal of enrollment (personal or by administration), or late filing of Scholarships. Processing request for refunds are subject to University Policies per University Code.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Finance Division – Accounting Office, Budget Office, Cashier Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All students who have negative balances or excess payments in the Student Ledger			
	Note: All Refunds are subject for Verifying and Approval of University Accountant. All Request for refunds will be accommodated one (1) month after enrolment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Attach applicable requirements based on request:</b>				
Request Form		Accounting Office – Students' Accounts Window 16		
Printed IUIS Assessment (2 printed copies)		IUIS – student module		
Official Receipts (1 original copy and 1 authenticated photocopy)		Official Receipts of Payments issued by University Cashier, Authenticate the copy to Records Office		
Dropping Form (1 original copy and 1 photocopy)		Personal copy duly approved by Accountant		
Changing Form (1 original copy and 1 photocopy)		Personal copy duly approved by Accountant		
Scholarship Form (2 photocopies)		Personal copy duly approved by Dean of Students		
Medical Certificate (1 original and 1 photocopy)		Personal copy issued by a Doctor or Physician		
Administrative Certification, duly signed by College Dean or Director (1 original and 1 photocopy)		Respective College of the requestor – College Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request form and submit applicable requirements to Students Accounts Window	1. Receive and verify request form. 1.1 Check correctness and completeness of documents submitted by client	None	5 minutes	<i>Students Account Clerk/Assessor</i> Accounting Unit



2. Could go home and return to claim the check  Reminder: Bring valid ID enumerated by Cashier Unit (list of IDs are posted at Window 10-12) for Identification	2. Inform client the initial computation of refund and instruct client to return when the check is ready to be released	None	3 minutes	<i>Students Account Clerk/Assessor</i> Accounting Unit
	3. Print the Student's Statement of Accounts/ Student ledger from the IUIS Main System 3.1 Prepare the analysis and schedule of refund in Excel Worksheet 3.2 Prepare the payroll for refund and attach the requirements/supporting documents, then forward to the Budget Office for preparation of Obligation Request	None	5 hours	<i>Students Account Clerk/Assessor</i> Accounting Unit
	4. Encode in excel file the obligations and assign ORS/BURS number, print the ORS/BURS and forward to Budget Officer 4.1 Review documents and sign to certify that allotment is available for obligation and forward to Accounting Unit for processing of payment	None	1 day	<i>Budget Analyst</i> Budget Unit  <i>Budget officer</i> Budget Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Receive ORS/BURS with supporting documents from Budget Office 5.1 Check the correctness and completeness of supporting documents per COA Circular No. 2012-01. 5.2 Encode the transaction details in the DV Data and print the Disbursement Voucher (DV). 5.3 Log the payroll in the payroll logbook and sign the "prepared by" portion of the DV. 5.4 Forward the documents to the Accountant for signing	None	3 days	<i>Accounting Specialist</i> Claims Processing Section – Accounting Unit
	6. Receive the DV with supporting documents. Check if the supporting documents are complete and proper, then sign the DV (Box C) and forward to the Chief Finance Office of the Finance Division for recommendation of disbursement	None	1 day	<i>Chief Accountant</i> Accounting Unit
	7. Receive the same documents and check propriety of disbursement, sign in Box A and initials in the "approved" portion of the disbursement voucher and forward back to Accounting Specialist	None	1 day	<i>Chief Finance Officer</i> Finance Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	9. Verify completeness of all signatories in the DV and supporting documents, assign Advices of Check Issued and Cancelled number, and attached the check to the DV and supporting documents then forward to Disbursing Clerk	None	1 day	Head Cashier Cashier Unit
	10. Encode details of the refund in the excel file and print the check then return to Head Cashier for signing	None	4 hours	Disbursing Clerk Cashier Unit
	11. Review the amount of the check against the DV and supporting documents and sign the check then return to Disbursing Clerk	None	2 hours	Head Cashier Cashier Unit
	12. Forward documents to President Office or VP for Admin. And Finance Office whoever the signatory in the DV	None	3 minutes	Disbursing Clerk Cashier Unit
	13. Review and approve the DV and countersign the check for payment and return to Disbursing Clerk at Cash Unit	None	8 hours	University President/ Vice President of Admin. And Finance President Office/ VPAF Office
3. Return to University and proceed to Disbursement Window 4. Receive check and sign in the DV and logbook	14. Prepare Logbook to be signed by claimant after receiving the check 14.1 Release original check to claimant and let the claimant sign in the logbook and DV	None	1 hour	Disbursing Clerk Cashier Unit
	<b>TOTAL:</b>	<b>None</b>	<b>7 days, 20 hours, 16 minutes</b>	



# **CASHIER'S OFFICE**

## **External Services**



## 1. Collection of School Fees and Other Income

Collection of other fees like payment for transcript of records, certification, authentication, etc. and other income of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Finance Division- Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C; G2B; G2G			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment		College or Office Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the College or Office Concerned (Registrars' Office, Central Lab, Drop In, Dorm, Admin. Office, BAC, etc.) to secure Order of Payment and make clarificatory inquiries	1. Provide the client with Order of Payment (write the name of payee and the amount to be paid) and instruct them to proceed to the Cashier's Office for Payment.	None	5 minutes	<i>College Clerk or Secretary of Office Concerned</i>
2. Present duly accomplished Order of Payment to the Security Personnel on duty in order to secure priority number for payment	2. Give priority number to client..	None	2 minutes	<i>Security guard on duty</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the amount indicated in the order of payment, receive the OR and change, if necessary	<p>3.1 Receive the order of payment from the client and check/verify the correctness of order of payment.</p> <p>3.2 Access the Cashier Management Module of the IUIS (log in to <a href="https://10.224.2.32/iuis/index.php">https://10.224.2.32/iuis/index.php</a>) go to student list to search the name of the payee or add new entry if the name is not in the list then select payment for Others, Fund Type, Payment Type, and enter amount due and collect the payment, count the money tendered and give change, if necessary</p> <p>3.3 Print the Official Receipt in 3 copies and issue Original Copy of Official Receipt to client.</p>	Amount due stated/indicated in the order of payment issued by the respective college or department	5 minutes	<i>Collecting Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>Amount due stated per order of payment</b>	<b>12 minutes</b>	





## 2. Collection of Tuition and Miscellaneous Fees thru Collecting Officer

Collection for payment of tuition and miscellaneous fees for enrolment and payment of previous balances of students enrolled in the university.  
8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C); Government-Government (G2G)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Assessment/Registration Form		College or Office Concerned		
2. (1) WVSU Identification Card or any valid I.D. (Company ID, Passport, Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, etc.)		WVSU or agency issuing the ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. After processing the course load assessment by the respective college adviser, generate Assessment Form through the IUIS System.  Incoming 1 <sup>st</sup> year students may obtain a printout of the Assessment Form at the designated admission printing center.	1. Provide the client with Assessment of Fees Form and instruct them to proceed to the Cashier's Office for Payment or to Students Account for Students with Full scholarship grant.	None	10 minutes	<i>MIS Staff or College Clerk/Secretary</i> MIS Office Colleges Concerned



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present Assessment of Fees Form to the Security Personnel on duty in order to secure priority number for payment and wait for the number to be called	2. Give priority number to client	None	2 minutes	<i>Security guard on duty</i>
3. Pay the amount due indicated in the Assessment of Fees Form and receive the OR and change, if necessary.	3.1 Receive from the client or student the Assessment of Fees Form generated from IUIS or ID for payment of previous balances. 3.2 Check and verify correctness of the Student Assessment Form 3.3 Access the Cashier Management Module of the IUIS (log in to <a href="https://10.224.2.32/iuis/index.php">https://10.224.2.32/iuis/index.php</a> ). Go to STUDENT LIST menu and then search the name of student, check the assessment then proceed to payment, collect the amount due and count the money tendered and give change, if necessary. 3.4 Print the Official Receipt in 3 copies and issue the Original OR to the client.	Amount due stated on the assessment form issued by the respective college	5 minutes	<i>Collecting Officer/Clerk Cashier's Office</i>
	<b>TOTAL:</b>	<b>Amount due stated on the assessment form</b>	<b>17 minutes</b>	



### 3. Collection of Tuition and Miscellaneous Fees through SM Bill Payment Center

Collection of tuition and miscellaneous fees thru third party tapped by the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SM Bill Assessment of Fees Form		College or Office Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. After processing the course load assessment by the respective college adviser, generate the SM Bill Assessment Form through the IUIS System SM Bill Portal (URL at <a href="http://smbills.wvsu.edu.ph">smbills.wvsu.edu.ph</a> ).  Incoming 1 <sup>st</sup> year students may obtain a printout of the Assessment Form at the designated admission printing center.	1. Provide the client with the SM Bill Assessment Form and a short briefing on available Payment Centers and procedures on payment and claiming of official receipts.	None	10 minutes	<i>MIS Staff or College Clerk/Secretaries MIS Office Colleges Concerned</i>
2. Present the SM Bill Assessment of Fees Form and pay the indicated amount and receive SM receipt and change, if necessary.	2. Upon receipt of the SM Bill Assessment of Fees Form, the SM Bills Payment teller will check/verify the Statement validity of the assessment to determine if payment can still be accepted.  2.1 Collect the amount due, count the money tendered and give SM receipt and change, if necessary.	None	5 minutes	<i>SM Bills Payment Center</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3. Download the emailed Report of Collection from SM and print the downloaded report.</p> <p>3.1 Verify if the deposit has been made by SM to the University's bank account (LBP account) by accessing the LBP's WEACCESS website and print the Statement of Account.</p> <p>3.2 Access the Cashier Management Module of the IUIS (log in to <a href="https://10.224.2.32/iuis/index.php">https://10.224.2.32/iuis/index.php</a>). Go to Student List menu and select the appropriate school year and semester to be paid by the student. Then search the name of student, verify if the assessment is correct and proceed to payment to post the payment made and print the official receipt in 3 copies.</p>	None	2 days	Collecting Officer/Clerk Cashier's Office
3. Present the SM Payment Receipt with SM Bill Assessment of Fees Form and receive the official receipt.	4. Issue the Original Copy of Official Receipt (OR) to the client.	None	3 minutes	Collecting Officer/Clerk Cashier's Office
	<b>TOTAL:</b>	<b>Amount due stated on the assessment form</b>	<b>2 days and 18 minutes</b>	



#### 4. Disbursement/Releasing of Approved Claims thru Checks

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C); Government-to-Business(G2B); Government-to-Government(G2G)			
<b>Who may avail:</b>	Students, Suppliers, and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Valid I.D. (Company ID, Passport, Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, etc.)		Agency issuing the ID		
2. Official Receipt (for suppliers only)		Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required supporting documents needed for processing of claims to Accounting Office.	1. Receive the documents from the client/requestor and forward the documents to the Cashier's Office after certified and approved by the respective signatories.	None	1.5 days	<i>Finance Receiving Clerk</i>
	1.2 Receive the Disbursement Voucher (DV) with supporting documents from finance receiving/ accounting office and prepare the check then have them signed by authorized signatories.		10 minutes	<i>Disbursing Officer/Clerk Chief Cashier, Accountant, Vice President for Admin and Finance, University President</i>
2. None	2. Inform the payee indicated in the DV of the availability of check.	None	2 minutes	<i>Disbursing Officer/Clerk Cashier's Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Present WVSU I.D for students and 2 valid IDs for outside clients and suppliers, sign in the DV and logbook and receive the check.</p> <p>3.1 For suppliers, issue an official receipt, sign in the DV and the logbook and receive the check and BIR Forms 2306 and 2307 and green copy of DV for payment with deduction of retention fee or guaranty deposit.</p>	<p>3.1 Require the client to sign in the logbook and Box E (Received payment) of the DV and verify the correctness of signature of the payee.</p> <p>3.2 For suppliers, get the official receipt and verify the correctness of OR and give the BIR forms 2306 and 2307 and the green copy of the DV for payments with retention fee or guarantee deposit.</p> <p>3.3 Retain the duplicate copies of check and the original, duplicate and triplicate copies of DV and original copies of supporting documents for preparation of RCI.</p>	None	5 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>1.5 days &amp; 17 minutes</b>	



## 5. Disbursement/Releasing of Approved Claims thru Cash

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) WVSU Identification Card/Library Card for Students and any valid I.D. for other clients (Company ID, Passport, or Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, HDMF, WVSU Alumni Card, etc.)		WVSU or agency issuing the ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents needed for processing of claims to Accounting Office.	1. Receive the documents from the client/requestor and forward the documents to the Cashier's Office after certified and approved by the respective signatories.	None	1.5 days	<i>Finance Receiving Clerk</i>
	1.2 Receive the Disbursement Vouchers (DV) with supporting documents from finance receiving/accounting office and prepare the check or LDDAP-ADA with prooflist and have them signed by authorized signatories.		10 minutes	<i>Disbursing Officer/Clerk Chief Cashier, Accountant, Vice President for Admin and Finance, University President</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Submit the check/ LDDAP-ADA to the bank together with the proof list and send the soft copy proof list via email.		1 hour	<i>Disbursing Officer/Clerk</i> Cashier's Office
	1.4 For special payroll cash advances, the designated special disbursing officer will encash or withdraw the amount per payroll and prepare the amount due per payroll list.		30 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
2.None	2. Inform the payee/s indicated in the payroll of the availability of claims thru cash.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Present his/her WVSU I.D. for students or 2 valid IDs for outside clients and sign in the payroll and receive the money.	3. Require the payee to sign in the payroll. Verify the correctness of signature and count the money before releasing to the payee	None	3 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>1.5 days, 1 hour &amp; 45 minutes</b>	





## 6. Disbursement of Approved Claims thru LDDAP-ADA

Disbursement of approved claims thru LDDAP-ADA from the general fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C); Government-to-Business(G2B); Government-to-Government(G2G)			
<b>Who may avail:</b>	Suppliers and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. (1) Valid I.D. (Company ID, Passport, Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, etc.)		Agency issuing the ID		
2. Official Receipt (for suppliers only)		Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required supporting documents needed for processing of claims to Accounting Office.	1. Receive the documents from the client/requestor and forward the documents to the Cashier's Office after certified and approved by the respective signatories.	None	1.5 days	<i>Finance Receiving Clerk</i>
	1.2 Receive the Disbursement Vouchers (DV) with supporting documents from finance receiving/accounting office and prepare the LDDAP-ADA and SLIIE then have them signed by authorized signatories.		30 minutes	<i>Disbursing Officer/Clerk Chief Cashier, Accountant, Vice President for Admin and Finance, University President</i>
	1.3 Submit the LDDAP-ADA & SLIIE to the bank		1 hour	<i>Disbursing Officer/Clerk Cashier's Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Check Bank Balance if payment has been credited in their account and proceed to Disbursement section to sign DV	2. Inform the payee indicated in DV that the Bank has credited the payment to their respective account.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Present WVSU ID for students or 2 valid IDs for outside clients and suppliers.  3.1 For suppliers, issue an official receipt and receive the copy of BIR Forms 2306 and 2307 and green copy of DV.	3. Require the payee to sign in the logbook and Box E (Received payment) and verify the correctness of signature.  3.1 For suppliers, receive the official receipt and verify the correctness of OR and give the payee the copy of BIR Forms 2306 and 2307 and the green copy of the DV.  3.2 Retain the original copies of DV supporting documents for preparation of RCI.	None	5 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>1.5 days, 1 hour &amp; 37 minutes</b>	



# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Collection of School Fees and Other Income

Collection of other fees like payment for transcript of records, certification, authentication, etc. and other income of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		College or Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College or Office Concerned (Registrars' Office, Central Lab, Drop In, Dorm, Admin. Office, BAC, etc.) to secure Order of Payment and make clarificatory inquiries	1. Provide the client with Order of Payment (write the name of the payee and the amount to be paid) and instruct them to proceed to the Cashier's Office for Payment.	None	5 minutes	<i>College Clerk or Staff of Office Concerned Respective Colleges/Units</i>
2. Present duly accomplished Order of Payment to the Security Personnel on duty in order to secure priority number for payment and wait for the number to be called.	2. Give priority number to client	None	2 minutes	<i>Security guard on duty</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the amount indicated in the order of payment, receive the OR and change if necessary	<p>3. Receive order of payment from the client and check/verify correctness of the Order of payment</p> <p>3.1 Access the Cashier Management Module of the IUIS (log in to <a href="https://10.224.2.32/iuis/index.php">https://10.224.2.32/iuis/index.php</a>) go to student list to search the name of the payee or add new entry if the name is not in the list then select payment for Others, Fund Type, Payment Type, and enter amount due and collect the payment, count the money tendered and give change, if necessary</p> <p>3.2 Print the Official Receipt in 3 copies and issue Original Copy of Official Receipt to client.</p>	Amount due stated/indicated in the order of payment issued by the respective college or department	5 minutes	<i>Collecting Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>Amount due stated per order of payment</b>	<b>12 minutes</b>	



## 2. Collection of Tuition and Miscellaneous Fees thru Collecting Officer

Collection for payment of tuition and miscellaneous fees for enrolment and payment of previous balances of students enrolled in the university.  
8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	All WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment/Registration Form		College or Office Concerned		
2. (1) WVSU Identification Card or any valid I.D. (Company ID, Passport, Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, etc.)		WVSU or agency issuing the ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. After processing the course load assessment by the respective college adviser, generate Assessment Form through the IUIS System.  Incoming 1 <sup>st</sup> year students may obtain a printout of the Assessment Form at the designated admission printing center.	1. Provide the client with Assessment of Fees Form and instruct them to proceed to the Cashier's Office for Payment or to Students Account for Students with Full scholarship grant.	None	10 minutes	<i>MIS Staff or College Clerk/Secretary</i> MIS Office Colleges Concerned



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present Assessment of Fees Form to the Security Personnel on duty in order to secure priority number for payment and wait for the number to be called	2. Give priority number to client	None	2 minutes	<i>Security guard on duty</i>
3. Pay the amount due indicated in the Assessment of Fees Form and receive the OR and change, if necessary.	3. Receive from the client or student the Assessment of Fees Form generated from IUIS or ID for payment of previous balances. 3.1 Check and verify correctness of the Student Assessment Form 3.2 Access the Cashier Management Module of the IUIS (log in to <a href="https://10.224.2.32/iuis/index.php">https://10.224.2.32/iuis/index.php</a> ). Go to STUDENT LIST menu and then search the name of student, check the assessment then proceed to payment, collect the amount due and count the money tendered and give change, if necessary. 3.3 Print the Official Receipt in 3 copies and issue the Original OR to the client.	Amount due stated on the assessment form issued by the respective college	5 minutes	<i>Collecting Officer/Clerk Cashier's Office</i>
	<b>TOTAL:</b>	<b>Amount due stated on the assessment form</b>	<b>17 minutes</b>	







CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present his/her WVSU I.D., sign in the DV and logbook and receive the check and copy 3 (green copy) of DV and itinerary of travel for travel cash advances.	<p>3.1 Require the client to sign in the logbook and Box E (Received payment) of the DV and verify the correctness of signature of the payee.</p> <p>3.2 For travel cash advances, give the green copy of DV and itinerary of travel to payee; for special cash advances, give the green copy of DV to Accounting Staff in-charge for liquidation.</p> <p>3.3 Retain the duplicate copies of check and the original, duplicate and triplicate copies of DV and original copies of supporting documents for preparation of RCI.</p>	None	5 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 4 hours &amp; 17 minutes</b>	



#### 4. Disbursement/Releasing of Approved Claims thru Cash

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) WVSU Identification Card or any valid I.D. (Company ID, Passport, Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, etc.)		WVSU or agency issuing the ID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required supporting documents needed for processing of claims to Accounting Office.	1. Receive the documents from the client/requestor and forward the documents to the Cashier's Office after certified and approved by the respective signatories.  1.1 Receive the Disbursement Vouchers (DV) with supporting documents from finance receiving/accounting office and prepare the check or LDDAP-ADA with prooflist and have them signed by authorized signatories.	None	1.5 days          10 minutes	<i>Finance Receiving Clerk</i>          <i>Disbursing Officer/Clerk Chief Cashier, Vice President for Admin and Finance, University President</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Submit the check/ LDDAP-ADA to the bank together with the proof list and send the soft copy proof list via email.		1 hour	<i>Disbursing Officer/Clerk</i> Cashier's Office
	1.3 For special payroll cash advances, the designated special disbursing officer will encash or withdraw the amount per payroll and prepare the amount due per payroll list.		30 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
2.None	2. Inform the payee/s indicated in the payroll of the availability of claims thru cash.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Present his/her WVSU I.D. Sign in the payroll and receive the money.	3. Require the payee to sign in the payroll. Verify the correctness of signature and count the money before releasing to the payee	None	3 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 5 hours &amp; 45 minutes</b>	



## 5. Disbursement of Approved Claims thru LDDAP-ADA

Disbursement of approved claims thru LDDAP-ADA from the general fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	All WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) WVSU Identification Card or any valid I.D. (Company ID, Passport, Driver's License, SSS, Voter's ID, GSIS, Phil health, Postal ID, PRC, Senior Citizen, etc.)		WVSU or agency issuing the ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents needed for processing of claims to Accounting Office.	1. Receive the documents from the client/requestor and forward the documents to the Cashier's Office after certified and approved by the respective signatories.	None	1.5 days	<i>Finance Receiving Clerk</i>
	1.1 Receive the Disbursement Vouchers (DV) with supporting documents from finance receiving/accounting office and prepare the LDDAP-ADA and SLIIE then have them signed by authorized signatories.		30 minutes	<i>Disbursing Officer/Clerk Chief Cashier, Accountant, Vice President for Admin and Finance, University President</i>
	1.2 Submit the LDDAP-ADA & SLIIE to the bank		1 hour	<i>Disbursing Officer/Clerk Cashier's Office</i>



2. Check Bank Balance if payment has been credited in their account and proceed to Disbursement section to sign DV	2. Inform the payee indicated in DV that the Bank has credited the payment to their respective account.	None	2 minutes	Disbursing Officer/Clerk Cashier's Office
3. Present his/her WVSU I.D., sign in the DV and logbook. For travel cash advance, receive the green copy of the DV and itinerary of travel.	<p>3. Require the payee to sign in the logbook and Box E (Received payment) of the DV and verify the correctness of signature of the payee.</p> <p>3.1 For travel cash advances, give the green copy of DV and itinerary of travel.</p> <p>3.2 For special cash advances give the green copy of DV to Accounting Staff in-charge for liquidation.</p> <p>3.3 Retain copies of original DV and supporting documents for preparation of RCI.</p>	None	5 minutes	Disbursing Officer/Clerk Cashier's Office
	<b>TOTAL:</b>	None	<b>1 days, 5 hour &amp; 37 minutes</b>	



# **DIRECTOR OF INSTRUCTION AND QUALITY ASSURANCE OFFICE**

## **External Services**



## 1. Approval of Permits for Academic Activities

Approval of Permit for Academic Activities is required prior to the conduct of academic activities such as field trip, educational trip, educational tour, culminating activities, and other academic related activities within or outside the university  
 8:00 am – 5:00 pm; Monday to Friday; 2 weeks before the activity  
 NO NOON BREAK

<b>Office or Division:</b>	Director of Instruction and Quality Assurance Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Request for Permit “A” to Conduct Academic Activity;</b> <b>Attach the following documents:</b> Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 8PM/on weekends/on Holidays), and outside WVSU.  For field trip or educational tour: CMO 63 (Guidelines on Local Off Campus Activities) to be accomplished.  For activities within WVSU: The activity must have approval of GSO Supervisor and Chief Administrative Officer.		DIQA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Check papers for previous details and signatures	None	5 minutes - educational field trips/tours 3 minutes – activities within WVSU	<i>Class representative/faculty in-charge and Administrative Assistant</i> DIQA



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Obtains signature of the Director of Instruction  If activity is outside Western Visayas, applicant seeks approval of the University President	2. Signs permits to conduct activity	None	3 minutes	<i>DIQA and VPAA</i> University President
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	





## 2. Approval of Request for Tutorial (Special Arrangement Courses)

Approval of Request for Tutorial (Special Arrangement Courses) is required before the students can enroll subjects on special arrangement during enrolment time.

8:00 am – 5:00 pm; Monday to Saturday during enrolment time

NO NOON BREAK

<b>Office or Division:</b>	Director of Instruction and Quality Assurance Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students (Undergraduate and Graduate)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Tutorial Form; Attach adding Form if the Course was not yet enrolled		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Presents duly accomplished request	1. Checks the request for previous details and signatures	None	2 minutes	<i>Administrative Assistant</i> DIQA
2 Obtains signature of Director of Instruction and Quality Assurance	2. Signs Request	None	2 minutes	<i>Administrative Assistant</i> DIQA
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



## **MEDICAL/DENTAL CLINIC**

### **External Services**



## 1. Physical Examination (New Students)

This procedure applies to the new students of West Visayas State University.  
Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	Main Campus – Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: Complete Medical Laboratory Results		Any Government Clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Medical/Dental Clinic to secure Laboratory Request Form	1. Issue Laboratory Request Form	None	3 minutes	<i>Nurse III</i> Medical Clinic
2. Present Complete Original Medical Laboratory Results	2. Check Complete Medical Laboratory Results	None	3 minutes	<i>Nurse III</i> Medical Clinic
3. Repeat Laboratory and submit new results (if needed)	3. Check for the compliance of treatments (if needed)	None	10 minutes	<i>Nurse III</i> Medical Clinic
	3.1 Call attention of parents regarding the results and findings (if needed)	None	15 minutes	
	3.2 Provide and Ask Client to fill out Log Sheet and Permanent Health Record	None	10 minutes	
4. Fill out Log Sheet and Permanent Health Record	4. Check Log Sheet and Permanent Health Record	None	5 minutes	<i>Nurse III</i> Medical Clinic
5. Undergoes Preliminary Examination	5. Take the height, weight and vital signs.	None	10 minutes	<i>Nurse III</i> Medical Clinic
6. Undergoes Physical Examination	6. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	<i>Medical Officer IV</i> Medical Clinic
7. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	7. Schedules follow-up if needed	None	3 minutes	<i>Medical Officer IV</i> Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 26 minutes</b>	



## 2. Physical Examination (Old Students)

This procedure applies to the old students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper Identification	None	2 minutes	<i>Nurse III</i> Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2. Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	<i>Nurse III</i> Medical Clinic
3. Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	<i>Medical Officer IV</i> Medical Clinic
4. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed	None	3 minutes	<i>Medical Officer IV</i> Medical Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>35 minutes</b>	



### 3. Medical Consultation

This procedure applies to the students of West Visayas State University. We give starter dose medicines for students.

We refer to nearby hospital if needed after evaluation.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Office of Student Affairs (OSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper Identification.	None	2 minutes	<i>Nurse III</i> Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Nurse III</i> Medical Clinic
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results	None	5 minutes	
	2.2 Interview Clients of complaints,	None	5 minutes	
	2.3 Take vital signs	None	5 minutes	
3. Undergoes Physical Examination	2.4 Give simple medicines ( if needed)	None	5 minutes	<i>Medical Officer IV</i> Medical Clinic
	3. The University physician conducts a thorough physical examination.	None	5 minutes	
	3.1 Refer Client's case to the specialized physician (if needed)	None	3 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 4. Oral Health Examination (New Students)

This procedure applies to the new/incoming students of West Visayas State University to document oral health condition. Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Incoming Students Qualified for Dental Examination		Different and Colleges		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original Complete Laboratory results	1. Check completeness of original laboratory results. (if needed)	None	3 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet and Permanent Dental Health Record	None	2 minutes	<i>Dental Aide</i> Dental Clinic
2. Fills out Log Sheet and Permanent Dental Health Record	2. Check the Log Sheet and Permanent Dental Health Record	None	5 minutes	<i>Dental Aide</i> Dental Clinic
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	10 minutes	<i>Dentist III</i> Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up (if needed)	None	3 minutes	<i>Dentist III</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>23 minutes</b>	



## 5. Oral Health Examination (Old Students)

This procedure applies to the old students of West Visayas State University seeking oral health check-up. Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Office of the Students Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper Identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	3 minutes	
2. Fills out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Permanent Dental Record	None	5 minutes	
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	10 minutes	<i>Dentist III</i> Dental Clinic
4. Receives dental certificate, laboratory requests and referral (if needed)	4. Schedules follow-up check-up (if needed)	None	3 minutes	<i>Dentist III</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



## 6. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the students of West Visayas State University undergoing dental consultation. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	15 minutes	<i>Dentist III</i> Dental Clinic
	3.1 Diagnosis and treatment	None	10 minutes	<i>Dentist III</i> Dental Clinic
	3.2 Prescribe and dispense medicines	None	3 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>36 minutes</b>	





## 7. Dental Consultation (Dental Restoration)

This procedure applies to the students of West Visayas State University seeking dental restoration.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	2 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	5 minutes	<i>Dentist III</i> Dental Clinic
	3.1 Diagnosis and treatment	None	45 minutes	
	3.2 Prescribe and dispense medicines (if needed)	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	



## 8. Dental Consultation (Extraction)

This procedure applies to the students of West Visayas State University for tooth extraction. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	2 minutes	
2. Fill out logbook	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	5 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment	None	45 minutes	
	3.2 Prescribe and dispense medicines	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



# **MEDICAL/DENTAL CLINIC**

## **Internal Services**



## 1. Physical Examination

This procedure applies to the faculty and staff of West Visayas State University for annual physical examination. Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Present WVSU ID	1. Check proper Identification	None	2 minutes	<i>Nurse II</i> Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2.Undergoes Preliminary Examination	2. Take the height, weight and vital signs.	None	10 minutes	<i>Nurse II</i> Medical Clinic
3.Undergoes Physical Examination	3. The University physician conducts a thorough physical examination.	None	15 minutes	<i>Medical Officer IV</i> Medical Clinic
4.Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up (if needed)	None	3 minutes	<i>Medical Officer IV</i> Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 2. Medical Consultation

This procedure applies to the faculty and staff of West Visayas State University seeking medical advice. We give starter dose medicines for faculty and staff. We refer to nearby hospital if needed after evaluation.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Employees: WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper Identification.	None	2 minutes	Nurse III Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	Nurse III Medical Clinic
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results	None	5 minutes	
3. Undergoes medical consultation	3. Interview Clients of complaints	None	10 minutes	Medical Officer IV Medical Clinic
	3.1 Take vital signs	None	5 minutes	
	3.2 Give medicines (if needed)	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>32 minutes</b>	



### 3. Oral Health Examination

This procedure applies to the faculty and staff of West Visayas State University seeking oral health examination.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present WVSU ID	1. Check proper Identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	2 minutes	
2 Fills out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Permanent Dental Record	None	2 minutes	
3.Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist III</i> Dental Clinic
4.Receives dental certificate, laboratory requests and prescriptions if needed	4.Schedules follow-up (if needed)	None	2 minutes	<i>Dentist III</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



#### 4. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet	None	2 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	15 minutes	<i>Dentist III</i> Dental Clinic
	3.1 Diagnosis and treatment	None	10 minutes	
	3.2 Prescribe and dispense medicines	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 5. Dental Consultation (Oral Prophylaxis)

This procedure applies to the faculty and staff of West Visayas State University for oral prophylaxis.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	2 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	10 minutes	<i>Dentist III</i> Dental Clinic
	3.1 Diagnosis and treatment	None	40 minutes	
	3.2 Prescribe and dispense medicines (if needed)	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	





## 6. Dental Consultation (Dental Restoration)

This procedure applies to the faculty and staff of West Visayas State University for tooth restoration.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	2 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	5 minutes	<i>Dentist III</i> Dental Clinic
	3.1 Diagnosis and treatment	None	45 minutes	
	3.2 Prescribe and dispense medicines	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	



## 7. Dental Consultation (Extraction)

This procedure applies to the faculty and staff of West Visayas State University seeking dental services for tooth extraction. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Main Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	2 minutes	
2. Fill out logbook	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	2 minutes	
3. Consultation	3. Perform oral examination	None	5 minutes	<i>Dentist III</i> Dental Clinic
	3.1 Diagnosis and treatment	None	45 minutes	
	3.2 Prescribe and dispense medicines	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



# **OFFICE OF STUDENT AFFAIRS**

## **External Services**



## 1. Housing and Dormitory

The University Dormitory is accepting female dormers only.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Office of the Student's Affairs		
<b>Classification:</b>		Dissemination/Distribution of Information		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Female Students Only		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU-DOR-SOI-01-F01 Contract WVSU- DOR -SOI-01-F02 Parent/Guardian Instruction Sheet WVSU- DOR -SOI-01-F03 Personal Data Sheet		University Dormitory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client applies for Reservation	1. The client applies for reservation at the University Dormitory.	None	15 minutes	<i>Dormitory Manager</i> University Dormitory
2. Conduct of Interview	2. The University Dormitory Manager conducts an interview with the client with the presence of their parent/guardian for the initial background check-up.	None	20 minutes	<i>Dormitory Manager</i> University Dormitory
3. Inspection of Rooms and Facilities	3. The Dormitory Manager tours the client and the parent/guardian for inspection of the dormitory rooms and facilities.	None	10 minutes	<i>Dormitory Manager</i> University Dormitory
4. Fill-out of the Form	4. If the client decides to become a dormer, they will be asked to fill-out the following forms with the supervision of their parent/guardian:	None	10 minutes	<i>Dormitory Manager</i> University Dormitory



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	a. Contract Form (WVSU-UD-SOI-01-F01) b. Parents/Guardian Instruction Sheet (WVSU-UD-SOI-01-F02); and c. Personal Data Sheet (WVSU-UD-SOI-01-F03)			
5. Issue of the Order of Payment	5. The University Dormitory Manager will issue the order of payments indicating a one (1) month advance and two (2) months deposits.	None	5 minutes	<i>Dormitory Manager</i> University Dormitory
6. Payment of Dormitory Fees	6. The client pays the dormitory fees at the cashier office and waits for the issuance of the official receipts.	500.00 / month	10 minutes	<i>Cashier</i> Cashier's Office
7. Accept the Student Dormer	7. The University Dormitory Manager upon receipt the official receipt issued by the Cashier's Office will accept the student dormer.	None	5 minutes	<i>Dormitory Manager</i> University Dormitory
	<b>TOTAL</b>	<b>500.00/month</b>	<b>1 hour &amp; 15 minutes</b>	



## 2. Processing of Scholarship Applicants

The office processes a grants/financial assistance scholarship or merit and other forms like subsidy awarded on the basis of academic performance or other criteria required. Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Office of the Student's Affairs			
<b>Classification:</b>	Dissemination/Distribution of Information			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scholarship Form (2 original copies) Certificate / Notice of Award (1 photo copy) Grades & Credits (1 photo copy)		WVSU Website: <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Required Documents	1. The scholar fills out the scholarship form and seeks signature of class adviser, registrar and college dean. The scholar will check the IUIS account if his/her grades are complete. The scholar will proceed to the adviser for enlistment of subjects	None	8 hours	<i>Class Adviser, Registrar, College Dean Respective Colleges</i>
2. Checking of Scholarship	2. The scholars submit signed scholarship forms and attach the required documents as stated in the forms to the Office of Student Affairs (OSA). The OSA Scholarship Coordinator will check the documents submitted by the scholars for verification and completeness of the document.	None	5 minutes	<i>Scholarship Coordinator Office of the Student Affairs</i>
3. Approval of Scholarship	3. After checking of Scholarship Form for the completeness of the documents by the Scholarship Coordinator, the Dean of Students will sign the approved scholarship form	None	5 minutes	<i>Dean of Student Affairs Office of the Student Affairs</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 hours &amp; 10 minutes</b>	



### 3. Approval of Permits of Student Non-Academic Activities

Permits to conduct non-academic are issued/processed by the Office of Student Affairs (OSA) to students as part of the requirements of the University. Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Office of the Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit B to Conduct Non-Academic Activity (2 original copies) Parent's Permit and Liability Waiver if after 5:00 pm., outside WVSU and outside Western Visayas (2original copies per student) Budget Plan if it entails expenses (2 original copies) Permit to use school facilities (5 original copies)- for activities within WVSU, must have approval of General Services Office, Administrative Office and Vice President for Administration and Finance		WVSU Website: <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> and/or Office of the Student's Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application to Conduct Non-Academic Activities	1. Student presents letter of request/activity proposal in order to get the WVSU-OSA-SOI-02-FO1 to conduct non-academic activity from the OSA. 1.1 Requesting party fills out application form for signature of the Chairperson and the Faculty Adviser	None	5 minutes          15 minutes	<i>Adviser</i> Respective Colleges



	<p>1.2 If the venue of the activity is <b>Outside WVSU</b> or if the activity will be held conducted evening/overnight, the Student attaches Budget Plan/ Activity Proposal of the activity and parent's permit and liability waiver/s (WVSU-OSA-SOI-02-FO2) of the participant/s.</p> <p>1.3 If the activity is <b>Within WVSU Campus</b>, student attaches the Budget Plan/Activity Proposal of the activity, and the permit to use university facilities.</p>		<p>10 minutes</p> <p>15 minutes</p>	
2. Approval of Application	<p>2. If the activity venue is <b>Outside WVSU</b> or if the activity will be conducted evening/overnight, student secures the signatures of the Chief Campus Security Officer, OSA Dean/Head and Campus Administrator/VPAA for approval.</p>	None	20 minutes	<p><i>OSA Dean/Head, Organization Adviser, Chief Campus Security Officer, Administrative Officer/ Office of the Student Affairs Campus Administrator</i></p>





	2.1 If the activity is <b>Within WVSU Campus</b> , student secures the signatures of the Chief Campus Security Officer, OSA Dean/Head and Campus Administrator/VPAA for approval.		20 minutes	
3. Submission of Approved Permit	3. Student submits a copy of the approved forms to the OSA for filing.	None	5 minutes	<i>OSA Dean/Head, Requesting Party/ Sponsoring Organization Office of the Student Affairs</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour &amp; 30 minutes</b>	



## 4. Accreditation of Student Organizations

Accreditation of Student Organizations is conducted every start of Academic Year for university based student council, college councils and other student organization and interest groups. Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Office of the Student's Affairs			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Officers of Student Councils and various School Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application for Approval/ Accreditation of student organizations - WVSU-OSA-SOI-03-F01 (3 original copies) Application for Accreditation of School- WVSU-OSA-SOI-03-F02 (3 original copies) Organizational Profile- WVSU-OSA-SOI-03-F03 (3 original copies) List of student organization officers for incoming school year -WVSU-OSA-SOI-03-F04 (3 original copies) List of student organization members for incoming school year - WVSU-OSA-SOI-03-F05 (3 original copies) Accomplishment report for previous school year- WVSU-OSA-SOI-03-F06 Financial statement- WVSU-OSA-SOI-03-F07 (3 original copies)		WVSU Website: <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> and/or Office of the Student's Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Application for Accreditation	1. Secure all requirements: A. Application for Approval/ Accreditation of student organizations - WVSU-OSA-SOI-03-F01 B. . Application for Accreditation of School Organization Form A (Application for accreditation of school organization) Form B (Affidavit of Consent)	None	1 month after enrollment	<i>Administrative Aide</i> Office of the Student Affairs



	<ul style="list-style-type: none"> <li>- WVSU-OSA-SOI-03-F02</li> <li>C. Organizational Profile</li> <li>- WVSU-OSA-SOI-03-F03</li> <li>D. List of student organization officers for incoming school year -WVSU-OSA-SOI-03-F04</li> <li>E. List of student organization members for incoming school year - WVSU-OSA-SOI-03-F05</li> <li>F. Accomplishment report for previous school year - WVSU-OSA-SOI-03-F06</li> <li>G. Financial statement -WVSU-OSA-SOI-03-F07</li> </ul> <p>1.1 Submits completely filled out documents with requirements as stated above.</p>			<p><i>Administrative Aide</i> Office of the Student Affairs</p>
2. Approval of Application	<p>2. The committee for accreditation evaluates and approves/ disapproves the application of student organizations.</p> <p>2.1 Applicant's representative/ officer follow up the status/ approval of application of student organizations.</p>	None	1 week subject to the availability of the committee	<p><i>Committee for Accreditation (USC/CSC Representative, USC/CSC Adviser, School Director/Unit Head, Guidance Counselor, OSA Dean)</i> Respective Colleges/Units Office of the Student Affairs</p>



3. Issuance of Certificate of Registration/ Accreditation and Notice of Appointment	3. Issues the second copy of the approved application to the applicant group. 3.1 Issues Certificate of Registration/ Accreditation to the student organization and Notice of Appointment to the adviser/s.	None	1 week after the accreditation	<i>Dean of Student Affairs</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>1 month and 2 weeks</b>	



## 5. Student Assistantship

Student assistantship program is a form of financial assistance to students who are financially challenged but are willing to do extra work for in the offices of the university in return for a monthly stipend. Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Office of the Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter (1 original copy) Request/Recommendation Letter from the Unit Heads (1 original copy) 1x1 picture w/ white background (1pc.) Certificate of Registration current semester (1 photocopy) Grades and Credits- previous semester (1 photocopy) Certificate of Indigency (1 original copy) Data Sheet for Student Assistant- WVSU-OSA-SOI-04-F02 (1 original copy) Referral for Student Assistantship- WVSU-OSA-SOI-04-F01 (1 original copy)		Colleges/ Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student Application	1. The applicant expresses intention to the Unit Head to apply as a student assistant. The Unit Head recommends the student applicant to OSA for approval. 1.1 The applicant submits the required documents to the Student Assistant Coordinator/ OSA Dean/ Head (Application letter, recommendation letter, report card/copy of grades, registration form (RF), and class	None	5 minutes          5 minutes	<i>Head of Office/Supervisor, Registrar, Budget Officer and Schedule Coordinator</i> Office of the Student Affairs Registrar's Office Budget Office



	schedule. The SA Coordinator/OSA Dean/Head issues Referral for Student Assistantship (WVSU-OSA-SOI-04-F01) and Data Sheet for Student Assistant (WVSU-OSA-SOI-04-F02) from OSA.			
2. Approval of Application	2. The OSA Dean/Head approves/disapproves the application.	None	10 minutes	<i>OSA Dean/Head</i> Office of the Student Affairs
3. Deployment of Student Assistant	3. Upon approval of the application and compliance of all the requirements, the student assistant will start working in his/her assigned office/unit.	None	5 minutes	<i>Head of Office/Supervisor</i> Respective Colleges/Units
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	



## 6. Student Labor (Summer)

In coordination with DOLE Region VI, the DOLE – SPES is a summer labor program of the university. Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Office of the Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 01a (2 original and 1 photocopy) Certificate of Employment (2 original and 1 photocopy) Birth Certificate/Baptismal (2 original and 1 photocopy) Grades last School Year Attended (2 original and 1 photocopy) School ID/Certificate of Residency (2 original and 1 photocopy) Certificate of Enrollment (2 original and 1 photocopy) 1x1 ID picture (2pcs.)		To be provided by student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures needed documents from the OSA for those who are willing to be a recipient of Special Program for Employment of Students (SPES) Program	1. Distributes forms and list of other requirements	None	20 minutes	<i>Dean of Students</i> Office of the Student Affairs
2. Secures copy of grades or transcript of records, birth/baptismal certificate, barangay certification, school ID/certificate of residency and 2 copies of 1x1 ID picture	2. Advices students to secure all requirements	None	30 minutes	<i>Dean of Students</i> Office of the Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.Submits all the requirements to the OSA	3. Checks and answers all documents presented  3.1 Once all papers are received, OSA submits them to DOLE	None	10 minutes	<i>Dean of Students</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour</b>	





## 7. Psychological Testing for (Outside Clients)

For the Extension services, the University Testing Center (UTC) also caters clients outside the University including other government agencies, private agencies and schools/institutions requesting psychological testing for their students.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Office of the Student's Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C), Government-to-Business (G2B)		
<b>Who may avail:</b>		Outside Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process request and pay the required fee for Psychological Testing.	1. Provides schedule for testing and identifies tests to be given.	Package A – Php 550.00 Package B – Php 550.00 Package C – Php 700.00 Package D– Php 650.00 Package E - Php 800.00	30 Minutes	<i>Psychometrician</i> University Testing Center
2. Reports to testing room as scheduled with the receipt and ID.	2. Administers the test	None	3 Hours	<i>Psychometrician</i> University Testing Center



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Request for test results and narrative reports	3. Releases narrative reports	None	8 Minutes	<i>Psychometrician</i> University Testing Center
	<b>TOTAL:</b>	<b>Package A – Php 550.00</b> <b>Package B – Php 550.00</b> <b>Package C – Php 700.00</b> <b>Package D– Php 650.00</b> <b>Package E - Php 800.00</b>	<b>3 Hours &amp; 38 Minutes</b>	



## 8. Psychological Testing for Freshmen Students

The University Testing Center (UTC) is primarily tasked to administer psychological tests to freshmen college students to assess and promote awareness of students' mental ability and help students build a realistic picture of their selves by exploring their strengths and weaknesses as revealed in their personality test results.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Office of the Student's Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Freshmen Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes inquiry regarding Psychological Testing Schedule	1. Makes schedule for Psychological Testing by College.	None	30 Minutes	<i>Psychometrician</i> University Testing Center
2. Reports to testing room as scheduled	2. Administers and scores IQ and Personality Test.  2.1 Gives schedule on the release of the test result	None	1 Hour and 30 Minutes per session	<i>Psychometrician</i> University Testing Center
3. Reports to guidance office for test interpretation	3. Interprets test results individually or by groups	None	30 Minutes per student	<i>Psychometrician</i> University Testing Center
	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours &amp; 30 Minutes</b>	



# **REGISTRAR'S OFFICE**

## **External Services**



## 1. Application for WVSU – College Admission Test (WVSU – CAT)

This covers the admission of incoming first year and transfer students. The College Admission Test of West Visayas State University is designed to measure students' capacity for academic success in the University.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Incoming First Year College Students and Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Application Form 2. Scanned copy of Senior High School Report Card duly authenticated by the Principal or Scanned copy of Transcript of Records for transferees 3. Recent Identical 2x2 ID picture		1. Integrated University Information System (IUIS) 2. Current school / School last attended  3. Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers through Integrated University Information System (IUIS) 1.1 Go to <a href="http://iuis.wvsu.edu.ph/aims/applicants">http://iuis.wvsu.edu.ph/aims/applicants</a> 1.2 Click Apply Here 1.3 Fill out all text fields with correct information and select Main Campus in the list of campuses. 1.4 Click Create Account and tick the privacy consent check box. 1.5 Login to temporary login credentials provided by the system. 1.6 Fill out all necessary fields in the application form.	1. Reviews and checks the completeness of the applicant's personal information and uploaded requirements.	None	5 minutes	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Administrative Assistant II</i> Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.7 Upload the image files of the requirements and your ID photo. 1.8 Click Save 1.9 Read the information in the Applicant Certification field and click the Submit Application after reviewing the form. 1.10 Check for the permanent login credentials provided by the system. 1.11 Logout in the Online Application Module.				
2. Checks email for the notification on the scheduled date and time of the College Admission Test.	2. Issues Examination Permit to applicants	None	2 minutes	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Administrative Assistant II</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Enrolment of New Freshmen, Transferees, Re-entering and Continuing Students

This covers all qualified regular students enrolling in the University using the WVSU Integrated University Information System (IUIS).

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client (G2C )
<b>Who may avail:</b>	Any qualified incoming Freshmen, Transferees, Continuing students enrolling in the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a. New Freshmen  1. Original copy of SHS Report Card 2. PSA Birth Certificate 3. Certificate of Good Moral Character 4. 2 copies Recent 1x1 ID picture 5. PSA marriage contract (for married female applicants only) 6. 1 pc. long folder  b. Transferees  1. Transfer Credential/Honorable Dismissal 2. Transcript of Records certified by the School Registrar 3. PSA Birth Certificate 4. Certificate of Good Moral Character 5. 2 copies Recent 1x1 ID picture 6. PSA marriage contract (for married female applicants only) 7. 1 pc. long folder  c. Continuing Students None	1. School last attended 2. Philippine Statistics Authority (PSA) 3. School last attended 4. Student 5. Philippine Statistics Authority (PSA) 6. Student  1. School last attended 2. School last attended 3. Philippine Statistics Authority (PSA) 4. School last attended 5. Student 6. Philippine Statistics Authority (PSA) 7. Student



d. Re-entering Students  1. Re-entering Form 2. Appraisal of Grades		1. Downloadable Forms in the website: <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> 2. College Secretary/ Class or Program Adviser		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Confirms enrollment in the IUIS using WVSU Account.	1. Checks IUIS under Registrar Module the list of confirmed students for enrollment.	None	1 minute	<i>Class or Program Adviser</i> Respective Colleges
	1.1 Encodes/enlists courses or subjects to be enrolled by the student.	None	15 minutes	<i>Class or Program Adviser</i> Respective Colleges
	1.2 Tags scholarship (if there is any)	None	1 minute	<i>Scholarship Coordinator</i> <i>Administrative Aide III</i> Office of Student Affairs
	1.3 Allows enrollment (with scholarship)  *Student without scholarship may proceed to Step No. 2 (Payment of Fees).	None	1 minute	<i>Administrative Assistant II</i> Accounting Office
2. Pays corresponding Tuition and Other School Fees (if there is any)	2. Processes payment and issues Official Receipt.	As specified in the tuition rate	10 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer III</i> Cashier's Office or <i>Cashier/Teller</i> Dev't. Bank of the Phils. Land bank of the Phils. SM Payment Bills





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prints Certificate of Registration (COR) or may claim at the Registrar's Office.	3. Prints and issues Certificate of Registration to student with watermarks " <b>Enrolled</b> " (upon request)	None	2 minutes	<i>Administrative Aide III Administrative Aide VI, Administrative Assistant I Administrative Assistant II Registrar's Office</i>
	<b>TOTAL:</b>	<b>None / As specified in the tuition rate</b>	<b>With scholarship – 20 minutes Without scholarship – 28 minutes</b>	



### 3. Enrolment of Irregular Students

This covers all qualified irregular students enrolling in the University. Irregular student refers to one who is registered for formal credits but who does not carry the subjects for a full load called for in a given semester by the curriculum for which he / she is registered.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Irregular student who is registered for formal credits but who does not carry the subjects for a full load called for in a given semester by the curriculum for which he/she is registered.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Course Load Slip 2. Special Arrangement Form 3. Updated Copy of Grades 4. Appraisal Form/Degree Program		1. Downloadable Forms in the website: <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> 2. Downloadable Forms in the website: <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> 3. Student's account through Integrated University Information System (IUIS) 4. Respective College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>PERSON RESPONSIBLE</b>
1. Confirms enrolment in the IUIS using WVSU Account and download Course Load Slip and Special Arrangement Form (if applicable).	1. Checks IUIS under Registrar Module the list of confirmed students for enrolment.	None	1 minute	Administrative Aide III Administrative Aide VI, Administrative Assistant I Administrative Assistant II Registrar's Office
2. Fills-out Course Load Slip and Special Arrangement Form (if applicable) and secure signatures of authorized personnel.	2. Checks the subjects to be enrolled and signs the accomplished form/s.	None	5 minutes	For Course Load Slip: 1. Class Adviser 2. University Registrar  For Special Arrangement Form: 1. Subject teacher 2. College Dean 3. Univ. Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits accomplished Course Load Slip and Special Arrangement Form (if applicable) to the Registrar's Office for encoding	3. Encodes/enlists courses or subjects to be enrolled by the student.	None	15 minutes	<i>Administrative Aide III Administrative Aide VI, Administrative Assistant I Administrative Assistant II Registrar's Office</i>
	3.1. Tags scholarship (if there is any)	None	1 minute	<i>Scholarship Coordinator Administrative Aide III Office of Student Affairs</i>
	3.2 Allows enrollment (with scholarship)	None	1 minute	<i>Administrative Assistant II Accounting Office</i>
	*Student without scholarship may proceed to Step No. 4 (Payment of Fees).			
4. Pays corresponding Tuition and Other School Fees (if there is any)	4. Processes payment and issues Official Receipt.	As specified in the tuition rate	10 minutes	<i>Administrative Assistant II Administrative Officer III Cashier's Office or Cashier/Teller Dev't. Bank of the Phils. Land bank of the Phils. SM Payment Bills</i>
5. Prints Certificate of Registration (COR) or may claim at the Registrar's Office.	5. Prints and issues COR to student with watermarks "Enrolled" (upon request)	None	2 minutes	<i>Administrative Aide III Administrative Aide VI, Administrative Assistant I Administrative Assistant II Registrar's Office</i>
	<b>TOTAL:</b>	<b>None / As specified in the tuition rate</b>	<b>With scholarship – 25 minutes Without scholarship – 33 minutes</b>	



#### 4. Issuance of Student's Records and Other Enrollment – Related Documents

This covers all students, alumni, and duly authorized representative requesting for academic records and other related documents such as Transcript of Records (TOR), Diploma, Honorable Dismissal, Certifications, Authentication of documents, and Certification, Authentication, and Verification (CAV).

1. Transcript of Records refers to an official copy of student's academic records.
2. Diploma refers to a document bearing record of graduation from a degree conferred by West Visayas State University.
3. Honorable Dismissal refers to a form issued to students who seek for transfer to other schools / universities.
4. Certifications include Grades and Credits, Enrolment or Certificate of Registration, General Weighted Average (GWA), Completed Academic Requirements (CAR), Graduation, Units Earned, English as a Medium of Instruction, NSTP Serial Number
5. Certification, Authentication and Verification (CAV) of school documents - for local and foreign employment

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Currently enrolled students, graduates, and those who seek transfer to other Colleges and Universities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request thru WVSU Ticketon Portal: <a href="http://wvsu.edu.ph/ticketon">wvsu.edu.ph/ticketon</a> 2. Student's Clearance (University and College) – for graduates and students seeking for transfer 3. Original and Photocopy/ies of Transcript of Records and Diploma / Certificate of Units Earned – for CAV only 4. Authorization Letter for Representative 5. Documentary Stamp (1 pc. for each document requested) 6. Affidavit of Loss (for 2 <sup>nd</sup> copy of Diploma)		1. <a href="http://wvsu.edu.ph/ticketon">wvsu.edu.ph/ticketon</a> 2. Student's Account (for University Clearance) and Respective College (for College Clearance) 3. Client / Registrar's Office 4. Client 5. Bureau of Internal Revenue (BIR) 6. Office of the Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registers at <a href="http://wvsu.edu.ph/ticketon">wvsu.edu.ph/ticketon</a> using Google account	1. Checks daily transactions at WVSU Ticketon System	None	5 minutes	<i>Administrative Aide III Administrative Aide VI Administrative Assistant I</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Click Registrar under the “office” button 1.2 Click Appointment under “Transaction Type” 1.3 Provide the following information under “Write your concern/problem” button: 1.3.1 Registered name at WVSU 1.3.2 Course or Degree Program at WVSU 1.3.3 Credentials to be requested and number of copies. 1.4 Fill-out health declaration 1.5 Click submit. A notification will be received if request was successfully submitted or denied.	1.1 Verifies from Integrated University Information System (IUIS) or record folder the name of client requesting for document(s)  1.2 Fills – out request form and forwards to the assigned staff for the preparation of requested document.			<i>Administrative Assistant II</i> Registrar’s Office
2. Views Ticket Details for the status of current transaction. Checks the Response Box for the schedule and requirements.	2. Prepares requested document with complete signatures  2.1 Replies client as to the schedule of release and requirements, through WVSU Ticketon	None	<ul style="list-style-type: none"> <li>• Transcript of Records – 3 days</li> <li>• Diploma – 3 days</li> <li>• Honorable Dismissal – 1 day</li> <li>• Certification – 1 day</li> <li>• CAV – 1 day</li> <li>• Authentication of documents – 1 day</li> </ul>	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Administrative Assistant II</i> <i>Registrar IV</i> Registrar’s Office
3. Proceeds to Registrar’s Office on the scheduled date for the issuance of Order of Payment and pays corresponding fees to the Cashier’s Office.	3. Issues Order of Payment	<ul style="list-style-type: none"> <li>• Transcript of Records – P50.00 / page</li> <li>• Diploma – P100.00</li> <li>• Honorable Dismissal – P50.00</li> </ul>	1 minute	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Administrative Assistant II</i> Registrar’s Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Processes payment and issues Official Receipt	<ul style="list-style-type: none"> <li>• Certification – P30.00 / page</li> <li>• Certification, Authentication, Verification – P80.00</li> <li>• Authentication – P10.00 / page</li> </ul>	10 minutes	<i>Administrative Assistant II</i> <i>Administrative Officer III</i> Cashier's Office
4. Presents Official Receipt of payment and to the Registrar's Office and receives requested document/s.	4. Releases the requested documents	None	1 minute	<i>Administrative Aide III</i> <i>Administrative Aide VI</i> <i>Administrative Assistant I</i> <i>Administrative Assistant II</i> Registrar's Office
	<b>TOTAL:</b>	<ul style="list-style-type: none"> <li>• Transcript of Records – P50.00 / page</li> <li>• Diploma – P100.00</li> <li>• Honorable Dismissal – P50.00</li> <li>• Certification – P30.00 / page</li> <li>• Certification, Authentication, Verification – P80.00</li> <li>• Authentication – P10.00 / page</li> </ul>	<ul style="list-style-type: none"> <li>• Transcript of Records – 3 days</li> <li>• Diploma – 3 days</li> <li>• Honorable Dismissal – 1 day</li> <li>• Certification – 1 day</li> <li>• CAV – 1 day</li> <li>• Authentication of documents – 1 day</li> </ul>	



# **SECURITY OFFICE**

## **External Services**



## 1. Public Assistance

Any concerned citizen and visitors with transactions at the campus will be entertained and assisted by the guards on duty.  
24 hours a days; 7 days a week. NO NOON BREAK

<b>Office or Division:</b>	Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Outside callers, visitors with business transaction in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 any valid ID, Approved Ticketon, QR Code		Handed by Walk-In Visitors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry	1. Receives/verifies visitor's name, address and purpose	None	2 minutes	<i>Security Guard, Administrative Building</i>
2. Log In at Visitor's logbook	2. Assist visitor to log in at the logbook, name, address, purpose, date, time, office to be visited and signature. 2.1 Issue Visitors ID 2.2 Guide Visitors to the Person/ office concerned	None	1 minute	<i>Security Guard, Administrative Building</i>
3. Log Out/ Return of Visitor's ID	3. Assist the visitors to log out at the Visitor's logbook. 3.1 Return Visitor's ID	None	1 minute	<i>Security Guard, Administrative Building</i>
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	





## 2. Issuance of Vehicle Pass Stickers

Students and other Clients can apply car pass for ease of transactions when entering the campus.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business (G2B)			
<b>Who may avail:</b>	Students and other clients transacting business with the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Car Pass Application Form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents requirements	1. Verifies vehicle registration and driver's license	None	2 minutes	<i>Chief Security Officer/Security Guard, Administrative Building</i>
2. Fills out application form	2. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	3 minutes	<i>Chief Security Officer/Security Guard, Administrative Building</i>
3. Pays the fee at the Cashier's Office	3. Issues Official Receipt	P150.00	2 minutes	<i>Cashier, Administrative Building</i>
4. Waits for issuance of car pass sticker	4. Issues car pass sticker	None	2 minutes	<i>Chief Administrative Officer, Administrative Building</i>
	<b>TOTAL:</b>	<b>P150.00</b>	<b>9 minutes</b>	



# **SECURITY OFFICE**

## **Internal Services**



## 1. Issuance of Vehicle Pass Stickers

Faculty and Staff can apply car pass for ease of transactions when entering the campus.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Business (G2B)		
<b>Who may avail:</b>		WVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Pass Application Form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents requirement	1.Verify vehicle registration and driver's license	None	2 minutes	Chief Security Officer/Security Guard, Administrative Building
2. Fills out application form	2. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	5 minutes	Chief Security Officer/Security Guard, Administrative Building
3. Pays the fee at the Cashier's Office	3. Issues Official Receipt	P75.00	3 minutes	Cashier, Administrative Building
4. Waits for issuance of vehicle pass sticker	4. Issues car pass sticker	None	2 minutes	Chief Administrative Officer, Administrative Building
<b>TOTAL:</b>		<b>P75.00</b>	<b>9 minutes</b>	



# **UNIVERSITY EXTENSION AND DEVELOPMENT CENTER (UEDC)**

## **External Service**



## 1. Enrolment in the Life-Long Learning for Sufficiency Program

The Lifelong Learning for Self-Sufficiency Training Program (LLSSP) is a skills training program that offers courses like cooking, dressmaking, photography, practical landscaping, beauty culture, hair cutting, and hair science. The courses are offered on summers and during the first and second semesters.

Mondays to Fridays, 8:00 a.m. – 5:00 p.m.; NO NOON BREAK

<b>Office or Division:</b>	University Extension and Development Center (UEDC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Out-of-school youths, housewives, students and professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrolment Form, ID pictures		UEDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes enrolment form	1. Assesses enrolment form and gives order of payment form to client	None	15 minutes	<i>LLSSP in-charge</i> UEDC
2. Pays enrolment fee	2. Receives payment and issues official receipt	P750.00	15 minutes	<i>Cashier</i> Administrative Building
3. Submits duly accomplished enrolment form and presents Official Receipt	3. Receives accomplished enrolment form and checks and records OR details, stamp form as officially enrolled	None	15 minutes	<i>LLSSP in-charge,</i> UEDC
4. Wait for the issuance of gate pass/ID Card	4. Processes gate pass/ID card	None	10 minutes	<i>LLSSP in-charge,</i> UEDC
	<b>TOTAL:</b>	<b>P750.00</b>	<b>55 minutes</b>	



# **UNIVERSITY EXTENSION AND DEVELOPMENT CENTER (UEDC)**

## **Internal Services**



## 1. Dissemination/Distribution of Information, Education and Communication (IEC) Materials

The Communications and Promotion section assists faculty extensionists in producing IEC materials.

Mondays to Fridays, 8:00 a.m. – 5:00 p.m.; NO NOON BREAK

<b>Office or Division:</b>	University Extension and Development Center (UEDC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Faculty submits a proposal together with the prototype of the proposed IEC material (print/video)	1. Receive IEC application proposal form and terms of reference from proponent. 1.1 Evaluates the prototype of the proposed IEC material	None	10 minutes/proposal  2-3 working days	<i>Head, Promotions &amp; Communications</i> UEDC
2. Faculty revises IEC material (print/video) based on evaluation results.	2. Receives edited IEC proposal and terms of reference from proponent. 2.1 Prepares budget plan 2.2 Processes approval of budget plan 2.3 Receives approved budget plan  2.3 Processes Purchase request and transfer of funds for payment of printing	None  None  None	10 minutes/proposal  2-3 working days 1 week  2-3 working days	<i>Head, Promotions &amp; Communications, UEDC</i>  Budget, Finance, VPAF, President's Office <i>Head, Promotions &amp; Communications</i> UEDC <i>Head, Promotions &amp; Communications</i> UEDC



3. Faculty works with an artist/printing press for the printing of the initial version of the IEC material.  For Audio-visual IEC material production, faculty works with a consultant expert in audio-video production.	3. Assist the faculty for the pretesting of the material by providing pretesting instrument.	None	1 hour	<i>Head, Promotions &amp; Communications</i> UEDC
4. Faculty pre-tests IEC material (print/video) with the representatives of the target audience and revise based on pretesting results.	4. Convenes a panel of evaluators to assess the merit of the IEC materials	None	2 week	<i>Head, Promotions &amp; Communications</i> UEDC
5. Faculty together with the printing press or audio-video consultants will revise the material and submit it to UEDC-CPro for the final review	5. Check the revised product based on the evaluators comments	None	3 days	<i>Head, Promotions &amp; Communications</i> UEDC
6. Mass produce the material or package final audio-video product.	6. Receives edited IEC material (print or video)	None	1 hour	<i>Head, Promotions &amp; Communications</i> UEDC
	<b>TOTAL:</b>	<b>None</b>	<b>Minimum of 14 days to 3 months</b> (Length varies according to type of IEC material produced)	





## 2. Capability Building for Extension Implementers

The Training and Capacity Strengthening (TraCS) Section facilitates and conducts trainings for extension implementers.

Mondays to Fridays, 8:00 a.m. – 5:00 p.m.; NO NOON BREAK

<b>Office or Division:</b>	University Extension and Development Center (UEDC)			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty of West Visayas State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Training		UEDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. College/Campus requests for a Capacity Building training	1. Prepares training/activity design	None	3 hours	<i>Head, Training and Capacity Strengthening (TraCS) Section, UEDC</i> Budget, Finance, VPAF, President's Office <i>Training staff UEDC</i>
	1.1 Process approval of Training/Activity design	None	5-7 working days	
	1.2 Receives approved Training/Activity design & prepares training kit, hand-outs, materials, and designations of resource persons	None	3 days	
2. Attends training/activity	2. Conducts training / extension activity	None	1-3 days	<i>Training staff UEDC</i>
	3. Prepares Training/Activity Report and Payroll for resource persons	None	1-3 days	<i>Training staff UEDC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>15 working days</b>	



### 3. Extension Program/Project Implementation of Faculty Extensionists/Externally Funded Projects

Faculty Extensionists from Colleges/Campuses implement extension programs/projects anchored to their program offerings.

Mondays to Fridays, 8:00 a.m. – 5:00 p.m.; NO NOON BREAK

<b>Office or Division:</b>	University Extension and Development Center (UEDC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Government (G2G)			
<b>Who may avail:</b>	Externally funding agencies/ partners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Program/Project Proposal		UEDC/College/Campus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepares extension project proposal	1. Conducts a Technical Review	None	2-3 days	<i>Project Proponent Head, Planning, Monitoring and Evaluation (PlaME) Section, UEDC</i>
2. Revises proposals and presents proposal during the In-house review	2. Conducts an Extension In-House Review	None	2-3 days	<i>Project Proponent UEDC staff</i>
3. Revises proposal incorporating suggestions and returns/submits final proposal	3. Receives final proposal	None	10 minutes/proposal	<i>Head, Administrative Services Section, UEDC</i>
	3.1 Reviews final proposal	None	2 weeks/proposal	<i>UEDC Director and staff Head, Communication and Promotions, UEDC VPRIE</i>
	3.2 Endorses List of proposals to the VPRIE for University Extension Council / referendum	None	1 month	
	3.3 Endorses List of proposals to the ADCO	None	15 minutes	<i>Director UEDC</i>
	3.4 Follow-up approval by the University President	None	5 minutes/call	<i>Administrative Services Section, UEDC</i>
			1 hour	<i>Administrative Services Section, UEDC</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Secures a copy of the ADCO resolution and files the document	None	1-2 days	<i>Administrative Services Section, UEDC</i>
	3.6 Request for Designation of the Program/Project Leader		1 hour	<i>Head, Planning, Monitoring and Evaluation (PlaME) Section</i>
	3.7 Issue Notice to Proceed for the implementation of Program/Project.		1 hour	<i>Head, Planning, Monitoring and Evaluation (PlaME) Section</i>
4. Implement Extension program/project	4. Assist with processing of training/activity designs, reimbursements, cash advances, liquidations, payment of honoraria, and monitoring	None	2 days/ transaction	<i>Head, Administrative Services Section UEDC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 months</b>	



# **UNIVERSITY LEARNING RESOURCE CENTER (ULRC)**

## **External Services**



## 1. Checking Out of Books

Procedures in checking out library materials to clients for overnight use

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK

8:00 am – 5:00 pm (Saturdays)

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Bonafide students of WVSU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid University Identification Card (I.D)		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the book to be checked out. Fills-out book card of material to be borrowed.	1. Records transaction to DLM (Destiny Library Manager)	None	2 minutes	<i>Librarian/ Section In-Charge/ Student Assistant ULRC</i>
	1.1 Prints receipt and sign		2 minutes	
	1.2 Gives the material and reminds user of the due date		3 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Checking-In of Books

Procedures when clients return the library materials he/she borrowed.

7:00 am – 6:00 pm; Monday to Friday; 8:00 a.m. – 5:00 pm (Saturdays) NO NOON BREAK

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Bonafide students of WVSU (External)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Books borrowed		ULRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed book/s	1. Scans barcode of the book/s to be checked in	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant ULRC</i>
	2. Retrieves the book card and checks if the data in the book card corresponds to the book	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant ULRC</i>
	3. (If the book is overdue) collects the overdue fines computed by the system	P5.00/ day for general circulation books; P5.00/hour for reserve books	1 minute	<i>Librarian/ In-Charge ULRC</i>
2. Pays overdue fines and signs in the logbook of fines	4. Receives payment, prints receipt to the students (Note: If overdue fines is worth 99.00 pesos, librarian/in-charge issues order of payment, to be settled/paid at the cashier's office)	As computed	1 minute	<i>Librarian/ In-Charge ULRC</i>
	<b>TOTAL:</b>	<b>P5.00/ day for general circulation books; P5.00/hour for reserve books</b>	<b>4 minutes</b>	



### 3. Checking-Out of Materials for Photocopying

Procedures in checking out library materials to clients for photocopying.

8:00 am – 12:00 noon; 1:00 pm – 6:00 pm; Monday to Friday ; NO NOON BREAK

8:00 a.m. – 11:30 a.m., 1:00-4:00 p.m. (for reserve books) Regular Semester

8:00 a.m. – 5:00 pm Monday to Friday (Summer term)

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Students and Outside Clients (External)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid University Identification Card (I.D)		Registrars Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the materials to be photocopied and fills out the book card	1.Receives the book card	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant</i> ULRC
2. Fills-out the photocopying slip and signs the book card	2. Approves the slips, and gives the book for photocopying	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant</i> ULRC
3. Returns the borrowed material	3. Checks the book against the photocopying slip, retrieves the book card and insert it in the book pocket	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant</i> ULRC
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



## 4. Reference Services

Procedures in assisting clients in searching for the right reference sources

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK

8:00 am – 5:00 pm (Saturdays)

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid University Identification Card (I.D)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Approaches the Librarian/ In-charge of the section and presents query	1. Conducts reference interview	None	5 minutes	<i>Librarian/ Section In-Charge, ULRC</i>
	1.1. Directs student to available resources for directional type of query or by checking at the online Public Access Catalog (OPAC)		2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	





## 5. Issuance of Research Permit

Procedures in issuing research permit/letter of introduction to clients in order to update scientific knowledge through collaborative sharing of library resources (Print, non-print and digital materials) and advance research through resource sharing and networking among consortium libraries.

8:00 a.m. – 5:00 pm (Monday to Saturday), NO NOON BREAK

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid University Identification Card (I.D)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the University Librarian's Office, approaches the Library Secretary and presents his/her validated University Identification Card (I.D)	1. Conducts further review	None	2 minutes	<i>Library Secretary</i> ULRC
2. Fills out Research Clinic Form	2. Prepares Research Permit	None	5 minutes	<i>Library Secretary</i> ULRC
3. Signs the logbook for Research permits issued	3. Issues Research Permit	None	1 minute	<i>Library Secretary</i> ULRC
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



## 6. Multimedia Services

Procedures in providing clients to use audio visual facilities and equipment for academic needs.  
8:00 a.m. – 5:00 pm (Monday to Saturday), NO NOON BREAK

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Students and outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audio-Visual Reservation Form		ULRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes reservation for room/ equipment	1. Checks availability of room/ equipment	None	4 minutes	<i>In-charge</i> ULRC
2. Fills out and processes the AV Reservation Room	2. Instructs the client to return the accomplished form after it has been signed by the faculty concerned, countersigned by the AV In-charge and approved by the University Librarian	None	5 minutes	<i>In-charge</i> ULRC
3. Submits the accomplished AV Reservation Form	<b>(BEFORE CLASS STARTS)</b> 3. Verifies and approves the reservation 3.1 Books the reservation and sets-up the room/ equipment 3.2 Issues attendance sheet for room utilization <b>(AFTER CLASS ENDS)</b> 3. Collects attendance sheets 3.1 Fixes the room and the equipment	None	1 minute  10 minutes	<i>In-charge</i> ULRC
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



## 7. Internet Services

Procedures in providing clients fast and stable internet connection for their academic needs and to enable clients to do research in the World Wide Web.

8:00 a.m. – 5:00 pm (Monday to Friday for Undergraduate Students), NO NOON BREAK

7:00 a.m. – 4:00 pm (Saturday for Graduate School Students)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C)		
<b>Who may avail:</b>		Students and outside clients		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
WVSU Student's I.D.			Registrar's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach section in charge for usage of services	1. Opens/ sets-up computer	None	1 minute	<i>Section In-charge Student Assistant ULRC</i>
2. Logs into the Interlog System	2. Instruct client to log in using his/her ID numbers as username and password on the InterLog System	None	1 Minute	<i>Section In-charge Student Assistant ULRC</i>
3. Starts using the computer	3. Assist the user/client	None	3 minutes	<i>Section In-charge Student Assistant ULRC</i>
4. Ask assistance for printing or log out of usage	4. Performs printing job then encode printing amount payable in the system then turns over finished job to client	None	2 minutes	<i>Section In-charge ULRC</i>
5. Pays the amount for printer or internet usage	5. Assesses the fee	P10.00	1 minute	<i>Section In-charge ULRC</i>
	5.1. Receives and record payment in the system then performs closing procedure		1 minute	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Generate and prints the internet center log-in report through the Interlog system and remits the total fees collected for the day and files the internet center log-in report and official receipt		3 Minutes	Section In-charge ULRC
	5.3 Remits fees to the cashier office and files official receipt		2 Minutes	
	<b>TOTAL:</b>	<b>P10.00</b>	<b>15 minutes</b>	



## 8. Signing of Clearance

Procedures in signing client's clearance

7:30 a.m. – 6:00 pm (Monday to Friday), NO NOON BREAK

8:00 a.m. – 5:00 pm (Saturday)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C)		
<b>Who may avail:</b>		Bonafide students of WVSU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		Students Accounts		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her clearance	1. Checks the database for any unreturned book/ accountability in the library	None	2 minutes	<i>Librarian/Section In-charge Student Assistant ULRC</i>
2. Returns unreturned book and/or pays his/her dues. (If the due is less than P100.00, student pays directly to the Librarian/Section In-charge. If it is P100.00 and above, an order or payment is issued and he/she pays at the cashier's office)	2. Collects payment/ issues order of payment	None	2 minutes	<i>Librarian/Section In-charge Student Assistant ULRC</i>
3. Signs in the logbook of fines/ or presents his/her receipts of payment	3. Stamps the student's clearance with the University Librarian's facsimile and have the Librarian/Section In-charge affix her initials	None	1 minute	<i>Librarian/Section In-charge Student Assistant ULRC</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 9. Virtual Library Services (New Services Done during the Pandemic)

Procedures in assisting clients in searching for the right reference sources

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK

8:00 am – 5:00 pm (Saturdays)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C)		
<b>Who may avail:</b>		Students and Outside Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students may contact through GRACIANO Facebook page or send queries to ULRC email	1. The GRACIANO Facebook page has an auto reply message to answer queries  1.1 The librarian receives the notification and answer queries	None	5 minutes	<i>Librarian/ Section In-Charge ULRC</i>
2. Students chose what type of services they wish to inquire: * OPAC Online public access catalog * Book for pick up form * Book for scanning	2 .Directs students to available resources for directional type of query or by checking any of these services for Public Access Catalog (OPAC) searching. * OPAC for online services * Book for pick up * Book for scanning	None	2 minutes	<i>Librarian/ Section In-Charge ULRC</i>



<p>3. Fill up the forms and submit if they wish to avail</p> <ul style="list-style-type: none"> <li>• Book for scanning</li> <li>• Book for pick up</li> </ul>	<p><b>Books for Scanning Request</b></p> <p>3. Identifies details from online scanning request form.</p> <p>3. 1 Library staff checks the Scanning Requests online, takes note of the clients' details and the book's call number for location.</p> <p>3. 2 Locates and pulls out the material/s or books from the shelves</p> <p>3. 3 Library staff locates the material/s or books requested to be scanned, and pulls them out from the shelves.</p> <p>3. 4 Library staff scans the pages as requested by the client.</p> <p>3. 5 Library staff sends the scanned copy of pages to the client/s' email</p> <p><b>Book for Pick-Up request.</b></p> <p>3. Library staff checks the online Book for Pick-Up Request (F01) and identifies the latest requested material/s or books from online platform. Copies or prints the book details.</p> <p>3. 1 Library staff locates the material/s or books requested, and pulls them out from the shelves.</p>			
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	<p>3. 2 After pulling out the material/s or books requested by the client/s, the librarian/designated staff checks them out from Destiny Library Manager.</p> <p>3. 3 The librarian/designated indicates the due date, and prints a receipt.</p> <p>3. 3 The librarian/designated staff enclose the material/s or books in brown envelope and labels it properly with the client's full name.</p> <p>3. 3 The librarian/designated staff deliver the requested material/s or book/s at the Library Drop Box at the Entrance Gate.</p> <p>3. 3 Informs the client, thru a text or chat message, that his/her requested material/s or books can already be picked-up at the Library Drop Box.</p>			
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	





# **UNIVERSITY LEARNING RESOURCE CENTER (ULRC)**

## **Internal Services**



## 1. Checking Out of Books

Procedures in checking out library materials to clients for overnight use

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK

8:00 am – 5:00 pm (Saturdays)

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid University Identification Card (I.D)		ULRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the book to be checked out. Fills-out book card of material to be borrowed.	1. Records transaction to DLM (Destiny Library Manager)	None	2 minutes	<i>Librarian/ Section In-Charge</i> <i>Student Assistant</i> ULRC
	1.1 Prints receipt and sign		2 minutes	
	1.2. Gives the material and reminds user of the due date		3 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Checking-In of Books

Procedures when clients return the library materials he/she borrowed.

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK

8:00 a.m. – 5:00 pm (Saturdays)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty and Staff (Internal)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Books borrowed		ULRC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the borrowed book/s	1. Scans barcode of the book/s to be checked in 1.1. Retrieves the book card and checks if the data in the book card corresponds to the book	None	1 minute 1 minute	<i>Librarian/ In-Charge Student Assistant ULRC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



### 3. Reference Services

Procedures in assisting clients in searching for the right reference sources

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK

8:00 am – 5:00 pm (Saturdays)

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Faculty and Staff (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid University Identification Card (I.D)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Approaches the Librarian/ In-charge of the section and presents query	1. Conducts reference interview	None	5 minutes	Librarian/ Section In-Charge ULRC
	1.1 Directs faculty and staff to available resources for directional type of query or by checking at the online Public Access Catalog (OPAC)		2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 4. Multimedia Services

Procedures in providing clients to use audio visual facilities and equipment for academic needs.

8:00 a.m. – 5:00 pm (Monday to Saturday), NO NOON BREAK

<b>Office or Division:</b>	University Learning Resource Center (ULRC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen (G2C)			
<b>Who may avail:</b>	Faculty and Staff (Internal)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audio-Visual Reservation Form		ULRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes reservation for room/ equipment	1. Checks availability of room/ equipment	None	4 minutes	<i>In-charge</i> ULRC
2. Fills out and processes the AV Reservation Room	2. Instructs the client to return the accomplished form after it has been signed by the faculty concerned, countersigned by the AV In-charge and approved by the University Librarian	None	5 minutes	<i>In-charge</i> ULRC
3. Submits the accomplished AV Reservation Form	<b>(BEFORE CLASS STARTS)</b> 3. Verifies and approves the reservation 3.1 Books the reservation and sets-up the room/ equipment 3.2 Issues attendance sheet for room utilization <b>(AFTER CLASS ENDS)</b> 3. Collects attendance sheets 3.1 Fixes the room and the equipment	None	1 minute  10 minutes	<i>In-charge</i> ULRC
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



## 5. Internet Services

Procedures in providing clients fast and stable internet connection for their academic needs and to enable clients to do research in the World Wide Web. NO NOON BREAK

8:00 a.m. – 5:00 pm (Monday to Saturday)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C)		
<b>Who may avail:</b>		Faculty and Staff (Internal)		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
WVSU Student's I.D.			Registrar's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach section incharge for usage of services	1. Opens/ sets-up computer	None	2 minutes	Section In-charge Student Assistant ULRC
2. Logs into the Interlog System	2. Instruct client to log in using his/her ID numbers as username and password on the InterLog System	None	5 minutes	Section In-charge Student Assistant ULRC
3. Starts using the computer	3. Assist the user/client	None	5 minutes	Section In-charge Student Assistant ULRC
4. Ask assistance for printing or log out of usage	4. Performs printing job then encode printing amount payable in the system then turns over finished job to client	None	2 minutes	Section In-charge Student Assistant ULRC
5. Pays the amount for printer or internet usage	5. Assesses the fee	P10.00	1 minute	Section In-charge Student Assistant ULRC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.1 Receives and record payment in the system then performs closing procedure  5.2. Generate and prints the internet center log-in report through the InterLog system and remits the total fees collected for the day and files the internet center log-in report and official receipt  5.3. Remits fees to the cashier office and files official receipt		1 minute  5 minutes  5 minutes	<i>Section In-charge Student Assistant ULRC</i>
	<b>TOTAL:</b>	<b>P10.00</b>	<b>15 minutes</b>	



## 6. Signing of Clearance

Procedures in signing client's clearance

7:30 a.m. – 6:00 pm (Monday to Friday), NO NOON BREAK

8:00 a.m. – 5:00 pm (Saturday)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C)		
<b>Who may avail:</b>		Faculty and staff (Internal)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents his/her clearance	1. Checks the database for any unreturned book/ accountability in the library	None	2 minutes	<i>Librarian/Section In-charge Student Assistant ULRC</i>
2. Returns borrowed materials.	2. Receives the returned book/s or materials.	None	2 minutes	<i>Librarian/Section In-charge Student Assistant ULRC</i>
3. Signs in the logbook clearance.	3. Countersigns the Faculty/staff's clearance and have the University Librarian sign it.	None	2 minutes	<i>Librarian/Section In-charge Student Assistant University Librarian ULRC</i>
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	





## 7. Virtual Library Services (New Services Done during the Pandemic)

Procedures in assisting clients in searching for the right reference sources

7:00 am – 6:00 pm; Monday to Friday; NO NOON BREAK (ONLINE)

8:00 am – 5:00 pm (Saturdays) (ONLINE)

<b>Office or Division:</b>		University Learning Resource Center (ULRC)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen (G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Book for Scanning Request Form Book for Pick –Up Request Form			ULRC's GRACIANO Facebook Page - Online Form	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Faculty may contact through GRACIANO Facebook page or send queries to ULRC email	1. The GRACIANO Facebook page has an auto reply message to answer queries 1.1 The librarian receives the notification and answer queries	None	5 minutes	<i>Librarian Section In-Charge ULRC</i>
2. Students chose what type of services they wish to inquire: <ul style="list-style-type: none"> <li>OPAC Online public access catalog</li> <li>Book for pick up form</li> <li>Book for scanning</li> </ul>	2 .Directs faculty to available resources for directional type of query or by checking any of these services for Public Access Catalog (OPAC) searching. <ul style="list-style-type: none"> <li>OPAC for online services</li> <li>Book for pick up</li> <li>Book for scanning</li> </ul>	None	2 minutes	<i>Librarian Section In-Charge ULRC</i>



<p>3. Fill up the forms and submit if they wish to avail</p> <ul style="list-style-type: none"> <li>• Book for scanning</li> <li>• b. Book for pick up</li> </ul>	<p><b>Books for Scanning Request</b></p> <p>3. Identifies details from online scanning request form.</p> <p>3. 1 Library staff checks the Scanning Requests online, takes note of the clients' details and the book's call number for location.</p> <p>3. 2 Locates and pulls out the material/s or books from the shelves</p> <p>3. 3 Library staff locates the material/s or books requested to be scanned, and pulls them out from the shelves.</p> <p>3.4 Library staff scans the pages as requested by the client.</p> <p>3.5 Library staff sends the scanned copy of pages to the client/s' email</p> <p><b>Book for Pick-Up request.</b></p> <p>3. Library staff checks the online Book for Pick-Up Request (F01) and identifies the latest requested material/s or books from online platform. Copies or prints the book details.</p>			
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	<p>3.1 Library staff locates the material/s or books requested, and pulls them out from the shelves.</p> <p>3. 2 After pulling out the material/s or books requested by the client/s, the librarian/designated staff checks them out from Destiny Library Manager.</p> <p>3. 3 The librarian/designated indicates the due date, and prints a receipt.</p> <p>3. 4 The librarian/designated staff enclose the material/s or books in brown envelope and labels it properly with the client's full name.</p> <p>3. 5 The librarian/designated staff deliver the requested material/s or book/s at the Library Drop Box at the Entrance Gate.</p> <p>3. 6 Informs the client, thru a text or chat message, that his/her requested material/s or books can already be picked-up at the Library Drop Box.</p>			
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



# **UNIVERSITY RESEARCH AND DEVELOPMENT CENTER (URDC)**

## **External Services**



## 1. Technical Review/Research In-House Review

This service provides assistance in evaluation and approval of research proposals for implementation.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends or Holidays (as needed)

<b>Office or Division:</b>	University Research and Development Center (URDC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Graduate and Undergraduate students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Proposals from the different units/colleges and campuses of the university endorsed by the Unit Head/Dean/Campus Administrator to University Research and Development Center.		WVSU Colleges/Campus/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits detailed research proposal	1. Prepares and facilitates approval of request and activity design	None	3 days	Research Staff URDC
	1.1 Prepares invitations and checks the availability of Technical Reviewers/ Evaluators	None	1 day	Research Staff URDC
2. Presents research proposal	2. Conducts Technical Review/ Research In-House Review	None	2 days	Research Staff Technical Review Committee Evaluators URDC
	2.1 Summarizes the comments/ suggestions of Technical Reviewers/ Evaluators	None	1 day	Research Staff URDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Distributes the comments/suggestions to researchers	None	1 day	<i>Research Staff</i> URDC
3. Receives and revises research proposal	3. Examines and receives revised research proposal for BOR Approval	None	5 days	<i>Research Staff</i> URDC
	<b>TOTAL:</b>	<b>None</b>	<b>13 days</b>	



## 2. Research Capability Building Activities

This service provides assistance in facilitating the approval of request to conduct training or training designs. Moreover, assistance during the conduct and evaluation of training is provided 8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK  
Weekends (as scheduled or as requested)

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and staff researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, training design		WVSU Colleges/Campus/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the President through channels	1. Facilitates the request, prepares training design	None	3 days	<i>Research Staff, URDC</i>
2. Submits the list of participants	2.1 Receives the list of participants 2.2 Prepares programs, certificates, training kits and transportation services	None	3 days	<i>Research Staff, URDC</i>
3. Attends and participates in the workshop	3.1 Conducts training-workshop, facilitates the needs of participants and speakers	None	3 days	<i>Research Staff, Director, Vice President for Research, Extension and Training, URDC</i>
	3.2 Documents and prepares the proceedings of the workshop		5 days	
	3.3 Evaluates the results of the training		1 day	<i>Research Staff and Director, URDC</i>
	<b>TOTAL:</b>	<b>None</b>	<b>15 days</b>	



### 3. Technical Assistance (Darag Native Chicken Breeder Farm)

This service provides assistance in facilitating the approval of request to conduct training or training designs on Darag Native Chicken Production. Moreover, assistance during the conduct and evaluation of training is provided.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends (as scheduled or requested)

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Researchers in other academe and government and private agencies, Students, Farmers, Private Entrepreneurs, Non-Government Organizations, Local Government Units outside WVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter address to the University President thru channels		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter address to the University President through channels	1. Assesses and discusses the requests of the clients	None	1 day	<i>Darag Team</i> URDC
2. Schedules the activity/training in coordination with the University Extension and Dev't. Center (UEDC)	2. Sets the activity/training schedule	None	1 day	<i>Darag Team,</i> URDC
3. Attends and participates in the activity/training	3.1 Provides technical assistance as requested	None	1 day	<i>Darag Team</i> URDC
	3.2 Conducts the actual assistance/ training		1 day	
	3.3 Evaluates the activity/ training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>5 days</b>	





#### 4. Technical Assistance (Mushroom Spawn Production)

This service provides assistance in facilitating the approval of request to conduct training or training designs on Mushroom Spawn Production. Moreover, assistance during the conduct and evaluation of training is provided.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends (as scheduled or requested)

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Researchers in other academe and government and private agencies, Students, Farmers, Private Entrepreneurs, Non-Government Organizations, Local Government Units outside WVSU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the project leader. Advance order at least 2 weeks before they can avail the spawn		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request to the University President through channels	1. Assesses and discusses the requests of the clients	None	1 day	<i>Research Staff</i> URDC
2. Schedules the activity/training	2. Sets the activity/training schedule	None	1 day	<i>Research Staff</i> URDC
3. Attends and participates in the activity/training	3. Provides technical assistance as requested	None	2 days	<i>Research Staff</i> URDC
	3.1 Conducts the actual assistance/training		2 days	
	3.2 Evaluates the activity/training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>7 days</b>	



## 5. Technical Assistance (Ornamental Plants Propagation and Production)

This service facilitates the order or reservation, payment and issuance of ornamental plants to clients.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

<b>Office or Division:</b>		University Research and Development Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Walk-in Clients outside West Visayas State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of payment to be taken from the in-charge or researcher assigned		URDC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes the order of the desired items	1.Facilitates the order or reservation 1.1 Issues Order of Payment	None	30 minutes	<i>Research Staff</i> URDC
2. Pays to the Cashier	2. Receives payment	None	2 minutes	<i>Cashier</i> Administration Building
3. Presents Official Receipt to the Research Staff In-charge	3. Gets the Official Receipt	None	5 minutes	<i>Research Staff</i> URDC
4. Claims the items	4. Issues the items	None	15 minutes	<i>Research Staff</i> URDC
	<b>TOTAL:</b>	<b>None</b>	<b>47 minutes</b>	



## 6. Technical Assistance (Urban Gardening and Waste Utilization)

This service provides assistance in facilitating the approval of request to conduct training or training designs on Urban Gardening and Waste Utilization. Moreover, assistance during the conduct and evaluation of training is provided.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

<b>Office or Division:</b>		University Research and Development Center		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		City Dwellers/Urban Residents, Housewives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request to the University President through channels	1. Assesses and discusses the requests of the client	None	1 day	<i>Research Staff</i> URDC
2. Schedules the activity/training	2. Sets the activity/ training schedule	None	1 day	<i>Research Staff</i> URDC
3. Attends and participates in the activity/training	3. Provides technical assistance as requested	None	2 days	<i>Research Staff</i> URDC
	3.1 Conducts the actual assistance/training		2 days	
	3.2 Evaluates the activity/training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>7 days</b>	



# **UNIVERSITY RESEARCH AND DEVELOPMENT CENTER (URDC)**

## **Internal Services**



## 1. Technical Review/Research In-House Review

This service provides assistance in evaluation and approval of research proposals for implementation.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends or Holidays (as needed)

<b>Office or Division:</b>	University Research and Development Center (URDC)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Proposals from the different units/colleges and campuses of the university endorsed by the Unit Head/Dean/Campus Administrator to University Research and Development Center.		WVSU Colleges/Campus/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits detailed research proposal	1. Prepares and facilitates approval of request and activity design	None	3 days	Research Staff URDC
	1.1 Prepares invitations and checks the availability of Technical Reviewers/ Evaluators	None	1 day	Research Staff URDC
2. Presents research proposal	2. Conducts Technical Review/ Research In-House Review	None	2 days	Research Staff, Technical Review Committee, Evaluators URDC
	1.1 Summarizes the comments/ suggestions of Technical Reviewers/ Evaluators	None	1 day	Research Staff URDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Distributes the comments/suggestions to researchers	None	1 day	<i>Research Staff</i> URDC
3. Receives and revises research proposal	2. Examines and receives revised research proposal for BOR Approval	None	5 days	<i>Research Staff</i> URDC
	<b>TOTAL:</b>	<b>None</b>	<b>13 days</b>	



## 2. Research Capability Building Activities

This service provides assistance in facilitating the approval of request to conduct training or training designs. Moreover, assistance during the conduct and evaluation of training is provided 8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK Weekends (as scheduled or as requested)

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Faculty and Staff researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, training design		WVSU Colleges/Campus/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the President through channels	2. Facilitates the request, prepares training design	None	3 days	<i>Research Staff, URDC</i>
2. Submits the list of participants	2. Receives the list of participants 2.3 Prepares programs, certificates, training kits and transportation services	None	3 days	<i>Research Staff, URDC</i>
3. Attends and participates in the workshop	3. Conducts training-workshop, facilitates the needs of participants and speakers	None	3 days	<i>Research Staff, Director, Vice President for Research, Extension and Training, URDC</i>
	3.4 Documents and prepares the proceedings of the workshop		5 days	
	3.5 Evaluates the results of the training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>15 days</b>	



### 3. Technical Assistance (Darag Native Chicken Breeder Farm)

This service provides assistance in facilitating the approval of request to conduct training or training designs on Darag Native Chicken Production. Moreover, assistance during the conduct and evaluation of training is provided.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends (as scheduled or requested)

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty, Staff and Students of West Visayas State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter address to the University President thru channels		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter address to the University President through channels	1. Assesses and discusses the requests of the clients	None	1 day	<i>Darag Team</i> URDC
2. Schedules the activity/training in coordination with the University Extension and Dev't. Center (UEDC)	2. Sets the activity/training schedule	None	1 day	<i>Darag Team</i> URDC
3. Attends and participates in the activity/training	3.1 Provides technical assistance as requested	None	2 day	<i>Darag Team</i> URDC
	3.2 Conducts the actual assistance/ training		2 day	
	3.3 Evaluates the activity/ training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>5 days</b>	





#### 4. Technical Assistance (Mushroom Spawn Production)

This service provides assistance in facilitating the approval of request to conduct training or training designs on Mushroom Spawn Production. Moreover, assistance during the conduct and evaluation of training is provided.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends (as scheduled or requested)

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the project leader. Advance order at least 2 weeks before they can avail the spawn		Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the University President through channels	1. Assesses and discusses the requests of the clients	None	1 day	<i>Research Staff</i> URDC
2. Schedules the activity/training	2. Sets the activity/training schedule	None	1 day	<i>Research Staff</i> URDC
3. Attends and participates in the activity/training	3. Provides technical assistance as requested	None	2 days	<i>Research Staff</i> URDC
	3.1 Conducts the actual assistance/training		2 days	
	3.2 Evaluates the activity/training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>7 days</b>	



## 5. Technical Assistance (Ornamental Plants Propagation and Production)

This service facilitates the order or reservation, payment and issuance of ornamental plants to clients.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

<b>Office or Division:</b>		University Research and Development Center		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty, Staff and Students of West Visayas State University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of payment to be taken from the in-charge or researcher assigned		URDC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes the order of the desired items	1. Facilitates the order or reservation 1.1 Issues Order of Payment	None	30 minutes	<i>Research Staff</i> URDC
2. Pays to the Cashier	2. Receives payment	None	2 minutes	<i>Cashier</i> Administration Building
3. Presents Official Receipt to the Research Staff In-charge	3. Gets the Official Receipt	None	5 minutes	<i>Research Staff</i> URDC
4. Claims the items	4. Issues the items	None	15 minutes	<i>Research Staff</i> URDC
	<b>TOTAL:</b>	<b>None</b>	<b>47 minutes</b>	



## 6. Technical Assistance (Urban Gardening and Waste Utilization)

This service provides assistance in facilitating the approval of request to conduct training or training designs on Urban Gardening and Waste Utilization. Moreover, assistance during the conduct and evaluation of training is provided.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

<b>Office or Division:</b>		University Research and Development Center		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty, Staff and Students of West Visayas State University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits letter of request to the University President through channels	1. Assesses and discusses the requests of the client	None	1 day	<i>Research Staff</i> URDC
2. Schedules the activity/training	2. Sets the activity/ training schedule	None	1 day	<i>Research Staff</i> URDC
3. Attends and participates in the activity/training	3. Provides technical assistance as requested	None	2 days	<i>Research Staff</i> URDC
	3.1 Conducts the actual assistance/training		2 days	
	3.2 Evaluates the activity/training		1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>7 days</b>	



## 7. Payment of Research Monetary Incentives

This service facilitates the payment of monetary incentives to researchers who have completed researches, published and presented their research outputs.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

<b>Office or Division:</b>	University Research and Development Center			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Terminal reports; copies of published research articles		WVSU Colleges/Campus/Units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits terminal reports/published articles and request for payment	1. Receives terminal reports/published articles	None	5 minutes	<i>Research Staff, URDC</i>
	1.1 Prepares request for payment of incentive/s		1 day	<i>Research staff; VP RET, VP Admin. and Finance, Finance Staff, President</i>
	1.2 Facilitates approval of the request		3 days	
	1.3 Prepares payroll for payment of incentive/s		1 day	<i>Research Staff URDC</i>
	1.4 Facilitates processing of payment		5 days	
	<b>TOTAL:</b>	<b>None</b>	<b>10 days and 5 minutes</b>	<i>Research staff; VP RET, VP Admin. and Finance Receiving</i>



# **WVSU COLLEGE OF AGRICULTURE AND FORESTRY CAMPUS**





# **ACCOUNTING OFFICE**

## **External Services**



## 1. Assessment of School Fees

Calculation and reassessment of fees for the subjects added, changed, dropped and assessment of additional fees for specially arranged or tutorial subjects.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

8:30 am – 4:30 pm; (Saturdays-Enrolment Period)

<b>Office or Division:</b>	WVSU-CAF Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All students who apply for subject adding/changing/dropping and specially arranged subjects (tutorial)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form		Registrar's Office		
Adding/changing/Dropping Forms (4 original copies, duly signed by College Dean and Registrar)		Registrar's Office		
Tutorial Forms (5 original copies, duly signed by College Dean, Registrar and DIQA)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number from the Admin. Building Security Personnel and wait for your number to be called	1. Issue priority number to the client	None	10 minutes	<i>Security Personnel</i> Admin. Building
2. Presents priority number together with required documents to faculty-in-charge in assessment of fees at the Academic Building	2. Receive the required documents and check for completeness 2.1 Open the student ledger in the excel file/database and verify transactions	None	1 minute 1 minute	<i>Faculty In-Charge/Assessor</i> Respective Colleges



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3. For adding/changing/dropping transactions, recompute and print the assessment in the excel file/database and compute the applicable fees if any and indicate this in the form, stamp the facsimile signature of the Head of Finance and initials in the “Noted and Approved” portion of the forms. Detach 1 copy as Accountant’s copy.</p> <p>3.1 For tutorial/specially arranged subjects’ transactions, attach tutorial fee per tutorial subject, recompute and print the assessment in the excel file/database. Indicate the additional fees assessed in the assessment portion of the forms. Stamp the facsimile signature of the Head of Finance and initials in the “Assessed by” portion of the forms.</p>	None	5 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
3. Receive forms with assessment and proceed to the Cashier/Registrar’s Office	4. Return the forms with assessment, if client have additional fees or balance to be paid, instruct client to pay at the Cashier; if none, return to Registrar’s Office to submit copy of forms	None	2 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
	<b>TOTAL:</b>	<b>None</b>	<b>19 minutes</b>	





## 2. Releasing of Clearances

Clearance Form is issued to students certifying the fulfillment of their accountabilities from the University including accountabilities from the Student Accounts Office, University Library, Office of the Dean of Students, University Student Council and Alumni Office. This form is issued to students who have already graduated or separated from the University as a requirement for release of student credentials and other legal purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Graduated/Re-entering Students and students that will transfer to other School/University Note: Only students with no outstanding balances and deficiencies can request for Clearance. In case of discrepancy in payments, Official Receipts maybe required from students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Accounting Office		
Original Official Receipts		Official Receipts of Payments issued by Cashier		
<b>Principal</b>				
School I.D. (if lost, secure affidavit of loss)		WVSU Printing Press Office (Issued by the University upon enrollment)		
<b>Representative</b>				
Authorization Letter		Person being Represented		
School ID of the person being represented (1 original and 1 photocopy)		WVSU Printing Press Office (Issued by the University upon enrollment)		
Identification Card of the Representative		School, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure priority number from the Admin. Building Security Personnel and Fill-out the request form and wait for your number to be called	1. Issue priority number to the client	None	10 minutes	Security Personnel Admin. Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Presents priority number together with required documents to Student Accounts Window	2. Checks student's payment record in manual or electronic record, whichever applies	Reissuance of clearance only – P20.00/request	3 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
3. None	3. For manual payment record, open the excel files for manual printing of clearance, input the details of student and print the clearance. For electronic record, open the excel file/database menu for printing of clearance and print the clearance. 3.1 Stamp the facsimile signature of the Head of Finance and initial beside the signature. Release the clearance to the student and instruct to log in the clearance logbook	None	5 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
4. Receive clearance and log in the clearance logbook provided by Student Accounts Window	4. Check logbook if properly filled-up and instruct student to go to Registrar's Office for the releasing credentials	None	2 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
	<b>TOTAL:</b>	<b>P20.00</b>	<b>20 minutes</b>	



### 3. Releasing of Statement of Accounts

Releasing of Statement of Accounts covers the issuance of Statement of Student Assessment and Balances for a particular semester and Academic Year for personal, scholarship requirement and other related purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All enrolled students who request for Statement of Account for personal, scholarship requirement and other related purposes for a particular Academic Year and Semester			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D		WVSU Printing Press Office (Issued by the University upon enrollment)		
Request Form		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number from the Admin. Building Security Personnel and Fill-out the request form and wait for your number to be called	1. Issue priority number to the client	None	10 minutes	<i>Security Personnel</i> Admin. Building
2. Presents priority number together with required documents to Student Accounts Window	2. Check student's payment record in manual file or in electronic record, whichever applies 2.1 Issue Order of Payment (OP) and directs them to the cashier for payment	Statement of Account – P20.00/semester	5 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
3. Receive Order of Payment (OP) from Students Account Clerk/Assessor	3. Verify the request and open the Statement of Accounts in excel file/database	None	2 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay to the Cashier	4. Process payment and issue Official Receipt	None	3 minutes	Cashier Payment Section Cashier Unit
5. Present Official Receipt to Students Accounts Window	5. Upon receipt of the original copy of Official Receipt issued by Cashier, print the Statement of Account and initial in the "Certified Correct" portion beside the name of Head of Finance	None	3 minutes	Accounting Staff/Assessor Accounting Unit
	6. Sign in the "Certified Correct" portion of the Statement of Account	None	2 minutes	Head of Finance Accounting Unit
	7. Issue the Statement of Account to client and instruct to log in the Releasing logbook	None	1 minute	Accounting Staff/Assessor Accounting Unit
6. Claim Statement of Account from Student Accounts Window.  7.1 Log transaction the logbook provided by Accounting Staff/Assessor	8. Check logbook if properly filled-up	None	1 minute	Accounting Staff/Assessor Accounting Unit
	<b>TOTAL:</b>	<b>P20.00</b>	<b>27 minutes</b>	



## 4. Request for Refunds

Refunds are negative balances in the ledger or excess payments due to changing of subject, dropping of subject, withdrawal of enrollment (personal or by administration), or late filing of Scholarships. Processing request for refunds are subject to University Policies per University Code.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Finance Division – Accounting Office, Budget Office, Cashier Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All students who have negative balances or excess payments in the Student Ledger Note: All Refunds are subject for Verifying and Approval of Head of Finance. All Request for refunds will be accommodated one (1) month after enrolment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>Attach applicable requirements based on request:</b>		
Request Form		Accounting Office – Students' Accounts Window
Registration Form		Cashier's Office - Students' Accounts Window
Official Receipts (1 original copy and 1 authenticated photocopy)		Official Receipts of Payments issued by Cashier, Authenticate the copy to Records Office
Dropping Form (1 original copy and 1 photocopy)		Personal copy duly approved by Head of Finance
Changing Form (1 original copy and 1 photocopy)		Personal copy duly approved by Head of Finance
Scholarship Form (2 photocopies)		Personal copy duly approved by Dean of Students
Duly signed printed letter request for refund (2 original copies)		Personally done by requestor
Medical Certificate (1 original and 1 photocopy)		Personal copy issued by a Doctor or Physician
Administrative Certification, duly signed by College Dean or Director (1 original and 1 photocopy)		Respective College of the requestor – College Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit applicable requirements to Students Accounts Window	1. Receive and Check request form. 1.1 Check correctness and completeness of documents submitted by client, open the Student Statement of Account and print, let the Head of Finance verify and approve the request	None	10 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
	2. Verify and approve the request	None	5 minutes	<i>Head of Finance</i> Accounting Unit
2. Could go home and return after 10 working days to claim the check for refund at Cashier's Window  Reminder: Bring valid ID enumerated by Cashier Unit (list of IDs are posted at Cashier's Window for Identification)	3. If request is disapproved, inform the client the reason of disapproval. If approved, inform client the initial computation of refund and instruct client to claim refund after 10 working days to Cashier's Window	None	3 minutes	<i>Accounting Staff/Assessor</i> Accounting Unit
	4. Print the Student's Statement of Accounts from the excel file/database 4.1 Prepare the analysis and schedule of refund in Excel Worksheet 4.2 Prepare the payroll for refund and the requirements/supporting documents submitted by the client and the printed Statement of Account, then forward to the Budget Office for preparation of Obligation Request	None	5 hours	<i>Accounting Staff/Assessor</i> Accounting Unit
	5. Encode in excel file the obligations and assign ORS/BURS number, print the ORS/BURS 5.1 Review documents and sign to certify that allotment is available for obligation and forward to Accounting Unit for processing of payment	None	1 day	<i>Budget officer</i> Budget Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Receive ORS/BURS with supporting documents from Budget Office 6.1 Check the correctness and completeness of supporting documents per COA Circular No. 2012-01. 6.2 Encode the transaction details in the DV Data and print the Disbursement Voucher (DV). 6.3 Log the payroll in the payroll logbook and sign the "prepared by" portion of the DV. 6.4 Forward the documents to the Accountant for signing	None	3 days	<i>Accounting Staff</i> Accounting Unit
	7. Receive the DV with supporting documents. Check if the supporting documents are complete and proper, then sign the DV and ORS/BURS and forward to the Head of Finance for approval of disbursement	None	1 day	<i>Head of Finance</i> Accounting Unit
	8. Receive the same documents and check propriety of disbursement and initials in the "approved" portion of the disbursement voucher and forward to Accounting Staff to log in the payroll logbook	None	1 day	<i>Head of Finance</i> Finance Office
	9. Receive the approved DV and supporting documents, record the log-out date and forward to Cashier Office for preparation of cash/check for disbursement	None	5 minutes	<i>Accounting Staff</i> Accounting Unit
	10. Verify completeness of all signatories in the DV and supporting documents and assign Advices of Check Issued and Cancelled number and attached the check to the DV and supporting documents then forward to Accounting Staff	None	1 day	<i>Cashier</i> Cashier Unit
	11. Encode details of the refund in the excel file and print the check then return to Cashier for signing	None	4 hours	<i>Accounting Staff</i> Cashier Unit
	12. Review the amount of the check against the DV and supporting documents and sign the check then return to Accounting Staff	None	2 hours	<i>Cashier</i> Cashier Unit



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	13. Receive the documents and forward to Campus Administrator and Finance Office whoever the signatory in the DV	None	3 minutes	<i>Accounting Staff Cashier Unit</i>
	14. Review and approve the DV and countersign the check for payment and return to Accounting Staff at Cash Unit	None	8 hours	<i>Campus Administrator Office of the Campus Administrator</i>
	15. Prepare Logbook to be signed by claimant after receive the check	None	1 hour	<i>Accounting Staff Cashier Unit</i>
3. Return to College and proceed to Cashier's Window.  4.1 Receive check and sign on the DV and logbook	16. Release original check to claimant and let the claimant sign on the logbook and DV	None	15 minutes	<i>Accounting Staff Cashier Unit</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 days, 20 hours, 41 minutes</b>	





# **CASHIER'S OFFICE**

## **External Services**



## 1. Collection of School Fees and Other Income

Collection of other fees like payment for transcript of records, certification, authentication, etc. and other income of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. for Students and any valid I.D. for other claimants				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Priority Number and duly accomplished assessment of fees	1. Gets the RF and counter checks the balance due. Informs student's due balance	None	1 minute	<i>Collecting Officer</i> Cashier's Office
2. Pays amount due 2.1 Receives OR/ Change	2. Gets and count the payment and issues the OR and gives the change (if necessary).	None	2 minutes	<i>Collecting Officer</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



## 2. Collection of Fees (By Order of Payments)

Schedule of Availability of Service: 8:00 am -5:00 pm; Monday to Friday

<b>Office or Division:</b>	WVSU-CAF Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <u>THRU ORDER OF PAYMENT</u> Presents PRIORITY NUMBER & duly accomplished assessment of payment	1. Receives Order of Payment and Fills-out official Receipt	None	1 minute	Collecting Officer Cashier's Office
2. Pays amount indicate in the Order of Payment	2. Receives the money and counts the payment. Issues OR and gives the change (if necessary)	None	1 minute	Collecting Officer Cashier's Office
3. Receives Official Receipt/change	3. Retain Cashier's copy	None	1 minute	Collecting Officer Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



### 3. Disbursement/Releasing of Approved Claims thru Checks

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.  
8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C); Government-to-Business(G2B); Government-to-Government(G2G)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card/Library Card for Students and any valid I.D. For other clients, (Company ID, Passport, Driver's License, SSS, COMELEC, GSIS, Philhealth, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required supporting documents needed for processing of claims to Accounting Office.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting.	None	2 days	Disbursing Officer/Staff Cashier's Office
	1.1 Prepare Checks and have them signed by authorized signatories. 1.2 Inform Faculty, Staff, Students or Outside Clients indicated in the DV of availability of claims thru Checks.	None	5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	2. Requires clients to sign in the logbook and Box E (Received payment). 2.1 Verifies the correctness of signature of payee.	None	5 minutes	<i>Disbursing Officer/Staff Cashier's Office</i>
3. Issues Official Receipt (for suppliers and remittances)	3. Receives Official Receipt and releases the original check.  For Suppliers, gives copy of BIR Form 2306 & 2307, and 1 copy of DV for claims with Retention fee or Guaranty Deposit.  For travel cash advances, gives 1 copy of DV and itinerary of travel.  For special cash advances gives 1 copy of DV to Accounting Staff in-charge for liquidation.	None	5 minutes	<i>Disbursing Officer/Staff Cashier's Office</i>
4. Receives checks, BIR Form 2306 & 2307, and 1 copy of DV for claims with retention fee or guaranty deposit for suppliers; and itinerary of travel for travel cash advances.	4. Retains duplicate copies of check; and 3 copies of DV; original copies of supporting documents for preparation of RCI.	None	5 minutes	<i>Disbursing Officer/Staff Cashier's Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 days &amp; 20 minutes<sup>2</sup></b>	



#### 4. Disbursement/Releasing of Approved Claims thru Cash

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card/Library Card for Students and any valid I.D. for other clients (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Philhealth, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits all required supporting documents needed for processing of claims to Accounting Office.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting.  1.1 For payroll of salaries and other claims, prepares proof list and have them signed by authorized signatories  1.2 For special payroll cash advances, the designated special disbursing officer will encash or withdraw the amount per payroll and prepares amount due per payroll list.	None	2 days	Disbursing Officer/Staff Cashier's Office



	1.3 Inform Faculty, Staff, Students or Outside Clients indicated in the payroll of the availability of claims thru cash.			
2. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	2. Requires client to sign in the payroll. Verifies the correctness of signature.	None	5 minutes	<i>Disbursing Officer/Staff Cashier's Office</i>
3. Receives money	3. Counts money before releasing to client.	None	2 minutes	<i>Disbursing Officer/Staff Cashier's Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 days &amp; 7 minutes</b>	



# **MEDICAL/DENTAL CLINIC**

## **External Services**





## 1. Physical Examination (New Students)

This procedure applies to the new students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: Complete Medical Laboratory Results		Any Government Clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Medical Clinic to secure Laboratory request Form	1. Issue Laboratory Request Form	None	3 minutes	Nurse Medical Clinic
2. Present Complete Original Medical Laboratory Results	2. Check Complete Medical Laboratory Results	None	3 minutes	Nurse Medical Clinic
3. Repeat Laboratory and submit new results (if needed)	3. Check for the compliance of treatments (if needed)	None	10 minutes	Nurse Medical Clinic
	3.1 Call attention of parents regarding the results and findings (if needed)	None	15 minutes	
	3.2 Provide and Ask Client to fill out Log Sheet and Permanent Health Record	None	10 minutes	
4. Fill out Log Sheet and Permanent Health Record	4. Check Log Sheet and Permanent Health Record	None	5 minutes	Nurse Medical Clinic
5. Undergoes Preliminary Examination	5. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse Medical Clinic
6. Undergoes Physical Examination	6. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
7. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	7. Schedules follow-up if needed	None	3 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 14 minutes</b>	



## 2. Physical Examination (Old Students)

This procedure applies to the old students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper Identification	None	2 minutes	Nurse Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2. Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse Medical Clinic
3. Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
4. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed		3 minutes	Nurse Medical Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>35 minutes</b>	



### 3. Medical Consultation

This procedure applies to the students, faculty and staff of West Visayas State University. We give starter dose medicines for students. We refer to nearby hospital if needed after evaluation.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		WVSU CAF - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		Office of Student Affairs (OSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present school ID	1. Check proper Identification.	None	2 minutes	Nurse Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results	None	5 minutes	
	2.2 Interview Clients of complaints,	None	10 minutes	
	2.3 Take vital signs	None	5 minutes	
	2.4 Give simple medicines ( if needed)	None	5 minutes	
	2.5 Refer Client's case to the physician(if needed)	None		
	<b>TOTAL:</b>	<b>None</b>	<b>32 minutes</b>	



## 4. Oral Health Examination (New Students)

This procedure applies to the students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: WVSU CAT Result, Interview Form, Duplicate Complete Laboratory Results (if needed).		Registrar's Office, Different Schools and Colleges Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original Complete Laboratory results	1. Check completeness of original laboratory results. (if needed)	None	3 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet and Permanent Dental Health Record	None	2 minutes	
2. Fills out Log Sheet and Permanent Dental Health Record	2. Check the Log Sheet and Permanent Dental Health Record	None	5 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist</i> Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>28 minutes</b>	



## 5. Oral Health Examination (Old Students)

This procedure applies to the old students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm,. NO NOON BREAK.

<b>Office or Division:</b>		WVSU CAF - Dental Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Old Student: WVSU Identification Card		Office of the Students Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present school ID	1. Check proper Identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	3 minutes	
2. Fills out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	2.1 Retrieve Permanent Dental Record	None	5 minutes	
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist</i> Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 6. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the students of West Visayas State University-CAF. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	15 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment	None	10 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	



## 7. Dental Consultation (Oral Prophylaxis)

This procedure applies to the students of West Visayas State University-LC. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	10 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment	None	30 minutes	<i>Dentist</i> Dental Clinic
	3.2 Prescribe and dispense medicines	None	10 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



## 8. Dental Consultation (Dental Restoration)

This procedure applies to the students of West Visayas State University-CAF. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	10 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment	None	45 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 10 minutes</b>	





## 9. Dental Consultation (Extraction)

This procedure applies to the students of West Visayas State University-CAF. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out logbook	2. Check the Log Sheet	None	2 minutes	<i>Dentist</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	40 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment	None	5 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



# **MEDICAL/DENTAL CLINIC**

## **Internal Services**



## 1. Physical Examination

This procedure applies to the faculty and staff of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present WVSU ID	1. Check proper Identification	None	2 minutes	Nurse Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2.Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse Medical Clinic
3.Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
4.Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed	None	3 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 2. Medical Consultation

This procedure applies to the faculty and staff of West Visayas State University. We give starter dose medicines for faculty and staff. We refer to nearby hospital if needed after evaluation.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

Office or Division:	WVSU CAF - Medical Clinic			
Classification:	Simple			
Type of Transaction:	Government-Citizens (G2C)			
Who may avail:	WVSU-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Employees: WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper Identification.	None	2 minutes	Nurse Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results	None	5 minutes	
	2.2 Interview Clients of complaints	None	10 minutes	



	2.3 Take vital signs	None	5 minutes	Nurse Medical Clinic
	2.4 Give simple medicines ( if needed)	None	5 minutes	
	2.5 Refer Client's case to the physician(if needed)	None	5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>37 minutes</b>	



### 3. Oral Health Examination

This procedure applies to the faculty and staff of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper Identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	3 minutes	
2. Fills out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Permanent Dental Record	None	5 minutes	
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist</i> Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	



#### 4. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	15 minutes	<i>Dentist / Dental Clinic</i> Dental Clinic
	3.1 Diagnosis and treatment	None	10 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	



## 5. Dental Consultation (Oral Prophylaxis)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

Office or Division:	WVSU CAF - Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government-Citizens (G2C)			
Who may avail:	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper identification.	None	2 minutes	Dentist / Dental Aide Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Client’s Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	10 minutes	Dentist / Dental Clinic
	3.1 Diagnosis and treatment	None	30 minutes	
	3.2 Prescribe and dispense medicines	None	10 minutes	
	TOTAL:	None	1 Hour	





## 6. Dental Consultation (Dental Restoration)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dentist / Dental Aide</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	10 minutes	<i>Dentist / Dental Clinic</i>
	3.1 Diagnosis and treatment	None	45 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 10 minutes</b>	



## 7. Dental Consultation (Extraction)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

Office or Division:	WVSU CAF - Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government-Citizens (G2C)			
Who may avail:	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper identification.	None	2 minutes	Dentist Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out logbook	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	5 minutes	
	3.1 Diagnosis and treatment	None	5 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
	TOTAL:	None	25 minutes	



# **OFFICE OF STUDENT AFFAIRS**

## **External Services**



## 1. Housing and Dormitory

The University Dormitory is accepting male and female dormers.  
Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU-CAF Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU-CAF Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Those who live in far places; good moral character		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to the Dorm personally with parents or guardian	1. Guides to see the rooms and facilities of the dormitory	None	30 minutes	<i>Dormitory Matron</i> Dormitory
2. Fills out the Reservation Form, Contract, Parents/Guardian Instruction Sheet and Personal Data Sheet	2. Advises applicant to pay to the cashier, one month advance and two months deposit once the applicant is accepted	P500.00 / month	20 minutes	<i>Cashier</i> Cashier's Office
3. Prepares for interview and signing of contract with the client with the presence of their parent/guardian for the initial background check-up	3. Records/Files signed forms	None	20 minutes	<i>Dormitory Matron</i> Dormitory
	<b>TOTAL:</b>	<b>P500.00/month</b>	<b>1 hour &amp; 10 minutes</b>	



## 2. Processing of Scholarship Applicants

Service Information: The scholarship service is the process in applying for scholarships offered in the university be it institutional, private, and government scholarship.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

Office Location: Admin Building

<b>Office or Division:</b>	WVSU-CAF Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Scholars/Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate/Notice of Award Scholarship Form		Benefactors/Sponsoring Agency Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the scholarship form	1. Advises applicant to secure two (2) copies of application form and attach the required documents as stated in the form	None	5 minutes	OSA Scholarship Coordinator, OSA Staff
2. Seeks signature of registrar, college dean and class adviser	2. Advises applicants to seek approval of registrar, college dean and class adviser	None	30 minutes	Registrar II, College Dean, Class Adviser Registrar's Office Respective Colleges
3. Presents certificate/notice of award to Office of Student Affairs attending officer	3. Check papers/ credentials presented	None	10 minutes	OSA Scholarship Coordinator, OSA Staff
4. Gives copy of approved scholarship to Office of Student Affairs, Registrar, and College Dean	4. Records/files approved scholarship	None	3 minutes	OSA Scholarship Coordinator, OSA Staff
<b>TOTAL:</b>		<b>None</b>	<b>48 minutes</b>	



### 3. Approval of Permits of Student Non-Academic Activities

The permit of student non-academic activities applies to all students' non-academic activities (inside/outside the university) held on class days or after school hours.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

Office Location: Admin Building

<b>Office or Division:</b>	WVSU-CAF Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Accredited Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form B Request for Permit to Conduct Non-Academic Activity (must have liquidated previous activities; attach waivers if after 5:00 pm., outside WVSU and outside Western Visayas; attach Budget Plan if it entails expenses; for activities within WVSU, must have approval of General Services Office, Administrative Office and Vice President for Administration and Finance to use school facilities.		Office of the Student's Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents letter of request/activity proposal in order to get the application form to conduct non-academic activity from OSA.	1. Advises to fill up two (2) copies of the application form for signature of the Chairperson and the Faculty Adviser	None	5 minutes	<i>Student Council Officer/Representative, OSA Scholarship Coordinator, OSA Staff</i>
2. If activity is non-academic, applicant obtains signature of Office of Student Affairs Coordinator and Adviser. If activity is <b>within WVSU Campus</b> , student attaches the Budget Plan/Activity Proposal of the activity, and the permit to use university facilities. Student secure the	2. Signs permit to conduct activity	None	5 minutes	<i>OSA Scholarship Coordinator, OSA Staff  Chief Campus Security Officer, OSA Coordinator, Administrative Officer/Campus Administrator Security Office</i>



signatures of the Chief Campus Security Officer, OSA Coordinator, Administrative Officer/Campus Administrator  If activity venue is <b>outside WVSU</b> applicant seeks approval of the Chief Campus Security Officer, OSA Coordinator and Campus Administrator. Student attaches the Budget Plan/Activity Proposal of the activity and parent's permit and waiver/s.				<i>Chief Campus Security Officer, OSA Coordinator and Campus Administrator Security Office OSA</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 4. Accreditation of Student Organizations

Only accredited student organizations can conduct activities where students learn about responsibility, leadership, through student organizations and related activities to develop their leadership skills, talents and abilities by allowing them to manage their organizations in a framework where they are assisted and supervised by faculty advisers to ensure that their activities will promote growth and development. Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

Office Location: Admin Building

<b>Office or Division:</b>	WVSU-CAF Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2C)			
<b>Who may avail:</b>	Officers of Student Councils and various College Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete application letters for accreditation		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete application forms with requirements/attachments	1. Checks forms and requirements; if deficient, returns papers for completion	None	15 minutes	OSA Scholarship Coordinator, OSA Staff OSA
2. Chair/Representative seeks approval of application	2. Reviews by Accreditation Committee	None	30 minutes	OSA Scholarship Coordinator, OSA Staff OSA
3. Applicant's representative follows up status/approval of application within two weeks after the date of application	3. Approves/ Disapproves application	None	3 minutes	OSA Coordinator OSA





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicant's representative gets approved/disapproved papers	4. Should have 1 approved copy received by the organization's representative for office file	None	2 minutes	<i>Student Council Officer/Representative</i>
5. Faculty Adviser seeks designation as adviser of the organization.	5. Types and prints faculty designation	None	15 minutes	<i>Student Council Officer/Representative</i>
6. Receives faculty designation	6. Issues the approved faculty designation	None	3 minutes	<i>OSA Scholarship Coordinator, OSA Staff OSA</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour &amp; 8 minutes</b>	



# **REGISTRAR'S OFFICE**

## **External Services**



## 1. Enrolment of New Students or Freshmen

This covers all qualified regular students enrolling in the University. Regular student refers to one who is registered for normal academic credits and carries the courses called for in a given semester by the curriculum for which he / she is registered.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C )			
<b>Who may avail:</b>	Any qualified incoming Freshmen enrolling in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Freshmen  a. Original copy of Report Card (Grade 12) b. Photocopy of NSO/PSA Birth Certificate c. Certificate of Good Moral Character d. 1 pc. Recent 1x1 ID picture e. Index Card f. Clear photocopy of marriage contract (for married female applicants only) g. 1 pc. long folder		a. School last attended b. Philippine Statistics Authority (PSA) c. School last attended d. Student e. Respective College f. Philippine Statistics Authority (PSA)  g. Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluation of student's credentials or records  2.1 New students submits entrance credentials to respective College for evaluation through email	1. Evaluates entrance credentials before Enrolment period or as scheduled	None	5 minutes	<i>Class or Program Adviser</i> Respective Colleges



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Subject Enlistment Proceed to respective College for enlistment.	2. Encodes/enlists subjects to be enrolled and prints Assessment form	None	15 minutes	<i>Class or Program Adviser</i> Respective Colleges
3. Tagging of Scholarship / Payment  a. With Scholarship Proceed to Office of Student Affairs for tagging of scholarship for 2 <sup>nd</sup> year, 3 <sup>rd</sup> year and 4 <sup>th</sup> year students  b. Without Scholarship Pays at the Cashier's Office for payment of corresponding fees	3. Tags scholarship of student  3.1 Process payment and issues Official Receipt	None  As specified in the tuition rate	3 minutes  10 minutes	<i>Staff</i> Office of Student Affairs  <i>Cashier</i> Cashier's Office
4. Posting of Scholarship (for student with scholarship only) Proceed to Student's Account in the Accounting Office for posting of scholarship	4. Posts student's scholarship in the student's ledger	None	3 minutes	<i>Accounting Clerk</i> Accounting Office
5. Printing / Issuance of Certificate of Registration Student prints his / her Certificate of Registration or claims Certificate of Registration from the Registrar's Office	5. Prints and issues Certificate of Registration to student with watermark "Enrolled"	None	5 minutes	<i>Registrar/ Registrar Staff</i> Registrar's Office
	<b>TOTAL:</b>	<b>None / As specified in the tuition rate</b>	<b>With scholarship – 31 minutes</b> <b>Without scholarship – 30 minutes</b>	



## 2. Enrolment of Transferees

This covers all qualified transferees students enrolling in the University.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client (G2C )
<b>Who may avail:</b>	Any qualified Transferee Students enrolling in the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Transferees	
a. Honorable Dismissal/Transfer Credential	a. School last attended
b. Clear photocopy of Transcript of Records with remarks: "for evaluation purposes only"	b. School last attended
c. Photocopy of NSO/PSA Birth Certificate	c. Philippine Statistics Authority (PSA)
d. Certificate of Good Moral Character (Undergraduate/diploma students only)	d. School last attended
e. 1 pc. Recent 1x1 ID picture	e. Student
f. Index Card	f. Respective College
g. Clear photocopy of marriage contract (for married female applicants only)	g. Philippine Statistics Authority (PSA)
h. 1 pc. long folder	h. Student



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluation of student's credentials or records  1.1 Transfer students submits entrance credentials to respective College for evaluation	1. Evaluates entrance credentials before Enrolment period or as scheduled	None	5 minutes	<i>Class or Program Adviser</i> Respective Colleges
2. Subject Enlistment Proceed to respective College for enlistment.	2. Encodes/enlists subjects to be enrolled and prints Assessment form	None	15 minutes	<i>Class or Program Adviser</i> Respective Colleges
3. Tagging of Scholarship / Payment  a. With Scholarship Proceed to Office of Student Affairs for tagging of scholarship 2 <sup>nd</sup> year, 3 <sup>rd</sup> year and 4 <sup>th</sup> year students b. Without Scholarship Pays at the Cashier's Office for payment of corresponding fees	3. Tags scholarship of student  3.1 Process payment and issues Official Receipt	None  As specified in the tuition rate	3 minutes  10 minutes	<i>Staff</i> Office of the Student Affairs  <i>Cashier</i> Cahier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Posting of Scholarship (for students with scholarship only) Proceed to Student's Account in the Accounting Office for posting of scholarship	4. Posts student's scholarship in the student's ledger	None	3 minutes	<i>Accounting Staff</i> Accounting Office
5. Printing / Issuance of Certificate of Registration. Student prints his / her Certificate of Registration or claims Certificate of Registration from the Registrar's Office	5. Prints and issues Certificate of Registration to student with watermark "Enrolled"	None	5 minutes	<i>Registrar/ Registrar Staff</i> Registrar's Office
	<b>TOTAL:</b>	<b>None / As specified in the tuition rate</b>	<b>With scholarship – 31 minutes</b> <b>Without scholarship – 30 minutes</b>	



### 3. Enrolment of Re-Entering Students

This covers all qualified Re-entering/Returning students enrolling in the University.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C )			
<b>Who may avail:</b>	Any qualified Transferees Students enrolling in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Returning/Re-entering Students				
a. Re-entering form		a. Registrar's Office or downloadable in the website (www.wvsu.edu.ph)		
b. Appraisal of grades		b. Class or Program Adviser		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Evaluation of student's credentials or records	1. Appraises student's records before enrolment period or as scheduled and receives approved re-entering form	None	5 minutes	<i>Administrative Aide III Administrative Assistant II Class or Program Adviser Respective Colleges</i>
3.1 Re-entering students proceed to respective College for appraisal of student's records				





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Subject Enlistment Proceed to respective College for enlistment.	2. Encodes/enlists subjects to be enrolled and prints Assessment form	None	15 minutes	<i>Administrative Aide Class or Program Adviser Respective Colleges</i>
3. Tagging of Scholarship / Payment  a. With Scholarship Proceed to Office of Student Affairs for tagging of scholarship  b. Without Scholarship Pays at the Cashier's Office / SM Bills / Payment Center for payment of corresponding fees	3. Tags scholarship of student  3.1 Process payment and issues Official Receipt	None  As specified in the tuition rate	3 minutes  10 minutes	<i>Staff Office of the Student Affairs  Cashier Cashier's Office</i>
4. Posting of Scholarship (for students with scholarship only) Proceed to Student's Account in the Accounting Office for posting of scholarship	4. Posts student's scholarship in the student's ledger	None	3 minutes	<i>Accounting Staff Accounting Office</i>
5. Printing / Issuance of Certificate of Registration. Student prints his / her Certificate of Registration or claims Certificate of Registration from the Registrar's Office	5. Prints and issues Certificate of Registration to student with watermark "Enrolled"	None	5 minutes	<i>Registrar/ Registrar Staff Registrar's Office</i>
	<b>TOTAL:</b>	<b>None / As specified in the tuition rate</b>	<b>With scholarship – 31 minutes Without scholarship – 30 minutes</b>	



#### 4. Application for WVSU – College Admission Test (WVSU – CAT)

This covers the admission of incoming first year and transfer students. The College Admission Test of West Visayas State University is designed to measure students' capacity for academic success in the University.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Incoming First Year College Students and Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished WVSU-CAT Online Application for Admission Form 2. Photocopy of Report Card duly authenticated by the Principal or Clear Photocopy of Transcript of Records for Transferees 3. Four (4) recent Identical 2x2 ID picture 4. Student Information Sheet 5. Good Moral Certificate 6. Philippine Statistic Authority (PSA) Live Birth Certificate (Photocopy)		1. The WVSU-CAT application form can be downloaded in the website ( <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> ) or can be secured from the Registrar's Office. 2. Current school / School last attended 3. Student 4. Student 5. Current school/ school last attended 6. Philippine Statistics Authority (PSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download WVSU-CAT application form at <a href="http://www.wvsu.edu.ph">www.wvsu.edu.ph</a> or secure from the Registrar's Office	1. Gives application form	None	1 minute	<i>Registrar/ Registrar Staff</i> Registrar's Office
2. Fills-out the application form and submits to the Registrar's Office together with complete requirements through email	2. Reviews and checks the completeness of the form and requirements	None	5 minutes	<i>Registrar/ Registrar Staff</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	



## 5. Enrolment of Irregular Students

This covers all qualified irregular students enrolling in the University. Irregular student refers to one who is registered for formal credits but who does not carry the subjects for a full load called for in a given semester by the curriculum for which he / she is registered.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Irregular student who is registered for formal credits but who does not carry the subjects for a full load called for in a given semester by the curriculum for which he/she is registered.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Updated Copy of Grades 2. Appraisal Form/Degree Program		1. Students can get a copy of grades at the Registrar's Office 2. Respective College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Appraisal Form/ Degree Program	1. Form can be taken at the Respective Colleges	None	2 minutes	<i>Class/ Program Adviser Respective College</i>
2. Fills-out Appraisal Form and secure signatures of Class Adviser and the Registrar	2. Class Adviser checks the subjects to be enrolled and signs the accomplished form.	None	3 minutes	<i>Class/ Program Adviser Respective Colleges</i>
	2.1 Registrar checks and signs the form.	None	3 minutes	<i>Registrar/ Registrar Staff Registrar's Office</i>
3. Submits accomplished Appraisal Form/ Degree Program to the Registrar's Office for encoding	3. Staff-in-charge encodes/enlist the subjects to be enrolled and prints the Assessment form	None	15 minutes	<i>Registrar/ Registrar Staff Registrar's Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Tagging of Scholarship / Payment  a. With Scholarship Proceed to Office of Student Affairs for tagging of scholarship  b. Without Scholarship Pays at the Cashier's Office / SM Bills / Payment Center for payment of corresponding fees	4. Tags scholarship of student  4.1 Process payment and issues Official Receipt	None  As specified in the tuition rate	3 minutes  10 minutes	<i>Administrative Aide</i> <i>Office of Student Affairs</i>  <i>Administrative Assistant II</i> <i>Administrative Officer III</i> <i>Cashier's Office</i>
5. Posting of Scholarship (for students with scholarship only) Proceed to Student's Account in the Accounting Office for posting of scholarship	5. Posts student's scholarship in the student's ledger	None	3 minutes	<i>Accounting Staff</i> <i>Accounting Office</i>
6. Printing / Issuance of Certificate of Registration Student prints his / her Certificate of Registration or claims Certificate of Registration from the Registrar's Office	6. Prints and issues Certificate of Registration to student with watermark "Enrolled"	None	5 minutes	<i>Registrar/ Registrar Staff</i> <i>Registrar's Office</i>
	<b>TOTAL:</b>	<b>None / As specified in the tuition rate</b>	<b>With scholarship – 34 minutes</b> <b>Without scholarship – 41 minutes</b>	



## 6. Issuance of Student's Records and Other Enrollment – Related Documents

This covers all students, alumni, and duly authorized representative requesting for academic records and other related documents such as Transcript of Records (TOR), Diploma, Honorable Dismissal, Certifications, Authentication of documents, and Certification, Authentication, Verification (CAV).

Transcript of Records refers to an official copy of student's academic records.

Diploma refers to a document bearing record of graduation from a degree conferred by West Visayas State University.

Honorable Dismissal refers to a form issued to students who seek for transfer to other schools / universities.

Service is open from 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client (G2C)			
<b>Who may avail:</b>	Currently enrolled students, graduates, and those who seek transfer to other Colleges and Universities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form 2. Student's Clearance (University and College) 3. Original and Photocopy/ies of Transcript of Records and / or Diploma 4. Authorization Letter for Representative 5. Documentary Stamp (1 pc. for each document requested)		1. Registrar's Office 2. Student's Account (for University Clearance) and Respective College (for College Clearance) 3. Registrar's Office 4. Client 5. Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and fills out the request form	1. Receives/reviews the request form, checks student's records file, and advices client to pay at the Cashier's Office	None	10 minutes	<i>Registrar/ Registrar Staff</i> Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceeds to Cashier's Office for payment of fees	2. Process payment and issues Official Receipt	<ul style="list-style-type: none"> <li>• Transcript of Records – P100.00 / for employment/ student copy</li> <li>• Transcript of Records – P125.00 for Board Exam</li> <li>• Diploma – P100.00</li> <li>• Honorable Dismissal – P50.00</li> <li>• Certification – P30.00 / page</li> <li>• Certification, Authentication, Verification – P80.00</li> <li>• Authentication – P10.00 / page</li> </ul>	10 minutes	<i>Cashier</i> Cashier's Office
3. Proceeds to Registrar's Office and present Official Receipt and Request Form	3. Advice student or his / her representative to claim requested document on the scheduled date  3.1 Process and prepares requested document with complete signatures	None	<ul style="list-style-type: none"> <li>• Transcript of Records – 3 days</li> <li>• Diploma – 3 days</li> <li>• Honorable Dismissal – 1 day</li> <li>• Certification – 1 day</li> </ul>	<i>Registrar/ Registrar Staff</i> Registrar's Office



			<ul style="list-style-type: none"> <li>• Certification, Authentication, Verification – 2 days</li> <li>• Authentication – 1 day</li> </ul>	
4. Receives the requested documents	4. Releases the requested documents	None	<ul style="list-style-type: none"> <li>• Transcript of Records – 3 days</li> <li>• Diploma – 3 days</li> <li>• Honorable Dismissal – 1 day</li> <li>• Certification – 1 day</li> <li>• Certification, Authentication, Verification – 2 days</li> <li>• Authentication – 1 day</li> </ul>	<i>Registrar/ Registrar Staff</i> Registrar's Office
	<b>TOTAL:</b>	<b>Transcript of Records – P100.00 / for employment/ student copy</b> <b>Transcript of Records – P125.00 for Board Exam</b> <b>Diploma – P100.00</b> <b>Honorable Dismissal – P50.00</b> <b>Certification – P30.00 / page</b> <b>Certification, Authentication, Verification – P80.00</b> <b>Authentication – P10.00 / page</b>	<b>Transcript of Records – 3 days</b> <b>Diploma – 3 days</b> <b>Honorable Dismissal – 1 day</b> <b>Certification – 1 day</b> <b>Certification, Authentication, Verification – 2 days</b> <b>Authentication – 1 day</b>	



# **SECURITY OFFICE**

## **External Services**





## 1. Public Assistance

Any concerned citizen and visitors with transactions at the campus will be entertained and assisted by the guards on duty.  
24 hours a days ; 7 days a week. NO NOON BREAK

<b>Office or Division:</b>	WVSU CAF - Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Outside callers, visitors with business transaction in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID		Handed by Walk-In Visitors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry	1. Receives/verifies visitor's name, address and purpose 1.1 Let visitor sign logbook. 1.2 Issue visitors pass.	None	2 minutes	<i>Security Guard, Administrative Building / College Entrance</i>
2. Gives information	2.Guides visitors to the person / office concerned	None	1 minute	<i>Security Guard, Administrative Building / College Entrance</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



## 2. Issuance of Car Pass Stickers

Students and other Clients can apply car pass for ease of transactions when entering the campus.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		WVSU CAF - Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Business (G2B)		
<b>Who may avail:</b>		Students and other clients transacting business with the University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Car Pass Application Form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out application form	1. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	5 minutes	<i>Chief Security Officer/Security Guard, Administrative Building</i>
2. Pays the fee at the Cashier's Office	2. Issues Official Receipt	P100.00	3 minutes	<i>Cashier, Administrative Building</i>
3. Waits for issuance of car pass sticker	3. Issues car pass sticker	None	2 minutes	<i>Chief Administrative Officer, Administrative Building</i>
	<b>TOTAL:</b>	<b>P100.00</b>	<b>10 minutes</b>	



# **LIBRARY**

## **External Services**



## 1. Issuance of Library Card

This serves as a guide on the procedure of the issuance of library card. Service is available at the library from 8:00AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy Student's copy of Registration Form 2 pcs. 1x1 ID picture 1 pc. Student's Record Form		Registrar's Office Self-provision Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the requirements	1. Gives student's record form	None	1 minute	<i>Librarian</i> Library
2. Fills out Library Student's Record form	2. Verifies and checks the student's information	None	5 minutes	<i>Librarian</i> Library
3. Submits the filled out form to the Librarian.	3. Encode and validates library card	None	3 minutes	<i>Librarian</i> Library
4. Signs in the logbook of Library cards issued	4. Issuance of library card	None	1 minute	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 2. Re-Issuance of lost Library Cards

Guide on the proper procedures for re-issuance of lost library card. Service is available at the library from 8:00AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 pc. 1x1 picture 1 Official receipt as payment for replacement of lost library card		Self-provision Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Retrieves student's record  1.1 Encodes and validates the new library card	P20.00	3 minutes	Librarian Library
2. Signs in the logbook	3. Re-issues library card	None	1 minute	Librarian / Student Assistant Librarian Library
	<b>TOTAL:</b>	<b>P20.00</b>	<b>4 minutes</b>	



### 3. Borrowing of Books

This service provides the proper procedures for borrowing of books. Service is available at the library from 8:00 AM – 5:00 PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>		WVSU-CAF Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Valid Library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book/s to be borrowed	1. Checks the book/s and book card	None	2 minutes	<i>Librarian</i> Library
2. Submits the library card (for students)	2. Pulls out the book card	None	1 minute	<i>Librarian</i> Library
3. Signs the book card	3. Writes the date/time/due/s on the book card	None	2 minutes	<i>Librarian</i> Library
4. Submits the signed book card/s	4. Files the library card and book card/s	None	2 minutes	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 4. Returning of Borrowed Books

This serves as guide on the proper procedure of returning the book/s borrowed. Service is available at the library from 8:00 AM – 5:00 PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book/s borrowed		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client returns the borrowed book/s	1. Retrieves the library card of the student with the book card of the borrowed book/s.	None	1 minute	Librarian Library
	1.1 Examines the returned book/s if the data is correct, checks the date/time due if it is returned on time.	None	2 minutes	
	1.2 Computes the fines for the overdue book/s borrowed.	P1.00/ day	2 minutes	
2.Pays overdue fines and signs in the logbook of fines (for overdue books return)	2. Receives payment and returns the library card of the client and the book card to the book pocket of the returned book/s.	As computed	1 minute	Librarian Library
<b>TOTAL:</b>		<b>P1.00/ day</b>	<b>6 minutes</b>	



## 1. Checking-Out of books and other library resources for Photocopying

This guides client on the proper procedure for photocopying of books and other library resources. Service is available at the library from 8:00AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents books and other library resources allowed to be photocopied and the library card.	1. Provides photocopying slip	None	1 minute	<i>Librarian</i> Library
2. Fills-out the photocopying slip and signs the book card.	2. Checks the entry of the filled- out photocopying slip with the library resources to be photocopied.	None	2 minutes	<i>Librarian</i> Library
3. None	3. Releases the library resources to be photocopied.	None	1 minute	<i>Librarian</i> Library
4. Returns the borrowed books and other library resources for photocopy.	4. Examines the returned library resources.	None	1 minute	<i>Librarian</i> Library
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	





## 6. Reference Assistance

This is a guide on the proper procedure of providing research assistance on the use different library resources. Service is available at the library from 8:00AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the librarian and presents reference query.	1. Responds to the client's first initial explanation of his/her reference query	None	2 minutes	Librarian Library
	1.1 Conducts reference review	None	2 minutes	
	1.2 Clarifies the client information needs	None	1 minutes	
	1.3 Directs him/her to the appropriate information resources available.	None	2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 7. Issuance of Research Permit

This is the proper procedure for the issuance of research permit to other libraries. Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid Library Card Research Permit Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Librarian to research to other libraries and presents Students ID.	1. Conducts further review	None	2 minutes	<i>Librarian</i> Library
2. Fills out Research Permit	2. Prepares Research Permit	None	5 minutes	<i>Librarian</i> Library
3. Signs the logbook for Research permits issued	3. Issues Research Permit	None	1 minute	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



## 8. Signing of Clearance

This process serves as a guide on the procedure of signing clearance. Service is available at the library from 8:00AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Valid Library Card 1 Student's Clearance Form		Library Accounting Office / Respective College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Students surrenders library card and submits clearance form.	1. Checks the list of students with accounts in the library	None	3 minutes	<i>Librarian</i> Library
2. Clients settle his/her accountabilities.  *Returns borrowed books, pays fines for overdue books	2. Librarian signs the Student's clearance	None	2 minutes	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# **LIBRARY**

## **Internal Services**



## 1. Signing of Clearance

Description: This process serves as a guide on the procedure of signing clearance. Service is available at the library from 8:00AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	WVSU-CAF Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty & Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Faculty/Staff Clearance Form		Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Faculty/Staff returns books borrowed and submits clearance form.	1. Checks the books borrowed by the faculty/staff.	None	3 minutes	<i>Librarian</i> Library
2. Clients settle his/her accountabilities.	2. Librarian signs the faculty/Staff clearance	None	2 minutes	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# WVSU CALINOG CAMPUS





# **ACCOUNTING OFFICE**

## **External Services**



## 1. Assessment of School Fees

Calculation and reassessment of fees for the subjects added, changed, dropped and assessment of additional fees for specially arranged or tutorial subjects.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

8:30 am – 4:30 pm; (Saturdays-Enrolment Period)

<b>Office or Division:</b>	Calinog Campus – Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form Assessment, Adding/changing/Dropping and Tutorial Forms		Per College/School/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Registration/Tutorial/ Changing/Adding/Dropping Form.	1. Checks Registration/Tutorial/ Changing/Adding/Dropping Forms if properly filled-up and completely signed.	None	6 minutes	Admin. Aide IV Students Account Clerk Accounting Office
	1.1 Assess fees of subjects on special arrangement.	None		
	1.2 Return the Registration/Tutorial/ Changing/Adding/Dropping Form to the student for payment in the cashier.	None		
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	





## 2. Releasing of Clearances

Clearance Form is issued to students certifying the fulfillment of their accountabilities from the University including accountabilities from the Student Accounts Office, University Library, Office of the Dean of Students, University Student Council and Alumni Office. This form is issued to students who have already graduated or separated from the University as a requirement for release of student credentials and other legal purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus – Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
	Note: Only students with no outstanding balances and deficiencies can request for Clearance. In case of discrepancy in payments, Official Receipts maybe required from students.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. and Official Receipts/ Request Form		OSA/Student Client/Finance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents School I.D.	1. Checks student's account balances in manual or electronic record, whichever applies. 1.1 Issue clearance to students without outstanding balance. 1.2 Issue assessment form for students with balances for payment to the cashier.	None	5 minutes	<i>Admin. Aide IV Students Account Clerk Accounting Office</i>
2. Presents Official Receipt to Students Account Clerk after payment from the cashier.	2. Posts payment based on Official Receipt presented. 2.1 Sign clearance of the student.	None	3 minutes	<i>Admin. Aide IV Students Account Clerk Accounting Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



### 3. Releasing of Statement of Accounts/Balances

Releasing of Statement of Accounts covers the issuance of Statement of Student Assessment and Balances for a particular semester and Academic Year for personal, scholarship requirement and other related purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus – Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D./Official Receipt		OSA/Student Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School I.D.	1. Checks student's account balance. 1.1 Issues request form and directs to pay to the cashier.	None	5 minutes	<i>Admin. Aide IV</i> <i>Students Account Clerk</i> Accounting Office
2. Present Official Receipt after payment from the cashier.	2. Prepares statement of accounts and have it signed by the Accountant depending on the availability of the signatory. 2.1 Issues statement of accounts to student.	None	1 day	<i>Admin. Aide IV</i> <i>Students Account Clerk</i> Accounting Office  <i>Accountant</i> Accounting Office
	<b>TOTAL:</b>	<b>None</b>	<b>1 day &amp; 5 minutes</b>	



## 4. Request for Refunds

Refunds are negative balances in the ledger or excess payments due to changing of subject, dropping of subject, withdrawal of enrollment (personal or by administration), or late filing of Scholarships. Processing request for refunds are subject to University Policies per University Code.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus – Accounting Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students  Note: All Refunds are subject for Verification and Approval of Accountant. All Request for refunds will be accommodated one (1) month after enrolment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(a) For Total Withdrawal of Enrolment/late Filing of Scholarships  Any of all of the applicable documents will be submitted: one (1) set Original and one (1) set photocopy of Registration Form, original Official Receipt, Dropping/Tutorial and Scholarship Form, Letter Request for Refund, Medical Certificate, if applicable, other documents that may be required		Student/College/Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out request form and submits complete documents needed.	1. Checks completeness of documents submitted. 1.1 If documents found to be in order, informs student of the initial computation of refund. 1.2 Instructs student to claim refund after 2 weeks from the disbursement window.	None	10 minutes          14 days	Admin. Aide IV Student Accounts Clerk Accounting Office
	<b>TOTAL:</b>	<b>None</b>	<b>14 days &amp; 10 minutes</b>	



# **CASHIER'S OFFICE**

## **External Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Releasing of claims to clients thru checks.

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Calinog Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students, Suppliers, Other Gov't. Agencies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D. for Students and any valid I.D. for other claimants		OSA/Client/Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present two (2) valid IDs for suppliers and school I.D. for students.	1. Require clients to sign the logbook and Box C (Received payment) in the Disbursement Voucher (DV). 1.1 Sign the BIR Form 2306/2307 (for suppliers).	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashiers Office
2. Issue Official Receipt (for suppliers, Remittances and Billings).	2. Receive Official Receipt and release checks. 2.1 Release duly signed BIR Form 2306/2307 (for suppliers).	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashiers Office
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Releasing of claims to clients thru cash

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>		Calinog Campus – Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. for Students		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present two (2) valid IDs for suppliers and school I.D. for students.	1. Require clients to sign the payroll. 1.1 Count and release the money.	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



### 3. Collection of School Fees and Other Income

Accepting of payments of school fees and income from other sources (IGP, Request for Credentials from Registrar).

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Calinog Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students, Suppliers, Other Gov't. Agencies, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment/Application Form /Request Form		IGP Coordinator/Registrar/College/School/Supply		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the College or Office Concerned (Registrars' Office, IGP, BAC, etc.) to secure Order of Payment or Application Forms and present duly accomplished forms to the collecting officer.	1. Receive from the client: <ul style="list-style-type: none"> <li>• Order of Payment</li> <li>• Test Application Form</li> <li>• Request Form</li> </ul> 1.1 Check and verify correctness of the Order of Payment /Test Application Form/Request Form	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
2. Pay the amount indicated in the Order of Payment/Application Form/Request Form and receive change (if necessary).	2. Collect the amount due and count payment received, give change (if necessary) and issue official receipt.	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



#### 4. Collection of Tuition and Miscellaneous Fees Through Collecting Officer

Accepting of payments for tuition and other schools fees (Graduate School and old accounts).

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

Office or Division:	Calinog Campus – Cashier’s Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment of Fees/WVSU Identification Card		Students Accounts Clerk/OSA/Student		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assessment form from the Student’s Accounts Clerk and present to the collecting officer.	1. Receive from the client the Student Assessment Form. 1.1 Check and verify correctness of the Student Assessment Form.	None	5 minutes	Admin. Officer I / Admin. Aide VI Cashier’s Office
2. Pay the amount indicated in the Assessment Form and receive change (if necessary).	2. Collect the amount due and count payment received, give change (if necessary) and issue official receipt.	None	5 minutes	Admin. Officer I / Admin. Aide VI Cashier’s Office
	TOTAL:	None	10 minutes	





## 5. Disbursement of Approved Claims Thru Checks

Processing of claims to be paid thru checks (cash advances/reimbursement of travel expenses, etc.).

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Calinog Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students, Suppliers, Other Gov't. Agencies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete supporting documents of claims.		Different Offices in the University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 1.1 Prepare checks and have them signed by authorized signatories. 1.2 Inform Students or Outside Clients indicated in DV of availability of claims thru checks/cash advances.	None	3 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 days</b>	



## 1. Disbursement of Approved Claims Thru Cash

Processing of claims to be paid thru cash.

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Calinog Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete supporting documents of claims.		Different Offices in the University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 1.1 Prepare checks and have them signed by authorized signatories. 1.2 Encashment of check through the Special Disbursing Officer. 1.3 Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru cash.	None	3 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 days</b>	



# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Releasing of claims to clients thru checks.

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Calinog Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU ID		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid IDs for faculty and staff	1. Sign the liquidation reminder for cash advances. 1.1 Release copy of liquidation reminder for cash advances.	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Releasing of claims to clients thru cash

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>		Calinog Campus – Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU ID		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present WVSU I.D. for faculty and staff	1. Require clients to sign the payroll. 1.1 Count and release the money.	None	5 minutes	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



### 3. Disbursement of Approved Claims Thru Checks

Processing of claims to be paid thru checks (cash advances/reimbursement of travel expenses, etc.).

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Calinog Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete supporting documents of claims.		Different Offices in the University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 1.1 Prepare checks and have them signed by authorized signatories. 1.2 Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru checks/cash advances.	None	3 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 days</b>	



## 4. Disbursement of Approved Claims Thru Cash

Processing of claims to be paid thru cash (salaries, wages, etc.).

Service is available at the Cashier's Office

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>		Calinog Campus – Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizens (G2C)		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete supporting documents of claims.		Different Offices in the University		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 1.1 Prepare checks and have them signed by authorized signatories. 1.2 Encashment of check through the Special Disbursing Officer. 1.3 Inform Faculty and Staff indicated in DV of availability of claims thru cash.	None	3 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide VI</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 days</b>	



# **DEAN OF INSTRUCTION OFFICE**

## **External Services**





## 1. Approval of Permits for Academic Activities

Approval of Permit for Academic Activities is required prior to the conduct of academic activities such as field trip, educational trip, educational tour, culminating activities, and other academic related activities within or outside the university  
8:00 am – 5:00 pm; Monday to Friday; 2 weeks before the activity  
NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Dean of Instruction's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Request for Permit "A" to Conduct Academic Activity;</b> <b>Attach the following documents:</b> Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 8PM/on weekends/on Holidays), and outside WVSU.  For field trip or educational tour: CMO 63 (Guidelines on Local Off Campus Activities) to be accomplished.  For activities within WVSU: The activity must have approval of GSO Supervisor and Chief Administrative Officer.		Dean of Instruction Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Check papers for previous details and signatures	None	5 minutes - educational field trips/tours 3 minutes – activities within WVSU	<i>Class representative/faculty in-charge and Administrative Assistant</i> DI



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Obtains signature of the Dean of Instruction  If activity is outside Western Visayas, applicant seeks approval of the University President	2. Signs permits to conduct activity	None	3 minutes	<i>Dean of Instruction</i> <i>Campus Administrator/</i> <i>Vice President for Academic Affairs</i> <i>University President</i> <i>Respective Offices</i>
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	



## 2. Approval of Request for Tutorial (Special Arrangement Courses)

Approval of Request for Tutorial (Special Arrangement Courses) is required before the students can enroll subjects on special arrangement during enrolment time.

8:00 am – 5:00 pm; Monday to Saturday during enrolment time

NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus – Dean of Instruction's Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students (Undergraduate and Graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Tutorial Form; Attach adding Form if the Course was not yet enrolled		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly accomplished request	1. Checks the request for previous details and signatures	None	2 minutes	<i>Administrative Assistant</i> DI
2. Obtains signature of Dean of Instruction	2. Signs Request	None	2 minutes	<i>Administrative Assistant</i> DI
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# **LIBRARY**

## **External Services**



### 3. Re-Issuance of Library Cards

Library issues library card to the students after enrollment. If lost, the students need to file re-issuance of library card in the library.

In other cases, when the validity of the library card of the student expires, re-issuance of library card is needed.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 pc. 1x1 picture, receipt of payment		Library, Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1. Encodes and validates the student's library card	P 30.00	4 minutes	<i>College Librarian II/In-Charge Library</i>
2. Signs the logbook	2. Issues library card	None	1 minute	<i>College Librarian II/in-Charge Library</i>
	<b>TOTAL:</b>	<b>P30.00</b>	<b>5 minutes</b>	



## 2. Issuance of Research Permit

Research permit is issued to the students who want to do research in the library of other external campuses/universities.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out research clinic form	1. Prepares research permit	None	3 minutes	<i>College Librarian II/ In-Charge Library</i>
	2. Issues research permit	None	2 minutes	<i>College Librarian II/ In-Charge Library</i>
2. Signs the received permit	3. None	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



### 3. Returning of Books

Returning of borrowed books by the students is facilitated by the readers services in-charge. There are fees needed to be paid if the book is overdue or is not returned in the appropriate time.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book borrowed		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the borrowed books	1. Pulls out from file and checks date/time due/s	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	2. Inspects returned items	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	3. Computes the overdue fines for overdue books	P 2.00/day for general circulation books P 1.00 / day for reserve books	2 minutes	<i>College Librarian II/ In-Charge Library</i>
2. Pays overdue fine/s and signs in the logbook of fine	4. Receives payment and returns the library card of the student	As computed	1 minute	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>P 2.00/day for general circulation books</b> <b>P 1.00 / day for reserve books</b>	<b>5 minutes</b>	



#### 4. Borrowing of Materials for Photocopying

Some items/materials in the library are allowed for photocopying. These are borrowed for just a short period of time.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents the item to be photocopied together with the library card	1. Provides photocopy slip	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
2. Fills-out the photocopy slip and signs the book card	2. Approves the slip and issues the book/s	None	3 minutes	<i>College Librarian II/ In-Charge Library</i>
3. Returns the borrowed item for photocopy	3. Inspect the borrowed item	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	





## 5. Reference Assistance

When students ask for assistance about certain material/s for reference they are directed to the resources available by the library staff in-charge.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Approaches the college librarian and present query	1. Conduct reference interview 1.1 Directs student to the resource available	None	5 minutes 2 minutes	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 6. Borrowing of Books

Students choose books they are going to borrow and is assisted by the readers services in-charge.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents the book to be borrowed together with his/her library card	1.Checks the book card of the book	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
2. Signs the book card	2.Writes the date/time due/s	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



## 7. Internet Services

Guide clients on the proper procedures in providing internet services.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification card/Library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present ID and logs-in	1.Opens/sets-up computer	None	2 minutes	<i>College Librarian II/ In-Charge Library</i>
2. Proceeds to computer and performs activity	2.Assists the user/client	None	3 minutes	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 8. Multimedia Services

Guide on the proper procedures to avail multimedia services.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audio-Visual form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Makes reservation	1.Checks availability of room/equipment	None	4 minutes	<i>College Librarian II/ In-Charge Library</i>
2. Fills out and processes the Audio-Visual reservation form	2. Instructs the client to return the form after it has been signed by the immediate supervisor and the University Librarian	None	5 minutes	<i>College Librarian II/ In-Charge Library</i>
3. Submits the Audio-Visual Reservation form	3. Verifies and approves the reservation	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	3.1 Books the reservation and sets-up the equipment		10 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



# **LIBRARY**

## **Internal Services**



## 1. Borrowing of Materials for Photocopying

Some items/materials in the library are allowed for photocopying. These are borrowed for just a short period of time.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU ID		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the item to be photocopied together with the library card	1. Provides photocopy slip	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
2. Fills-out the photocopy slip and signs the book card	2. Approves the slip and issues the book/s	None	3 minutes	<i>College Librarian II/ In-Charge Library</i>
3. Returns the borrowed item for photocopy	3. Inspect the borrowed item	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 2. Reference Assistance

When students ask for assistance about certain material/s for reference they are directed to the resources available by the library staff in-charge.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty & Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU ID		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Approaches the college librarian and present query	1. Conduct reference interview 1.1 Directs student to the resource available	None	5 minutes 2 minutes	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



### 3. Borrowing of Books

Students choose books they are going to borrow and is assisted by the readers services in-charge.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty & Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU ID		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Presents the book to be borrowed together with his/her library card	1.Checks the book card of the book	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
2. Signs the book card	2.Writes the date/time due/s	None	1 minute	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	





## 4. Internet Services

Guide on the proper procedures in providing internet services.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty & Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU ID		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ID and logs-in	1. Opens/sets-up computer	None	2 minutes	<i>College Librarian II/ In-Charge Library</i>
2. Proceeds to computer and performs activity	2. Assists the user/client	None	3 minutes	<i>College Librarian II/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 5. Multimedia Services

Guide on the proper procedures to avail multimedia services.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audio-Visual Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes reservation	1. Checks availability of room/equipment	None	4 minutes	College Librarian II/ In-Charge Library
2. Fills out and processes the Audio-Visual reservation form	2. Instructs the client to return the form after it has been signed by the immediate supervisor and the University Librarian	None	5 minutes	College Librarian II/ In-Charge Library
3. Submits the Audio-Visual Reservation form	3. Verifies and approves the reservation	None	1 minute	College Librarian II/ In-Charge Library
	3.1 Books the reservation and sets-up the equipment		10 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



# **MEDICAL/DENTAL CLINIC**

## **External Services**



## 1. Physical Examination (New Students)

This procedure applies to the new students of West Visayas State University.  
Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: Complete Medical Laboratory Results		Any Government Clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Medical Clinic to secure Laboratory request Form	1. Issue Laboratory Request Form	None	3 minutes	Nurse Medical Clinic
2. Present Complete Original Medical Laboratory Results	2. Check Complete Medical Laboratory Results	None	3 minutes	Nurse Medical Clinic
3. Repeat Laboratory and submit new results (if needed)	3. Check for the compliance of treatments (if needed)	None	10 minutes	Nurse Medical Clinic
	3.1 Call attention of parents regarding the results and findings (if needed)		15 minutes	
	3.2 Provide and Ask Client to fill out Log Sheet and Permanent Health Record		10 minutes	
4. Fill out Log Sheet and Permanent Health Record	4. Check Log Sheet and Permanent Health Record	None	5 minutes	Nurse Medical Clinic
5. Undergoes Preliminary Examination	5. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse Medical Clinic
6. Undergoes Physical Examination	6. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
7. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	7. Schedules follow-up if needed	None	3 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 14 minutes</b>	



## 2. Physical Examination (Old Students)

This procedure applies to the old students of West Visayas State University.  
Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper Identification	None	2 minutes	Nurse Medical Clinic
	1.2 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2. Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse Medical Clinic
3. Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
4. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed		3 minutes	Nurse Medical Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>35 minutes</b>	



### 3. Medical Consultation

This procedure applies to the students, faculty and staff of West Visayas State University. We give starter dose medicines for students. We refer to nearby hospital if needed after evaluation.  
Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Medical/Dental Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		Office of Student Affairs (OSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present school ID	1. Check proper Identification.	None	2 minutes	Nurse Medical Clinic
2. Fill out Log Sheet	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results		5 minutes	
	2.2 Interview Clients of complaints,		10 minutes	
	2.3 Take vital signs		5 minutes	
	2.4 Give simple medicines ( if needed)		5 minutes	
	2.5 Refer Client's case to the physician(if needed)			
		<b>TOTAL:</b>	<b>32 minutes</b>	



## 4. Oral Health Examination (New Students)

This procedure applies to the students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm,. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: WVSU CAT Result, Interview Form, Duplicate Complete Laboratory Results (if needed).		Registrar's Office, Different Schools and Colleges Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original Complete Laboratory results	1. Check completeness of original laboratory results. (if needed)	None	3 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet and Permanent Dental Health Record	None	2 minutes	
2. Fills out Log Sheet and Permanent Dental Health Record	2. Check the Log Sheet and Permanent Dental Health Record	None	5 minutes	<i>Dentist</i> Dental Clinic
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist</i> Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>28 minutes</b>	



## 5. Oral Health Examination (Old Students)

This procedure applies to the old students of West Visayas State University.  
Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm,. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Office of the Students Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper Identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	3 minutes	
2. Fills out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dentist</i> Dental Clinic
	2.1 Retrieve Permanent Dental Record	None	5 minutes	
3.Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist</i> Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	





## 6. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the students of West Visayas State University-CAF. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	<i>Dentist</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		15 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment		10 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	<i>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	



## 7. Dental Consultation (Oral Prophylaxis)

This procedure applies to the students of West Visayas State University-LC. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	<i>Dentist</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		10 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment		30 minutes	
	3.2 Prescribe and dispense medicines		10 minutes	<i>Dentist</i> Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>1 Hour</b>	



## 8. Dental Consultation (Dental Restoration)

This procedure applies to the students of West Visayas State University-CAF. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	<i>Dentist</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		10 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment		45 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 10 minutes</b>	



## 9. Dental Consultation (Extraction)

This procedure applies to the students of West Visayas State University-CAF. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out logbook	2. Check the Log Sheet		2 minutes	<i>Dentist</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		5 minutes	<i>Dentist</i> Dental Clinic
	3.1 Diagnosis and treatment		5 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



# **MEDICAL/DENTAL CLINIC**

## **Internal Services**



## 1. Physical Examination

This procedure applies to the faculty and staff of West Visayas State University.  
Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Present WVSU ID	1. Check proper Identification	None	2 minutes	Nurse Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2.Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse Medical Clinic
3.Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
4.Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed	None	3 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 2. Medical Consultation

This procedure applies to the faculty and staff of West Visayas State University. We give starter dose medicines for faculty and staff. We refer to nearby hospital if needed after evaluation.

Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Employees: WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present WVSU ID	1. Check proper Identification.	None	2 minutes	Nurse Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2 Fill out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results		5 minutes	
	2.2 Interview Clients of complaints		10 minutes	
	2.3 Take vital signs		5 minutes	
	2.4 Give simple medicines ( if needed)		5 minutes	
	2.5 Refer Client's case to the physician(if needed)		5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>37 minutes</b>	



### 3. Oral Health Examination

This procedure applies to the faculty and staff of West Visayas State University.  
Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present WVSU ID	1. Check proper Identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet		3 minutes	
2 Fills out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Permanent Dental Record		5 minutes	
3.Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist</i> Dental Clinic
4.Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	





#### 4. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.  
Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		15 minutes	
	3.1 Diagnosis and treatment		10 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>40 minutes</b>	



## 5. Dental Consultation (Oral Prophylaxis)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	WVSU CAF - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		10 minutes	
	3.1 Diagnosis and treatment		30 minutes	
	3.2 Prescribe and dispense medicines		10 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour</b>	



## 6. Dental Consultation (Dental Restoration)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2 Fill out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3 Consultation	3. Perform oral examination		10 minutes	
	3.1 Diagnosis and treatment		45 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour &amp; 20 minutes</b>	



## 7. Dental Consultation (Extraction)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up. Open at 8:00am to 5:00pm. NO NOON BREAK.

<b>Office or Division:</b>	Calinog Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dentist</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out logbook	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		5 minutes	
	3.1 Diagnosis and treatment		5 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>1 Hour</b>	



# **OFFICE OF THE STUDENT AFFAIRS**

## **External Services**



## 1. Housing and Dormitory

The dormitory service of the campus provide smooth services to its dormitory occupants. Policies are hereby outlined for Implementation to ensure order in safety among them including the proper up keep and maintenance of all dormitory facilities. Dorm Occupants must also adhere to the policies and Guidelines formulated by the University.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Lady Students only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Those who live in far places; good moral character				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes to the Dorm personally with parents or guardian	1. Guides to see the rooms and facilities of the dormitory	None	15 minutes	<i>Dormitory Manager</i> Dormitory
2. Fills out the Reservation Form and Parents Instruction Sheet	2. Advises applicant to pay to the cashier, one month advance and two months deposit once the applicant is accepted	P500.00 / month	20 minutes	<i>Cashier</i> Cashier's Office
3. Prepares for interview and signing of contract	3. Records/Files signed forms	None	10 minutes	<i>Dormitory Manager</i> Dormitory
	<b>TOTAL:</b>	<b>P500.00</b>	<b>45 minutes</b>	



## 2. Processing of Scholarship Applicants

The scholarship service is the process in applying for scholarships offered in the university be it institutional, private, and government scholarship.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate/Notice of Award				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the scholarship form downloaded from WVSU website	1. Advises applicant to pay the documentation filing fee to the cashier once the application is approved  1.1 Advises applicant for appropriate action if she/he is not qualified	None	5 minutes	<i>Administrative Aide</i> Office of the Student Affairs  <i>Cashier</i> Cashier's Office
2. Seeks signature of registrar, dean or director, advisers coaches	None	None	30 minutes	<i>Registrar, Dean/Directors</i> <i>Adviser and Coaches</i>
3. Presents certificate/notice of award to Office of Student Affairs attending officer	3. Check papers/ credentials presented	None	10 minutes	<i>Office of the Student Affairs</i> <i>attending officer</i>
4. Gives copy of approved scholarship to Office of Student Affairs, Registrar, Cashier and Dean	4. Records/files approved scholarship	None	2 minutes	<i>Office of the Student Affairs</i> <i>clerk</i>
	<b>TOTAL:</b>	<b>None</b>	<b>47 minutes</b>	



### 3. Approval of Permits of Student Non-Academic Activities

The permit of student non-academic activities applies to all students' non-academic activities (inside/outside the university) held on class days or after school hours.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form B Request for Permit to Conduct Non-Academic Activity (must have liquidated previous activities; attach waivers if after 5:00 pm., outside WVSU and outside Western Visayas; attach Budget Plan if it entails expenses; for activities within WVSU, must have approval of General Services Office, Administrative Office and Vice President for Administration and Finance to use school facilities.		Office of the Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Checks papers for previous details and signatures	None	3 minutes	<i>Student Organizations' Coordinator/Clerk</i>
2. If activity is non-academic, applicant obtains signature of Office of Student Affairs Dean and Vice President for Academic Affairs	2. Signs permit to conduct activity	None	3 minutes	<i>Dean of Student Affairs Office of the Student Affairs</i>
3. If activity is outside Western Visayas, applicant seeks approval of the University President.	3. None			<i>University President Main Campus</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	





#### 4. Accreditation of Student Organizations

Only accredited student organizations can conduct activities where students learn about responsibility, leadership, through student organizations and related activities to develop their leadership skills, talents and abilities by allowing them to manage their organizations in a framework where they are assisted and supervised by faculty advisers to ensure that their activities will promote growth and development.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Officers of Student Councils and various School Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete application letters for accreditation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete application forms with requirements	1.Checks forms and requirements; if deficient, returns papers for completion	None	15 minutes	<i>Student Organization Coordinator</i>
2. Chair/Representative seeks approval of application	2. Reviews by Accreditation Committee	None	30 minutes	<i>Accreditation Committee</i>
3. Applicant's representative follows up status/approval of application	3. Approves/ Disapproves application	None	3 minutes	<i>Dean of Student Affairs</i>
4. Applicant's representative gets approved/disapproved papers	4. Should have 1 approved copy received by the organization's representative for office file	None	2 minutes	<i>Student Organization Coordinator</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Faculty Adviser seeks designation as adviser of the organization.	5. Types and prints faculty designation	None	15 minutes	<i>Student Organization Coordinator</i>
6. Receives faculty designation	6. Issues the approved faculty designation	None	3 minutes	<i>Office Clerk</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour &amp; 8 minutes</b>	



## 5. Student Assistantship

The student assistantship is for students who intend to apply as student assistants employed by the Office of Student Affairs.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter, Request/Recommendation Letter from the Unit Heads, Student Assistant Personal Data Sheet		Office of the Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter, class schedule, ID picture	1. Receives application letter and checks STFAP bracket, class schedule and ID picture	None	5 minutes	OSA Clerk Office of the Student Affairs
2. If chosen by a particular unit/office	2. Screens applicant and recommends to the Dean of Students those who are qualified	None	10 minutes	Unit Heads
	2.1 Informs qualified applicant		5 minutes	OSA
3. Secures Order of Payment from the Office of Student Affairs	3. Advises applicant to pay to the cashier the documentation filing fee and membership fee	None	5 minutes	OSA/Cashier Office of the Student Affairs
4. Presents official receipt to the OSA and fills out Personal Data Sheet for Student Assistant	4. Advises applicant to seek signatures of immediate supervisor and division head	None	5 minutes	OSA Clerk Office of the Student Affairs
5. Submits Personal Data Sheet for approval of the Dean of Student Affairs	5. Records/files approved form	None	5 minutes	OSA Clerk Office of the Student Affairs
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 5. Student Labor (Summer)

The student labor is an employment bridging program during summer that aims to augment the financial of poor but deserving students.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Officers of Student Councils and various School Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 01a, Certificate of Employment, Birth Certificate/Baptismal, Grades last School Year Attended, School ID/Certificate of Residency, Certificate of Enrollment, 2 pcs. 1x1 ID picture		Office of the Student Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures needed documents from the OSA for those who are willing to be a recipient of Special Program for Employment of Students (SPES) Program	1. Distributes forms and list of other requirements	None	20 minutes	<i>Office of Student Affairs Clerk</i> Office of the Student Affairs
2. Secures copy of grades or transcript of records, birth/baptismal certificate, barangay certification, school ID/certificate of residency and 2 copies of 1x1 ID picture	2. Advices students to secure all requirements	None	30 minutes	<i>Office of Student Affairs Clerk</i> Office of the Student Affairs
3. Submits all the requirements to the OSA	3. Checks and answers all documents presented 3.1 Once all papers are received, OSA submits them to DOLE	None	10 minutes	<i>Office of Student Affairs Clerk</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>60 minutes</b>	



## 7. Psychological Testing (For Outside Clients)

The conduct of psychological testing for outside clients are the process in administering psychological tests to asses and promote awareness of students' mental ability needed for realistic educational and vocational goal setting and to help students build realistic picture of their selves by exploring their strengths and/or weaknesses as revealed in their personality test results.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Office of the Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting clients/agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processes request for Psychological Testing	1. Provides schedule for testing and identifies tests to be given	Based on the approved rate by the Board of Regents	30 minutes	<i>Psychometrician</i> Office of the Student Affairs
2. Reports to testing room for testing as scheduled	2. Administers the test	None	3 to 4 hours	<i>Psychometrician</i> Office of the Student Affairs
3. Requests for test results and narrative reports	3. Submits test reports after payment of testing fee by the requesting party	None	8 minutes	<i>Psychometrician</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>4 hours and 38 minutes</b>	



## 8. Psychological Testing

The conduct of psychological testing for freshmen and transferees is the process in administering psychological tests to assess and promote awareness of students' mental ability needed for realistic educational and vocational goal setting and to help students build realistic picture of their selves by exploring their strengths and/or weaknesses as revealed in their personality test results.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Office of the Student Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Freshmen Students		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
WVSU Identification Card			Registrar's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry regarding Psychological Testing schedule	1. Makes schedule for psychological testing by College	Included in tuition fee during enrolment	30 minutes	<i>Psychometrician</i> Office of the Student Affairs
2. Reports to testing room as scheduled	2. Administers the test and score IQ and Personality Tests	None	1 hour and 30 minutes	<i>Psychometrician</i> Office of the Student Affairs
3. Reports to guidance office for test interpretation	3. Interprets test results individually or by groups	None	30 minutes per student	<i>Guidance Counselors</i> <i>of different colleges</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours and 30 minutes</b>	



# **REGISTRAR'S OFFICE**

## **External Services**



## 1. Appraisal of Regular and Irregular Students

Updating and Checking of Student Academic Records.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		WVSU – Calinog Campus / Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Regular and Irregular Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student's Academic Records		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for appraisal of Student's Academic Records	1. Evaluates the student's academic records: a. Regular Student b. Irregular Student	None	30 minutes for regular student 1 hour for irregular student	<i>Registrar III/Administrative Aide IV</i> Registrar Office
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes (for regular student)</b>  <b>1 hour for irregular student</b>	





## 2. Enrolment of New Students/Transferees (Undergraduate & Graduate School Students)

This process is applies to the New Incoming First year students or New Entrants and transferees both undergraduate and graduate students.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Registrar's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)
<b>Who may avail:</b>	Incoming First Year Students and Transferees Incoming Masteral/Doctoral Students and Transferees
CHECKLIST OF REQUIREMENTS	
<b>For Undergraduate Students</b> <ol style="list-style-type: none"> <li>1. Original Copy of High School Report Card (Form 138-A)</li> <li>2. Original Copy of Transcript of Records and Original Honorable Dismissal/Certificate of Transfer Credential for Transferees.</li> <li>3. Medical &amp; Dental Certificate</li> <li>4. Original Copy of Good Moral Character</li> <li>5. Clear Photocopy of Live birth duly authenticated by Philippine Statistics Authority</li> <li>6. 1 pc folder long size</li> <li>7. 1 pc. Recent 2x2 ID Picture</li> </ol> <b>For Graduate School Students</b> <ol style="list-style-type: none"> <li>1. Original copy of Honorable Dismissal / Transfer Credential (last school attended)</li> <li>2. Clear photocopy of Transcript of Records</li> <li>3. Medical and Dental Certificate</li> <li>4. 1 long folder</li> <li>5. 1 pc. Recent 2x2 ID picture</li> <li>6. Clear photocopy of PSA live birth</li> <li>7. Clear photocopy of marriage contract (female applicants only)</li> </ol>	Respective Agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Registration Form after presenting the complete requirements for admission	1. Issues Registration Form	None	2 minutes	<i>Instructor/Admin. Aide</i> Respective Colleges
2. Fills out the Registration Form (subjects to be taken) and submits the same to the enrolling teacher for checking and verification	2. Checks and verifies the accomplished form	None	10 minutes	<i>Instructor</i> Respective Colleges
3. Proceeds to Accounting Office for Assessment of Fees	3. Assesses school fees and issues Statement of Account	None	3 minutes	<i>Accountant/Administrative Aide IV</i> Accounting Office
4. Pays the Cashier' Office	4. Processes payment if there is any and issues Official Receipt	None	3 minutes	<i>Administrative Officer I/Cashier / Administrative Aide IV</i> Cashier's Office
5. Submits Registration Form (RF) to the Registrar's Office together with the requirements for admission (kept in a folder) and Official Receipt if there is any to the Registrar's Office for stamping of "Officially Enrolled" and issuance of class cards	5. Receives Registration Form, admission requirements and Official Receipt and stamps "Officially Enrolled" in the Registration Form  5.1 Issues class cards corresponding to the number of subjects enrolled and detached Registrar's Copy	None	5 minutes	<i>Registrar III/ Administrative Aide IV</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>23 minutes</b>	



## 2. Enrolment of Old Students

This process is applies to old and continuing students both undergraduate and graduate students.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	WVSU – Calinog Campus / Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Second Year - Fourth Year Students Continuing Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Undergraduate Students</b> 1. Student Clearance (last Academic Year attended) 2. WVSU Identification Card for Validation  <b>For Graduate School Students</b> 1. Student Clearance (last Academic Year attended) 2. Degree Plan with complete grades and with adviser's initial 3. WVSU Identification Card for Validation		<b>For Undergraduate Students</b> 1. Student's Accounts/Accounting Office 2. Registrar's Office  <b>For Graduate School Students</b> 1. Student's Accounts/Accounting Office 2. Respective Colleges 3. Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Registration Form after presenting the complete requirements for admission	1. Issues Registration Form	None	2 minutes	<i>Instructor/Admin. Aide</i> Respective Colleges
2. Fills out the Registration Form (subjects to be taken) and submits the same to the enrolling teacher for checking and verification	2. Checks and verifies the accomplished form	None	6 minutes	<i>Instructor</i> Respective Colleges



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceeds to Accounting Office for Assessment of Fees	3. Assesses school fees and issues Statement of Account	None	3 minutes	<i>Accountant I/Admin. Aide IV</i> Accounting Office
4. Pays the Cashier' Office	4. Processes payment if there is any and issues Official Receipt	None	3 minutes	<i>Admin. Officer I (Cashier)/Admin. Aide IV</i> Cashier's Office
5. Submits Registration Form (RF) to the Registrar's Office together with the requirements for admission (kept in a folder) and Official Receipt if there is any to the Registrar's Office for stamping of "Officially Enrolled" and issuance of class cards	5. Receives Registration Form, admission requirements and Official Receipt and stamps "Officially Enrolled" in the Registration Form  5.1 Issues class cards corresponding to the number of subjects enrolled and detached Registrar's Copy	None	5 minutes	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>19 minutes</b>	



#### 4. Issuance of Student's Records and Other Enrollment-Related Documents

The Academic Records such as Transcripts of Record(TOR), Diploma, Certification, Transfer Credential/Honorable Dismissal & Certification/Authentication/Verification(CAV) is issued to former/current students that they were duly admitted & enrolled to a specific program offered and has earned corresponding academic units/degree as approved by the Universities Board of Regents.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Graduates, Students who stopped schooling and those who seek transfer to other Colleges and Universities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form 2. Students Clearance (College and University) 3. Official Receipt 4. Authorization letter with photocopy of student's valid ID and representative's valid ID (If thru representative)		Registrar's Office Student's Account - Accounting Office Cashier's Office Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and fills out the request form	1. Receives/reviews the request form and advices client to pay at the cashier	None	5 minutes	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
2. Pays the Cashier	2. Process payment and issues Official Receipt	*Transcript of Records – P50.00/page *Honorable Dismissal – P100.00 *Picture Scanning – P25.00/picture *Certification of Grades – P30.00 *Form 137A – P100.00 *Certification & other related documents – P25.00	3 minutes	<i>Admin. Officer I (Cashier)/Admin. Aide IV</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Returns the request form together with the O.R. to the Registrar's Office for scheduling	3. Searches data on individual folder and prepares requested form(s)	None	1.1 Transcript of Records and Form 137-A – 3 days (depending on the volume of request) 1.2 Transfer Credential/ Certifications, Copy of Grades & other related documents – within the day (depending on the volume of request)	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
4. Receives the requested documents	4. Releases the requested documents	None	2 minutes	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
	<b>TOTAL:</b>	<b>Transcript of Records – P50.00/page</b> <b>*Honorable Dismissal – P100.00</b> <b>*Picture Scanning – P25.00/picture</b> <b>*Certification of Grades – P30.00</b> <b>*Form 137A – P100.00</b> <b>*Certification &amp; other related documents – P25.00</b>	<b>3 days and 10 minutes</b>	



## 5. Application for WVSU-College Admission Test (WVSU-CAT)

This applies to the senior High School Graduate students and transferees student who wish to enroll at West Visayas State University.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Senior High School Graduates and Transferees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly accomplished Application Form</li> <li>Photocopy of Senior High School Report Card duly authenticated by the Principal / Photocopy of Transcript of Records and Transfer Credential duly authenticated by the School Registrar for Transferees</li> <li>Two (2) recent Identical 2x2 ID picture</li> </ul>		Registrar's Office School last attended  Applicant/Entering Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures WVSU-CAT application form	1. Gives application form for the College Admission Test	None	1 minute	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
2. Fills out the form and submits to the Registrar/Staff for verification and checking of requirements	2. Checks the form if properly filled up and requirements are complete	None	1 minute	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
3. Issuance of Notice of Admission	3. Issues notice of admission	None	2 minutes	<i>Registrar III/Admin. Aide IV</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# **SECURITY UNIT**

## **External Services**





## 1. Public Assistance

Any concerned citizen and visitors with transactions at the campus will be entertained and assisted by the guards on duty.

Schedule of availability of service : 24 hours, 7 days a week; NO NOON BREAK

<b>Office or Division:</b>		Calinog Campus - Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Outside callers, visitors with business transaction in the University		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For walk ins - Identification Card		Client		
PHONE IN				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry	1. Receives/verifies caller's name, address and purpose	None	2 minutes	Security Guard/ Security Office
2. Gives information	2. Transfers telephone lines to the person concerned	None	1 minute	Security Guard/ Security Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	
<b>WALK IN</b>				
1. Enters for personal business transactions	1. Check ID and records the name, address and purpose	None	4 minutes	Security Officer / Security Guard Security Office
2. Request for Assistance	2. Gives / Assists the subject where he/she can address the transaction	None	3 minute	Security Officer / Security Guard Security Office
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Issuance of Car Pass Stickers

Clients can apply car pass for ease of transaction when entering the campus.

8:00 AM – 5:00PM (Monday to Friday)

Office or Division:	Calinog Campus - Security Office			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Clients transacting business with the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Car Pass Application Form		Administrative Division		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	5 minutes	Chief Security Officer/Security Guard Security Office
2. Pays the fee at the Cashier's Office	2. Issues Official Receipt	P150.00	3 minutes	Cashier Cahiers Office
	2.1 Issues car pass sticker	None	2 minutes	Administrative Officer Administrative Office
	TOTAL:	P150.00	10 minutes	



# **SECURITY UNIT**

## **Internal Service**



## 1. Issuance of Car Pass Stickers

Faculty and Staff can apply car pass for ease of transaction when entering the campus.

8:00 AM – 5:00PM (Monday to Friday) NO NOON BREAK

<b>Office or Division:</b>	Calinog Campus - Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Business (G2B)			
<b>Who may avail:</b>	Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Car Pass Application Form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	5 minutes	<i>Chief Security Officer/ Security Guard Security Office</i>
2. Pays the fee at the Cashier's Office	2. Issues Official Receipt	P150.00	3 minutes	<i>Cashier Cashier's Office</i>
	2.1 Issues car pass sticker	None	2 minutes	<i>Administrative Officer Admin. Office</i>
	<b>TOTAL:</b>	<b>P150.00</b>	<b>10 minutes</b>	



# **WVSU HIMAMAYLAN CITY CAMPUS**





# **ACCOUNTING OFFICE**

## **External Services**



## 1. Assessment of Additional School Fees

Students who apply for subject adding/changing/dropping and specially arranges subjects (tutorial) are being assessed as to the subjects that should be credited for the current semester, and its corresponding school fees chargeable to CHED. The service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment, Adding/changing/Dropping and Tutorial Forms		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents	1. Checks Tutorial Form/Changing/Adding/Dropping Forms if properly filled-up and completely signed. 1.1 Verifies if subject is encoded in the Registration Form 1.2 Attaches Tutorial fee to subjects on special arrangements	None	3 minutes	<i>Student Account Clerk/Assessor</i> Cashier's Office
2. Signs, detach, and present forms to respective in-charge.	2. Affixes signature in the space provided and detached Accountant's Copy of Form/s	None	1 minute	<i>Student Account Clerk/Assessor</i> Cashier's Office
3. Receives Form with reassessment/assessment and proceeds to the cashier for payment	3. Returns the Registration Form with assessment and directs to pay to the cashier	None	2 minutes	<i>Student Account Clerk/Assessor</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



## 2. Releasing of Clearances for Graduating Students

This service applies only to students with unpaid accounts after Mid-Term exam and/or students who lost their clearances. Clearances of students who paid in full during enrolment or during mid-term are forwarded to their respective colleges. In case of discrepancy, Official Receipts maybe required from students. This opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Graduating/Re-entering Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D. and Official Receipts/ Request Form		Student's Account Clerk/ Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Priority Number and Fills-out request Form and presents this with School I.D.	1. Checks student's payment record in manual or electronic record, whichever applies	P20.00 (for re-issuance of clearance only)	5 minutes	<i>Students Account Clerk</i> Cashier's Office
2. Waits the confirmation of the in-charge regarding records of accounts.	2. Issues Order of Payment (OP) for students with balance and directs them to cashier for payment	None	3 minutes	<i>Students Account Clerk</i> Cashier's Office
3. Pays to the Cashier (Priority Number)	3. Receives payment of clients.	Depends on the transaction	3 minutes	<i>Cashier</i> Cashier's Office
4. Presents Official Receipt to Students Account Clerk	4. Posts payment based on Official Receipt presented	None	3 minutes	<i>Students Account Clerk</i> Cashier's Office
5. Waits as the transaction progresses.	5. Retrieves pre-printed clearance from file or issues blank clearance (for lost clearance)	None	3 minutes	<i>Students Account Clerk</i> Cashier's Office
6. Student fills out the clearance form with complete data	6. Countersigns clearance and release to student	None	2 minutes	<i>Students Account Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>P20.00 (for re-issuance of clearance only)</b>	<b>19 minutes</b>	





### 3. Releasing of Statement of Accounts/Balances

This applies to enrolled students who may inquire their assessments/balances at the Students' Account Clerk.

This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D. and Official Receipt		Student's Account Clerk/ Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Priority Number and fills-out Request Form and presents this with School I.D.	1. Checks student's payment record in manual file or in electronic record, whichever applies	P20.00 / sem.	3 minutes	<i>Students Account Clerk</i> Cashier's Office
2. Waits the confirmation of the in-charge regarding records of accounts.	2. Issues Order of Payment (OP) for students with balance and directs them to the cashier for payment	None	2 minute	<i>Students Account Clerk</i> Cashier's Office
3. Pays the Cashier	3. Processes payment and issues Official Receipt	Depends on the transaction	3 minutes	Cashier
4. Presents Official Receipt	4. Requests student to fill out the logbook	None	1 minute	<i>Students Account Clerk</i> Cashier's Office
5. Logs name, details of Official Receipt and purpose of request	5. Informs student to claim request after signature of the Accounting/Finance Head	None	1 minute	<i>Students Account Clerk</i> Cashier's Office
6. Upon claiming, student presents ID and affixes signature in the logbook	6. Issues statement to student	None	1 minute	<i>Students Account Clerk</i> Cashier's Office
<b>TOTAL:</b>		<b>P20.00 / sem.</b>	<b>11 minutes</b>	



This service applies also to students who request for their refunds. They will be accommodated one (1) month after enrolment. . This opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Priority Number and fills-out request form and presents documents submitted	1. Checks completeness of documents submitted	None	5 minutes	<i>Students Account Clerk/Assessor</i> Cashier's Office
2. Waits as the transaction progresses.	2. If documents found to be in order, informs student of the initial computation of refund	None	3 minutes	<i>Students Account Clerk</i> Cashier's Office
3. Acknowledges the computation of the refund.	3. Instructs student to claim refund after 2 weeks from the disbursement window	None	2 minutes	<i>Cashier</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



# **CASHIER'S OFFICE**

## **External Services**



## 1. Releasing of Checks/Cash (Thru Checks)

This applies to students who may request for payment for services, supplies, equipment, etc. This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Students and outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D. for Students		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the logbook and Box C (Received payment)	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Receives checks	3. Confirm the acceptance of the checks and double check signature on the payroll and /or transmittal.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>3 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Checks)

This applies to outside clients who may request for payment for services, supplies, equipment, etc.

This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D. for other claimants (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Philhealth, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the logbook and Box C (Received payment)	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Receives checks	3. Confirm the acceptance of the checks and double check signature on the payroll and /or transmittal.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>3 minutes</b>	



### 3. Releasing of Checks/Cash (Thru Cash)

This applies to students who may request for payment for services, supplies, equipment, etc.  
This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>		Himamaylan Campus - Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D.		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the payroll. Counts money before releasing	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Receives money	2. Confirm the acceptance of the money and double check signature on the payroll and /or transmittal.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



#### 4. Releasing of Checks/Cash (Thru Cash)

This applies to outside clients who may request for payment for services, supplies, equipment, etc.  
This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D. for other claimants (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Philhealth, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the payroll. Counts money before releasing	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Receives money	2. Confirm the acceptance of the money and double check signature on the payroll and /or transmittal.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	





## 5. Collection of School Fees and Other Income (Students)

This applies to students who might be charged in the future with the services, forms, etc. This can make clarificatory inquiries as the case maybe. This opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Application Form (for CAT and Aptitude Test)		Students' Account Clerk/Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the College or Office Concerned (Registrars' Office, Admin. Office, BAC, etc.) to secure Order of Payment or Application Forms and make clarificatory inquiries	1. Provides the client with Order of Payment or Application Forms and instruct them to proceed to the Cashier's Office for Payment.	None	5 minutes	<i>College Clerk or Staff of Office Concerned</i> Respective Colleges/Units
2. Secures priority number from the Admin. Building Security Personnel and present duly accomplished Order of Payment/Test Application Form	2. Receives from the students either <ul style="list-style-type: none"> <li>• Order of Payment</li> <li>• Test Application Form</li> </ul> 2.1 Checks and verify correctness of the Order of Payment / Test Application Form	None	1 minute	<i>Collecting Officer/Clerk</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pays amount indicated in the Order of Payment/Application Form and receives change (if necessary).	3. Inform students of total amount due. Collect amount due and count payment received. Gives change (if necessary).	None	1 minute	<i>Collecting Officer/Clerk</i> Cashier's Office
4. Receives OR and Application Form	4. Encodes in the Excel file the following: name of payor income account responsibility center and amount collected 4.1 Prints Official Receipt in 3 copies and issues Original Copy of Official Receipt (OR) to client.	None	3 minutes	<i>Collecting Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 6. Collection of School Fees and Other Income (Outside Clients)

This applies outside clients who might be charged in the future with the services, forms, etc. This clients can make clarificatory inquiries as the case maybe. This opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Application Form (for CAT and Aptitude Test)		Students' Account Clerk/Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the College or Office Concerned (Registrars' Office, Admin. Office, BAC, etc.) to secure Order of Payment or Application Forms and make clarificatory inquiries	1. Provides the client with Order of Payment or Application Forms and instruct them to proceed to the Cashier's Office for Payment.	None	5 minutes	<i>College Clerk or Staff of Office Concerned</i>
2. Secures priority number from the Admin. Building Security Personnel and present duly accomplished Order of Payment/Test Application Form	2. Receives from the client either <ul style="list-style-type: none"> <li>• Order of Payment</li> <li>• Test Application Form</li> </ul> 2.1 Checks and verify correctness of the Order of Payment / Test Application Form	None	1 minute	<i>Collecting Officer/Clerk Cashier's Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pays amount indicated in the Order of Payment/Application Form and receives change (if necessary).	3. Inform client of total amount due. Collect amount due and count payment received. Gives change (if necessary).	None	1 minute	<i>Collecting Officer/Clerk Cashier's Office</i>
4. Receives OR and Application Form	4. Encodes in the Excel file the following: name of payor income account responsibility center and amount collected 4.1 Prints Official Receipt in 3 copies and issues Original Copy of Official Receipt (OR) to client.	None	3 minutes	<i>Collecting Officer/Clerk Cashier's Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 7. Disbursement of Approved Claims Thru Checks (Students)

This applies to students of their approved claims through checks. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card/Library Card		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement voucher with supporting documents.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting and Prepare Checks and have them signed by authorized signatories.	None	2 days	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Waits as the transaction progresses.	2. Inform Students to indicated in DV of availability of claims thru Checks.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires clients to sign in the logbook and Box E (Received payment)	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4 Issues Official Receipt (for suppliers, Remittances and Billings)	4. Receives Official Receipt and release checks (Original), BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
5 Receives checks, BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	5. Retains Copies 2-3 of check, Copies 1, 2 & 4 of DV, originals of supporting documents for preparation of RCI.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 6 minutes</b>	



## 8. Disbursement of Approved Claims Thru Checks (Outside Clients)

This applies to outside clients of their approved claims through checks. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid I.D. for other clients (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Philhealth, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Disbursement voucher with supporting documents.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting and Prepare Checks and have them signed by authorized signatories.	None	2 days	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Waits as the transaction progresses.	2. Inform Outside Clients indicated in DV of availability of claims thru Checks.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires clients to sign in the logbook and Box E (Received payment)	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Issues Official Receipt (for suppliers, Remittances and Billings)	4. Receives Official Receipt and release checks (Original), BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
5. Receives checks, BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	5. Retains Copies 2-3 of check, Copies 1, 2 & 4 of DV, originals of supporting documents for preparation of RCI.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 6 minutes</b>	





## 9. Disbursement of Approved Claims Thru Cash (Students)

This applies to students of their approved claims through cash. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card/Library Card for Students		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Disbursement voucher with supporting documents.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting 1.1 Prepare Checks and have them signed by authorized signatories 1.2 Prepare Proof list and diskettes and have them signed by authorized signatories 1.3 Deposits the check to the University's bank payroll account, and submits the diskette & Proof list	None	2 days	<i>Disbursing Officer/Clerk</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Waits as the transaction progresses.	2. Inform Students indicated in DV of availability of claims thru cash.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires client to signs in the payroll.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
4. Receives money	4. Counts money before releasing to client.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 5 minutes</b>	



## 10. Disbursement of Approved Claims Thru Cash (Outside Clients)

This applies to outside clients of their approved claims through cash. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid I.D. for other clients (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Philhealth, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Disbursement voucher with supporting documents.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting 1.1 Prepare Checks and have them signed by authorized signatories 1.2 Prepare Proof list and diskettes and have them signed by authorized signatories 1.3 Deposits the check to the University's bank payroll account, and submits the diskette & Proof list	None	2 days	<i>Disbursing Officer/Clerk</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Waits as the transaction progresses.	2. Inform outside clients indicated in DV of availability of claims thru cash.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires client to signs in the payroll.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
4. Receives money	4. Counts money before releasing to client.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 5 minutes</b>	



# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Releasing of Checks/Cash (Thru Checks)

This applies to faculty and staff who may request for payment for services, supplies, equipment, etc.  
This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D. for other claimants		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the logbook and Box C (Received payment)	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Receives checks	3. Confirm the acceptance of the checks and double check signature on the payroll and /or transmittal.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>3 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

This applies to faculty and staff who may request for payment for services, supplies, equipment, etc.

This service opens from 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D. for other claimants		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the payroll. Counts money before releasing	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Receives money	2. Confirm the acceptance of the money and double check signature on the payroll and /or transmittal.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>2 minutes</b>	



### 3. Disbursement of Approved Claims Thru Checks

This applies to faculty and staff of their approved claims through checks. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid I.D. for other claimants		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Disbursement voucher with supporting documents.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting and Prepare Checks and have them signed by authorized signatories.	None	2 days	<i>Disbursing Officer/Clerk</i> Cashier's Office
2. Waits as the transaction progresses.	2. Inform Faculty, Staff, indicated in DV of availability of claims thru Checks.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires clients to sign in the logbook and Box E (Received payment)	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Issues Official Receipt (for suppliers, Remittances and Billings)	4. Receives Official Receipt and release checks (Original), BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
5. Receives checks, BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	5. Retains Copies 2-3 of check, Copies 1, 2 & 4 of DV, originals of supporting documents for preparation of RCI.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 6 minutes</b>	



#### 4. Disbursement of Approved Claims Thru Cash

This applies to faculty and staff of their approved claims through cash. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid I.D. for other claimants		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement voucher with supporting documents.	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting 1.1 Prepare Checks and have them signed by authorized signatories 1.2 Prepare Proof list and diskettes and have them signed by authorized signatories 1.3 Deposits the check to the University's bank payroll account, and submits the diskette & Proof list	None	2 days	<i>Disbursing Officer/Clerk</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Waits as the transaction progresses.	2. Inform Faculty, Staff indicated in DV of availability of claims thru cash.	None	1 minute	<i>Disbursing Officer/Clerk</i> Cashier's Office
3. Presents WVSU I.D.	3. Requires client to signs in the payroll.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
4.Receives money	4. Counts money before releasing to client.	None	2 minutes	<i>Disbursing Officer/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 5 minutes</b>	



## **DEAN OF INSTRUCTION OFFICE**

### **External Services**



## 1. Approval of Permits for Academic Activities

Approval of Permit for Academic Activities is required prior to the conduct of academic activities such as field trip, educational trip, educational tour, culminating activities, and other academic related activities within or outside the university  
8:00 am – 5:00 pm; Monday to Friday; 2 weeks before the activity  
NO NOON BREAK

<b>Office or Division:</b>	Himamaylan Campus - Dean of Instruction Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Request for Permit “A” to Conduct Academic Activity;</b> <b>Attach the following documents:</b> Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 8PM/on weekends/on Holidays), and outside WVSU.  For field trip or educational tour: CMO 63 (Guidelines on Local Off Campus Activities) to be accomplished.  For activities within WVSU: The activity must have approval of GSO Supervisor and Chief Administrative Officer.		DIQA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Check papers for previous details and signatures	None	5 minutes - educational field trips/tours 3 minutes – activities within WVSU	<i>Class representative/faculty in-charge and Administrative Assistant</i> DIQA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Obtains signature of the Director of Instruction  If activity is outside Western Visayas, applicant seeks approval of the University President	2. Signs permits to conduct activity	None	3 minutes	<i>DIQA and VPAA</i> <i>University President</i> DIQA/VPAA Office/OP
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	



## 2. Approval of Request for Tutorial (Special Arrangement Courses)

Approval of Request for Tutorial (Special Arrangement Courses) is required before the students can enroll subjects on special arrangement during enrolment time.

8:00 am – 5:00 pm; Monday to Saturday during enrolment time

NO NOON BREAK

<b>Office or Division:</b>	Himamaylan Campus - Dean of Instruction Office			
<b>Classification:</b>	simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students (Undergraduate and Graduate)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Tutorial Form; Attach adding Form if the Course was not yet enrolled		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents duly accomplished request	1. Checks the request for previous details and signatures	None	2 minutes	<i>Administrative Assistant</i> DI Office
2. Obtains signature of Director of Instruction and Quality Assurance	2. Signs Request	None	2 minutes	<i>Administrative Assistant</i> DI Office
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# **MEDICAL CLINIC**

## **External Services**





## 1. Consultation (Medical)

This medical services are given to students who may require starter dose of medicine for basic and common diseases, illness, and others. Diseases or illnesses which requires thorough diagnoses are referred to nearby hospitals for accurate treatment. This service is located at Medical Clinic of the school which opens from Monday to Friday at 8:00am to 5:00pm with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card: For Faculty and staff Vaccination Card		HRMO Card issued by the City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for medical consultation Presents WVSU ID	1. Receives client's data 1.1 Locates medical record	None	5 minutes	<i>Nurse</i> Education Building
2. Submits to initial history taking and physical examination	2. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight/height) 2.1 Asks chief complaint	None	10 minutes	<i>Nurse</i> Education Building
3. Undergoes consultation assessment prior to referral to City Health Office	3. Takes medical history, examines patient and issues prescriptions and laboratory/X-ray requests when needed	None	15 minutes	<i>Nurse</i> Education Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives medical, prescription, laboratory/X-ray requests	4. Check results and refer to City Health Office for further management and treatment. 4.1 Schedules follow-up visit to check for Physicians order and recommendation. 4.2 Issues medical certificate from the City Health Office if necessary.	None	5 minutes	Nurse Education Building
5. Receives prescribed medicines if available and signs in logbook	5. Provides medications if available and instructs patients in to sign in logbook	None	3 minutes	Nurse Education Building
6. Documentation of patients chart.	6. Recording of patients charts and returning them in the proper place	None	3 minutes	Nurse Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>41 minutes</b>	



## 2. Treatment of Minor Injuries/Wounds (Medical)

This is being offered to patients who may require dressing, treatment, first aid and emergency medicine. This is being conducted by a well-trained nurse and first aiders. Acute cases are referred to our City Health Officer or nearby hospital. This medical service is open from 8:00am – 5:00pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>		Himamaylan Campus - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card: For Faculty and staff Vaccination card		HRMO Card issued by the City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for treatment Presents WVSU ID	1. Locates medical record and asks for chief complaint	None	5 minutes	<i>Nurse</i> Education Building
2. Seeks consultation	2. Takes medical history and performs physical examination and gives treatment (e.g. dressing) to minor injuries/wounds	None	20 minutes	<i>Nurse</i> Education Building
3. Receives medical advice and prescription from the City Health Physician	3. Instructs patient to go to City Health Office for injections/ surgical procedure if necessary 3.1 Schedules follow-up visit when necessary	None	3 minutes	<i>Nurse</i> Education Building
4. Receives prescribed medicine if available and signs in logbook	4. Provides medications if available and instructs patient to sign in logbook	None	3 minutes	<i>Nurse</i> Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>31 minutes</b>	



### 3. Annual Physical Examination (Medical)

This service is provided to students who are required for an annual physical examinations.  
This medical services open at 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty and Staff: WVSU Identification Card Vaccination Card		HRMO Card issued by the City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains laboratory/X-ray request form	1. Clinic provides laboratory/X-ray request form	None	2 weeks before the Physical Exam	Nurse Education Building
2. Fills out information/data sheet  a. Submits CBC, Urinalysis, Fecalalysis, Chest X-ray results	2. Prepares medical records  2.1 Attaches laboratory/X-ray results to records  2.2 Locates medical record	None	10 minutes	Nurse Education Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undergoes physical examination	3. Takes vital signs, temperature, blood pressure, heart rate, respiratory rate, height/weight, Snellen's	None	15 minutes	Nurse Education Building
	3.1 Obtains pertinent medical history and performs physical examination and refer to the City Health Office for further management and treatment.		15 minutes	
	3.2 Follow up results of Physician recommendations.			
	3.3 Issues medical certificate provided by the City Health Office.		10 minutes	
4. Receives medical certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up visit if needed and refer to City Health Office for further management and treatment.	None	3 minutes	Nurse Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>53 minutes</b>	



# **MEDICAL CLINIC**

## **Internal Services**



## 1. Consultation (Medical)

This medical services are given to WVSU Employees who may require starter dose of medicine for basic and common diseases, illness, and others. Diseases or illnesses which requires thorough diagnoses are referred to nearby hospitals for accurate treatment. This service is located at Medical Clinic of the school which opens from Monday to Friday at 8:00am to 5:00pm with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card : For Faculty and staff Vaccination Card		HRMO Card issued by the City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for medical consultation Presents WVSU ID	1. Receives client's data 1.1 Locates medical record	None	5 minutes	<i>Nurse</i> Education Building
2. Submits to initial history taking and physical examination	2. Takes vital signs (temperature, blood pressure, heart rate, respiratory rate, weight/height) 2.1 Asks chief complaint	None	10 minutes	<i>Nurse</i> Education Building
3. Undergoes consultation assessment prior to referral to City Health Office	3. Takes medical history, examines patient and issues prescriptions and laboratory/X-ray requests when needed	None	15 minutes	<i>Nurse</i> Education Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives medical, prescription, laboratory/X-ray requests	4. Check results and refer to City Health Office for further management and treatment. 4.1 Schedules follow-up visit to check for Physicians order and recommendation. 4.2 Issues medical certificate from the City Health Office if necessary.	None	5 minutes	Nurse Education Building
5. Receives prescribed medicines if available and signs in logbook	5. Provides medications if available and instructs patients in to sign in logbook	None	3 minutes	Nurse Education Building
6. Documentation of patients chart.	6. Recording of patients charts and returning them in the proper place	None	3 minutes	Nurse Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>41 minutes</b>	





## 2. Treatment of Minor Injuries/Wounds (Medical)

This is being offered to patients who may require dressing, treatment, first aid and emergency medicine. This is being conducted by a well-trained nurse and first aiders. Acute cases are referred to our City Health Officer or nearby hospital. This medical service is open from 8:00am – 5:00pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>		Himamaylan Campus - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card : For Faculty and staff Vaccination Card		HRMO Card issued by the City Health Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for treatment Presents WVSU ID	1. Locates medical record and asks for chief complaint	None	5 minutes	<i>Nurse</i> Education Building
2. Seeks consultation	2. Takes medical history and performs physical examination and gives treatment (e.g. dressing) to minor injuries/wounds	None	20 minutes	<i>Nurse</i> Education Building
3. Receives medical advice and prescription from the City Health Physician	3. Instructs patient to go to City Health Office for injections/ surgical procedure if necessary 3.1 Schedules follow-up visit when necessary	None	3 minutes	<i>Nurse</i> Education Building
4. Receives prescribed medicine if available and signs in logbook	4. Provides medications if available and instructs patient to sign in logbook	None	3 minutes	<i>Nurse</i> Education Building
<b>TOTAL:</b>		<b>None</b>	<b>31 minutes</b>	



### 3. Annual Physical Examination (Medical)

This service is provided to faculty, staff and students who are required for an annual physical examinations. This medical services open at 8:00 am – 5:00 pm; Monday to Friday with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty and Staff: WVSU Identification Card Vaccination Card		HRMO Card issued by the City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Obtains laboratory/X-ray request form	1. Clinic provides laboratory/X-ray request form	None	2 weeks before the Physical Exam	Nurse Education Building
2. Fills out information/data sheet  b. Submits CBC, Urinalysis, Fecalysis, Chest X-ray results	2. Prepares medical records  2.1 Attaches laboratory/X-ray results to records  2.2 Locates medical record	None	10 minutes	Nurse Education Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undergoes physical examination	3. Takes vital signs, temperature, blood pressure, heart rate, respiratory rate, height/weight, Snellen's	None	15 minutes	Nurse Education Building
	3.1 Obtains pertinent medical history and performs physical examination and refer to the City Health Office for further management and treatment.		15 minutes	
	3.2 Follow up results of Physician recommendations.		10 minutes	
	3.3 Issues medical certificate provided by the City Health Office.			
4. Receives medical certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up visit if needed and refer to City Health Office for further management and treatment.	None	3 minutes	Nurse Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>53 minutes</b>	



# **OFFICE OF STUDENT AFFAIRS**

## **External Services**



## 1. Processing of Scholarship Applicants

This office deals with guiding students with different scholarships i.e. CHED/Scholarship Benefactors and others scholarships which can be of help to students. This service is open from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Office of Student's Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate/Notice of Award		CHED/Scholarship Benefactors Office of Student's Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the scholarship form downloaded from WVSU website or secure from the Office of Student's Affairs	1. Advises applicant to pay the documentation filing fee to the cashier once the application is approved  1.1 Advises applicant for appropriate action if she/he is not qualified	P25.00 /sem.	5 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>  <i>Cashier Cashier's Office</i>
2. Seeks signature of registrar, dean or director, advisers coaches	2. Signs application forms	None	30 minutes	<i>Registrar, Dean/Directors Adviser and Coaches</i>
3. Presents certificate/notice of award to Office of Student Affairs attending officer	3. Checks papers/ credentials presented	None	10 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
4. Gives copy of approved scholarship to Office of Student Affairs, Registrar, Cashier and Dean	4. Records/files approved scholarship	None	2 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
<b>TOTAL:</b>		<b>P25.00 /sem.</b>	<b>47 minutes</b>	



## 2. Approval of Permits of Student Non-Academic Activities

This service is provided to students and students' organization who may avail of permits for their non-academic activities.

This service is open from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form B Request for Permit to Conduct Non-Academic Activity (must have liquidated previous activities; attach waivers if after 5:00 pm., outside WVSU and outside Western Visayas; attach Budget Plan if it entails expenses; for activities within WVSU, must have approval of General Services Office and Administrative Officer to use school facilities.		Office of Student's Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Checks papers for previous details and signatures	None	3 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
2. If activity is non-academic, applicant obtains signature of Office of Student Affairs Dean  *If activity is outside Western Visayas, applicant seeks approval of the University President.	2. Signs permit to conduct activity	None	3 minutes	<i>Dean of Student Affairs Education Building  University President President's Office (Main Campus)</i>
	<b>TOTAL:</b>	<b>P25.00 /sem.</b>	<b>6 minutes</b>	



### 3. Accreditation of Student Organizations

This office deals with approving students' organization that may exist and accredited on the basis of existing schools rules, regulations, and policies. This service is open from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Officers of Student Councils and various School Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete application letters/forms for accreditation		Office of Student's Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete application forms with requirements	1. Checks forms and requirements; if deficient, returns papers for completion	None	15 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
2. Chair/Representative seeks approval of application	2. Reviews by Accreditation Committee	None	30 minutes	<i>Accreditation Committee</i>
3. Applicant's representative follows up status/approval of application	3. Approves/ Disapproves application	None	3 minutes	<i>Dean of Student Affairs Education Building</i>
4. Applicant's representative gets approved/disapproved papers	4. Should have 1 approved copy received by the organization's representative for office file	None	2 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Faculty Adviser seeks designation as adviser of the organization.	5. Types and prints faculty designation	None	15 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
6. Receives faculty designation	6. Issues the approved faculty designation	None	3 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 8 minutes</b>	





## 4. Student Assistantship

This office takes charge of assigning students assistants to different offices which may need additional manpower.  
This office opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Office of Student's Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter, Request/Recommendation Letter from the Unit Heads, Student Assistant Personal Data Sheet		Students/Unit Heads		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application letter, class schedule, ID picture	1. Receives application letter, class schedule and ID picture	None	5 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
2. If chosen by a particular unit/office recommends the applicant for screening	2. Screens applicant and recommends to the Dean of Students those who are qualified	None	10 minutes	<i>Unit Heads OSA Education Building</i>
	2.1 Informs qualified applicant		5 minutes	
3. Fills out Personal Data Sheet for Student Assistant	3. Advises applicant to seek signatures of immediate supervisor and division head	None	5 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
4. Submits Personal Data Sheet for approval of the Dean of Student Affairs	4. Records/files approved form	None	5 minutes	<i>Office of the Student Affairs attending officer/Clerk Education Building</i>
<b>TOTAL:</b>		None	30 minutes	



# **REGISTRAR'S OFFICE**

## **External Services**



## 1. Application for WVSU-College Admission Test (WVSU-CAT)

This covers the admission of incoming first year and transfer students. The College Admission Test of West Visayas State University is designed to measure students' capacity for academic success in the University. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	High School Graduates and Transferee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>• Duly accomplished Application Form</li> <li>• Photocopy of High School Report Card duly authenticated by the Principal / Photocopy of Transcript of Records for Transferees</li> <li>• Two (2) recent Identical 2x2 ID picture</li> </ul>		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures WVSU-CAT application form	1. Gives application form for the College Admission Test	None	1 minute	<i>Registrar/Staff Admin. Building</i>
2. Fills out the form and submits to the Registrar/Staff for verification and checking of requirements	2. Checks the form and requirements submitted and instructs student to pay in the Cashier's Office	None	1 minute	<i>Registrar/Staff Admin. Building</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Returns the accomplished application form to the Registrar's Office for issuance of Notice of Admission	3. Receives the accomplished form and issues notice of admission	None	2 minutes	<i>Registrar/Staff Admin. Building</i>
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



## 2. Appraisal of Regular and Irregular Students

This covers all qualified irregular students enrolling in the University. Irregular student refers to one who is registered for formal credits but who does not carry the subjects for a full load called for in a given semester by the curriculum for which he / she is registered. This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>		Himamaylan Campus - Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Regular and Irregular Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student's Academic Records		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for appraisal of Student's Academic Records	1. Evaluates the student's academic records	None	30 minutes for regular student 1 hour for irregular student	<i>Adviser/Registrar/Staff Admin. Building</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 30 minutes</b>	



### 3. Issuance of Student's Records and Other Enrollment-Related Documents

This covers all students, alumni, and duly authorized representative requesting for academic records and other related documents such as Transcript of Records (TOR), Diploma, Honorable Dismissal, Certifications, Authentication of documents, and Certification, Authentication, Verification (CAV).

Transcript of Records refers to an official copy of student's academic records.

Diploma refers to a document bearing record of graduation from a degree conferred by West Visayas State University.

Honorable Dismissal refers to a form issued to students who seek for transfer to other schools / universities..

This service opens from 8:00 am – 5:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Graduate Students who stopped schooling and those who seek transfer to other Colleges and Universities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Students Clearance (College and University)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and fills out the request form	1. Receives/reviews the request form and advises client to pay at the cashier	None	5 minutes	Registrar/Staff Admin. Building



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the Cashier	2. Processes payment and issues Official Receipt	*Transcript of Records – P50.00/page *Honorable Dismissal – P50.00 *Picture Scanning – P25.00/picture *Certification of Grades & Form 137A – P50.00 *Certification & other related documents – P30.00	3 minutes	Cashier Cashier's Office
3. Returns the request form together with the O.R. to the Registrar's Office for scheduling	3. Searches data on individual folder and prepares requested form(s)	None	1 day	Registrar/Staff Registrar's Office
4. Receives the requested documents	4. Releases the requested documents	None	2 minutes	Registrar/Staff Registrar's Office
	<b>TOTAL:</b>	*Transcript of Records – P50.00/page *Honorable Dismissal – P50.00 *Picture Scanning – P25.00/picture *Certification of Grades & Form 137A – P50.00 *Certification & other related documents – P30.00	<b>1 day and 10 minutes</b>	



# **SECURITY OFFICE**

## **External Service**





## 1. Public Assistance

Any concerned citizen and visitors with transactions at the campus will be entertained and assisted by the guards on duty. 24 hours a day; 7 days a week. NO NOON BREAK

<b>Office or Division:</b>	Himamaylan Campus - Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Visitors with business transaction in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID		Handed by Walk-In Visitors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry	1. Receives/verifies caller's name, address and purpose	None	2 minutes	<i>Security Guard, Administrative Building</i>
2. Gives information	2. Transfers telephone lines to the person concerned	None	1 minute	<i>Security Guard, Administrative Building</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



## **EXTENSION OFFICE**

### **External Services**



## 1. Conduct of Training / Extension Activity (Students)

This is offered by the extension service of the school to the deserving community who may avail training/activity for their development. This service opens from 8:00 am – 5:00 pm; Monday to Friday or weekends (as scheduled or as requested).

<b>Office or Division:</b>	Himamaylan Campus - Extension Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-Citizen (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, Training/Activity Design		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1. Receives and assesses request 1.1 Prepares training or activity design	None	30 minutes 2 days	<i>Extension Coordinator/Clerk</i> Extension Office
2. Gets signatures needed for approval of training/activity design and submits training/activity design	2. Gets approval of the University President of the training/activity design	None	30 minutes	<i>Extension Coordinator/Clerk</i> Extension Office
3. Prepares for the conduct of training/activity	3. Requests supplies and materials 1.1 Prepares training kit, handouts, materials and designations of resource persons	None	10 days	<i>Extension Coordinator/Clerk</i> Extension Office
4. Attends training/activity	4. Conducts training/extension activity	None	Based on the training design	<i>Extension Coordinator/Clerk</i> Extension Office
<b>TOTAL:</b>		<b>None</b>	<b>12 days and 1 hour</b>	



## 2. Conduct of Training / Extension Activity (Outside Clients)

This is offered by the extension service of the school to the deserving community who may avail training/activity for their development. This service opens from 8:00 am – 5:00 pm; Monday to Friday or weekends (as scheduled or as requested).

<b>Office or Division:</b>	Himamaylan Campus - Extension Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-Government (G2G), Government-Citizen (G2C)			
<b>Who may avail:</b>	Outside Clients (farmers, community residents, Local Government Units, Government Organizations, Non-Government Organizations and Private Organizations)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, Training/Activity Design, Memorandum of Agreement (MOA)		Extension Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1. Receives and assesses request 1.1 Prepares training or activity design	None	30 minutes  2 days	<i>Extension Coordinator/Clerk</i> Extension Office
2. Gets signatures needed for approval of training/activity design and submits training/activity design	2. Gets approval of the University President of the training/activity design	None	30 minutes	<i>Extension Coordinator/Clerk</i> Extension Office
3. Prepares for the conduct of training/activity	3. Requests supplies and materials 3.1 Prepares training kit, handouts, materials and designations of resource persons	None	10 days	<i>Extension Coordinator/Clerk</i> Extension Office
4. Attends training/activity	4. Conducts training/extension activity	None	Based on the training design	<i>Extension Coordinator/Clerk</i> Extension Office
<b>TOTAL:</b>		<b>None</b>	<b>12 days and 1 hour</b>	



# **LIBRARY**

## **External Services**



## 1. Issuance of Library Card (For Freshmen and New Students)

This is offered by the library to students who will avail of library cards for easy access to learning resources. This service is open from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts, 2 pcs. 1x1 identical pictures		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Gives student's record form	None	1 minute	<i>Librarian / In-charge / Student Assistant</i> Education Building
2. Fills up and submits the student's record form	2. Verifies and checks the Student's Record Form	None	5 minutes	<i>Librarian / In-charge / Student Assistant</i> Education Building
3. Waits as the transaction progresses.	3. Typewrites, validates, and issues student's library card	None	3 minutes	<i>Librarian / In-charge / Student Assistant</i> Education Building
4. Signs the logbook	4. Releases the library card	None	1 minute	<i>Librarian / In-charge / Student Assistant</i> Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 2. Re-Issuance of Library Cards

This is also offered by the library in cases of lost library cards as replacement of the first card. This service opens from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>		Himamaylan Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Affidavit of Loss, 1 pc. 1x1 picture, receipt of payment for replacement of library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1. Typewrites and validates the student's library card	P50.00	3 minutes	<i>Librarian/ Section In-Charge/ Student Assistant Education Building</i>
2. Signs in the logbook	2. Issues library card	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Education Building</i>
	<b>TOTAL:</b>	<b>P50.00</b>	<b>4 minutes</b>	



### 3. Checking Out of Books

This service is also provided by the library to students who may borrow books for home used.  
This service opens from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>		Himamaylan Campus - Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book to be checked out together with his/her/ library card	1. Checks the library card of the student and the card of the book	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant</i> Education Building
2. Signs the logbook card	2. Writes the date/time/due/s on the book	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant</i> Education Building
3. Waits as the transaction progresses	3. Inputs data in In-House Library system and Issues	None	3 minutes	<i>Librarian/ Section In-Charge/ Student Assistant</i> Education Building
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	





## 4. Checking-In of Books

This service is also provided by the library to students who will return borrowed books.  
This service opens from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Books borrowed		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed book/s	1. Retrieves the book card and library card of the student, checks if the data in the card corresponds to the book	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant</i> Education Building
2. Waits as the transaction progresses	2. (If the book is overdue) collects the overdue fines computed by the system	P5.00/ day for general circulation books; P5.00/hour for reserve books	2 minutes	<i>Librarian/ In-Charge</i> Education Building
3. Pays overdue fines and signs in the logbook of fines	3. Receives payment and returns the library card of the student	As computed	1 minute	<i>Librarian/ In-Charge</i> Education Building
	<b>TOTAL:</b>	<b>P5.00</b>	<b>4 minutes</b>	



## 5. Checking-Out Materials for Photocopying

This service is also provided by the library to students who will request/borrow materials/books for photocopying.  
This service opens from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the materials to be photocopied together with the library card	1. Checks the materials/books to be photocopied	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant</i> Education Building
2. Fills-out the photocopying slip and signs the book card	2. Approves the slips and issues the book card	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant</i> Education Building
3. Returns the borrowed material	3. Checks the book against the photocopying slip, checks in the system and retrieves the book card and the library card, returns the library card to the student and insert the book card in the book	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant</i> Education Building
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 6. Reference Assistance

This service is provided by the library to students for easy and convenient access to references and available resources.  
This service opens from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Librarian/ In-charge of the section and presents query	1. Conducts reference review	None	5 minutes	<i>Librarian/ Section In-Charge</i> Education Building
2. Waits for the feedback/answer of the in-charge	2. Directs student to available resources for directional type of query or by checking at the In-House Library system	None	2 minutes	<i>Librarian/ Section In-Charge</i> Education Building
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	



## 7. Signing of Clearance

This service is provided by the library to students for the signing of their clearances at the end of every semester. This service is open from 7:00 am – 6:00 pm; Monday to Friday, with NO NOON BREAK.

<b>Office or Division:</b>	Himamaylan Campus - Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Student's I.D.		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her clearance together with the library card (for students with library card)	1. Checks the database for any unreturned book/ accountability in the library	None	2 minutes	<i>Librarian/Section In-charge/ Student Assistant Education Building</i>
2. Returns unreturned book and/or pays his/her dues. (If the due is less than P100.00, student pays directly to the Librarian/Section In-charge. If it is P100.00 and above, an order or payment is issued and he/she pays at the cashier's office)	2. Collects payment/ 2.1 Issues order of payment	None	2 minutes	<i>Librarian/Section In-charge/ Student Assistant Education Building</i>
3. Signs in the logbook of fines/ or presents his/her receipts of payment	3. Stamps the student's clearance with the University Librarian's facsimile and have the Librarian/Section In-charge affix her initials	None	1 minute	<i>Librarian/Section In-charge/ Student Assistant Education Building</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



# **RESEARCH OFFICE**

## **Internal Services**



## 1. Technical Review/Research In-House Review

This service provides assistance in evaluation and approval of research proposals for implementation.

8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK

Weekends or Holidays (as needed)

<b>Office or Division:</b>	Himamaylan Campus - Research Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Proposals		Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits detailed research proposal	1. Prepares and facilitates approval of request and activity design	None	3 days	<i>Research Coordinator</i> Research Office
	1.1 Prepares invitations and checks the availability of Technical Reviewers/ Evaluators	None	1 day	<i>Research Coordinator</i> Research Office
2. Presents research proposal	2. Conducts Technical Review/ Research In-House Review	None	2 days	<i>Research Coordinator Technical Review Committee, Evaluators</i> Research Office
	2.1 Summarizes the comments/ suggestions of Technical Reviewers/ Evaluators	None	1 day	<i>Research Coordinator</i> Research Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Distributes the comments/suggestions to researchers	None	1 day	<i>Research Coordinator</i> Research Office
3. Receives and revises research proposal	3. Examines and receives revised research proposal for BOR Approval	None	5 days	<i>Research Coordinator</i> Research Office
	<b>TOTAL:</b>	<b>None</b>	<b>13 days</b>	



## 2. Research Capability Building Activities

This service provides assistance in facilitating the approval of request to conduct training or training designs. Moreover, assistance during the conduct and evaluation of training is provided 8:00 am – 5:00 pm (Monday to Friday); NO NOON BREAK Weekends (as scheduled or as requested)

<b>Office or Division:</b>	Himamaylan Campus - Research Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, training design		Colleges/Departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of request to the President/Campus Administrator through channels	1. Facilitates the request, prepares training design	None	3 days	<i>Research Coordinator Research Office</i>
2. Submits the list of participants	2. Receives the list of participants 2.1 Prepares programs, certificates, training kits and transportation services	None	3 days	<i>Research Coordinator Research Office</i>
3. Attends and participates in the workshop	3. Conducts training-workshop, facilitates the needs of participants and speakers	None	3 days	<i>Research Coordinator, Director, Vice President for Research, Extension and Training Research Office URDC</i>
	3.1 Documents and prepares the proceedings of the workshop 3.2 Evaluates the results of the training		5 days  1 day	
	<b>TOTAL:</b>	<b>None</b>	<b>15 days</b>	





# JANIUAY CAMPUS





# **ACCOUNTING OFFICE**

## **External Services**



## 1. Assessment of Additional School Fees

Calculation and reassessment of fees for the subjects added, changed, dropped and assessment of additional fees for specially arranged or tutorial subjects.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

8:30 am – 4:30 pm; (Saturdays-Enrolment Period)

<b>Office or Division:</b>	Janiuay Campus - Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students who apply for subject adding/changing/dropping and specially arranges subjects (tutorial)			
	Note: The assessed fees of all regular students with regular loads are automatically computed. While the irregular students, loads are computed based on their subject loads.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form w/Assessment, Adding/changing/Dropping and Tutorial Forms		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Registration Form w/ Assessment of Fees	1. Checks Tutorial Form/Changing/Adding/Dropping Forms if properly filled-up and completely signed. 1.1 Attaches Tutorial fee to subjects on special arrangements	None	5 minutes	<i>Administrative Aide IV/ Assessor Accounting Office</i>
	2. Affixes signature in the space provided and detached Accountant's Copy of Form/s	None	3 minutes	<i>Administrative Aide IV/ Assessor Accounting Office</i>
2. Receives Form with reassessment/assessment and proceeds to the cashier for payment	3. Returns the Registration Form with assessment and directs to pay to the cashier	None	3 minutes	<i>Administrative Aide IV/ Assessor Accounting Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	



## 2. Releasing of Clearances for Students

Clearance Form is issued to students certifying the fulfillment of their accountabilities from the University including accountabilities from the Student Accounts Office, University Library, Office of the Dean of Students, University Student Council and Alumni Office. This form is issued to students who have already graduated or separated from the University as a requirement for release of student credentials and other legal purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Graduating/Re-entering Students  Note: Applies only to students with unpaid accounts after Mid-Term exam and/or students who lost their clearances. Clearances of students who paid in full during enrolment or during mid-term/final are ready for release as per request. In case of discrepancy, Official Receipts maybe required from students.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. and Official Receipts/ Registration Form		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out Request Form and presents this with School I.D., Registration Form and official Receipt	1. Checks student's payment record in manual or electronic record, whichever applies	None (Affidavit of Loss for Lost clearance only)	5 minutes	<i>Administrative Aide IV</i> Accounting Office
	2. Issues Order of Payment (OP) for students with balance and directs them to cashier for payment	None	3 minutes	<i>Administrative Aide IV</i> Accounting Office
2. Pays to the Cashier	3. None	None	None	None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Presents Official Receipt to Students Account Clerk	4. Posts payment based on Official Receipt presented	None	3 minutes	<i>Administrative Aide IV</i> Accounting Office
	5. Retrieves pre-printed clearance from file or issues blank clearance (for lost clearance)	None	3 minutes	<i>Administrative Aide IV</i> Accounting Office
	6. Countersigns clearance and release to student	None	1 minutes	<i>Administrative Aide IV</i> Accounting Office
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	



### 3. Releasing of Statement of Accounts/Balances

Releasing of Statement of Accounts covers the issuance of Statement of Student Assessment and Balances for a particular semester and Academic Year for personal, scholarship requirement and other related purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Accounting Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D., Official Receipt, Registration Form		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out Request Form and presents this with School I.D., Registration Form and official Receipt	1. Checks student's payment record in manual file or in electronic record, whichever applies	None	3 minutes	<i>Administrative Aide IV</i> Accounting Office
	2. Issues Statement to Student/Balances	None	3 minutes	<i>Administrative Aide IV</i> Accounting Office
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	



#### 4. Request for Refunds (Subject to University Policies per University Code)

Refunds are negative balances in the ledger or excess payments due to changing of subject, dropping of subject, withdrawal of enrollment (personal or by administration), or late filing of Scholarships. Processing request for refunds are subject to University Policies per University Code.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Accounting Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-Citizens (G2C)
<b>Who may avail:</b>	Students
	Note: *Request for refunds will be accommodated one (1) month after enrolment
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>(a) For Total Withdrawal of Enrolment/late Filing of Scholarships Any of all of the applicable documents will be submitted:</p> <p>one (1) set Original and one (1) set photocopy of Assessed R.F., original Official Receipt, Dropping/Tutorial and Scholarship Form, Letter Request for Refund, Medical Certificate, if applicable, other documents that may be required</p> <p>(b) For Forced Dropping by the Administration</p> <p>one (1) set Original and one (1) set photocopy of Assessed R.F., Original Official Receipt, Certification, Dropping/Tutorial Form, Letter Request for Refund, other documents that may be require</p>	<p>Accounting Office Registrar's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out request form and presents documents submitted	1. Checks completeness of documents submitted	None	5 minutes	<i>Administrative Aide IV</i> Accounting Office
	2. If documents found to be in order, informs student of the initial computation of refund	None	3 minutes	<i>Administrative Aide IV</i> Accounting Office
	3. Instructs student to claim refund after 2 weeks from the disbursement window	None	2 minutes	<i>Administrative Aide IV</i> Accounting Office
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	





# **CASHIER'S OFFICE**

## **External Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

Located at WVSU Janiuay Cashier's Office

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. for Students and any valid I.D. for other claimants				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents two (2) valid IDs for suppliers and school I.D. for faculty, staff and students	1. Requires clients to sign the logbook and Box C (Received payment)	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
3. Receives checks	3. None	None	None	None
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

Located at WVSU Janiuay Cashier's Office

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. for Students and any valid I.D. for other claimants		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents two (2) valid IDs for suppliers and school I.D. for students	1. Requires clients to sign the payroll. Counts money before releasing	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
2. Receives money	2. None	None	None	None
	<b>TOTAL:</b>	<b>None</b>	<b>1 minute</b>	



### 3. Collection of School Fees and Other Income

Collection of other fees like payment for transcript of records, certification, authentication, etc. and other income of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Application Form (for CAT and Aptitude Test)		Registrar's Office Order of Payment from office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished Order of Payment/Test Application Form	1. Receives from the client or students either <ul style="list-style-type: none"> <li>Order of Payment</li> <li>Test Application Form</li> </ul> 1.1 Checks and verify correctness of the Order of Payment / Test Application Form	None	1 minute	Collecting Officer Cashier's Office
2. Pays amount indicated in the Order of Payment/Application Form and receives change (if necessary).	2. Inform client of total amount due. Collect amount due and count payment received. Gives change (if necessary).	None	1 minute	Collecting Officer Cashier's Office
3. Receives OR and Application Form	3. Encodes in the Excel file the following: <ul style="list-style-type: none"> <li>name of payor</li> <li>income account</li> <li>and</li> <li>amount collected</li> </ul> 3.1 Prints Official Receipt in 3 copies and issues Original Copy of Official Receipt (OR) to client.	None	3 minutes	Collecting Officer Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



#### 4. Collection of Tuition and Miscellaneous Fees Through Collecting Officer

Collection for payment of tuition and miscellaneous fees for enrolment and payment of previous balances of students enrolled in the university.  
8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (RF)w/ Assessment of fees/WVSU Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Course load assessment by the respective college adviser	1. Provide the client with Assessment of Fees and instruct them to proceed to the Cashier's Office for Payment.	None	10 minutes	<i>Administrative Aide IV</i> Cashier's Office
2. Secure priority number from the Admin. Building Security Personnel and Registration Form w/ Assessment of Fees	2. Receives from the client or students either <ul style="list-style-type: none"> <li>• Student Registration Form w/Assessment of Fees</li> </ul> 2.1 Checks and verify correctness of the Student Assessment of Fees	None	1 minute	<i>Collecting Officer</i> Cashier's Office
3. Pays amount indicated in the Assessment of Fees and receives change (if necessary).	3. Inform client of total amount due. 3.1 Collect amount due and count payment received. Gives change (if necessary).	None	None	None
	4. Encode the amount to be paid and save the distribution of fees for the payment.	None	5 minutes	<i>Collecting Officer.</i> Cashier's Office
5. Receives OR and Registration Form w/Assessment of Fees	5. Prints Official Receipt in 3 copies and issues Original Copy of Official Receipt (OR) to client.	None	3 minutes	<i>Collecting Officer</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>19 minutes</b>	



## 5. Disbursement of Approved Claims Thru Checks

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card/Library Card for Students and any valid I.D. for other clients (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Phil health, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		HRMO Registrar's Office Appropriate Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.None	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting and Prepare Checks and have them signed by authorized signatories.	None	2 days	<i>Disbursing Officer</i> Cashier's Office
	2. Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru Checks.	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
3. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires clients to sign in the logbook and Box E (Received payment)	None	2 minutes	<i>Disbursing Officer</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Issues Official Receipt (for suppliers, Remittances and Billings)	4.Receives Official Receipt and release checks (Original), BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	None	2 minutes	<i>Disbursing Officer</i> Cashier's Office
5. Receives checks, BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	5. Retains Copies 2-3 of check, Copies 1, 2 &3 of DV, originals of supporting documents for preparation of RCI.	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 6 minutes</b>	



## 6. Disbursement of Approved Claims Thru Cash

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students and Outside Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card/Library Card for Students and any valid I.D. for other clients (Company ID, Passport, or Driver's License, SSS, COMELEC, GSIS, Phil health, Postal ID, PRC, Senior Citizen, HDMF, and WVSU Alumni Card)		HRMO Registrar's Office Appropriate Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting 1.1 Prepare Checks and have them signed by authorized signatories 1.2 Withdraw Cash from Bank/s	None	2 days	<i>Disbursing Officer</i> Cashier's Office
	2. Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru cash.	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
1. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires client to signs in the payroll.	None	2 minutes	<i>Disbursing Officer</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 3 minutes</b>	





# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

Located at WVSU Janiuay Cashier's Office

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents school I.D. for faculty and staff	1. Requires clients to sign the logbook and Box C (Received payment)	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
3. Receives checks	3. None	None	None	None
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

Located at WVSU Janiuay Cashier's Office

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Presents school I.D. for faculty and staff	1. Requires clients to sign the payroll. Counts money before releasing	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
2. Receives money	2. None	None	None	None
	<b>TOTAL:</b>	<b>None</b>	<b>1 minute</b>	



### 3. Collection of School Fees and Other Income

Collection of other fees like payment for transcript of records, certification, authentication, etc. and other income of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Order of Payment from office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly accomplished Order of Payment/Test Application Form	1. Receives from the client or students either <ul style="list-style-type: none"> <li>Order of Payment</li> <li>Test Application Form</li> </ul> 1.1 Checks and verify correctness of the Order of Payment / Test Application Form	None	1 minute	Collecting Officer Cashier's Office
2. Pays amount indicated in the Order of Payment/Application Form and receives change (if necessary).	3. Inform client of total amount due. Collect amount due and count payment received. Gives change (if necessary).	None	1 minute	Collecting Officer Cashier's Office
3. Receives OR and Application Form	3. Encodes in the Excel file the following: <ul style="list-style-type: none"> <li>name of payor</li> <li>income account</li> <li>and</li> <li>amount collected</li> </ul> 3.1 Prints Official Receipt in 3 copies and issues Original Copy of Official Receipt (OR) to client.	None	3 minutes	Collecting Officer Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 4. Disbursement of Approved Claims Thru Checks

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company/School I.D.		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.None	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting and Prepare Checks and have them signed by authorized signatories.	None	2 days	<i>Disbursing Officer</i> Cashier's Office
2. None	2. Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru Checks.	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
3.Presents WVSU I.D. for faculty and staff and students and 2 valid IDs for other	3. Requires clients to sign in the logbook and Box E (Received payment)	None	2 minutes	<i>Disbursing Officer</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Issues Official Receipt (for suppliers, Remittances and Billings)	4.Receives Official Receipt and release checks (Original), BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	None	2 minutes	<i>Disbursing Officer</i> Cashier's Office
5. Receives checks, BIR Form 2306 & 2307, and copy 3 of DV (for Cash advances)	5. Retains Copies 2-3 of check, Copies 1, 2 &3 of DV, originals of supporting documents for preparation of RCI.	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 6 minutes</b>	



## 5. Disbursement of Approved Claims Thru Cash

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU I.D.		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives Disbursement Vouchers (DV) with supporting documents from Accounting 1.1 Prepare Checks and have them signed by authorized signatories 1.2 Withdraw Cash from Bank/s	None	2 days	<i>Disbursing Officer</i> Cashier's Office
	2. Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru cash.	None	1 minute	<i>Disbursing Officer</i> Cashier's Office
1. Presents WVSU I.D. for faculty, staff and students and 2 valid IDs for other outside clients.	3. Requires client to signs in the payroll.	None	2 minutes	<i>Disbursing Officer</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 days and 3 minutes</b>	



# **DEAN OF INSTRUCTION OFFICE**

## **External Services**





## 1. Approval of Permits for Academic Activities

Approval of Permit for Academic Activities is required prior to the conduct of academic activities such as field trip, educational trip, educational tour, culminating activities, and other academic related activities within or outside the university

8:00 am – 5:00 pm; Monday to Friday; 2 weeks before the activity

NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Dean of Instruction			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Permit "A" to Conduct Academic Activity; Attach the following documents: Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 7PM/on weekends/on Holidays), and outside WVSU. For field trip or educational tour, CMO 17 (Guidelines on Fieldstrips and Educational Tour) Checklist of Requirements is to be accomplished. For activities within WVSU, the activity must have approval of GSO Supervisor and Chief Administrative Officer.		Dean of Instruction Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Check papers for previous details and signatures	None	5 minutes - educational field trips/tours 3 minutes – activities within the Campus	<i>Class representative/faculty in-charge and DIQA</i> DI Office
2. Obtains signature of the Director of Instruction and VP for Academic Affairs  If activity is outside Western Visayas, applicant seeks approval of the University President	2. Signs permits to conduct activity	None	3 minutes	<i>DIQO and VPAA</i> <i>University President</i> DI Office / VPAA/ OP
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	



## 2. Approval of Request for Tutorial (Special Arrangement Courses)

Approval of Request for Tutorial (Special Arrangement Courses) is required before the students can enroll subjects on special arrangement during enrolment time.

8:00 am – 5:00 pm; Monday to Saturday during enrolment time

NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Dean of Instruction			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Tutorial Form; Attach adding Form if the Course was not yet enrolled		Dean of Instruction Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents duly accomplished request	1. Checks the request for previous details and signatures	None	2 minutes	<i>Administrative Aide IV</i> DI Office
2. Obtains signature of Director of Instruction and Quality Assurance	2. Signs Request	None	2 minutes	<i>Dean of Instruction</i> DI Office
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# **MEDICAL/DENTAL CLINIC**

## **External Clients**



## 1. Consultation (Dental)

Students can avail of this service to treat dental problems.

Located at Medical/Dental Clinic, 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Medical/Dental Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Students		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
WVSU Identification Card :			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for dental consultation Presents WVSU- JC ID	1. Receives client's data 1.1 Locates dental record	None	5 minutes	<i>Dentist</i> Dental Clinic
2. Submits to initial history taking and dental examination	2. Takes vital signs, blood pressure 2.1 Ask for chief complaint	None	5 minutes	<i>Dentist</i> Dental Clinic
3. Undergoes consultation and/or dental procedure	3. Dental check- up 3.1 Tooth extraction (simple/ complex) 3.2 Tooth filling	None	5 minutes 30 minutes 1 hour	<i>Dentist</i> Dental Clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives medical advice, prescriptions/laboratory/X-ray requests	4. Gives advice, requests for laboratory/ X-ray requests when needed, writes prescription. 4.1 Gives dental certificate when needed 4.2 Schedules follow-up visit when necessary	None	5 minutes	<i>Dentist</i> Dental Clinic
5. Receives prescribed medicines if available and signs in logbook	5. Provides medication if available and instructs patient to sign in logbook	None	3 minutes	<i>Nurse/ Dentist</i> Dental Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour 53 minutes</b>	



## 2. Annual Dental Examination

Students undergo Annual Dental Examination in order to monitor dental problem and treatment.  
Located at Medical/Dental Clinic; 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card : For students		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. NEW STUDENT: Fills out information data sheet OLD STUDENT: Presents WVSU- JC ID	1. Prepares dental record 1.1 Locates dental record	None	10 minutes	<i>Dentist</i> Dental Clinic
2. Undergoes dental examination	2. Obtains pertinent dental history and performs dental examination 2.1 Gives dental advice; prescription/x-ray requests if needed 2.2 Issues medical certificate	None	15 minutes	<i>Dentist</i> Dental Clinic
3. Receives dental certificate and prescription/tooth x-ray requests if needed	3. Schedules follow-up visit if needed	None	3 minutes	<i>Dentist</i> Dental Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>18 minutes</b>	



### 3. Physical Examination for New and Incoming Students

Incoming Students undergo Physical Examination in order to monitor health status prior to admission.

Located at Medical/Dental Clinic

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card : For students		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Incoming students were informed by the Registrar of the Physical Examination Schedule.	1. Informs the Registrar's Office of the Schedule of the physical Examination as announced during the WVSU- CAT in every testing rooms and post at the guard house and bulletin boards of the Medical /Dental Clinic.	None	14 days before the Physical Examination	Nurse Medical Clinic
2. Student applicant undergoes Physical examination and secures Laboratory Request Forms.	2. Distributes laboratory forms	None	10 minutes	Nurse Medical Clinic
3. Student applicant returns Laboratory results and Physical / Medical Examination signed by Medical Health Unit or Private Medical Practitioners.	3. Gathers laboratory examination and x-ray results and Medical certificates from the students.  3.1 Completes the data of the students on the medical record.	None	10 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>14 days and 20 minutes</b>	



#### 4. Consultation/ Treatment of Minor Injuries/Wounds (Medical)

Dressing / Treatment, First aid kit and emergency medicines are available. Treatment and First aid by a Nurse.

Refer to nearby hospital if needed after evaluation. Located at Medical/Dental Clinic

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card : For students		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student patient request for treatment by presenting WVSU- JC ID	1. Retrieves client's data and pull out individual permanent health record.	None	3 minutes	Nurse Medical Clinic
2. Student, Faculty and Staff fill up the medical logbook	2. Takes medical history, examines patient and issues prescription and laboratory, x- ray request if needed.	None	10 minutes	Nurse Medical Clinic
3. Student, Faculty and Staff patient submit to vital signs taking and interview for physical assessment on findings of chief complaint.	3. Takes vital signs and gives diagnosis.	None	3 minutes	Nurse Medical Clinic
4. Student, Faculty and Staff patient submit to treatment and medication by filling up the dispensary notebook of medicines and treatment	4. Provides medications if available and instructs patient to sign in logbook.	None	5 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>21 minutes</b>	





# **MEDICAL/DENTAL CLINIC**

## **Internal Clients**



## 1. Consultation (Dental)

WVSU employees can avail of this service to treat dental problems.

Located at Medical/Dental Clinic, 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Medical/Dental Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
WVSU Identification Card			HRMO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for dental consultation Presents WVSU- JC ID	1. Receives client's data 1.1 Locates dental record	None	5 minutes	<i>Dentist</i> Dental Clinic
2. Submits to initial history taking and dental examination	2. Takes vital signs, blood pressure 2.1 Ask for chief complaint	None	5 minutes	<i>Dentist</i> Dental Clinic
3. Undergoes consultation and/or dental procedure	3. Dental check- up 3.1 Tooth extraction (simple/ complex) 3.2 Tooth filling	None	5 minutes 30 minutes 1 hour	<i>Dentist</i> Dental Clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives medical advice, prescriptions/laboratory/X-ray requests	4. Gives advice, request for laboratory/ X-ray requests when needed, writes prescription. 4.1 Gives dental certificate when needed 4.2 Schedules follow-up visit when necessary	None	5 minutes	<i>Dentist</i> Dental Clinic
5. Receives prescribed medicines if available and signs in logbook	5. Provides medication if available and instructs patient to sign in logbook	None	3 minutes	<i>Nurse/ Dentist</i> Dental Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>18 minutes</b>	



## 2. Consultation/ Treatment of Minor Injuries/Wounds (Medical)

Dressing / Treatment, First aid kit and emergency medicines are available. Treatment and First aid by a Nurse.

Refer to nearby hospital if needed after evaluation. Located at Medical/Dental Clinic

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
WVSU Identification Card : For students			OSA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employee request for treatment by presenting WVSU- JC ID	1. Retrieves client's data and pull out individual permanent health record.	None	3 minutes	Nurse Medical Clinic
2. Student, Faculty and Staff fill up the medical logbook	2. Takes medical history, examines patient and issues prescription and laboratory, x- ray request if needed.	None	10 minutes	Nurse Medical Clinic
3. Student, Faculty and Staff patient submit to vital signs taking and interview for physical assessment on findings of chief complaint.	3. Takes vital signs and gives diagnosis.	None	3 minutes	Nurse Medical Clinic
4. Student, Faculty and Staff patient submit to treatment and medication by filling up the dispensary notebook of medicines and treatment	4. Provides medications if available and instructs patient to sign in logbook.	None	5 minutes	Nurse Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>21 minutes</b>	



### 3. Annual Physical Examination (Medical)

Request given and follow-up check up with results at Medical clinic can be availed once a year.

Located at Medical/Dental Clinic

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus - Medical/Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty and Staff: WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains laboratory/X-ray request form.	1. Provides laboratory/X-ray request form	None	10 minutes	Nurse Medical Clinic
2. Undergoes physical examination at WVSU Medical Center.	2. None	None	None	Nurse Medical Clinic
3. Presents copy of physical exam results to campus nurse for filing.	3.Receives result for filing	None	10 minutes	Nurse Medical Clinic
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



# **OFFICE OF STUDENT AFFAIRS**

## **External Services**



## 1. Processing of Scholarship Applicant

Located at the Office of Student Affairs, scholarship applicants fill-out and submit all required scholarship documents

Filling-out and submission of scholarship application forms for processing

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Student Scholarship Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. TES -2 applicants for the current Academic Year must encode their application within 1 week, once the UNIFAST Portal is open.</p> <p>Applicants of other government scholarships must present their requirements 1 day after confirmation of their scholarship by the agencies concerns.</p> <p>Private scholarship applicants must present all the requirements on or before the deadline of application set by the scholarship benefactor.</p>	<p>1. Check Paper credentials presented and give scholarship forms</p>	None	3 minutes	<p><i>Administrative Aide IV (J.O.)</i>  <i>(Scholarship Assistant)</i>  Office of Student Affairs</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants should secure 3 copies of scholarship form for the scholarship program applied for: WVSU-JSA-SOI-01-FO5 Government Scholarship Grant; WVSU-JSA-SOI-01-FO6 Private Scholarship Grant.	None	None	4 minutes	<i>Administrative Aide IV (J.O.)</i> (Scholarship Assistant) Office of Student Affairs
3. Secures the signature of the following: <ul style="list-style-type: none"> <li>• School Director</li> <li>• Registrar</li> <li>• Dean of Instruction</li> <li>• Office of Student Affairs (Scholarship Coordinator)</li> <li>• Campus Administrator Student Affairs attending officer</li> </ul>	None	None	25 minutes	Administrative Aide IV (J.O.) (Scholarship Assistant) Office of Student Affairs
4. Return to the Office of Student Affairs and submit a copy of fully accomplished scholarship form.	4. Records/files a copy of approved scholarship form.	None	2 minutes	Administrative Aide IV (J.O.) (Scholarship Assistant) Office of Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>34 minutes</b>	





## 2. Approval of Permits of Student Non-Academic Activities

Located at Office of Student Affairs, students fill out the necessary permits before they are allowed to conduct activities.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Student Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Permit to conduct Activity (must have liquidated the previous activity / ies; attach waivers if after 4:00P.M., outside WVSU-JC and outside Western Visayas; Attach Budget Plan if it entails expenses; for activities within WVSU – JC, must have an approval of School Director Concerned, Administrative Officer, OSA Head, Dean of Instruction, and Campus Administrator.		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the approved cover letter for Non-Academic Activities	1.Check the details of the letter	None	2 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
2. Receives three (3) copies of permit B form (WVSU-JSA-SOI-02-F01) and waivers (WVSU-JSA-SOI-02-F02) to be processed	2.Gives permit B form ((WVSU-JSA-SOI-02-F01) and parents consent and waiver (WVSU-JSA-SOI-02-F02) to the sponsoring student organizations/ student /faculty	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Secure the signature of the following: a. Chairman of the activity b. Faculty In-charge c. School Director Concerned d. Administrative officer e. OSA Head f. Dean of Instruction g. Campus Administrator	3. Signs permit to conduct activity	None	10 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
4. Returns the duly filled-out and signed Permit B, Waivers and Parent's Consent to OSA for checking and assigning of the permit number at least two-days before the conduct of the activity.	4. Files the fully accomplished Permit B and 2 copies will be given to the following: a. Sponsoring student Org/student/faculty concerned b. Security Guards	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>18 minutes</b>	



### 3. Accreditation of Student Organizations

Located at Office of Student Affairs, Officers of students' organizations fill out the necessary permits for accreditation of their respective organizations. 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Officers of Student Councils and various School Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete application papers for accreditation		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submits Portfolio of Accomplishments, Liquidation Reports duly signed by the Internal Audit Supervisor (IAS) assigned and Constitution & By-Laws (for old/existing student organizations) 1.2 Submits Constitution and By-laws (for new student organizations)	1. Checks forms and requirements; if deficient, returns papers for completion	None	10 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
2. Fill-up the Forms for Accreditation of Student Organizations • WVSU-JSA-SOI-03-F01- Application for approval, renewal, accreditation with Adviser's Consent • WVSU-JSA-SOI-03-F02- Organizational Profile • WVSU-JSA-SOI-03-F03-Updated roster of all officers and members for Academic Year Applied • WVSU-JSA-SOI-03-F04- Action Plan in Matrix	None	None	(14 days depending on the requirements submitted)	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submits the duly filled out Application forms for Accreditation of Student Organizations to the Office of Student Affairs	3.The OSA staff forwards the documents to the committee who will evaluate the submitted documents and informs the applicants within Two (2) weeks upon receipt. The committee is composed of the following: a. Student Council Chairperson, b. Former President of the Campus Student Council, c. Designated Faculty Member d. Guidance Coordinator e. Head Office of Student Affairs, f. Campus Administrator	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
4. Once approved, the applicants submit a recommendation letter for a faculty who will serve as an adviser.	4. Receives the Recommendation Letter of the faculty who will serve as an adviser, facilitates the selection of the adviser by the campus administrator and makes a memorandum of designation.	None	20 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
5. The applicants receive a copy of student organization faculty adviser designation	5. Issues a copy of Student Organization Adviser Memorandum of Designation	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>14 days and 36 minutes</b>	



## 4. Student Assistantship

Located at Office of Student Affairs, students who are willing to work as student assistants apply for student assistantship.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter, Request/Recommendation Letter from the Unit Heads, Student Assistant Personal Data Sheet and related forms		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested student enlists his/her name and provide accurate information required at the OSA logbook (WVSU-JSA-SOI-04-FO1). First-come-First Serve Basis.	1. Contacts the applicant once vacancy exists in the student assistantship.	None	2 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
2. Once called, the applicant will get the following at the Office of Student Affairs: WVSU-JSA-SOI-04-F02- Student Assistant Personal Data Sheet WVSU-JSA-SOI-04-F03- Letter of Recommendation WVSU-JSA-SOI-04-F04- Job Description Form WVSU-JSA-SOI-04-F05- Class Schedule (except for Special Job Order for Enrollment and Summer) WVSU-JSA-SOI-04-F06- Work Schedule	2. Issues Application form for Student Assistantship to the applicant.	None	5 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish and submits the Application for Student Assistantship Forms at the Office of student Affairs. • Attached Copy of Grades (old and new applicants ) and Barangay Clearance for New Applicants	3. Checks the accomplished Application Forms submitted by the applicant, selects the student assistants and prepares Job order for the selected student assistants.	None	20 minutes	<i>Administrative Aide IV (J.O.)</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>27 minutes</b>	



## 5. Counseling

Located at Guidance Office, Students can avail of counseling services provided by Guidance Counselors.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Guidance Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU- JC Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students is referred to/ or voluntarily walks-in in the guidance office.	1. Calls for the student or the student is asked to logged-in, in the consultation record.	None	10 minutes	<i>Guidance Counselor</i> Office of the Student Affairs
2. The student submits himself/ herself to an intake interview	2. Conducts an intake interview with the student and determines the need/ concern	None	15 minutes	<i>Guidance Counselor</i> Office of the Student Affairs
3. The student receives intervention from the Guidance Counselor	3. Follows up the client's progress	None	1 hour	<i>Guidance Counselor</i> Office of the Student Affairs
4. The client's progress is followed-up	4. Follows up the client's progress	None	1 hour	<i>Guidance Counselor</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours and 25 minutes</b>	



## 6. Psychological Testing

Located at Guidance Office, Students can avail of psychological testing services provided by the Guidance Office.  
8:00 am – 5:00 pm; Monday to Friday.

<b>Office or Division:</b>	Janiuay Campus-Guidance Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU- JC Identification Card		OSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student reports to the testing area as scheduled, signs in the attendance sheet and takes the test	1. Conducts the Psychological test	None	2.5 hours	<i>Psychometrician, Guidance Counselor</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>2 hours &amp; 30 minutes</b>	

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## 7. Psychological Test Interpretation

Located at Guidance Office, Students can avail of psychological testing interpretation services provided by the Guidance Office.  
8:00 am – 5:00 pm; Monday to Friday.

<b>Office or Division:</b>	Janiuay Campus-Guidance Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU- JC Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student reports to the scheduled date, time and venue for interpretation of Psychological Test results	1. Conducts the Psychological Test Interpretation	None	1 hour	<i>Psychometrician, Guidance Counselor</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour</b>	



# **REGISTRAR'S OFFICE**

## **External Services**



## 1. Application for WVSU-College Admission Test (WVSU-CAT)

Senior High School Graduates and Transferees can apply to undergo admission test.  
Located at the Registrar's Office 8:00 am – 5:00 pm; Monday to Friday.NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	High School Graduates and Transferee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Duly accomplished Application Form</li> <li>Certified Photocopy of Senior High School Report Card that reflect the grades in the 1<sup>st</sup> quarter or certification that the applicant is graduating in March.</li> <li>Photocopy of Transcript of Record</li> <li>Photocopy of Honorable Dismissal/ Transfer Credentials</li> <li>Two (2) recent Identical 2x2coloredID picture</li> </ul>		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures WVSU-CAT application form	1. Gives application form for College Admission Test	None	2 minutes	Registrar/Administrative Aide IV Registrar's Office
2. Fills out the form and submits to the Registrar/Staff for verification and checking of requirements	2. Checks the form and requirements	None	10 minutes	Registrar/Administrative Aide IV Registrar's Office
3. Returns the accomplished application form to the Registrar's Office for issuance of Notice of Admission	3. Receives the accomplished form and issues notice of admission	None	3 minutes	Registrar/Administrative Aide IV Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	



## 2. Issuance of Student's Records and Other Enrollment-Related Documents

Graduate/Undergraduate students who seeks for employment or who wish to transfer to other State Universities and Colleges can request necessary records. Located at the Registrar's Office, 8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus-Registrar's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Graduate Students who stopped schooling and those who seek transfer to other Colleges and Universities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form Students Clearance (College and University)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and fills out the request form	1. Receives/reviews the request form and advises client to pay at the cashier	None	5 minutes	<i>Registrar/Administrative Aide IV</i> Registrar's Office
2. Pays the Cashier	2. Process payment and issues Official Receipt	<ul style="list-style-type: none"> <li>*Transcript of Records – P50.00/page</li> <li>*Honorable Dismissal – P100.00</li> <li>*Picture Scanning – P25.00/picture</li> <li>*Certification &amp; other related documents – P25.00</li> </ul>	3 minutes	<i>Cashier/Administrative Officer I</i> Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Returns the request form together with the O.R. to the Registrar's Office for scheduling	3. Checks data on individual folder and prepares requested document(s)	None	<ul style="list-style-type: none"> <li>• Transcript of Records – 3 days (depending on the volume of request)</li> <li>• Transfer Credential – 10minutes</li> <li>• Certification of Grades/Form 137A/other related documents –30 minutes</li> </ul>	<i>Registrar/Administrative Aide IV</i> Registrar's Office
4. Receives the requested documents	4. Releases the requested documents		2 minutes	<i>Registrar/Administrative Aide IV</i> Registrar's Office
	<b>TOTAL:</b>	<ul style="list-style-type: none"> <li>• *Transcript of Records – P50.00/page</li> <li>• *Honorable Dismissal – P100.00</li> <li>• *Picture Scanning – P25.00/picture</li> <li>*Certification&amp; other related documents – P25.00</li> </ul>	<b>3 days and 32 minutes</b>	



### 3. Enrolment of Students

Students undergo the process of enrollment.

Located at the Registrar's Office ,8:00 am – 5:00 pm; Monday to Friday: NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Registrar's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	High School Graduates and Transferee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Incoming First Year students and Transferees <ul style="list-style-type: none"> <li>• Original copy of Senior High School Report Card (Form 138-A)</li> <li>• Original copy of Transcript of Records and original Honorable dismissal for Transferees</li> <li>• Original WVSU CAT result</li> <li>• Original copy of Good moral character</li> <li>• Clear copy of Live birth duly authenticated by Philippine Statistics Authority (Photocopy)</li> <li>• 1 long size folder (color coded)               <ul style="list-style-type: none"> <li>*BSED/BEED - Blue</li> <li>*BSINFOTECH - Orange</li> <li>*BSHM - Green</li> <li>*BSIT - Red</li> <li>*BCM - White</li> </ul> </li> <li>• 1 pc 2x2 recent colored I.D. picture</li> </ul> Old students <ul style="list-style-type: none"> <li>• Students clearance ( Last Academic Year attended)</li> <li>• Class card of Previous semester</li> </ul>		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays local/ miscellaneous fees	1. Receives payment	As required by specific student organizations	10 minutes	Student Organization Representative



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Undergoes appraisal of subjects taken from other school for Irregular/Transfer students	2. None	None	30 minutes	<i>Registrar</i> Registrar's Office
3. Secures & Fills out Certificate of Registration and submit the same to the enrolling teacher for checking and verification	3. Issues and checks Certificate of Registration and requirements for admission	None	20 minutes	<i>Enrolling Teacher</i> Respective Colleges
4. Proceeds to National Service Training Program (NSTP) Office for registration (new student/students who did not take NSTP in their 1 <sup>st</sup> year)	4. Registers enrollee	None	5 minutes	<i>NSTP Coordinator</i> NSTP Office
5. Proceeds to Accounting office for assessment of fees	5. Assess school fees	As required	15 minutes	<i>Accountant/Administrative Officer I</i> Accounting Office
6. Validation of library card (old student) and Secures library card (new student)	6. Process validation	As required	5 minutes	<i>Librarian</i> Library
7. Presents the Certificate of Registration and official receipt to the Registrar for stamping of "Officially Enrolled)	7. Receives Certificate of Registration and official receipt and stamps "officially enrolled" in the Certificate of Registration and detach the Registrar's copy	None	5 minutes	<i>Registrar/Administrative Aide IV</i> Registrar's Office
8. Presents the copy of Certificate of Registration to the School Director/Staff and in turn get class cards	8. Issues class cards corresponding to the number of subjects enrolled and detach Directors copy	None	5 minutes	<i>School Director</i> Director's Office
	<b>TOTAL:</b>	<b>None / as required</b>	<b>1 hour and 25 minutes</b>	



# **SECURITY OFFICE**

## **External Services**





## 1. Public Assistance

Any concerned citizen and visitors with transactions at the campus will be entertained and assisted by the guards on duty.  
24 hours a day; 7 days a week. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Outside callers, visitors with business transaction in the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID (for walk-in)		Appropriate government agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry	1. Receives/verifies caller's name, address and purpose	None	2 minutes	<i>Security Guard</i> Security Office
2. Gives information	2. Transfers telephone lines to the person concerned	None	1 minute	<i>Security Guard</i> Security Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



## 2. Issuance of Vehicle Pass Stickers

Faculty, Staff, Students and other Clients can apply vehicle pass for ease of transactions when entering the campus.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and other clients transacting business with the University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Car Pass Application Form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out application form	1. Checks/verifies application form and informs client that the form shall be signed by the Head Guard, Adm. Officer and approved by the Campus Administrator.	None	4 minutes	<i>Security Guard</i> Security Office
2. Secure Order of Payment from the Administrative Officer	2. Issues order of payment	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Administrative Office
3. Pays the fee at the Cashier's Office	3. Issues official receipt	P 150.00	2 minutes	<i>Cashier</i> Cashier's Office
4. Claim Vehicle Pass	4. Issues vehicle pass	None	2 minutes	<i>Administrative Officer/</i> <i>Administrative Aide IV (J.O.)</i> Administrative Office
	<b>TOTAL:</b>	<b>P150.00</b>	<b>11 minutes</b>	



# **SECURITY OFFICE**

## **Internal Service**



## 1. Issuance of Vehicle Pass Stickers

WVSU Employees can apply vehicle pass for ease of transactions when entering the campus.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Car Pass Application Form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Checks/verifies application form and informs client that the form shall be signed by the Head Guard, Adm. Officer and approved by the Campus Administrator.	None	4 minutes	<i>Security Guard</i> Security Office
2. Secure Order of Payment from the Administrative Officer	2. Issues order of payment	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Administrative Office
3. Pays the fee at the Cashier's Office	3. Issues official receipt	P 150.00	2 minutes	<i>Cashier</i> Cashier's Office
4. Claim Vehicle Pass	4. Issues vehicle pass	None	2 minutes	<i>Administrative Officer/ Administrative Aide IV (J.O.)</i> Administrative Office
	<b>TOTAL:</b>	<b>P150.00</b>	<b>11 minutes</b>	



# **RESEARCH, EXTENSION & TRAINING**

## **External Services**



## 1. Conduct of Training / Extension Activity

Students, Farmers, Community Residents, Local Government Units, Government Organizations, Non-Government Organizations and Private Organizations can request for training and extension activities provided by the RET Office.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Research, Extension and Training			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students, farmers, community residents, Local Government Units, Government Organizations, Non-Government Organizations and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, Training/Activity Design		Handed by External Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1. Receives and assesses request 1.1 Prepares training or activity design	None	30 minutes 2 days	<i>Administrative Aide IV (J.O.)</i> RET Office Project Leader Extension Coordinator
2. Gets signatures needed for approval of training/activity design and submits training/activity design	2. Facilitates for the approval of the Campus Administrator of the training/activity design	None	30 minutes	<i>Administrative Aide IV (J.O.)</i> RET Office
3. Prepares for the conduct of training/activity	3. Requests supplies and materials 3.1 Prepares training kit, handouts, materials and designations of resource persons and other committees.	None	10 days	<i>Administrative Aide IV (J.O.)</i> RET Office Project Leader Extension Coordinator
4. Attends training/activity	4. Conducts training/extension activity	None	Based on the training design	<i>Administrative Aide IV (J.O.)</i> RET Office Project Leader Extension Coordinator Extensionists (Faculty, Staff, and Students)
<b>TOTAL:</b>		<b>None</b>	<b>12 days and 1 hour</b>	



## 2. Dissemination/Distribution of Information, Education and Communication (IEC) Materials

External Clients can request for Information, Education and Communication (IEC) Materials provided by the RET Office.

8:00 am – 5:00 pm; Monday to Friday.NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Research, Extension and Training			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Handed by External Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquires or writes letter of request on the availability of Information, Education and Communication materials	1. Notifies availability of materials	None	15 minutes	<i>Administrative Aide IV (J.O.)</i> RET Office
2.Receives IEC materials	2. Explains and gives out materials	None	15 minutes	<i>Administrative Aide IV (J.O.)</i> RET Office
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	



# **CAMPUS LIBRARY**

## **External Services**





## 1. Issuance of Library Card (For Freshmen and New Students)

Students can apply for Library card for them to avail of the library's services.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Janiuay Campus-Campus Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration Form, 2 pcs 1x1 identical pictures		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submits requirements	1. Gives student's record form	None	1 minute	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
2. Fills up and submits the student's record form	2. Verifies and checks the Student's Record Form	None	5 minutes	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
3. None	3. Encode students' data, validates, and issues student's library card	None	3 minutes	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
4.Signs the logbook		None	1 minute	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 2. Re-Issuance of Library Cards

Students can re-apply for lost library card for them to continually avail of the library's services.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss, 1 pc. 1x1 picture, receipt of payment for replacement of library card		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Encode and validates the student's data	P20.00	3 minutes	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
2. Signs in the logbook	2. Issues library card	None	1 minute	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
	<b>TOTAL:</b>	<b>P20.00</b>	<b>4 minutes</b>	



### 3. Checking Out of Books

Students can borrow the books they need from the campus library.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Borrowers Card / Library Card		Campus Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book to be checked out together with his/her/ library card	1. Checks the library card of the student and the book card	None	1 minute	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
2. Signs the book card	2. Writes the date/time/due/s on the book card	None	1 minute	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



## 4. Checking-In of Books

Students return the books they borrowed from the campus library.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Books borrowed		Campus Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the borrowed book/s	1. Pull out card from the file and check date/time due	None	1 minute	<i>Librarian / Administrative Aide IV (J.O.)/ Student Assistant Campus Library</i>
2. None	2. Inspects returned items	None	1 minute	<i>Librarian/ Administrative Aide III/ Student Assistant</i>
3. None	3. Computes the overdue fines for overdue books	P2.00/ day for general circulation books; P1.00/day for reserve books	2 minutes	<i>Librarian/ Administrative Aide IV (J.O.) Campus Library</i>
4. Pays overdue fines and signs in the logbook of fines	4. Receives payment and returns the library card of the student	As computed	1 minute	<i>Librarian/ Administrative Aide IV (J.O.) Campus Library</i>
	<b>TOTAL:</b>	<b>P3.00/day</b>	<b>5 minutes</b>	



## 5. Checking-Out Materials for Photocopying

Students can borrow the books and other materials they need from the campus library for photocopying.

8:00 am – 5:00 pm; Monday to Friday.NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowers Card / Library Card		Campus Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the materials to be photocopied together with the library card	1. Provide photocopy slip	None	1 minute	<i>Librarian/ Administrative Aide IV(J.O.)/ Student Assistant Campus Library</i>
2. Fills-out the photocopying slip and signs the book card	2. Approves the slip and issues the book/s	None	1 minute	<i>Librarian/ Administrative Aide IV(J.O.)/ Student Assistant Campus Library</i>
3.Returns the borrowed materials	3. Inspect the barrowed item	None	1 minute	<i>Librarian/ Administrative Aide IV(J.O.)/ Student Assistant Campus Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



## 6. Reference Assistance

Students can avail of the help and guidance of library staff when looking for materials from the campus library.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowers Card / Library Card		Campus Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Librarian/ In-charge of the section and presents query	1. Conducts reference review	None	4 minutes	<i>Librarian/ Administrative Aide IV (J.O.)</i> Campus Library
	2. Directs student to available resources for directional type of query or by checking at the online Public Access Catalog (OPAC)	None	2 minutes	<i>Librarian/ Administrative Aide IV (J.O.)</i> Campus Library
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	



## 7. Issuance of Research Permit

Students can do research activities in the campus library.  
8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowers Card / Library Card		Campus Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the University Librarian's Office, approaches the Library Secretary and presents his/her validated Library Card	1. Conducts further review	None	3 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
2. Fills out Research Clinic Form	2. Prepares Research Permit	None	2 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
3. Signs the logbook for Research permits issued	3. Issues Research Permit	None	1 minute	<i>Administrative Aide IV (J.O.)</i> Campus Library
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	



## 8. Multimedia Services

Students, Faculty and Staff can use the library's multimedia facilities.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audio-Visual Reservation Form		Campus Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes reservation for room/ equipment	1. Checks availability of room/ equipment	None	4 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
2. Fills out and processes the AV Reservation Room	2. Instructs the client to return the accomplished form after it has been signed by the faculty concerned, countersigned by the AV In-charge and approved by the University Librarian	None	5 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
3. Submits the accomplished AV Reservation Form	3. Verifies and approves the reservation 3.1 Books the reservation and sets-up the room/equipment 3.2 Issues attendance sheet for room utilization 3.3 Collects attendance sheets 3.4 Fixes the room and the equipment	None	1 minute  10 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	





## 9. Internet Services

Students can avail of the library's internet services for research purposes.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Student's I.D.		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated school ID and logs in the log-in form	1. Opens/ sets-up computer	None	2 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
2. Proceed to computer and performs activity	2. Assists the user/client	None	5 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
3. Logs out	3. Assesses the fee	P10.00/hr	2 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
4. Pays the fee and signs in the logbook	4. Receives payment	None	1 minute	<i>Administrative Aide IV (J.O.)</i> Campus Library
	<b>TOTAL:</b>	<b>P10.00</b>	<b>10 minutes</b>	



## 10. Signing of Clearance

Students present their clearances for signing.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrowers Card / Library Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her clearance together with the library card	1. Checks the database for any unreturned book/ accountability in the library	None	2 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
2. Returns unreturned book and/or pays his/her dues. (If the due is less than P100.00, student pays directly to the Librarian/Section In-charge. If it is P100.00 and above, an order or payment is issued, and he/she pays at the cashier's office)	2. Collects payment/ issues order of payment	None	2 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
3. Signs in the logbook of fines/ or presents his/her receipts of payment	3. Stamps the student's clearance with the University Librarian's facsimile and have the Librarian/Section In-charge affix her initials	None	1 minute	<i>Administrative Aide IV (J.O.)</i> Campus Library
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



# **CAMPUS LIBRARY**

## **Internal Service**



## 1. Multimedia Services

Faculty and Staff can use the library's multimedia facilities.

8:00 am – 5:00 pm; Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Janiuay Campus-Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audio-Visual Reservation Form		Campus Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes reservation for room/ equipment	1. Checks availability of room/ equipment	None	4 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
2. Fills out and processes the AV Reservation Room	2. Instructs the client to return the accomplished form after it has been signed by the faculty concerned, countersigned by the AV In-charge and approved by the University Librarian	None	5 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
3. Submits the accomplished AV Reservation Form	3. Verifies and approves the reservation 3.1 Books the reservation and sets-up the room/equipment 3.2 Issues attendance sheet for room utilization 3.3 Collects attendance sheets 3.4 Fixes the room and the equipment	None	1 minute  10 minutes	<i>Administrative Aide IV (J.O.)</i> Campus Library
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



# WVSU LAMBUNAO CAMPUS





# **ACCOUNTING OFFICE**

## **External Services**



## 1. Assessment of School Fees

Calculation and reassessment of fees for the subjects added, changed, dropped and assessment of additional fees for specially arranged or tutorial subjects.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

8:30 am – 4:30 pm; (Saturdays-Enrolment Period)

Office or Division:	Lambunao Campus – Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration/Assessment,/Adding/Changing/Dropping /Tutorial Forms		Per College/School/Registrar		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Registration/Tutorial/ Changing/Adding/Dropping Form.	1. Checks Registration/Tutorial/ Changing/Adding/Dropping Forms if properly filled-up and completely signed. 1.1 Assess fees of subjects on special arrangement. 1.2 Return the Registration/Tutorial/ Changing/Adding/Dropping Form to the student for payment in the cashier.	None  None  None	6 minutes	Admin. Aide III Accounting Office
	TOTAL:	None	6 minutes	



## 2. Releasing of Clearances

Clearance Form is issued to students certifying the fulfillment of their accountabilities from the University including accountabilities from the Student Accounts Office, University Library, Office of the Dean of Students, University Student Council and Alumni Office. This form is issued to students who have already graduated or separated from the University as a requirement for release of student credentials and other legal purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

Office or Division:	Lambunao Campus – Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Students			
	Note: Only students with no outstanding balances and deficiencies can request for Clearance. In case of discrepancy in payments, Official Receipts maybe required from students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D. and Official Receipts/ Request Form		OSA/Student Client/Finance Office		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School I.D.	1. Checks student’s account balances in manual or electronic record, whichever applies.	None	5 minutes	Admin. Aide III Accounting Office
	1.1 Issue clearance to students without outstanding balance.	None		
	1.2 Issue assessment form for students with balances for payment to the cashier.	P25.00 (for re-issuance of clearance only)		
2. Presents Official Receipt to Students Account Clerk after payment from the cashier.	2. Posts payment based on Official Receipt presented.	None	3 minutes	Admin. Aide III Accounting Office
	2.1 Release clearance to the student.	None		
	TOTAL:	P25.00	8 minutes	





### 3. Releasing of Statement of Accounts/Balances

Releasing of Statement of Accounts covers the issuance of Statement of Student Assessment and Balances for a particular semester and Academic Year for personal, scholarship requirement and other related purposes.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

Office or Division:	Lambunao Campus – Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D./Official Receipt		OSA/Student Client		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School I.D.	1. Checks student’s account balance. 1.1 Issues request form and direct to pay to the cashier.	None  P25.00 per SOA	5 minutes	Admin. Aide III Accounting Office
2. Present Official Receipt after payment from the cashier.	2. Prepares statement of accounts and have it signed by the Accountant depending on the availability of the signatory. 2.1 Issues statement of accounts to student.	None  None	1 day	Admin. Aide III Accounting Office
	TOTAL:	P25.00	1 day & 5 minutes	



## 4. Request for Refunds

Refunds are negative balances in the ledger or excess payments due to changing of subject, dropping of subject, withdrawal of enrollment (personal or by administration), or late filing of Scholarships. Processing request for refunds are subject to University Policies per University Code.

8:00 am – 5:00 pm; Mondays to Fridays; NO NOON BREAK

Office or Division:	Lambunao Campus – Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Students			
	Note: All Refunds are subject for Verifying and Approval of University Accountant. All Request for refunds will be accommodated one (1) month after enrolment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(a) For Total Withdrawal of Enrolment/late Filing of Scholarships Any of all of the applicable documents will be submitted:  one (1) set Original and one (1) set photocopy of Registration Form, original Official Receipt, Dropping/Tutorial and Scholarship Form, Letter Request for Refund, Medical Certificate, if applicable, other documents that may be required		Student/College/Registrar		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out request form and submits complete documents needed.	1. Checks completeness of documents submitted. 1.1 If documents found to be in order, informs student of the initial computation of refund. 1.2 Instructs student to claim refund after 2 weeks from the disbursement window.	None	10 minutes	Admin. Aide III Accounting Office
	TOTAL:	None	10 minutes	



# **CASHIER'S OFFICE**

## **External Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Releasing of claims to clients thru checks.

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students, Suppliers, Other Gov't. Agencies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School I.D. for Students and any valid I.D. for other claimants		OSA/Client/Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present two (2) valid IDs for suppliers and school I.D. for staff and students.	1. Require clients to sign the logbook and Box C (Received payment) in the Disbursement Voucher (DV).	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
	1.1 Sign the BIR Form 2306/2307 (for suppliers).	None		
	1.2 Sign the liquidation reminder for cash advances.	None		
2. Issue Official Receipt (for suppliers, Remittances and Billings).	2. Receive Official Receipt and release checks.	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
	2.1 Release duly signed BIR Form 2306/2307 (for suppliers).	None		
	2.2 Release copy of liquidation reminder for cash advances.	None		
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Releasing of claims to clients thru cash (salaries, wages, honoraria, etc.).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School I.D. for Students and any valid I.D. for other claimants		OSA/Client/Government Agencies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present two (2) valid IDs for suppliers and school I.D. for students.	1. Require clients to sign the payroll. 1.1 Count and release the money.	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



### 3. Collection of School Fees and Other Income

Accepting of payments of school fees and income from other sources (IGP, Request for Credentials from Registrar).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students, Suppliers, Other Gov't. Agencies, etc.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment/Application Form /Request Form		IGP Coordinator/Registrar/College/School/Supply		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College or Office Concerned (Registrars' Office, IGP, BAC, etc.) to secure Order of Payment or Application Forms and present duly accomplished forms to the collecting officer.	1. Receive from the client:	None	10 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
	<ul style="list-style-type: none"> <li>Order of Payment</li> <li>Test Application Form</li> <li>Request Form</li> </ul> 1.1 Check and verify correctness of the Order of Payment /Test Application Form/Request Form	None		
2. Pay the amount indicated in the Order of Payment/Application Form/Request Form and receive change (if necessary).	2. Collect the amount due and count payment received, give change (if necessary) and issue official receipt.	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



#### 4. Collection of Tuition and Miscellaneous Fees Through Collecting Officer

Accepting of payments for tuition and other schools fees (Graduate School and old accounts).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment of Fees/WVSU Identification Card		Students Accounts Clerk/OSA/Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assessment form from the Student's Accounts Clerk and present to the collecting officer.	1. Receive from the client the Student Assessment Form. 1.2 Check and verify correctness of the Student Assessment Form.	None	10 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
4. Pay the amount indicated in the Assessment Form and receive change (if necessary).	2. Collect the amount due and count payment received, give change (if necessary) and issue official receipt.	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>15 minutes</b>	



## 5. Disbursement of Approved Claims Thru Checks

Processing of claims to be paid thru checks (cash advances/reimbursement of travel expenses, etc.).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens, G2B - Government to Citizens,			
<b>Who may avail:</b>	Students, Suppliers, Other Gov't. Agencies, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete supporting documents of claims.		Different Offices in the University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 2.1 Prepare checks and have them signed by authorized signatories. 2.2 Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru checks/cash advances.	None  None  None	2-5 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>2-5 days</b>	





## 6. Disbursement of Approved Claims Thru Cash

Processing of claims to be paid thru cash (salaries, wages, etc.).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete supporting documents of claims.		Different Offices in the University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office.	None	2 -5 days (depending on the availability of authorized signatories)	Admin. Officer I / Admin. Aide IV Cashier's Office
	1.1 Prepare checks and have them signed by authorized signatories.	None		
	1.2 Encashment of check through the Special Disbursing Officer.	None		
	1.3 Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru cash.	None		
	<b>TOTAL:</b>	<b>None</b>	<b>2-5 days</b>	



# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Releasing of claims to clients thru checks.

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Company/School I.D.		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school I.D. for WVSU Employees	1. Require clients to sign the logbook and Box C (Received payment) in the Disbursement Voucher (DV).	None	5 minutes	Admin. Officer I / Admin. Aide IV Cashier's Office
	1.1 Sign the BIR Form 2306/2307 (for suppliers).	None		
	1.2 Sign the liquidation reminder for cash advances.	None		
2. Issue Official Receipt (for suppliers, Remittances and Billings).	2. Receive Official Receipt and release checks.	None	5 minutes	Admin. Officer I / Admin. Aide IV Cashier's Office
	2.1 Release duly signed BIR Form 2306/2307 (for suppliers).	None		
	2.2 Release copy of liquidation reminder for cash advances.	None		
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Releasing of claims to clients thru cash (salaries, wages, honoraria, etc.).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>		Lambunao Campus – Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Company/School I.D.			HRMO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present school I.D. for WVSU Employees	1. Require clients to sign the payroll. 1.1 Count and release the money.	None  None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



### 3. Collection of School Fees and Other Income

Accepting of payments of school fees and income from other sources (IGP, Request for Credentials from Registrar).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>		Lambunao Campus – Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizens		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment/Application Form /Request Form		IGP Coordinator/Registrar/College/School/Supply		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College or Office Concerned (Registrars' Office, IGP, BAC, etc.) to secure Order of Payment or Application Forms and present duly accomplished forms to the collecting officer.	1.Receive from the client: • Order of Payment • Test Application Form • Request Form 1.1 Check and verify correctness of the Order of Payment /Test Application Form/Request Form	None  None	10 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
2. Pay the amount indicated in the Order of Payment/Application Form/Request Form and receive change (if necessary).	2. Collect the amount due and count payment received, give change (if necessary) and issue official receipt.	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



#### 4. Collection of Tuition and Miscellaneous Fees Through Collecting Officer

Accepting of payments for tuition and other schools fees (Graduate School and old accounts).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Assessment of Fees/WVSU Identification Card		Students Accounts Clerk/OSA/Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assessment form from the Student's Accounts Clerk and present to the collecting officer.	1. Receive from the client the Student Assessment Form. 2. Check and verify correctness of the Student Assessment Form.	None  None	10 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
2. Pay the amount indicated in the Assessment Form and receive change (if necessary).	2. Collect the amount due and count payment received, give change (if necessary) and issue official receipt.	None	5 minutes	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	



## 5. Disbursement of Approved Claims Thru Checks

Processing of claims to be paid thru checks (cash advances/reimbursement of travel expenses, etc.).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complete supporting documents of claims.			Different Offices in the University	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 1.1 Prepare checks and have them signed by authorized signatories. 1.2 Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru checks/cash advances.	None  None  None	2-5 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide IV</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2-5 days</b>	



## 6. Disbursement of Approved Claims Thru Cash

Processing of claims to be paid thru cash (salaries, wages, etc.).

Service is available at the Cashier's.

8:00 am – 5:00 pm; (Mondays to Fridays; NO NOON BREAK)

<b>Office or Division:</b>	Lambunao Campus – Cashier's Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete supporting documents of claims.		Different Offices in the University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claims with complete supporting documents to the Accounting Office for preparation of Disbursement Vouchers (DV).	1. Receive Disbursement Vouchers (DV) with complete supporting documents from Accounting Office. 1.1 Prepare checks and have them signed by authorized signatories. 1.2 Encashment of check through the Special Disbursing Officer. 1.3 Inform Faculty, Staff, Students or Outside Clients indicated in DV of availability of claims thru cash.	None   None   None   None	2 -5 days (depending on the availability of authorized signatories)	<i>Admin. Officer I / Admin. Aide IV</i>
<b>TOTAL:</b>		<b>None</b>	<b>2-5 days</b>	





## **DEAN OF INSTRUCTION OFFICE**

### **External Service**



## 1. Approval of Permits for Academic Activities

The faculty follows the confirmed/published class schedule and room assignment. S/he check's the student's attendance in class, provides instruction and assess learning. Varied strategies and assessing students are required. This requires permits for alternative assessment.

Service is available at the Dean of Instruction Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Dean of Instruction Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Permit "A" to Conduct Academic Activity; Attach the following documents: Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 7PM/on weekends/on Holidays), and outside WVSU. For field trip or educational tour, CMO 17 (Guidelines on Fieldstrips and Educational Tour) Checklist of Requirements is to be accomplished. For activities within WVSU, the activity must have approval of GSO Supervisor and Chief Administrative Officer.		Office of the Dean of Instruction		
<b>EXTERNAL</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents complete papers	1. Check papers for previous details and signatures	None	5 minutes for educational field trips/tours	<i>Class representative/faculty in-charge and DI Administrative Assistant III</i> DIQA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Obtains signature of the Director of Instruction and the Campus Administrator  If activity is outside Western Visayas, applicant seeks approval of the University President	2. Signs permits to conduct activity	None	3 minutes	<i>DI and Campus Administrator</i> DIQA & Campus Admin Bldg
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



# **DEAN OF INSTRUCTION OFFICE**

## **Internal Service**



## 1. Approval of Permits for Academic Activities

The faculty follows the confirmed/published class schedule and room assignment. S/he check's the student's attendance in class, provides instruction and assess learning. Varied strategies and assessing students are required. This requires permits for alternative assessment.

Service is available at the Dean of Instruction Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Dean of Instruction Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	WVSU-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Permit "A" to Conduct Academic Activity; Attach the following documents: Course Syllabus, Itinerary or Program of Activities, Budget, List of Students, Parental Waivers for activity within WVSU (conducted after 7PM/on weekends/on Holidays), and outside WVSU. For field trip or educational tour, CMO 17 (Guidelines on Fieldstrips and Educational Tour) Checklist of Requirements is to be accomplished. For activities within WVSU, the activity must have approval of GSO Supervisor and Chief Administrative Officer.		Office of the Dean of Instruction		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Check papers for previous details and signatures	None	5 minutes for educational field trips/tours	<i>Class representative/faculty in-charge and DI Administrative Assistant III</i> DIQA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Obtains signature of the Director of Instruction and the Campus Administrator  If activity is outside Western Visayas, applicant seeks approval of the University President	2. Signs permits to conduct activity	None	3 minutes	<i>DI and Campus Administrator</i> DIQA & Campus Admin Bldg
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



# **MEDICAL/DENTAL CLINIC**

## **External Services**



## 1. Physical Examination (New Students)

This procedure applies to the new students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: Complete Medical Laboratory Results		Any Government Clinic/ Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Medical Clinic to secure Laboratory request Form	1. Issue Laboratory Request Form	None	3 minutes	Nurse III Medical Clinic
2. Present Complete Original Medical Laboratory Results	2. Check Complete Medical Laboratory Results	None	5 minutes	Nurse III Medical Clinic
3. Repeat Laboratory and submit new results (if needed)	3.1 Check for the compliance of treatments (if needed)	None	10 minutes	Nurse III Medical Clinic
	3.2 Call attention of parents regarding the results and findings (if needed)	None	15 minutes	
	3.3 Provide and Ask Client to fill out Log Sheet and Permanent Health Record	None	10 minutes	
4. Fill out Log Sheet and Permanent Health Record	4. Check Log Sheet and Permanent Health Record	None	5 minutes	Nurse III Medical Clinic
5. Undergoes Preliminary Examination	5. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse III Medical Clinic
6. Undergoes Physical Examination	6. The Government physician or part time physician conducts a thorough physical examination.	None	25 minutes	Physician Medical Clinic
7. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	7. Schedules follow-up if needed	None	3 minutes	Nurse III Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 26 minutes</b>	





## 2. Physical Examination (Old Students)

This procedure applies to the old students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper Identification	None	2 minutes	Nurse III Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	
2. Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	Nurse III Medical Clinic
3. Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	Physician Medical Clinic
4. Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed	None	3 minutes	Nurse III Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



### 3. Medical Consultation

This procedure applies to the students, faculty and staff of West Visayas State University. We give starter dose medicines for students. We refer to nearby hospital if needed after evaluation.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Lambunao Campus - Medical Clinic		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		Office of Student Affairs (OSA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present school ID	1. Check proper Identification	None	2 minutes	Nurse III Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results	None	5 minutes	
	2.2 Interview Clients of complaints,	None	10 minutes	
	2.3 Take vital signs	None	5 minutes	
	2.4 Give simple medicines ( if needed)	None	5 minutes	
	2.5 Refer Client's case to the physician(if needed)	None	5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>37 minutes</b>	



## 4. Oral Health Examination (New Students)

This procedure applies to the students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Student: WVSU CAT Result, Interview Form, Duplicate Complete Laboratory Results (if needed).		Registrar's Office, Different Schools and Colleges Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original Complete Laboratory results	1. Check completeness of original laboratory results. (if needed)	None	3 minutes	Dental Aide(JO) Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet and Permanent Dental Health Record	None	2 minutes	
2. Fills out Log Sheet and Permanent Dental Health Record	2. Check the Log Sheet and Permanent Dental Health Record	None	5 minutes	Dental Aide(JO) Dental Clinic
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	Dentist II Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	5 minutes	Dentist II Dental Clinic
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 5. Oral Health Examination (Old Students)

This procedure applies to the old students of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old Student: WVSU Identification Card		Office of the Students Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper Identification.	None	2 minutes	<i>Dental Aide(JO)</i> Medical-Dental Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	3 minutes	
2. Fills out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide(JO)</i> Medical-Dental Clinic
	2.1 Retrieve Permanent Dental Record	None	5 minutes	
3. Undergoes Oral Health Examination	3. Perform Oral Examination	None	15 minutes	<i>Dentist II</i> Medical-Dental Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	4. Schedules follow-up if needed	None	5 minutes	<i>Dentist II</i> Medical-Dental Clinic
<b>TOTAL:</b>		None	<b>32 minutes</b>	



## 6. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the students of West Visayas State University-LC. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	1.1 Provide and ask client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	15 minutes	<i>Dental Aide(JO)</i> Dental Clinic  <i>Dentist II</i> Dental Clinic
	3.1 Diagnosis and treatment	None	10 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	



## 7. Dental Consultation (Oral Prophylaxis)

This procedure applies to the students of West Visayas State University-LC. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3. Consultation	3. Perform oral examination	None	10 minutes	<i>Dental Aide(JO)</i> Dental Clinic  <i>Dentist II</i> Dental Clinic
	3.1 Diagnosis and treatment	None	30 minutes	
	3.2 Prescribe and dispense medicines	None	10 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	



## 8. Dental Consultation (Dental Restoration)

This procedure applies to the students of West Visayas State University-LC. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		20 minutes	<i>Dentist II</i> Dental Clinic
	3.1 Diagnosis and treatment		45 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 20 minutes</b>	



## 9. Dental Consultation (Extraction)

This procedure applies to the students of West Visayas State University-LC. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proper school uniform with school ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out logbook	2. Check the Log Sheet		2 minutes	<i>Dental Aide(JO)</i> Dental Clinic
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		5 minutes	<i>Dentist II</i> Dental Clinic
	3.1 Diagnosis and treatment		40 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	





# **MEDICAL/DENTAL CLINIC**

## **Internal Services**



## 1. Physical Examination

This procedure applies to the faculty and staff of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper Identification	None	2 minutes	<i>Nurse III</i> Medical Clinic
	1.1 Retrieve Permanent Health Record with attached Complete Laboratory Results	None	5 minutes	<i>Nurse III</i> Medical Clinic
2.Undergoes Preliminary Examination	2. Take the height and weight, Snellen Test and vital signs.	None	10 minutes	<i>Nurse III</i> Medical Clinic
3.Undergoes Physical Examination	3. The Government physician or part time physician conducts a thorough physical examination.	None	15 minutes	<i>Physician</i> Medical Clinic
4.Receives Medical Certificate, Laboratory Requests and Prescriptions (if needed)	4. Schedules follow-up if needed	None	3 minutes	<i>Nurse III</i> Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



## 2. Medical Consultation

This procedure applies to the faculty and staff of West Visayas State University. We give starter dose medicines for faculty and staff.

We refer to nearby hospital if needed after evaluation.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU-Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Employees: WVSU Identification Card		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present WVSU ID	1. Check proper Identification.	None	2 minutes	Nurse III Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet	None	3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	Nurse III Medical Clinic
	2.1 Retrieve Permanent Health Record with attached Complete Medical Laboratory Results	None	5 minutes	
	2.2 Interview Clients of complaints	None	10 minutes	



	2.3 Take vital signs	None	5 minutes	Nurse III Medical Clinic
	2.4 Give simple medicines ( if needed)	None	5 minutes	
	2.5 Refer Client's case to the physician(if needed)	None	5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>37 minutes</b>	



### 3. Oral Health Examination

This procedure applies to the faculty and staff of West Visayas State University.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper Identification.	None	2 minutes	<i>Dental Aide(JO)</i> Medical Clinic
	1.1 Provide and ask patient to fill out Log Sheet	None	3 minutes	
	2. Check the Log Sheet	None	2 minutes	
2. Fills out Log Sheet	2.1 Retrieve Permanent Dental Record	None	5 minutes	<i>Dentist II</i> Medical Clinic
	3. Perform Oral Examination	None	15 minutes	
3. Undergoes Oral Health Examination	4. Schedules follow-up if needed	None	5 minutes	<i>Dentist II</i> Medical Clinic
4. Receives dental certificate, laboratory requests and prescriptions if needed	<b>TOTAL:</b>	<b>None</b>	<b>32 minutes</b>	



## 4. Dental Consultation (Prescribing and Dispensing Medicines)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Medical Clinic
	1.1 Provide and ask client to fill out Log Sheet	None	3 minutes	
2 Fill out Log Sheet	2. Check the Log Sheet	None	2 minutes	
	2.1 Retrieve Client's Dental Health Record	None	3 minutes	
3 Consultation	3. Perform oral examination	None	15 minutes	<i>Dentist II</i> Medical Clinic
	3.1 Diagnosis and treatment	None	10 minutes	
	3.2 Prescribe and dispense medicines	None	5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>40 minutes</b>	



## 5. Dental Consultation (Oral Prophylaxis)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		10 minutes	<i>Dentist II</i> Medical Clinic
	3.1 Diagnosis and treatment		30 minutes	
	3.2 Prescribe and dispense medicines		10 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	



## 6. Dental Consultation (Dental Restoration)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday.

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out Log Sheet	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		20 minutes	<i>Dentist II</i> Medical Clinic
	3.1 Diagnosis and treatment		45 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour &amp; 20 minutes</b>	





## 7. Dental Consultation (Extraction)

This procedure applies to the faculty and staff of West Visayas State University. Initial dose of prescribed drugs or medicines is provided and advice the patient to return for follow-up.

Located at the Medical-Dental Clinic. Open at 8:00am to 5:00pm, Monday, Tuesday, Thursday and Friday

<b>Office or Division:</b>	Lambunao Campus - Dental Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU Identification Card		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present WVSU ID	1. Check proper identification.	None	2 minutes	<i>Dental Aide(JO)</i> Medical Clinic
	1.1 Provide and ask Client to fill out Log Sheet		3 minutes	
2. Fill out logbook	2. Check the Log Sheet		2 minutes	
	2.1 Retrieve Client's Dental Health Record		3 minutes	
3. Consultation	3. Perform oral examination		5 minutes	<i>Dentist II</i> Medical Clinic
	3.1 Diagnosis and treatment		40 minutes	
	3.2 Prescribe and dispense medicines		5 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour</b>	



# **OFFICE OF STUDENT AFFAIRS**

## **External Services**



## 1. Processing of Scholarship Applicants

The scholarship service is the process in applying for scholarships offered in the university be it institutional, private, and government scholarship.

Office Hours: 8AM- 12 NN and 1PM – 5PM

Office Location: 2<sup>nd</sup> floor of the Library Building

<b>Office or Division:</b>		Lambunao Campus - Office of Student Affairs		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		Scholars/Grantees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate/Notice of Award Scholarship Form		Benefactors/Sponsoring Agency Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the scholarship	1. Advises applicant to pay the documentation filing fee to the cashier once the application is approved	35.00 Php /semester	4 minutes	OSA Head Office of the Student Affairs
	1.1 Advises applicant for appropriate action if she/he is not qualified	None	1 minute	OSA Head Office of the Student Affairs
2. Seeks signatures of registrar, dean or director and adviser.	2. Advises applicant to seek signatures of registrar, dean/ director and adviser.	None	30 minutes	OSA Head Office of the Student Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Presents certificate/notice of award to Office of Student Affairs attending officer	3. Check papers/ credentials presented	None	10 minutes	OSA Head / Admin. Aide III Office of the Student Affairs
4. Gives copy of approved scholarship to Office of Student Affairs, Registrar, Cashier and Dean	4. Records/files approved scholarship	None	2 minutes	Admin. Aide III Office of the Student Affairs
	<b>TOTAL:</b>	<b>35.00Php /semester</b>	<b>47 minutes</b>	



## 2. Approval of Permits of Student Non-Academic Activities

The permit of student non-academic activities applies to all students' non-academic activities (inside/outside the university) held on class days or after school hours.

Office Hours: 8AM- 12 NN and 1PM – 5PM

Office Location: 2<sup>nd</sup> floor of the Library Building

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form B Request for Permit to Conduct Non-Academic Activity (must have liquidated previous activities; attach waivers if after 5:00 pm., outside WVSU and outside Western Visayas; attach Budget Plan if it entails expenses; for activities within WVSU, must have approval of General Services Office, Administrative Office and Vice President for Administration and Finance to use school facilities.		Office of Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Checks papers for previous details and signatures	None	3 minutes	<i>Admin. Aide III</i> Office of the Student Affairs
2. If activity is non-academic, applicant obtains signature of Office of Student Affairs Head and the Campus Administrator	2. Signs permit to conduct activity	None	3 minutes	<i>OSA Head and Campus Administrator</i> Office of the Student Affairs/ Campus Bldg



3. If activity is outside Western Visayas, applicant seeks approval of the Campus Administrator	3. Signs permit to conduct activity	None	3 minutes	<i>OSA Head and Campus Administrator</i> Office of the Student Affairs/ Campus Bldg
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	



### 3. Accreditation of Student Organizations

Only accredited student organizations can conduct activities where students learn about responsibility, leadership, through student organizations and related activities to develop their leadership skills, talents and abilities by allowing them to manage their organizations in a framework where they are assisted and supervised by faculty advisers to ensure that their activities will promote growth and development.

Office Hours: 8AM- 12 NN and 1PM – 5PM

Office Location: 2<sup>nd</sup> floor of the Library Building

<b>Office or Division:</b>		Office of Student Affairs		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		External Clients - Officers of Student Councils and various School Organizations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete application letters for accreditation		Office of Student Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complete application forms with requirements	1. Checks forms and requirements; if deficient, returns papers for completion	None	15 minutes	<i>Admin. Aide III</i> Office of the Student Affairs
2. Chair/Representative seeks approval of application	2. Reviews by Accreditation Committee	None	30 minutes	<i>Accreditation Committee</i> Office of the Student Affairs
3. Applicant's representative follows up status/approval of application	3. Approves/ Disapproves application	None	3 minutes	<i>OSA Head</i> Office of the Student Affairs
4. Applicant's representative gets approved/disapproved papers	4. Should have 1 approved copy received by the organization's representative for office file	None	2 minutes	<i>Student Organization Coordinator</i> Office of the Student Affairs



5. Faculty Adviser seeks designation as adviser of the organization.	5. Types and prints faculty designation	None	15 minutes	<i>Student Organization Coordinator</i> Office of the Student Affairs
6. Receives faculty designation	6. Issues the approved faculty designation	None	3 minutes	<i>Admin. Aide III</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 8 minutes</b>	





## 4. Student Assistantship

The student assistantship is for students who intend to apply as student assistants employed by the Office of Student Affairs.

Office Hours: 8AM- 12 NN and 1PM – 5PM

Office Location: 2<sup>nd</sup> floor of the Library Building

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Letter, Request/Recommendation Letter from the Unit Heads Student Assistant Personal Data Sheet		Applicants Unit Heads Concerned  Office of Student Affairs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application letter, class schedule, ID picture	1. Receives application letter and checks class schedule and ID picture	None	5 minutes	<i>Admin. Aide III</i> Office of the Student Affairs
2. If chosen by a particular unit/office	2. Screens applicant and recommends to the Head of Students those who are qualified	None	10 minutes	<i>Unit Heads</i> Colleges
	2.1 Informs qualified applicant		5 minutes	<i>OSA Head</i> Office of the Student Affairs
3. Submits Personal Data Sheet for approval of the Head of Student Affairs	3. Records/files approved form	None	5 minutes	<i>Admin. Aide III</i> Office of the Student Affairs
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	



## 5. Psychological Testing

The conduct of psychological testing for freshmen and transferees is the process in administering psychological tests to assess and promote awareness of students' mental ability needed for realistic educational and vocational goal setting and to help students build realistic picture of their selves by exploring their strengths and/or weaknesses as revealed in their personality test results.

Office Hours: 8AM- 12 NN and 1PM – 5PM

Office Location: 2<sup>nd</sup> floor of the Library Building

<b>Office or Division:</b>	Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government- Government (G2G)			
<b>Who may avail:</b>	External Clients - Freshmen Students/Transferees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU Identification Card		Official University ID provider		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes inquiry regarding Psychological Testing schedule	1. Makes schedule for psychological testing by the Guidance Counselor	Included in tuition fee during enrolment	30 minutes	<i>Guidance Counselor</i> Office of the Student Affairs
2. Reports to testing room as scheduled	2. Administers the test and score IQ and Personality Tests	None	1 hour and 45 minutes	<i>Guidance Counselor</i> Office of the Student Affairs <i>Guidance Counselors</i>
3. Reports to guidance office for test interpretation	3. Interprets test results individually or by groups	None	30 minutes per student	<i>Guidance Counselor</i> Office of the Student Affairs <i>Guidance Counselors</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 Hours and 45 minutes</b>	



# **REGISTRAR'S OFFICE**

## **External Services**



# 1. Request for the Issuance/Authentication of Academic Records such as (Official Transcript of Records (OTR), Diploma, Form 137-A, Certification/Authentication/Verification (CAV), & Transfer Credential/Honorable Dismissal.

The Academic Records such as Official Transcript of Records (OTR), Diploma, Form 137-A, Certification/Authentication/Verification (CAV), & Transfer Credential/Honorable Dismissal is issued to current/former student that they were duly admitted & enrolled to a specific program offered, and has earned corresponding academic units/degree as approved by the university's Board of Regents.

<b>Office or Division:</b>	WVSU Lambunao Campus-Office of the Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government- Government (G2G)	
<b>Who may avail:</b>	Students/Alumni, Transferees, External Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Has Submitted Complete Admission Requirements (upon enrolment)		
a. Form 138-Senior High School (SHS) Card (Original)		Submitted upon enrolment by the new student.
b. Form 137-A (Original)		Requested from the last school (SHS) attended.
c. Transfer Credential/Honorable Dismissal (for Transferee)		Submitted by the transferee upon enrollment.
d. PSA Live Birth/Marriage Certificate		Submitted by the Student upon enrollment.
2a. Requirements (For 1 <sup>st</sup> Time Request):		
• Request Form (ISO Form)		Windows 2 to 4 of the Registrar's Office
• Student's Clearance		Student's Account Section, Finance Office
• Proof of Payment/Official Receipt		Window 1, Cashier's Office



<ul style="list-style-type: none"> <li>School Identification Card (for Graduates &amp; those who will transfer to other schools)</li> </ul>		Submitted by the Requester		
<ul style="list-style-type: none"> <li>Authorization Letter(for OTR, Form 137-A, CAV)/ Special Power of Attorney (SPA) (for Diploma, Transfer Credentials/Honorable Dismissal)</li> </ul>		Provided by the Person being Authorized or given SPA		
<ul style="list-style-type: none"> <li>Government Issued ID (BIR, Postal ID, DFA, SSS, GSIS, Pag-ibig) of a person being represented in case of representative/SPA</li> </ul>		Provided by the Person being Authorized		
<ul style="list-style-type: none"> <li>One Documentary Stamp (per request, except for Diploma)</li> </ul>		Provided by the Requester or Person Authorized		
2b. Requirements for 2 <sup>nd</sup> Time Request:				
<ul style="list-style-type: none"> <li>Request Form (ISO Form)</li> </ul>		Windows 2 to 4 of the Registrar's Office		
<ul style="list-style-type: none"> <li>Proof of Payment/Official Receipt</li> </ul>		Window 1, Cashier's Office		
<ul style="list-style-type: none"> <li>Authorization Letter (for OTR, Form 137-A, CAV)/ Special Power of Attorney (SPA) (for Diploma, Transfer Credentials/Honorable Dismissal)</li> </ul>		Provided by the Person being Authorized or given SPA		
<ul style="list-style-type: none"> <li>Government Issued ID (BIR, Postal ID, DFA, SSS, GSIS, Pag-Ibig) of a person being represented in case of representative/SPA</li> </ul>		Provided by the Person being Authorized		
<ul style="list-style-type: none"> <li>One Documentary Stamp (per request, except for Diploma)</li> </ul>		Provided by the Requester or Person Authorized		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the window of the Registrar's Office in Charge of the Program to file a request.	1. Issues Request Form (ISO Form)/Order of Payment to Client.	For Official Transcript of Records (OTR)  -Php 100.00 w/o Pic.	2 Minutes	<i>Administrative Aide III</i> Registrar's Office



2. pays the fee of the requested documents to the Cashier's Office	2. process the order of payment/request	-Php 125.00 w/ Pic. For Diploma -No Fee	2 Minutes	<i>Administrative Aide IV</i> Cashier's Office
3. submits the Official Receipt/Order of Payment to the Appropriate Window in Charge of the Program for processing of the request(s)	3. Informs him or her of the requirements needed for the request as well as the date and time of release.	For Form 137-A -Php 35.00	2 Minutes	<i>Administrative Aide III</i> Registrar's Office
4. receives the returned Original Receipt. The client leaves the office and returned on the appointed date and time of release	4. Retrieves the student's folder in the steel cabinet and processes the request(s).	For Certification/ Authentication/ Verification (CAV) -Php 80.00	2 Days	<i>Administrative Aide III</i> Registrar's Office
5. returns to the designated window on the designated date/time of the release of the documents and present his receipt/order of payment.	5. Retrieves the student's folder and prepare the requested document and release it.	For Transfer Credential/ Honorable Dismissal -Php 100.00	5 Minutes	<i>Administrative Aide III</i> Registrar's Office
6. receives the document requested and signs the logbook.	6. Asks the client to sign the logbook.	None	3 Minutes	<i>Administrative Aide III</i> Registrar's Office



	<b>TOTAL:</b>	<p>For Official Transcript of Records (OTR)</p> <p>-Php 100.00 w/o Pic.</p> <p>-Php 125.00 w/ Pic.</p> <p>For Diploma</p> <p>-No Fee</p> <p>For Form 137-A</p> <p>-Php 35.00</p> <p>For Certification/ Authentication/ Verification (CAV)</p> <p>-Php 80.00</p> <p>For Transfer Credential/ Honorable Dismissal</p> <p>-Php 100.00</p>	2 Days & 14 Minutes	
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## **2. Processing of Adding, Dropping, Changing of Classes, Special Arrangement (Tutorial), Shifting from One Degree Program to Another Within the Same College/School, Transfer from One College/School to Another Within the University, and Permit to Carry Units beyond Regular Load Forms.**

The following transactions are defined as follows:

**Adding Form** is a process where the student adds a subject(s), subject to the recommendation of the adviser/program chair, to correct or remedy an irregular curricular status or to facilitate completion of course work.

**Dropping Form** is a process where the student drops subject(s), subject to the recommendation of the adviser/dean/director/program chair or violation of admission policy, due to conflict of schedule by being an irregular student or he did not attend the said class.

**Changing of Classes Form** is a process where the student change class schedule due to schedule conflict subject to the recommendation of the adviser/dean/director/program chair.

**Special Arrangement (Tutorial) Form** is a process where the student concerned is advised, in writing, by the adviser/Dean/Director/program adviser to request for the tutorial subject to remedy an irregular curricular status or to facilitate completion of course work

**Shifting from One Degree Program to another within the Same College/School Form** is a process where the student concerned shifts from one-degree program to another within the same college/school.

**Transfer from One College/School to Another within the University Form** is a process where the student concerned transfer from one college/school to another within the university.

**Permit to Carry Units beyond the Regular Load Form** is a process where the student concerned seeks approval from his/her Deans/Directors to carry units beyond the regular load to remedy an irregular curricular status or to facilitate completion of course work.





<b>Office or Division:</b>		WVSU Lambunao Campus-Office of the Registrar		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government- Government (G2G)		
<b>Who may avail:</b>		Currently Enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form is properly filled up (Non-ISO Form)		Respective College/School/ & Downloadable @ Registrar's Office Forms Folder Google Drive Link: <a href="https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing">https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing</a>		
2. Subject(s) to be added/changed/dropped is approved by the Deans/Directors		Respective College/School		
3. Subject(s) to be added/changed/dropped is noted by the Accountant		Windows 4 of the Finance Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the window of the Registrar's Staff in Charge of the Program to file the request.	1. Reviews/initials the Request Form (Non-ISO Form).	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office
2. Leaves/waits for the time of the release of the requested document	2. Registrar III signs the document.	None	2 Minutes	<i>Administrative Aide IV</i> Cashier's Office
3. Receives document	3. Releases documents to the client.	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>6 Minutes</b>	



### 3. Processing of Leave of Absence/Re-entry Form.

The following transactions are defined as follows:

**The Leave of Absence Form** is issued to a current student who will not enroll in the current semester.

**The Re-entry Form** is issued to the student who filed their Leave of Absence previously from the university and now wishes to enroll again in the university, subject to the admission policy as approved by the University Board of Regents.

<b>Office or Division:</b>		WVSU Lambunao Campus-Office of the Registrar		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government- Government (G2G)		
<b>Who may avail:</b>		Currently Enrolled Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student Clearance		Window 4 @ the Finance Office		
2. The Leave of Absence Forms is duly recommended by the Deans/Directors		Respective College/School/ & Downloadable @ Registrar's Office Forms Folder Google Drive Link: <a href="https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing">https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach any windows of the Registrar's Office to process the request.	1. Reviews/initials the Request Form (Non-ISO Form) as to the required signatory.	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Leaves/waits for the time of the release of the requested document	2. Registrar III signs the document.	None	2 Minutes	<i>Administrative Aide IV</i> Cashier's Office
3. receives document	3. Releases documents to the client.	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>6 Minutes</b>	



#### 4. Processing of Enrolment of Students (stamping of “Officially Enrolled” in the COR) which includes the Issuance of Class card and ID Validation in the Registrar’s Office)

The stamping of “Officially Enrolled” in the COR which includes the Issuance of Class card and ID Validation is done to the students who were allowed to enroll by their respective Colleges/Schools subject to their respective Admission Policy as approved by the Board of Regents.

The issuance of class cards hinge on enrollment and is given to a student based on the number of subjects enrolled.

ID Validation is done to the students who were officially enrolled.

<b>Office or Division:</b>	WVSU Lambunao Campus-Office of the Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government- Government (G2G)	
<b>Who may avail:</b>	Currently Enrolled Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Complete Admission Requirements (For New/Transferee Student):		Respective College/School
a. Form 138 (SHS Card) & Form 137-A (SHS Permanent Record Original)		Previous School Attended
b. Official Transcript of Records (for Transferee)		Previous School Attended
c. Transfer Credential/Honorable Dismissal (for Transferee)		Previous School Attended
d. PSA Live Birth/Marriage Certificate		Philippine Statistical Authority or Local Civil Registrar
e. Medical & Dental Certificate		Medical/Dental Clinic of the University
f. Certificate of Good Moral Character (both new and transferee student)		Previous School Attended
g. WVSUCAT Result		Registrar’s Office



2. Duly accomplished/filled up/signed Certificate of Registration (ISO Form)		College/ School		
3. Student ID for Validation (Old Students)				
4. Student Clearance (signed by the indicated signatory)		Finance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pays local/ miscellaneous fees & signing of Non- Fraternity Contract	1. Receives payment and facilitates the signing of the contract	None	5 Minutes	<i>Administrative Aide III</i> Registrar's Office
2. Secures Certificate of Registration Form after presenting the complete admission and other requirements	2. Issues Registration Form	None	2 Minutes	<i>Administrative Aide III</i> Dean's/Director's Office
3. Fills out the Registration Form (subjects to be taken) and submits the same to the enrolling Teacher for checking and verification	3. Checks and verifies the accomplished form	None	15 Minutes	<i>Administrative Aide III</i> Registrar's Office
4. Enlist with the National Service Training Program (NSTP) Office for NSTP subjects (ROTC/CWTS)	4. Enlists students	None	10 Minutes	<i>NSTP Officer</i> Director's Office
5. Assessment of fees with the Accounting Office	5. Assess school fees and state account	None	5 minutes	<i>Administrative Aide III</i> Accounting Office
6. Pays the assessed fees with cashier's office	6. Receives payment & issues Official Receipt	None	5 minutes	<i>Administrative Aide IV</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Proceeds to the Registrar's Office for the stamping of Officially Enrolled" the Certificate of Registration Form with the and issuance of class cards student ID validation.	7. Receives/review and stamps with "Officially Enrolled" student's Certificate of Registration.  -issues class cards corresponding to the number of subjects enrolled and returned the student copy of the COR.  -validate student ID.	None	10 minutes	<i>Administrative Aide III</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>52 Minutes</b>	



## 5. Processing of Application for Graduation

The Application for Graduation is issued to and applied by the graduating student which submits the same to the office of the University Registrar two weeks after enrolment for his/her last semester at the University. A student shall be recommended for graduation only after he/she has satisfied all academic and other requirements for graduation prescribed in his/her curriculum.

<b>Office or Division:</b>	WVSU Lambunao Campus-Office of the Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All currently enrolled graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished/filled up/signed Application for Graduation Form (ISO Form)		Respective College/School/  & Downloadable @ Registrar's Office Forms Folder Google Drive Link: <a href="https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing">https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing</a>		
2. Signed Appraisal Form (Form 9) signed by the Dean/Director		Provided by the Applicant from the Office of the Dean/Director		
3. Official Transcript of Records		Provided by the Applicant from the Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the, duly endorsed by the respective Deans/Directors, Application for Graduation (ISO Form) of the students.	1. Receives/review and note the duly endorsed (by the respective Deans/Directors) Application for Graduation (ISO Form) of the student.	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 Minutes</b>	



## 6. Processing of Permit to Carry Units beyond Regular Load

Processing of Permit to Carry Units beyond the Regular Load is a process where the student concerned seeks approval from his/her Deans/Directors to carry units beyond the regular load to remedy an irregular curricular status or to facilitate completion of course work.

<b>Office or Division:</b>	WVSU Lambunao Campus-Office of the Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All currently enrolled graduating students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form is properly filled up/signed (Non-ISO Form)		Respective College/School/  & Downloadable @ Registrar's Office Forms Folder Google Drive Link: <a href="https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing">https://drive.google.com/drive/folders/1RhybRyGRjZ5MCtPMGg8VMx1Zt3tWF_Y9?usp=sharing</a>		
2. The transfer is recommended by the Class Adviser/Program Adviser of the college/school.		From the College/School		
3. The transfer is approved by the Deans/Directors		From the College/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any windows of the Registrar's Office to process the request.	1. Reviews/initials the Request Form (Non-ISO Form) as to the required signatory.	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office





2. Leaves/waits for the time of the release of the requested document	2. The Registrar III signs the document.	None	2 Minutes	<i>Administrative Aide IV</i> Cashier's Office
3. Receives document	3. Releases documents to the client.	None	2 Minutes	<i>Administrative Aide III</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>6 Minutes</b>	



# **SECURITY OFFICE**

## **External Services**



## 1. Public Assistance (Phone In)

Assists clients who has transactions with the University.

Schedule of availability of service : 24 hours, 7 days a week; NO NOON BREAK

<b>Office or Division:</b>		Lambunao Campus - Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Outside callers and Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone In				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Makes inquiry	1. Receives/verifies caller's name, address and purpose	None	2 minutes	Security Guard Security Office
2. Gives information	2. Transfers telephone lines to the person concerned	None	1 minute	Security Guard Security Office
<b>TOTAL:</b>		<b>None</b>	<b>3 minutes</b>	



## 2. Public Assistance (Walk In)

Assists clients who has transactions with the University.

Schedule of availability of service : 24 hours, 7 days a week; NO NOON BREAK

<b>Office or Division:</b>		Lambunao Campus - Security Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Visitors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Walk In				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enters for personal business transactions	1. Check ID and records the name, address and purpose	None	4 minutes	Security Officer / Security Guard Security Office
2. Request for Assistance	2. Gives / Assists the subject where he/she can address the transaction	None	3 minute	Security Officer / Security Guard Security Office
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



### 3. Issuance of Car Pass Stickers

Issues car passes to vehicle owners to be able to enter the campus premises.

Schedule of availability of service : 8:00 AM – 5:00PM (Monday to Friday)

Office or Division:	Lambunao Campus - Security Office			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Car Pass Application Form		Administrative Division		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	5 minutes	Chief Security Officer/Security Guard Security Office
2.Pays the fee at the Cashier's Office	2. Cashier's Offices issues official receipt.	P150.00	3 minutes	Cashier Cahier's Office
3. Presents Official receipts.	3. Issues car pass sticker	None	2 minutes	Chief Administrative Officer CAO Office
	TOTAL:	150	10 minutes	



# **SECURITY OFFICE**

## **Internal Service**



## 1. Issuance of Car Pass Stickers

Issues car passes to vehicle owners to be able to enter the campus premises.

Schedule of availability of service : 8:00 AM – 5:00PM (Monday to Friday)

Office or Division:	Lambunao Campus - Security Office			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Car Pass Application Form		Administrative Division		
EXTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out application form	1. Checks/verifies application form and instructs client to pay at the Cashier's Office	None	5 minutes	Chief Security Officer/Security Guard Security Office
2.Pays the fee at the Cashier's Office	2. Cashier's Offices issues official receipt.	P150.00	3 minutes	Cashier Cahier's Office
3. Presents Official receipts.	3. Issues car pass sticker	None	2 minutes	Chief Administrative Officer CAO Office
	TOTAL:	None	10 minutes	



## **EXTENSION AND TRAINING OFFICE**

### **External Services**





## 1. Conduct of Training / Extension Activity

This procedure applies to the target clientele of the extension programs conducted by colleges and campuses and to the extension implementers in the University and the National Government Agencies (NGAs), Non-Government (NGOs), Local Government Units (LGUs) and People's Organization (POs)

Service is available at the Extension and Training Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Extension and Training Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizens, Government to Business and Government to Government			
<b>Who may avail:</b>	Students, farmers, community residents, Local Government Units, Government Organizations, Non-Government Organizations and Private Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, Training/Activity Design		Office of Extension and Training		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1. Receives and assesses request	None	30 minutes	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
	1.1 Prepares training or activity design	None	2 days	
2. Gets signatures needed for approval of training/activity design and submits training/activity design	2. Gets approval of the University President of the training/activity design	None	30 minutes	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepares for the conduct of training/activity	3. Requests supplies and materials 3.1 Prepares training kit, handouts, materials and designations of resource persons	None None	10 days	<i>Admin. Aide III</i> <i>Asst. Prof. II (Extension Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i> Extension and Training Office
4. Attends training/activity	4. Conducts training/extension activity	None	1-3 days	<i>Admin. Aide III</i> <i>Asst. Prof. II (Extension Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i> Extension and Training Office
	<b>TOTAL:</b>	<b>None</b>	<b>15 days and 1 hour</b>	



## 2. Extension Program/Project Implementation of Commissioners /Externally Funded Projects

Set of projects and activities in extension, community outreach or similar functions regularly undertaken by an institution as part of the mandate or organization vision, mission, goals and objectives.

Service is available at the Extension and Training Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Extension and Training Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Extension Program/Project Implementation of Commissioners /Externally Funded Projects			
<b>Who may avail:</b>	Externally funding agencies/ partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program/Project Proposal		Requested party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls for proposal	1. Prepares extension project proposal	None	30 days	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
2. Evaluates proposal and makes suggestions for improvement	2. Revises proposal incorporating suggestions	None	1 day	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
	2.1 Returns/submits final proposal	None	1 day	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives and assesses revised proposal	3. Schedules proposal for In-House Review	None	1 day	<i>Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office</i>
4. Approves proposal and returns to proponent with Memorandum of Agreement	4. Presents proposal during the In-House Review	None	1 day	<i>Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office</i>
	4.1 Endorses proposal and draft Memorandum of Agreement (MOA) to the Administrative Council	None	10 minutes	
	4.2 Endorses proposal and draft MOA to the Board of Regents	None	10 minutes	
	4.3 Approves proposal and MOA	None	10 minutes	
	4.4 Returns copies of proposal and MOA to funding agency	None	1 day	<i>Admin. Aide III Professor VI (VPRET) VPRET Office</i>
5. Receives approved proposal and MOA	5. Prepares for launching	None	1 day	<i>Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office</i>
6. Processes papers for fund transfer	6. Prepares for fund transfer	None	1 day	<i>Accountant I and Administrative Officer II Finance Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Transfers funds	7. Receives project funds	None	1 day	<i>Accountant I and Administrative Officer II Finance Office</i>
8. Attends launching	8. Launches project	None	½ day	<i>Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office</i>
9. Monitors and evaluates the project	9. Implements program/project	None		<i>Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office</i>
10. Receives reports	10. Prepares and submits reports	None	2 days	<i>Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Professor VI (VPRET) Extension and Training Office/ VPRET Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>39.5 days and 30 minutes</b>	



### 3. Dissemination/Distribution of Information, Education and Communication (IEC) Materials

This applies to the development, production and distribution of traditional IEC and digital/new media as well as collateral materials developed and produced by University Extension and Development Center and extension units/colleges.

Service is available at the Extension and Training Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Research, Extension and Training Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Dissemination/Distribution of Information, Education and Communication (IEC) Materials			
<b>Who may avail:</b>	4Ps Beneficiaries, Adopted Barangay, LGU Personnel, DepEd Teachers/St			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requested party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires or writes letter of request on the availability of Information, Education and Communication materials	1. Notifies availability of materials	None	15 minutes	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
2. Receives IEC materials	2. Explains and gives out materials	None	15 minutes	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	



# **EXTENSION AND TRAINING OFFICE**

## **Internal Service**



## 1. Conduct of Training / Extension Activity

This procedure applies to the target clientele of the extension programs conducted by colleges and campuses and to the extension implementers in the University.

Service is available at the Extension and Training Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>	Lambunao Campus - Extension and Training Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizens, Government to Business and Government to Government			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter, Training/Activity Design		Office of Extension and Training		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request letter	1. Receives and assesses request 1.1 Prepares training or activity design	None None	30 minutes 2 days	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
2. Gets signatures needed for approval of training/activity design and submits training/activity design	2. Gets approval of the University President of the training/activity design	None	30 minutes	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
3. Prepares for the conduct of training/activity	3. Requests supplies and materials 3.1 Prepares training kit, handouts, materials and designations of resource persons	None None	10 days	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attends training/activity	4. Conducts training/extension activity	None	1-3 days	Admin. Aide III Asst. Prof. II (Extension Coordinator Designated) Asso. Prof. III (Head RETO Designated) Extension and Training Office
	<b>TOTAL:</b>	<b>None</b>	<b>15 days and 1 hour</b>	



# **LIBRARY**

## **External Services**



## 1. Issuance of Library Card (For Freshmen and New Students)

Guide on the proper procedures for issuance of borrower's card.

Service is available at the library from 7:30AM – 5:30PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 pc. 1x1 ID picture Registration Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Gives student's record form	None	1 minute	<i>Librarian / In-charge / Student Assistant Library</i>
2. Fills up and submits the student's record form	2. Verifies and checks the Student's Record Form	None	5 minutes	<i>Librarian / In-charge / Student Assistant Library</i>
3. None	3. Typewrites, validates, and issues student's library card	None	3 minutes	<i>Librarian / In-charge / Student Assistant Library</i>
4 Signs the logbook	4. Provide student's logbook to sign	None	1 minute	<i>Librarian / In-charge / Student Assistant Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



## 2. Re-Issuance of Library Cards

Guide on the proper procedures for re-issuance of borrower's card.

Service is available at the library from 7:30AM – 5:30PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Loss 1 pc. 1x1 picture Order of Payment Slip Receipt of payment for replacement of library card		PNP Self-provision Library Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Typewrites and validates the student's library card	P50.00	3 minutes	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
2. Signs in the logbook	2. Issues library card	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



### 3. Checking Out of Books

Guide on the proper procedures for borrowing of library materials.

Service is available at the library from 7:30AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book to be checked out together with his/her/ library card	1. Checks the library card of the student and the card of the book	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
2. Signs the logbook card	2. Writes the date/time/due/s on the book	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
3. None	3. Inputs data in the Library System and Issues Library Receipt	None	3 minutes	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 4. Checking-In of Books

Guide on the proper procedures for returning of library materials.

Service is available at the library from 7:30AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>		Lambunao Campus Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Books borrowed		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the borrowed book/s	1. Scans barcode of the book/s to be checked in	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant Library</i>
2. None	2. Retrieves the book card and library card of the student, checks if the data in the card corresponds to the book	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant Library</i>
3. None	3. (If the book is overdue) collects the overdue fines computed by the system	P1.00/ day for general circulation books; P50.00/day for reserve books	2 minutes	<i>Librarian/ In-Charge Library</i>
4. Pays overdue fines and signs in the logbook of fines	4. Receives payment and returns the library card of the student	P1.00/ day for general circulation books; P50.00/day for reserve books	1 minute	<i>Librarian/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>P1.00/ day for general circulation books; P50.00/day for reserve books</b>	<b>5 minutes</b>	



## 5. Checking-Out Materials for Photocopying

Guide on the proper procedures for photocopying of library materials.

Service is available at the library from 7:30AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the materials to be photocopied together with the library card	1. Scans barcode of the book/s to be checked in	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
2. Fills-out the photocopying slip and signs the book card	2. Approves the slips, checks out the material in the density Library Manager System and issues the book card	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant Library</i>
3. Returns the borrowed material	3. Checks the book against the photocopying slip, checks in the system and retrieves the book card and the library card, returns the library card to the student and insert the book card in the book	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant Library</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



## 6. Reference Assistance

Guide on the proper procedures for providing references assistance to library client regarding the use of reference and information resources.

Service is available at the library from 7:30AM – 5:30PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Library Card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the Librarian/ In-charge of the section and presents query	1. Conducts reference review	None	5 minutes	<i>Librarian/ Section In-Charge Library</i>
2. None	2. Directs student to available resources for directional type of query or by checking at the online Public Access Catalog (OPAC)	None	2 minutes	<i>Librarian/ Section In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	





## 7. Issuance of Research Permit

Guide on the proper procedures for the issuance of research permit to other libraries.

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card Research Clinic Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to the University Librarian's Office, approaches the Library Secretary and presents his/her validated Library Card	1. Conducts further review	None	2 minutes	<i>Library Secretary</i> Library
2. Fills out Research Clinic Form	2. Prepares Research Permit	None	5 minutes	<i>Library Secretary</i> Library
3. Signs the logbook for Research permits issued	3. Issues Research Permit	None	1 minute	<i>Library Secretary</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>8 minutes</b>	



## 8. Multimedia Services

Guide on the proper procedures to avail multimedia services.

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>		Lambunao Campus Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Reservation Form/Utilization Slip Borrowing Form		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes reservation for use of room or borrow equipment	1. Checks availability of room/ equipment	None	4 minutes	<i>Administrative Aide In-Charge Library</i>
2. Fills out and processes the Reservation Room/Utilization Slip/Borrowing Form	2. Instructs the client to return the accomplished form after it has been signed by the faculty concerned, countersigned by the AV/Multimedia In-charge and approved by the University Librarian	None	5 minutes	<i>Administrative Aide In-Charge Library</i>
3. Submits the accomplished Reservation Form/Utilization Slip/Borrowing Form	2. Verifies and approves the reservation 2.1 Books the reservation and sets-up the room/equipment 2.2 Issues attendance sheet for room utilization 2.3 Collects attendance sheets 2.4 Fixes the room and the equipment	None	1 minute 10 minutes	<i>Administrative Aide In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



## 9. Internet Services

Guide on the proper procedures in providing internet services.

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents validated library card and logs in	1. Opens/ sets-up computer	None	2 minutes	<i>Section In-charge/ Student Assistant Library</i>
2. Proceed to computer and performs activity	2. Assists the user/client	None	5 minutes	<i>Section In-charge/ Student Assistant Library</i>
3. Logs out	3. None	None	None	<i>None</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 10. Signing of Clearance

Guide on the proper procedures in signing of clearance

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her clearance together with the library card (for students with library card)	1. Checks the database for any unreturned book/ accountability in the library	None	2 minutes	<i>Librarian/Section In-charge/ Student Assistant Library</i>
2. Returns unreturned book and/or pays his/her dues. (If the due is less than P100.00, student pays directly to the Librarian/Section In-charge. If it is P100.00 and above, an order or payment is issued and he/she pays at the cashier's office)	2. Collects payment/ 2.1 issues order of payment	None	2 minutes	<i>Librarian/Section In-charge/ Student Assistant Library</i>
3. Signs in the logbook of fines/ or presents his/her receipts of payment	3. Stamps the student's clearance with the University Librarian's facsimile and have the Librarian/Section In-charge affix her initials	None	1 minute	<i>Librarian/Section In-charge/ Student Assistant Library</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



# **LIBRARY**

## **Internal Services**



## 1. Checking Out of Books

Guide on the proper procedures for borrowing of library materials.

Service is available at the library from 7:30AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid library card		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book to be checked out together with his/her/ library card	1. Checks the library card of the employee and the card of the book	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
2. Signs the logbook card	2. Writes the date/time/due/s on the book	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
	3. Inputs data in the Library System and Issues Library Receipt	None	3 minutes	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 2. Checking-In of Books

Guide on the proper procedures for returning of library materials.

Service is available at the library from 7:30AM – 5:00PM, Monday to Friday. NO NOON BREAK

<b>Office or Division:</b>		Lambunao Campus Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Books borrowed		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the borrowed book/s	1. Scans barcode of the book/s to be checked in	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant Library</i>
	2. Retrieves the book card and library card of the student, checks if the data in the card corresponds to the book	None	1 minute	<i>Librarian/ In-Charge/ Student Assistant Library</i>
	3. (If the book is overdue) collects the overdue fines computed by the system	P1.00/ day for general circulation books; P50.00/day for reserve books	2 minutes	<i>Librarian/ In-Charge Library</i>
2. Pays overdue fines and signs in the logbook of fines	4. Receives payment and returns the library card of the student	P1.00/ day for general circulation books; P50.00/day for reserve books	1 minute	<i>Librarian/ In-Charge Library</i>
	<b>TOTAL:</b>	<b>P1.00/ day for general circulation books; P50.00/day for reserve books</b>	<b>5 minutes</b>	



### 3. Checking-Out Materials for Photocopying

Guide on the proper procedures for photocopying of library materials.

Service is available at the library from 7:30AM – 5:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the materials to be photocopied together with the library card	1. Scans barcode of the book/s to be checked in	None	1 minute	<i>Librarian/ Section In-Charge/ Student Assistant Library</i>
2. Fills-out the photocopying slip and signs the book card	2. Approves the slips, checks out the material in the density Library Manager System and issues the book card	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant Library</i>
3. Returns the borrowed material	3. Checks the book against the photocopying slip, checks in the system and retrieves the book card and the library card, returns the library card to the student and insert the book card in the book	None	2 minutes	<i>Librarian/ In-Charge/ Student Assistant Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	





## 4. Reference Assistance

Guide on the proper procedures for providing references assistance to library client regarding the use of reference and information resources.

Service is available at the library from 7:30AM – 5:30PM, Monday to Friday. NO NOON BREAK.

Office or Division:	Lambunao Campus Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Library Card		Library		
INTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Librarian/ In-charge of the section and presents query	1. Conducts reference review	None	5 minutes	Librarian/ Section In-Charge Library
	2. Directs student to available resources for directional type of query or by checking at the online Public Access Catalog (OPAC)	None	2 minutes	Librarian/ Section In-Charge Library
	TOTAL:	None	7 minutes	



## 5. Issuance of Research Permit

Guide on the proper procedures for the issuance of research permit to other libraries.

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>	Lambunao Campus Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	WVSU Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid Library Card Research Clinic Form		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the University Librarian's Office, approaches the Library Secretary and presents his/her validated Library Card	1. Conducts further review	None	2 minutes	<i>Library Secretary</i> Library
2. Fills out Research Clinic Form	2. Prepares Research Permit	None	5 minutes	<i>Library Secretary</i> Library
3. Signs the logbook for Research permits issued	3. Issues Research Permit	None	1 minute	<i>Library Secretary</i> Library
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	



## 6. Multimedia Services

Guide on the proper procedures to avail multimedia services.

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

<b>Office or Division:</b>		Lambunao Campus Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		WVSU Employees		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Reservation Form/Utilization Slip Borrowing Form			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes reservation for use of room or borrow equipment	1. Checks availability of room/ equipment	None	4 minutes	<i>Administrative Aide In-Charge Library</i>
2. Fills out and processes the Reservation Room/Utilization Slip/Borrowing Form	2. Instructs the client to return the accomplished form after it has been signed by the faculty concerned, countersigned by the AV/Multimedia In-charge and approved by the University Librarian	None	5 minutes	<i>Administrative Aide In-Charge Library</i>
3. Submits the accomplished Reservation Form/Utilization Slip/Borrowing Form	3. Verifies and approves the reservation 3.1 Books the reservation and sets-up the room/equipment 2.5 Issues attendance sheet for room utilization 2.6 Collects attendance sheets 2.7 Fixes the room and the equipment	None	1 minute 10 minutes	<i>Administrative Aide In-Charge Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>20 minutes</b>	



## 7. Internet Services

Guide on the proper procedures in providing internet services.

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

Office or Division:	Lambunao Campus Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Library		
INTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated library card and logs in	1. Opens/ sets-up computer	None	2 minutes	Section In-charge/ Student Assistant Library
2. Proceed to computer and performs activity	2. Assists the user/client	None	5 minutes	Section In-charge/ Student Assistant Library
3. Logs out	3. None	None	None	None
	TOTAL:	None	7 minutes	



## 8. Signing of Clearance

Guide on the proper procedures in signing of clearance

Service is available at the library from 8:00AM – 4:00PM, Monday to Friday. NO NOON BREAK.

Office or Division:	Lambunao Campus - Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizens (G2C)			
Who may avail:	WVSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Library		
INTERNAL				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her clearance together with the library card	1. Checks the database for any unreturned book/ accountability in the library	None	2 minutes	Librarian/Section In-charge/ Student Assistant Library
2. Returns unreturned book and/or pays his/her dues. (If the due is less than P100.00, student pays directly to the Librarian/Section In-charge. If it is P100.00 and above, an order or payment is issued and he/she pays at the cashier's office	2. Collects payment/  2.1 Issues order of payment	None	2 minutes	Librarian/Section In-charge/ Student Assistant Library
3. Signs in the logbook of fines/ or presents his/her receipts of payment	3. Stamps the student's clearance with the University Librarian's facsimile and have the Librarian/Section In-charge affix her initials	None	1 minute	Librarian/Section In-charge/ Student Assistant Library
	TOTAL:	None	5 minutes	



# **RESEARCH OFFICE**

## **Internal Service**



## 1. Research Program/Project Implementation

Is made up of two or more interrelated research projects using multidisciplinary or complimentary approach to meet established goals within the specific time frame.

Service is available at the Research and Development Office from 8:00am – 5:00pm Monday to Friday. NO NOON BREAK

Office or Division:	Lambunao Campus - Research Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizens, Government to Business and Government to Government			
Who may avail:	WVSU Employees (Faculty and Staff)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Research Proposals from the different units/colleges and campuses of the university endorsed by the Unit Head/Dean/Campus Administrator to University Research and Development Center, Conduct researches and present research outputs to any scientific for a and publish in any refereed journal		Different Colleges/Unit		
INTERNAL CLIENTS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures research proposal form from Research Office	1. Provides research proposal form to the researchers	None	5 minutes	Admin. Aide III Professor VI (Research Coordinator Designated) Asso. Prof. III (Head RETO Designated) Research Office
2. Submits detailed research proposal/s	2. Receives research proposal/s	None	1 minute	Admin. Aide III Professor VI (Research Coordinator Designated) Asso. Prof. III (Head RETO Designated) Research Office



	<p>2.1 Distributes the detailed research proposal/s to the Technical Review Committee for review</p> <p>2.2 Reviews detailed proposals</p> <p>2.3 Retrieves and summarizes the comments of the proposal/s reviewed</p> <p>2.4 Returns to the researchers the reviewed proposal/s</p>		<p>1 day (depending on the availability of the reviewer)</p> <p>1 day</p> <p>1 day (main campus) 2 days (external campuses)</p>	<p><i>Admin. Aide III (Main Campus)</i> University Research Office</p> <p><i>Technical Review Committee</i></p> <p><i>Admin. Aide III (Main Campus)</i> University Research Office</p> <p><i>Admin. Aide III</i> <i>Professor VI (Research Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i></p>
3 Revises the research proposal/s based on the comments and suggestions of the Technical Review Committee and submits to the Center	3. Receives the revised proposal/s, reproduces and distributes to the Research in-house Review Evaluators	None	10 days	<i>WVSU Faculty and Staff (Researchers)</i>
4. Presents the final revised proposal/s	4. Conducts the Research In-house Review for research proposals	None	3 days	<i>WVSU Faculty and Staff (Researchers)</i>
	4.1 Summarizes the comments of the evaluators and gives to the researchers	None	7 days	
5. Revises the research proposal/s based on comments, suggestions and recommendations of the evaluators	5. Receives the revised proposal/s	None	10 minutes	<i>Admin. Aide III</i> Research Office





	5.1 Consolidates/categorizes and presents to the University Research Council for approval and endorsement to Administrative Council		3 days	<i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET)</i> Research Office
	5.2 The Administrative Council endorses the final proposals to the Board of Regents for information		30 minutes	<i>Administrative Council and Board of Regents</i> BOR Office
6. Secures research contract and designation	6. Issues contract	None	5 minutes	<i>University President IV</i> President Office
	6.1 Prepares designation to the researcher	None	5 days	<i>University President IV</i> President Office
7. Implements approved research project/s	7. Provides necessary support to the researchers	None	As needed	<i>Admin. Aide III</i> <i>Professor VI (Research Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i> <i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET)</i> Research Office



	7.1 Monitors the research activities of the faculty and staff researchers	None	1 day per project per quarter	<i>Admin. Aide III</i> <i>Professor VI (Research Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i> <i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET)</i> Research Office
8. Submits reports: <ul style="list-style-type: none"> <li>Quarterly report/s of on-going project/s</li> <li>Terminal report/s of completed project/s</li> </ul>	8. Gathers the report: 8.1. On-going projects 8.2. Completed projects	None None None	10 days per quarter 20 days after completion of the project	<i>Admin. Aide III</i> <i>Professor VI (Research Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i> <i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET)</i> Researcher/s Research Office
9. Submits the final report/s	9. Receives and reproduces the final report/s	None	1 week	<i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET)</i> Researcher/s <i>Admin. Aide III</i> <i>Professor VI (Research Coordinator Designated)</i> <i>Asso. Prof. III (Head RETO Designated)</i> Research Office



10. Presents the final report/s to the Research In-house Review	10. Assesses the final research reports	None	3 days	<i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET) Researcher/s Panel of Evaluators Research Office</i>
	10.1 Consolidates the comments and suggestions of the evaluators 10.2 Distributes the comments to the researchers	None	1 week 3 days	
11. Revises the reports based on the comments of the evaluators and submits the final copy for publication	11. Gathers the revised reports for publication	None	1 week	<i>Admin. Aide III (Main Campus), Director; VP for Research, Extension and Training (VP RET) Researcher/s Editorial Board Research Office</i>
	11.1 Publishes the research reports		20 days	
	<b>TOTAL:</b>	<b>None</b>	<b>78 days and 53 minutes</b>	



# WVSU POTOTAN CAMPUS





# **ACCREDITED COMPETENCY ASSESSMENT CENTER**

## **External Services**



## 1. Conducts Competency Assessment

The Assessment Center is an establishment officially authorized by TESDA to manage the assessment activities of candidates for national certification. Under the close supervision by TESDA PO, they shall facilitate assessment, pay the services of Accredited Competency Assessors and submit required reports to TESDA PO.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

Saturday and Sunday, 8:00am to 5:00pm as needed

<b>Office or Division:</b>	Pototan Campus - Accredited Competency Assessment Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)
<b>Who may avail:</b>	Students and other stakeholders.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Application Form w/ Picture, Livebirth, Transcript, Diploma, Cert. of Employment</li> <li>2. Assessment Agreement</li> <li>3. Self-assessment Guide (1set)</li> <li>4. Five (5) pcs. Latest passport size (3.5cm x 4.5 cm) picture with the ff. specifications: <ul style="list-style-type: none"> <li>- Shirt with collar</li> <li>- Front view picture with head size ranging from 27mm to 31 mm (head side from hairline to chin)</li> <li>- Colored with white background</li> <li>- Should be clear</li> <li>- Without hat or headdress</li> <li>- Without eyeglasses</li> <li>- Not stapled damaged</li> <li>- Not an express photo nor 3 min. ID photo nor scanned photo</li> <li>- Matte Finished</li> </ul> </li> <li>5. One long brown envelope with Name and Qualification at the back (upper left corner) (use pencil to label) <ul style="list-style-type: none"> <li>- For group submission, provide an expanding folder</li> </ul> </li> <li>6. Assessment fee</li> </ol>	<p>Assessment Center Office TESDA Website</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for schedule of assessment	1. Asks for relevant trainings attended 1.1 Guides & instructs how to fill-up Self-Assessment Guide	None	2 minutes	<i>Processing Officer</i> ACAC
2. Fills-up Self-Assessment Guide	2. Checks the completeness of the Self-Assessment Guide	None	2 minutes	<i>Processing Officer</i> ACAC
3. Fills-up Application Form and Assessment Agreement	3. Checks the completeness of the Application Form and Assessment Agreement	None	5 minutes	<i>Processing Officer</i> ACAC
4. Submits the completed forms and additional requirements	4. Checks the completeness and accuracy of the forms and other requirements 4.1 Gives the order of payment	None	2 minutes	<i>Processing Officer</i> ACAC
5. Pays the assessment and miscellaneous fees	5. Accepts payments and issues receipt based on the order of payment	Based on the qualification applied for	2 minutes	<i>Cashier</i> Cashier's Office
6. Writes the OR number in the application form and returns the documents to the Processing Officer	6. Checks if the OR number in the application form is the same as the receipt 6.1 Issues the Admission Slip indicating the date and time of assessment and other reminders	None	3 minutes	<i>Processing Officer</i> ACAC
7. Reports on the scheduled date of assessment	7. Conducts the competency assessment based on the standards set by TESDA	None	Based on the qualification applied for	<i>Competency Assessors</i> <i>TESDA Representative</i> <i>Processing Officers</i> <i>ACAC Manager</i> <i>Processing Officer</i> ACAC
	<b>TOTAL:</b>	<b>None</b>	<b>16 minutes</b>	



# **OFFICE OF THE REGISTRAR**

## **External Services**





## 1. Registration/Admission

West Visayas State University College Admission Test (WVSU-CAT) is one of the basic requirements to a student who wish to pursue higher education in a state university just like the WVSU. This is open to all graduates/graduating students of general and vocational secondary schools recognized by the Department of Education.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - Office of the Registrar		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens(G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished Application Form		WVSU-PC		
Photocopy of Honorable Dismissal/Transfer Credential, Transcript of Record, Report Card-Grade 12 2 pcs. 2x2 picture		School Last Attended		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secures WVSU-CAT Application Form	1. Registrar's Staff gives Application Form	None	1 minute	<i>Registrar's Staff</i> Registrar's Office
2. Fills out the form and submits to the Registrar's Staff for verification and checking of requirements	2. Registrar's Staff checks the form and requirements submitted and issues notice of admission	None	3 minutes	<i>Registrar's Staff</i> Registrar's Office
<b>TOTAL:</b>		<b>None</b>	<b>4 minutes</b>	



## 2. Enrolment Procedure

This is a step by step flow or procedure a student must observe or follow after qualifying in all criteria required of a specific college he/she wish to enroll.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Office of the Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
*Original copy of Honorable Dismissal/Transfer Credential, Transcript of Record, Report Card-Grade 12 *PSA (Photocopy) *Good Moral Certification *2 pcs. 2x2 picture *Medical/Dental Certificate		School Last Attended        Government Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. New students Fills up information sheet required for registration	1. Director's Office/Section Adviser issues information sheet forms	None	1 minute	<i>Director's Staff/Section Adviser</i> Respective Departments
2. Students submits information sheet to Section Adviser	2. Director's Staff/Section Adviser enlist students(with corresponding subject)	None	5 minutes	<i>Director's Staff/Section Adviser</i> Respective Departments
3. Tagging of scholarship	3. OSA Staff tagged for scholarship	None	5 minutes	OSA Staff OSA
4. Printing of Pre-Assessment Form	4. Accounting Staff print Pre-Assessment Form	None	5 minutes	<i>Accounting Staff</i> Accounting Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Stamping of clearance by the Security Officer	5. Security Officer stamped cleared on the Pre-Assessment Form	None	3 minutes	<i>Security Officer's Staff</i> Security Office
6. Printing of Registration Form	6. Registrar's Office Staff print Registration Form	None	5 minutes	<i>Registrars Office Staff</i> Registrar's Office
	<b>TOTAL:</b>	<b>None</b>	<b>24 minutes</b>	



### 3. Issuance of Academic Records

After completion of a course/after graduation or if ever a student wishes to transfer to another institution she/he needs her/his academic records as a strong evidence of one's achievement or accomplishment. Such academic records are requested from the Office after satisfying the requirements listed herein.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Office of the Registrar		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students, Alumni		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student's Clearance CARS (for LEP) Diploma Jacket Authorization (for Third Party Requester) Documentary Stamp Picture (Optional)		OSA Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills Up Request For	1. Evaluate/verifies authenticity of requirements and issues advice to pay	None	5 minutes	<i>Registrar/Staff</i> Registrar's Office
2. Pays to the Cashier	2. Reviews assessment of fees. Accepts payment and issue official receipt	<ul style="list-style-type: none"> <li>• 50.00/page-Transcript of Records</li> <li>• 80.00-CAV</li> <li>• 25.00-Certification/doc Authentication</li> </ul>	5 minutes	<i>Cashier</i> Cashier's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Gives the Official Receipt to the Staff	3. Prepares and generates requests	None	1 hour	<i>Registrar/Staff</i> Registrar's Office
	<b>TOTAL:</b>	<b>50.00/page-Transcript of Records</b> <b>80.00-CAV</b> <b>25.00-Certification/doc Authentication</b>	<b>1 hour &amp; 10 minutes</b>	



# **RECORDS MANAGEMENT UNIT**

## **External Service**



## 1. Receives and Releases of Documents

This entails of receiving all documents for appropriate action of the Campus Administrator and thereby routed/released to the concerned personnel/office.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Records Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and other stakeholders.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents with correct attachments and complete signatories for approval of the Campus Administrator		From the Units or individuals where the documents originated		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents for action	1. Receives documents 1.1 Forwards documents for appropriate action	None None	2 minutes 2 minutes	<i>Records Officer</i> <i>Records Officer/College Administrator</i> Records Management Unit
2. Claims approved documents	2. Releases approved documents	None	1 minute	<i>Records Officer</i> Records Management Unit
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



# **RECORDS MANAGEMENT UNIT**

## **Internal Service**





## 1. Receives and Releases of Documents

This entails of receiving all documents for appropriate action of the Campus Administrator and thereby routed/released to the concerned personnel/office.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Records Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents with correct attachments and complete signatories for approval of the Campus Administrator		From the Units or individuals where the documents originated		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits documents for action	1. Receives documents 1.1 Forwards documents for appropriate action	None None	2 minutes 2 minutes	<i>Records Officer</i> <i>Records Officer/College Administrator</i> Records Management Unit
2. Claims approved documents	2. Releases approved documents	None	1 minute	<i>Records Officer</i> Records Management Unit
<b>TOTAL:</b>		<b>None</b>	<b>5 minutes</b>	



# **OFFICE OF STUDENTS AFFAIRS**

## **External Services**



## 1. Approval of Permits of Student Activities

This procedure applies to all students' non-academic activities (inside/outside the university) held on class days or after school hours. Only accredited organizations are allowed to schedule and conduct non-academic activities within the allowable schedule in the Academic Calendar Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Permit B Waiver		Office of Student Affairs		
List of Students		Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents complete papers	1. Checks papers for previous details and signature	None	3 minutes	<i>Student Organization's Coordinator/Clerk OSA</i>
2. If activity is non-academic, applicant obtains signature of Faculty Adviser, Director of School and Head, Office of Student Affairs and Campus Administrator	2. Signs permit to conduct activity	None	3 minutes	<i>Faculty Adviser Director of School Head, Office of Student Affairs Campus Administrator OSA Admin Bldg.</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



## 2. Registration/Accreditation of Student Organization

Students learn about responsibility, leadership, through student organizations and related activities to develop their leadership skills, talents and abilities by allowing them to manage their organizations in a framework where they are assisted and supervised by faculty advisers to ensure that their activities will promote growth and development. This procedure applies to the accreditation process of student councils, organizations, clubs and other interest groups in the campus.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Approval of SO Application for Accreditation of SO Organization Profile List of SO Officers and members for incoming school year Accomplishment Report for previous school year Financial Statement for additional document for new Calendar of Activities, Constitution and By Laws, project and Activity Proposals		Office of Student Affairs Student Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete application forms with requirements	1. Checks forms and requirement, if deficient, returns papers for completion	None	5 minutes	<i>Student Organization Coordinator</i> OSA
2. Chair/Representative seeks approval of application	2. Reviews the Accreditation papers	None	15 minutes	<i>Accreditation Committee</i> OSA
3. Applicant's representative follows up status/approval of application	3. Approves/Disapproves application	None	3 minutes	<i>Head, Office of Student Affairs</i> OSA



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Applicant's representative gets approved/disapproved papers	4. Issues 1 approved copy to be received by the organization's representative for office file	None	2 minutes	<i>Student Organization Coordinator</i> OSA
5. Faculty Adviser seeks designation as adviser of the organization	5. Types and prints faculty designation	None	3 minutes	<i>Student Organization Coordinator</i> OSA
6. Waits for issuance of designation	6. Facilitates signature of Office of the Student Affairs Director and Campus Administrator	None	3 minutes	<i>OSA Clerk/Officer in Charge</i> OSA
7. Receives faculty designation	7. Issues the approved faculty designation	None	2 minutes	<i>Office Clerk/Officer in charge</i> OSA
	<b>TOTAL:</b>	<b>None</b>	<b>33 minutes</b>	



### 3. Processing of Scholarship Application

This procedure describes the official process in applying for scholarships offered in the university be it institutional, private, and government scholarship. The procedure covers the application process to scholarship offered to the deserving students enrolled in the university.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Office of Student Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Scholarship Form with 2x2 ID picture Photocopy of NSO/PSA Registration Form 4 P's ID photocopy (if applicable)		OSA NSO/PSA Registrar DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure of scholarship application form from the OSA and fills them up	1. Checks required documents or attachments and gives scholarship application form	None	5 minutes	OSA Attending Officer OSA
2. Presents filled form to the scholarship coordinator/OSA for checking and signature	2. Checks completeness and correctness of entries and signs the application form 2.1 Advised applicants for appropriate action if there are discrepancy in the entries	None	5 minutes	Scholarship Coordinator/ OSA Clerk OSA
3. Gives copy of approved scholarship to Office of Student Affairs and retains one copy for personal file		None	2 minutes	OSA Clerk/Attending Officer OSA
	<b>TOTAL:</b>	<b>None</b>	<b>12 minutes</b>	



# **SECURITY MANAGEMENT UNIT**

## **External Service**



## 1. Public Assistance

Clients with transactions will be entertained and assisted by the guards on duty.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Security Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and other stakeholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 valid ID		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enters for personal/business transaction fills up visitor's logbook	1. Verifies entries in the logbook and asks subject for any valid ID	None	3 minutes	Security Guard/Security Officer Guard House
2. Gives valid ID	2. Receives subject valid ID and issues school visitor's ID	None	1 minute	Security Guard/Security Officer Guard House
3. Receives school visitor's ID	3. Gives/assists the subject where he/she can address the transaction	None	3 minutes	Security Guard/Security Officer Guard House
4. Returns the school visitor's ID and logs out	4. Receives the school, visitor's ID and returns the subject's valid ID	None	1 minute	Security Guard/Security Officer Guard House
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	





# **MEDICAL UNIT**

## **External Service**



## 1. Consultation Services

Provides medical consultation, gives medical referrals, performs first aid and other medical actions to clients.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School ID Student's Permanent Health Record(PHR) Log sheet Consultation Log Sheet Medical Certificate Laboratory Forms Referral Forms		Personal WVSU-PC Medical Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for Medical Consultation and signing in the Log Sheet	1. Receives client's data 1.1 Locates individual health record	None	1 minutes	<i>Nurse</i> <i>Part-time Physician</i> <i>Clerk</i> Medical Clinic
2. Submits to initial history taking and physical examination	2. Takes vital signs (Temperature, Blood Pressure, Heart Rate, Respiratory Rate, Weight, Height, Others)	None	2 minutes	<i>Nurse</i> <i>Part-time Physician</i> <i>Clerk</i> Medical Clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undergoes Consultation	3. Take medical history 3.1 Provides medicines for minor ailments/sickness and discomforts 3.2 Applies first aid for minor cuts, wounds, burns and others 3.3 Facilitates referral if needed	None	1 minutes	<i>Nurse</i> <i>Part-time Physician</i> <i>Clerk</i> Medical Clinic
4. Receives medical advices/referrals and other related medical needs	4. Facilitates medical referral if needed 4.1 Issues medical certificate if needed 4.2 Schedules for follow-up if necessary	None	1 minute	<i>Nurse</i> <i>Part-time Physician</i> <i>Clerk</i> Medical Clinic
5. Receives medicines if available and signs in the consultation log sheet and permanent health record	5. Provides medication if available and instructs patient to sign in the consultation log sheet and permanent health record	None	1 minutes	<i>Nurse</i> <i>Part-time Physician</i> <i>Clerk</i> Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



# **MEDICAL UNIT**

## **Internal Service**



## 1. Consultation Services

Provides medical consultation, gives medical referrals, performs first aid and other medical actions to clients.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Medical Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU I.D. Student's Permanent Health Record(PHR) Log sheet Consultation Log Sheet Medical Certificate Laboratory Forms Referral Forms		Personal WVSU-PC Medical Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Medical Consultation and signing in the Log Sheet	1. Receives client's data 1.1 Locates individual health record	None	1 minute	Nurse Part-time Physician Clerk Medical Clinic
2. Submits to initial history taking and physical examination	2. Takes vital signs (Temperature, Blood Pressure, Heart Rate, Respiratory Rate, Weight, Height, Others)	None	2 minutes	Nurse Part-time Physician Clerk Medical Clinic



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undergoes Consultation	3. Take medical history 3.1 Provides medicines for minor ailments/sickness and discomforts 3.2 Applies first aid for minor cuts, wounds, burns and others 3.3 Facilitates referral if needed	None	1 minute	Nurse Part-time Physician Clerk Medical Clinic
4. Receives medical advices/referrals and other related medical needs	4. Facilitates medical referral if needed 4.1 Issues medical certificate if needed 4.2 Schedules for follow-up if necessary	None	1 minute	Nurse Part-time Physician Clerk Medical Clinic
5. Receives medicines if available and signs in the consultation log sheet and permanent health record	5. Provides medication if available and instructs patient to sign in the consultation log sheet and permanent health record	None	1 minute	Nurse Part-time Physician Clerk Medical Clinic
<b>TOTAL:</b>		<b>None</b>	<b>6 minutes</b>	



# **ACCOUNTING OFFICE**

## **External Service**



## 1. Assessment of Fees

Calculation and reassessment of fees for the subjects added, changed, dropped and assessment of additional fees for specially arranged or tutorial subjects. Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Generated Registration Form		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents for scholars	1. Checks scholarship form as to completeness of entry with certification or notice of award attached for the current semester	None	5 minutes	<i>Clerk</i> Accounting Office
2. Re-entry students, irregulars and special students	2. Checks Registration Forms, Re-entry forms, Special Arrangement Forms, Adding, Changing/Dropping Forms if properly filled out and completely signed	None	2 minutes	<i>Clerk</i> Accounting Office





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Graduating students and irregulars	3. Checks clearance if completely signed and if clearance presented is of the last semester and year attended by students	None	2 minutes	<i>Clerk</i> Accounting Office
4. For students with pre-printed registration forms	4. Checks pre-assessed amount and makes corrections	None	5 minutes	<i>Clerk</i> Accounting Office
5. Receives assessed Registration Form and proceeds to the cashier for payment	5. Returns the assessed Registration form and directs them to the cashier for the payment	None	2 minutes	<i>Clerk</i> Accounting Office
	<b>TOTAL:</b>	<b>None</b>	<b>14 minutes</b>	



# **CASHIER'S OFFICE**

## **External Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students, Suppliers and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) valid ID		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents two (2) valid IDs for suppliers and school ID for faculty, staff and students	1. Requires clients to sign the Logbook and the Box E (Receive payment)	None	1 minute	Cashier/Clerk Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	Cashier/Clerk Cashier's Office
3. Receives Checks	3. None	None	None	Cashier/Clerk Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



## 2. Releasing of Checks/Cash (Thru Cash)

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) valid ID		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents two (2) valid IDs for outside clients and school ID for faculty and students.	1. Requires clients to sign in the payroll	None	2 minutes	<i>Cashier/Clerk</i> Cashier's Office
2. Receives Money	2. Counts money before releasing	None	1 minute	<i>Cashier/Clerk</i> Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



### 3. Collection of Fees (Thru order of payment)

Collection of other fees like payment for transcript of records, certification, authentication, etc. and other income of the university.  
8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment / Request Form		Registrar Guidance		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents accomplished Order of Payment	1. Receives Order of Payment and fills out Official Receipt	None	1 minute	<i>Cashier/Clerk</i> Cashier's Office
2. Pays amount indicated in the Order of Payment	2. Receives the money and counts the payment 2.1 Issues OR and gives the change (as the case maybe)	None	1 minute	<i>Cashier/Clerk</i> Cashier's Office
3. Receives Official Receipts/Change	3. None	None	None	<i>Cashier/Clerk</i> Cashier's Office
<b>TOTAL:</b>		<b>None</b>	<b>2 minutes</b>	



#### 4. Collection of Fees (Thru Manual)

This pertains to payment of tuition fees of students not covered by RA 10931 (Free tuition)

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - Cashier's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment / Request Form		Registrar Guidance		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents duly accomplished assessment of fees	1. Gets the Assessment Form and checks student's due balance	None	1 minute	<i>Cashier/Clerk</i>
2. Pays amount due	2. Receives and counts the payment and issues Official Receipt and gives the change (as case maybe)	None	2 minutes	<i>Cashier/Clerk</i>
3. Receives Official Receipts/Change	3. None	None	None	<i>Cashier/Clerk</i> <i>Cashier's Office</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



# **CASHIER'S OFFICE**

## **Internal Services**



## 1. Releasing of Checks/Cash (Thru Checks)

Disbursement or releasing of approved claims thru Checks from the income or trust fund of the university.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU I.D.		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for suppliers and school ID for faculty, staff and students	1. Requires clients to sign the Logbook and the Box E (Receive payment)	None	1 minute	Cashier/Clerk Cashier's Office
2. Issues Official Receipt (for suppliers, Remittances and Billings)	2. Receives Official Receipt and releases checks	None	1 minute	Cashier/Clerk Cashier's Office
3. Receives Checks	3. None	None	None	Cashier/Clerk Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	





## 2. Releasing of Checks/Cash (Thru Cash)

Disbursement/releasing of approved claims thru cash by payroll proof list or by special payroll.

8:00 am – 5:00 pm; Monday to Friday; NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - Cashier's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty & Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WVSU I.D.		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents two (2) valid IDs for outside clients and school ID for faculty and students.	1. Requires clients to sign in the payroll	None	2 minutes	Cashier/Clerk Cashier's Office
2. Receives Money	2. Counts money before releasing	None	1 minute	Cashier/Clerk Cashier's Office
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



# **COLLEGE LIBRARY**

## **External Services**



## 1. Reference Assistance

Reference service which caters the information and research needs of the clients.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the librarian-in-charge of each section and presents query.	1. Conducts reference interview	None	5 minutes	<i>Section in charge/Librarian Library</i>
	1.1 Directs student to the resources available.		2 minutes	
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Borrowing of Books

Lending of books to clients

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens(G2C)		
<b>Who may avail:</b>		Students and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book Card Library Card		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book to be borrowed together with his/her library card	1. Checks the books	None	1 minute	<i>Section in charge/Librarian Library</i>
2. Signs the book card	2. Writes the date/time due	None	1 minute	<i>Section in charge/Librarian Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



### 3. Returning of Books

Accepting book borrowed by the clients in a given period of time.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens(G2C)		
<b>Who may avail:</b>		Students and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library card		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the borrowed books.	1. Pulls out cards from file and checks date/time due 1.1 Inspects returned items 1.2 Computes the overdue fines for overdue books	None  None  P10.00/day – general circulation books P1.00/hr. – reserve books	1 minute  1 minute 1 minute	Section in charge/Librarian Library
2. Pays overdue fine/s and signs in the logbook of fines.(for students with fines amounting to P100.00 and above, they will fill up the order of payment and pay directly to the cashier.	2. Receives payment and returns the library card of the student.	As computed	1 minute	
	<b>TOTAL:</b>	<b>P10.00/day – general circulation books P1.00/hr. – reserve books</b>	<b>4 minutes</b>	



## 4. Internet Services

Refers to a computer services provided to the clients for their online research needs.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students and other stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Library Card and logs in	1. Opens/sets up computer	None	2 minutes	<i>Section in charge/Librarian Library</i>
2. Proceeds to the computer and performs the activity	2. Assists the user/client	None	1 minute	<i>Section in charge/Librarian Library</i>
3. Logs out	3. Assists the user/client to log out	None	none	<i>Section in charge/Librarian Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



## 5. Issuance of Research Permit

Issues Research Permit to clients who will do research work to other libraries

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens( G2C)		
<b>Who may avail:</b>		Students and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requests for research permit	1. Asks for relevant information regarding the represented research	None	3 minutes	<i>Section in charge/Librarian Library</i>
2. Signs the logbook for outgoing researcher/s	2. Prepares research permit 2.1 Issues research permit	None None	3 minutes 2 minutes	<i>Librarian Library</i>
3. Signs the received permit	3. None	None	1 minute	<i>Section in charge/Librarian Library</i>
<b>TOTAL:</b>		<b>None</b>	<b>9 minutes</b>	



## 6. Issuance of Library Cards

Releasing of library cards to students who are officially enrolled.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student's Record 2 pcs 1x1 ID picture		College Library Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1. Gives Library Student's Information Form	None	1 minute	<i>Librarian</i> Library
2. Fills up and submits the student's information form to the librarian	2. Verifies and checks student's information	None	5 minutes	<i>Librarian</i> Library
	2.1 Typewrites and validates student's Library Card.	None	3 minutes	
3. Signs the logbook	3. Issues Library Card	None	1 minute	<i>Librarian</i> Library
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	





## 7. Re- Issuance of Library Cards

Replacing students' lost and worn-out library card.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Affidavit of Loss / Certification 1x1 ID picture P25.00 for new library card		Attorney/Brgy. Captain Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements	1. Verifies and checks requirements 1.1 Encodes, prints and validates the student's library card	P25.00	3 minutes	<i>Section in charge/Librarian Library</i>
2. Signs the logbook	2. Issues library card	None	1 minute	<i>Section in charge/Librarian Library</i>
<b>TOTAL:</b>		<b>P25.00</b>	<b>4 minutes</b>	



## 8. Signing of Clearance

Signing of faculty and students' clearances every semester.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Students and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library Card		College Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Surrenders library card and submits clearance form	1. Receives student's library card 1.1 Signs clearance	None	1 minute	<i>Librarian</i> Library
2. Accountable customer returns book/settles accountability/ies	2. Checks the list/record of students with unreturned books and overdue fines 2.1 Signs clearance	None	3 minutes	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



# **COLLEGE LIBRARY**

## **Internal Services**



## 1. Reference Assistance

Reference service which caters the information and research needs of the clients.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approaches the librarian-in-charge of each section and presents query.	1. Conducts reference interview 1.1 Directs student to the resources available.	None	5 minutes 2 minutes	<i>Section in charge/Librarian Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>7 minutes</b>	



## 2. Borrowing of Books

Lending of books to clients

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>	Pototan Campus - College Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizens(G2C)			
<b>Who may avail:</b>	Faculty and Staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the book to be borrowed together with his/her library card	1. Checks the books	None	1 minute	<i>Section in charge/Librarian Library</i>
2. Signs the book card	2. Writes the date/time due	None	1 minute	<i>Section in charge/Librarian Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



### 3. Returning of Books

Accepting book borrowed by the clients in a given period of time.  
Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens(G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents the borrowed books.	1. Pulls out cards from file and checks date/time due	None	1 minute	<i>Section in charge/Librarian Library</i>
	1.1 Inspects returned items	None	1 minute	
	1.2 Computes the overdue fines for overdue books	P10.00/day – general circulation books P1.00/hr. – reserve books	1 minute	
2. Pays overdue fine/s and signs in the logbook of fines.(for students with fines amounting to P100.00 and above, they will fill up the order of payment and pay directly to the cashier.	2. Receives payment and returns the library card of the student.	As computed	1 minute	<i>Section in charge/Librarian Library</i>
	<b>TOTAL:</b>	<b>P10.00/day – general circulation books P1.00/hr. – reserve books</b>	<b>4 minutes</b>	



## 4. Internet Services

Refers to a computer services provided to the clients for their online research needs.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Library Card and logs in	1. Opens/sets up computer	None	2 minutes	<i>Section in charge/Librarian Library</i>
2. Proceeds to the computer and performs the activity	2. Assists the user/client	None	1 minute	<i>Section in charge/Librarian Library</i>
3. Logs out	3. Assists the user/client to log out	None	none	<i>Section in charge/Librarian Library</i>
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	



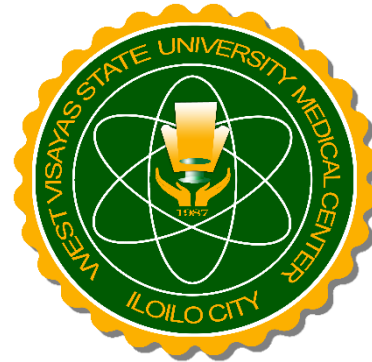
## 5. Signing of Clearance

Signing of faculty and students' clearances every semester.

Monday – Friday, 8:00am to 5:00pm, NO NOON BREAK

<b>Office or Division:</b>		Pototan Campus - College Library		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizens (G2C)		
<b>Who may avail:</b>		Faculty and Staff		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
WVSU I.D.		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Surrenders library card and submits clearance form	1. Receives student's library card 1.1 Signs clearance	None	1 minute	<i>Librarian</i> Library
2. Accountable customer returns book/settles accountability/ies	2. Checks the list/record of students with unreturned books and overdue fines 2.1 Signs clearance	None	3 minutes	<i>Librarian</i> Library
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	





# WVSU MEDICAL CENTER





# **INFORMATION SECTION**

## **External Services**



## 1. INQUIRIES

Catering of inquiries from walk-in clients.

Office or Division:	Information Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients and Walk-in Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (1, original copy)		Information Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires	1. Provides and instructs client to fill-out the "Service Request Form"	None	2 minutes	Administrative Officer/Data Encoder Information Section
2. Submits accomplished "Service Request Form"	2. Checks updated information/data	None	1 minutes	Administrative Officer/Data Encoder Information Section
	2.1 Provides complete and accurate information to the client with discretion and prudence	None	2 minutes	Administrative Officer/Data Encoder Information Section
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 2. CALL TRANSFER

Transferring of outside and inside calls to requested Unit

Office or Division:	Information Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls in and request for a call transfer.	1. Checks updated information.	None	1 minute	<i>Administrative Officer/Data Encoder</i> Information Section
	1.1 Transfers the call to requested unit's local number.	None	1 minute	<i>Administrative Officer/Data Encoder</i> Information Section
	<b>TOTAL:</b>	<b>None</b>	<b>2 minutes</b>	



### 3. TRANSMISSIONS

Catering of request for a Radio Transmission

Office or Division:	Information Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (1, original copy)		Information Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a radio message transmission	1. Provides and instructs the client to fill out the "Service Request Form"	None	2 minutes	Administrative Officer/Data Encoder Information Section
2. Presents filled out "Service Request Form"	2. Assesses request and transmits official message/s via base radio	None	2 minutes	Administrative Officer/Data Encoder Information Section
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



#### 4. PAGE REQUEST

Catering of request for paging

Office or Division:	Information Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Service Request Form (1, original copy)			Information Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for paging	1. Provides and instructs the client to fill out the "Service Request Form"	None	2 minutes	Administrative Officer/Data Encoder Information Section
2. Submits accomplished "Service Request Form"	2. Assesses request and announce the official requests for announcement	None	2 minutes	Administrative Officer/Data Encoder Information Section
	<b>TOTAL:</b>	<b>None</b>	<b>4 minutes</b>	



## **CASH SECTION**

### **External Services**



## 1. PAYMENTS

Processing of payments

Office or Division:	Cash Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Order of Payment (1, original copy) b. Request Form (1, original copy) c. Statement of Account (SOA) with complete attachments of Discharge Clearance and Doctor's Professional Fees (1, original copy)		a. Concerned Department b. Concerned Department c. Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her Order of Payment / SOA / Request Form together with his/her payment to Cashier	1. Receives and assesses the Order of Payment /SOA/Request Form and payment	Amount stated in the Order of Payment/SOA / Request Form (Amount depends on the service availed)	3 minutes	Collecting Officer/ Cashier Cashier Department
	1.1 Issues Official Receipt (OR)		1 minute	Collecting Officer/ Cashier Cashier Department
	1.2 Instructs client to present OR to the concerned department		1 minute	Collecting Officer/ Cashier Cashier Department
	<b>TOTAL:</b>	(Amount depends on the service availed)	<b>5 Minutes</b>	





## 2. CHECK DISBURSEMENT

### a. Releasing of checks to Suppliers

Office or Division:	Cash Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	WVSUMC Suppliers / Authorized Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Official Receipt (1, original copy) b. Company ID (1, original copy) c. Authorization Letter - for first time collector (1, original copy)			a. Supplier / Client b. Requesting Party / Client c. Requesting Party / Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on check payment and presents Company ID to Cash Section	1. Validates presented ID	None	1 minute	Collecting Officer Cashier Department
	1.1 Retrieves and presents Disbursement voucher (DV) with check to supplier for signature and issuance of OR	None	2 minutes	Collecting Officer Cashier Department
2. Signs Box E portion of Disbursement Voucher (DV) and issues Official Receipt (OR)	2. Validates DV and OR	None	2 minutes	Collecting Officer Cashier Department
	2.1 Releases check to supplier	None	1 minute	Collecting Officer Cashier Department
TOTAL:		None	6 minutes	



b. Releasing of check refunds to clients/patients

Office or Division:	Cash Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Clients , Patients or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Claim Stub (1, original copy) b. Valid Identification Card (1, original copy) c. Special Power of Attorney – for authorized representative (1, original copy)		a. Accounting Section b. Requesting Party c. Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents claim stub and ID	1. Officer-in-charge receives claim stub, validates ID	None	1 minute	Collecting Officer Cashier Department Cashier Department
	1.1 Retrieves and presents disbursement voucher (DV) with check for signature		2 minutes	
2. Signs Box E portion of disbursement voucher (DV)	2. Validates DV and release check to client	None	2 minutes	Collecting Officer Cashier Department
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



# **CASH SECTION**

## **Internal Services**



## 1. CHECK DISBURSEMENT

Releasing of checks to employees for Travel, Reimbursements, Salaries & Wages and Other Benefits

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	WVSUMC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Valid Identification Card ( 1 , original copy)		a. WVSUMC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquires on the following; a. cash advance b. reimbursement c. salary  and presents his/her ID	1. Officer-in-charge validates ID	None	1 minute	<i>Administrative Staff</i> Cashier Department
	1.1 Retrieves and presents disbursement voucher (DV) with check to employee for signature	None	2 minutes	<i>Administrative Staff</i> Cashier Department
2. Signs Box E portion of disbursement voucher (DV)	2. Validates DV and releases check to employee	None	2 minutes	<i>Administrative Staff</i> Cashier Department
	<b>TOTAL:</b>	<b>None</b>	<b>5 minutes</b>	



## 2. DISBURSEMENT FROM THE PETTY CASH FUND

a. Granting of petty cash advances to employees

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	WVSUMC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Petty cash voucher (1, original copy) b. Request for petty cash fund form (1, original copy)		a. Cash Section b. Cash Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her Petty cash voucher (PCV) and Request for petty cash fund form (RPCF)	1. Officer-in-charge receives PCV & RPCF	None	1 minute	<i>Petty Cash Custodian</i> Cashier Department
	1.1 Verifies completeness of signatories in the PCV and RPCF	None	2 minutes	<i>Petty Cash Custodian</i> Cashier Department
2. Signs the "Cash Received by" portion of PCV	2. Releases petty cash advances to requestor	None	5 minutes	<i>Petty Cash Custodian</i> Cashier Department
2.2 Records transaction in the Petty cash logbook	2.2 Files the copy of PCV awaiting liquidation	None	2 minutes	<i>Petty Cash Custodian</i> Cashier Department
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



b. Liquidation / reimbursement of petty cash advances

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	WVSUMC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Petty cash voucher (1, original copy) b. Request for petty cash fund form (1, original copy) c. Official Receipt (1, original copy)		a. Cash Section b. Cash Section c. Payee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her Request for petty cash fund Form (RPCF) and Official Receipt (OR)	1. Officer-in-charge receives RPCF and OR	None	1 minute	<i>Petty Cash Custodian</i> Cashier Department
	1.1 Verifies Official Receipt duly inspected by IAS personnel	None	2 minutes	<i>Petty Cash Custodian</i> Cashier Department
2. Fills out the "liquidation/reimbursement" portion of the Petty cash logbook	2. Retrieves copy of PCV	None	6 minutes	<i>Petty Cash Custodian</i> Cashier Department
	2.2 Files and attaches PCV with RPCF and OR awaiting replenishment/liquidation	None	1 minute	<i>Petty Cash Custodian</i> Cashier Department
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	



# **CREDIT AND COLLECTION SECTION**

## **External Services**



## 1. AVAILMENT OF HOSPITAL SERVICES ON ACCOUNT (SETTLEMENT OF UNPAID BALANCE)

Settlement of Unpaid Balance by Patients/Clients who availed of Hospital Services on Account

Office or Division:	Credit and Collection Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Client with Accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Collection Letter <i>-if any (1, original copy)</i>		Credit and Collection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patients/Clients Inquires with their balances	1. Verifies Patients Accounts in the index of Charges and Payments Cards	None	5 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
	1.1 Prepares Order of Payment through Credit and Collection System/Manually	None	5 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
2. Receives Order of Payment Form and Pays to the Cashier	2. Receives Payments and Issues Official Receipts	Amount stated in the Order of Payment / SOA / Request Form (Amount depends on the service availed)	5 Minutes	<i>Cashier's Collecting Officer Cashier Department</i>





3. Receives Official Receipt and presents to the CCS Staff	3.1 Post Official Receipt Number, date and amount paid in the Index of Charges and Payments card and returns O.R to the patient/client.	None	5 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
	<b>TOTAL:</b>	<i>(Amount depends on the service availed)</i>	<b>20 minutes</b>	



## 2. AVAILMENT OF HOSPITAL SERVICES ON ACCOUNT (PROMISSORY NOTES)

Patients/Clients to avail of Promissory Notes before discharged

Office or Division:	Credit and Collection Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Statement of Account (1, original copy) b. Assessment and Referral Report -For Service Patients Only (1, original copy) c. Identification Card (1 original and photocopy) d. Collateral or Guarantor e. PCSO Requirements (If to avail of PCSO)		a. Billing Section b. Medical Social Service Unit c. Requesting Party d. Requesting Party e. Credit and Collection Section (Pay) Medical Social Service Unit (Service)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>a. Availment of Promissory Notes (Pay to Service Patients)</b>				
1. Presents Statement of Account with Assessment and Referral Report from Social Service Unit	1. Prepares Promissory Note covering the amount granted as per MSSU assessment	None	4 Minutes	Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section
	1.1 Prepares Statement of Account (Pink Copy) for payment.	None	2 minutes	Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section
	1.2 Secures Collateral/Mortgage	None	2 Minutes	Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section



	1.3 Retains / Keeps Promissory Note together with the Assessment and Referral Report and Statement of Account (Green copy- if any)	None	2 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
2. Forwards Statement of Accounts to the Cashiers Section	2. Issues Official Receipts	Amount stated in the Statement of Account (Pink copy)	5 Minutes	<i>Cashier's Collecting Officer Cashier Department</i>
	<b>TOTAL:</b>	<i>(Amount depends on the service availed)</i>	<b>15 minutes</b>	
<b>b. Availment of Promissory Notes (Pay Patients)</b>				
1. Presents Statement of Account	1. Assess /Interviews and Secures Collateral/Mortgage/Guarantor and notarized PN for obligation more than 5,000 with No Employee Guarantor	None	4 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
	1.1 Prepares Promissory Note for the allowable amount granted	None	4 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
	1.2 Prepares Statement of Account (Pink Copy) for payment.	None	2 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>



	1.3 Secures Collateral/ Mortgage/Guarantor to sign Salary Deduction Form	None	3 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
	1.4 Retains/Keeps the Promissory Note, Salary Deduction Form and Statement of Account (Green copy if any)	None	2 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
2. Forwards Statement of Accounts to the Cashiers Section	2. Issues Official Receipts	<i>(Amount depends on the service availed)</i>	5 Minutes	<i>Cashier's Collecting Officer Cashier Department</i>
	<b>TOTAL:</b>	<b><i>(Amount depends on the service availed)</i></b>	<b>20 minutes</b>	



### 3. AVAILMENT OF HOSPITAL SERVICES ON ACCOUNT (MOA)

Employees of Company/Agency with Memorandum of Agreement (MOA) to avail of Hospital Services on Account

Office or Division:	Credit and Collection Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens, Government to Government			
Who may avail:	a. Private Companies with Memorandum of Agreement (MOA) b. Government Agencies with Memorandum of Agreement (MOA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Guarantee Letter (GL) (1, original copy) b. Letter of Authority (LOA) (1, original copy) c. PVAO Certification (1, original copy) d. Identification Card (1, original copy)		a-b. Private Companies/Government Agencies with MOA c. PVAO Regional Office d. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents GL/ LOA/ Certification	1. Receives GL/ LOA/ Certification for verification	None	5 Minutes	Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section
	1.1 Prepares Order of Payment Form for Issuance of Medical Certificate	None	5 Minutes	Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section
	1.2 Forwards GL/ LOA/Certification to Billing Section for Deduction	None	5 Minutes	Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Forwards Order of Payment Form to the Cashiers Section for payment	2. Issues Official Receipt	Php 50.00	5 Minutes	<i>Cashier's Collecting Officer</i> Cashier Department
3. Receives Official Receipt and Forwards to the Records Section	3. Receives Official Receipt for issuance of Medical Certificate	None	17 Minutes	<i>Data Encoder</i> HIMO
	<b>TOTAL:</b>	<b>Php 50.00</b>	<b>37 minutes</b>	



# **CREDIT AND COLLECTION SECTION**

## **Internal Service**



## 1. AVAILMENT OF HOSPITAL SERVICES ON ACCOUNT (SALARY DEDUCTION)

Employees availing of Hospital Services on Account thru Salary Deduction

Office or Division:	Credit and Collection Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	WVSU and WVSU Medical Center Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Approved Laboratory and Diagnostic Requests <i>(1 each, original copy)</i> b. Request for Credit of Drugs and Medicine <i>(1, original copy)</i>		a. Charging Unit b. Pharmacy Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents approved Laboratory and Diagnostic Request / Drugs and Medicines  <i>(For newly hired employee to fill out the Patient/ Client Information Sheet)</i>	1. Receives and encodes Approved Laboratory and other Diagnostic Requests/ Drugs and Medicines	None	5 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
	1.1 Encodes Patient/Client Information for newly hired employees	None	5 Minutes	<i>Admin. Asst. II / Admin. Asst. I / Data Encoder Credit and Collection Section</i>
2. Proceeds to concerned Charging Unit	2. Issues Charge Slip  2.1 Performs Laboratory and Diagnostic Request  2.2 Issues Drugs and Medicines	None	<i>Case to case depending on the service to avail. (1hour Maximum)</i>	<i>Data Encoder Laboratory/DID/ Pharmacy</i>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 10 minutes</b>	





# **BILLING AND CLAIMS SECTION**

## **External Services**



# 1. COMPUTATION OF HOSPITAL CHARGES AND BENEFITS

Preparation and releasing of Statement of Account for patient availing the services of the hospital.

Office or Division:	Billing and Claims Section			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Patient and/or Responsible Guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. "May Go Home" Order (1, original copy) b. Doctors Bill (1, original copy) c. CF4 (Surgery and Medical Cases) (1, original copy) d. CF3 (OB/related to deliveries) (1, original copy) e. Credit Memo-if available (1, original copy) f. Charge Slip (1 each, original copy) g. Face Chart with complete final diagnosis (1, photocopy) h. Laboratory Results (1 each, photocopy) i. Accomplished Philhealth Claim Form 2 (1, original copy) j. Required documents for PVAO/ Discounts for WVSU Student / GSIS/ Senior Citizen/ PWD (1, Original Copy) k. Case Investigation Form(CIF) 1, photocopy		a-h Nurse Station i- j Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits "May Go Home" Order and other necessary document/s.	1. Receives "May Go Home" order and verifies the completeness of documents needed in the availment of hospital discounts	None	3 minutes	Admin. Asst. III Billing & Claims Section
	1.1 <b>For Phil health benefit claim:</b> checks if the final diagnosis is encoded in the hospital system and necessary documents are	None	5 minutes	Admin. Asst. III Billing & Claims Section



	complied for other benefit /discount availment.			
2. Waits for the releasing of Statement of Accounts	2. Prepares Patient's Statement of Account.	None	2 minutes	<i>Admin. Asst. III</i> Billing & Claims Section
	2.1 Summarizes encoded Medicines/DID/Lab., Medical/Surgical Supplies, Oxygen, Professional Fees and charges with Credit Memos.	None	15 minutes	<i>Admin. Asst. III</i> Billing & Claims Section
	2.2 Computes total Philhealth benefit	None	5 minutes	<i>Admin. Asst. III</i> Billing & Claims Section
	2.3 Computes other discount/s: GSIS, PVAO, PWD, Senior Citizen, WVSU privileges	None	3 minutes	<i>Admin. Asst. III</i> Billing & Claims Section
	2.4 Prints Statement of Account with total deduction	None	2 minutes	<i>Admin. Asst. III</i> Billing & Claims Section
	2.5 Verifies the correctness of the printed Statement of Accounts	None	2 minutes	<i>Admin. Asst. III</i> Billing & Claims Section



3.Checks and verifies data on the Statement of Account and processes payment	3. Releases Statement of Account to patient's responsible person	None	3 minutes	<i>Admin. Asst. III</i> Billing & Claims Section
	<b>TOTAL:</b>	<b>None</b>	<b>40 minutes</b>	



## 2. RELEASING OF STATEMENT OF ACCOUNT

Preparation and releasing of Statement of Account for patient availing the services of the hospital

Office or Division:	Billing and Claims Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patient and/or Responsible Guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (1, original copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives information from the Billing Section on the availability of patient's SOA	1. Informs patient's responsible person to claim the printed copy of Statement of Account at the Billing Section	None	3 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
2. Gets the printed copy the Statement of Account	2. Releases Statement of Account to patient's responsible person.	None	3 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
3. Affixes signature over printed name, declaration of relationship to Philhealth member and writes contact number in the Statement of Accounts	3. Verifies the completeness of required data in SOA	None	2 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
	3.1 Gives instruction: a). <b>NBB beneficiaries</b> , directs to Social Service Unit b). <b>for Non- NBB</b> , instructs them to make payment at the Cashier's Section.	None	2 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	



### 3. REQUEST OF STATEMENT OF ACCOUNTS FOR GSIS, INSURANCES, PCSO AND OTHER CLAIMS

Preparation and releasing of Statement of Account for patient availing the services of the hospital

Office or Division:	Billing and Claims Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patient (discharged patients and ER/Out-patients) / Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form (1, original copy) b. Valid Identification Card of Patient / Authorized Representative (1, original / photocopy)		a. Billing & Claims Section b. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out request of Statement of Account(s) and Itemized Statement of Accounts	1. Receives request and verifies patient records.	None	2 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
	1.1 Instructs Client to pay at the Cashier. If with record of Promissory Note (PN) – refers Client to Credit & Collection.	None	2 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
	1.2 For Fully paid/NBB record-releases Clearance	None	3 minutes	Admin. Officer IV / Admin. Asst. III / Admin. Asst. II / Billing & Claims Section
2. Receives instructions. Pays at the Cashiers Office and secures Official Receipt / Proceeds to Credit and Collection.	2. Receives payment and issues Official Receipt.	Php 50.00	5 minutes	Cashier's Collecting Officer Cashier Department



	2.1 Issues requirements, if with record of Promissory Note (PN)	None	5 minutes	<i>Social Service Worker</i> Social Service Unit
3. Present Official Receipt	3. Releases requested Documents	None	3 minutes	<i>Admin. Officer IV /</i> <i>Admin. Asst. III /</i> <i>Admin. Asst. II /</i> Billing & Claims Section
	<b>TOTAL:</b>	<b>Php 50.00</b>	<b>20 minutes</b>	



#### 4. REQUISITION OF SUMMARIZED TENTATIVE BILL

Computation of patient's tentative bill for accommodation and other hospital charges

Office or Division:	Billing and Claims Section			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patient and/or Responsible Guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Summarized Bill Form (1, original copy)		a. Billing and Claims Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely filled Summarized Bill Form"	1. Receives request for summarized bill.	None	1 minute	Admin. Asst. III Admin. Asst. II Billing & Claims Section
	1.1 Interviews client on the purpose of request.	None	2 minutes	Admin. Asst. III Admin. Asst. II Billing & Claims Section
	1.2 Computes accommodation and other Hospital charges and print patient's tentative bill (without deduction of other discounts/benefit)	None	4 minutes	Admin. Asst. III Admin. Asst. II Billing & Claims Section
	1.3 Releases Summarize Bill or Statement of Account to Patient and/or Responsible Guardian	None	2 minutes	Admin. Asst. III Admin. Asst. II Billing & Claims Section
2. Receives Summarized or Tentative Bill	2. None	None	1 minute	Patient and/or Responsible Guardian
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	





# **DENTAL CLINIC**

## **External Services**



## 1. CONSULTATION - OPD

Patients come to the clinic to seek consult regarding their oral problem or simply need certification for employment or school admission. Dentists usually issue either of the following documents during consultation: prescription for medication, request for diagnostic aid/s, referral for medical clearance prior to treatment or dental certificate.

Office or Division:	Dental Clinic			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy), b. Data Privacy Consent (1, Original Copy),		a. OPD Triage b. OPD Records		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1.1 Checks temperature	None	1 minute	Security Guard OPD
	1.2 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.3 Submits information Sheet to the OPD Records for registration	New – P100.00 Old – P50.00 Replacement of Card – P 50.00	5-10 minutes	OPD Records Officer
2. Undergoes Dental Triaging and Donning of PPE	2.1 Submits the triage slip and undergoes initial assessment; logs patient in the decking form	None	3 minutes	Dental Aide/Attending Dentist Dental Unit
	2.2 Fills out the consent for dental treatment during COVID-19 pandemic	None	1 minute	Dental Aide Dental Unit
	2.3 Donning of PPE prior to entering the clinic	None	2 minutes	Dental Aide Dental Unit



3. Informs the Dentist Regarding Chief Complaint	3.1 Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist</i> Dental Unit
	3.2 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist</i> Dental Unit
4. Pays to the Cashier/Doffing of PPE	4.1 Doffing of PPE	None	2 minutes	<i>Dentist</i>
	4.2 Issues payment order	P155	1 minutes	<i>Dental Aide</i>
	4.3 Processes payment and issues official receipt	None	10-15 minutes	<i>Collecting Clerk</i> Cashier Department
5. Presents Official Receipt	5. Receives OR and records the number in the logbook	None	1 minute	<i>Dental Aide</i> <i>Triage Dentist</i>
6. Receives Instructions / Prescriptions/ Requests and/or Certification	6. Gives instructions/ prescriptions/ requests and/or certification	None	5 minutes	<i>Attending Dentist</i> Dental Unit
	<b>TOTAL:</b>	<b>New – P100 Old – P50 Replacement of Card – P50 Consultation – P155</b>	<b>46-66 minutes</b>	



## 2. SIMPLE/COMPLICATED TOOTH EXTRACTION - OPD

This procedure is done to remove the tooth that caused the patient pain, infection or swelling. There may be times when the procedure becomes complicated that sectioning or bone reduction is necessary in order to remove the tooth completely.

Office or Division:	Dental Clinic			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy), b. Data Privacy Consent (1, Original Copy), b. Clearance for Medically Compromised Patients (1, Original Copy) c. Consent for Dental Treatment During Pandemic, Consent for Tooth Extraction (1, Original Copy), d. A negative Rapid Antigen Test (24 hours validity) (case to case basis)		a. OPD Triage, b. OPD Records b. Attending Physician c. Dental Unit d. ICC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. 1Checks temperature	None	1 minute	Security Guard OPD
	1.2 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.3 Submits information Sheet to the OPD Records for registration	New – P100 Old – P50 Replacement of Card – P 50	5-10 minutes	OPD Records Officer OPD



2. Undergoes Dental Triaging and Donning of PPE	2.1 Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	3 minutes	<i>Dental Aide /Attending Dentist Dental Unit</i>
	2.2 Retrieves/gives out new chart, takes the vital signs, fills out the consent for dental treatment during pandemic and for tooth extraction	None	5 minute	<i>Dental Aide Dental Unit</i>
	2.3 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide Dental Unit</i>
3. Informs the Dentist regarding Chief Complaint	3.1 Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	3.2 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist Dental Unit</i>
4. Undergoes Treatment	4. Performs tooth extraction	None	25-90 minutes	<i>Attending Dentist/Dental Aide Dental Unit</i>
5. Receives Instructions/ Prescriptions/ Requests and/or Certification	5. Gives instructions/ prescriptions / requests and/or certification	None	5 minutes	<i>Attending Dentist Dental Unit</i>
6. Pays to the Cashier/Doffing of PPE	4.1 Doffing of PPE	Simple Extraction (SE):	2 minutes	<i>Dentist Dental Unit</i>
	4.2 Issues payment order	a. Temporary tooth – P400.00	1 minutes	<i>Dental Aide Dental Unit</i>
	4.3 Processes payment	b. Permanent	10-15 minutes	<i>Collecting Clerk</i>



	and issues official receipt	tooth – P500.00  Complicated Extraction (CE): a. P750.00  Additional Tooth (AT): a. Temporary- P150.00/tooth b. Permanent- P250/tooth  Additional Supplies (AS): a. Anesthesia P22.50 /pc b. Needle – P7/pc c. Suture – P20/pc d. NSS for irrigation – P32/250ml		Cashier Department
7. Presents Official Receipt	7. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist Dental Unit</i>
	<b>TOTAL:</b>	New – P100 Old – P50 Replacement of Card – P50  (SE) a. P400.00 b. P500.00 (CE): a. P750.00 (AT): a. P150.00/tooth b. P250/tooth + AS (if any)	<b>75-160 minutes</b>	



### 3. ORAL PROPHYLAXIS - OPD

This procedure refers to the removal of dental plaque and calcular deposits that has accumulated on the surfaces of teeth. This is done to control gingivitis and periodontal disease that may eventually lead to tooth loss.

Office or Division:	Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy), b. Data Privacy Consent (1, Original Copy), c. Clearance for Medically Compromised Patients (1, Original Copy) d. Consent for Dental Treatment During Pandemic (1, Original Copy), e. A negative Rapid Antigen Test (24 hours validity) (case to case basis)		a. OPD Triage b. OPD Records c. Attending Physician d. Dental Unit e. ICC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. 1Checks temperature	None	1 minute	Security Guard OPD
	1.2 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.3 Submits information Sheet to the OPD Records for registration	New – P100.00 Old – P50.00 Replacement of Card – P 50.00	5-10 minutes	OPD Records Officer OPD
2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	3 minutes	Dental Aide/Attending Dentist



	2.1 Retrieves/gives out new chart, fills out the consent for dental treatment during pandemic	None	5 minute	<i>Dental Aide</i> Dental Unit
	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide</i> Dental Unit
3. Informs the Dentist Regarding Chief Complaint	3. Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist</i> Dental Unit
	3.1 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist</i> Dental Unit
4. Undergoes Treatment	4. Performs oral prophylaxis	None	20-45 minutes	<i>Attending Dentist/Dental Aide</i> Dental Unit
5. Receives Instructions / Prescriptions and/or Certification	5. Gives instructions/ prescriptions / requests and/or certification	None	5 minutes	<i>Attending Dentist</i> Dental Unit
6. Pays to the Cashier/Doffing of PPE	6. Doffing of PPE	a. Mild Calcular Deposit – P500.00	2 minutes	<i>Dentist</i> Dental Unit
	6.1 Issues payment order	b. Moderate to heavy Calcular Deposit – P600.00	1 minutes	<i>Dental Aide</i> Dental Unit
	6.2 Processes payment and issues official receipt		10-15 minutes	<i>Collecting Clerk</i> Cashier Department
7. Presents Official Receipt	7. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist</i> Dental Unit
	<b>TOTAL:</b>	New – P100 Old – P50 Replacement of Card – P50  a. Php 500.00 b. Php 600.00	<b>70-115 minutes</b>	





## 4. TOOTH RESTORATION - OPD

This procedure refers to the removal of carious lesions on teeth and replacing it with restorative materials such as composite or glass ionomer to restore its anatomy. The goal of this procedure is to prevent further damage on teeth and maintain their functionality.

Office or Division:	Dental Clinic			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest/Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy) b. Data Privacy Consent (1, Original Copy) c. Consent for Dental Treatment During Pandemic (1, Original Copy) d. A negative Rapid Antigen Test (24 hours validity) (case to case basis)		a. OPD Triage b. OPD Records b. Dental Unit c. ICC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100 Old – P50 Replacement of Card – P 50	5-10 minutes	OPD Records Officer OPD
2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	3 minutes	Dental Aide/Attending Dentist Dental Unit
	2.1 Retrieves/gives out new chart, fills out the consent for dental	None	5 minutes	Dental Aide/Attending Dentist



	treatment during pandemic 2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Unit</i>  <i>Dental Aide</i> <i>Dental Unit</i>
3. Informs the Dentist Regarding Chief Complaint	3. Interviews patient and conducts oral exam  3.1 Makes treatment recommendation	None  None	5-10 minutes  5 minutes	<i>Attending Dentist</i> <i>Dental Unit</i>  <i>Attending Dentist</i> <i>Dental Unit</i>
4. Undergoes Treatment	4. Performs tooth restoration	None	30-60 minutes	<i>Attending Dentist/Dental Aide</i> <i>Dental Unit</i>
5. Receives Instructions and/or Certification	5. Gives instructions/ prescriptions / requests and/or certification	None	5 minutes	<i>Attending Dentist</i> <i>Dental Unit</i>
6. Pays to the Cashier/Doffing of PPE	6. Doffing of PPE  6.1 Issues payment order  6.2 Processes payment and issues official receipt	a. One Surface Restoration -P600  b. Two-Surface Restoration -P800  c. Three-Surface Restoration - P1,000	2 minutes  1 minutes  10-15 minutes	<i>Dentist</i> <i>Dental Unit</i>  <i>Dental Aide</i> <i>Dental Unit</i>  <i>Collecting Clerk</i> <i>Cashier Department</i>



7. Presents Official Receipt	7. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist</i> Dental Unit
	<b>TOTAL:</b>	<b>New – P100</b> <b>Old- P50</b> <b>Replacement of Card – P50</b>  <b>a. Php 600.00</b> <b>b. Php 800.00</b> <b>c. Php 1,000.00</b>	<b>80-90 minutes</b> <b>2 hours (maximum)</b>	



## 5. ODONTECTOMY - OPD

This procedure refers to the removal of an impacted tooth, usually a third molar. This is performed when an impacted tooth causes pain, swelling or has extensive caries.

Office or Division:	Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy) b. Data Privacy Consent (1, Original Copy) c. Clearance for Medically Compromised Patients (1, Original Copy) d. Consent for Dental Treatment During Pandemic, Consent for Odontectomy e. Radiograph/s as requested f. A negative RT-PCR (up to 72 hours validity)		a. OPD Triage b. OPD Records c. Attending Physician d. Dental Unit e. Health Facilities with Panoramic or Periapical Radiograph Machine f. WVSUMC Molecular Lab		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100 Old – P50 Replacement of Card – P 50	5-10 minutes	OPD Records Officer



2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	5 minutes	<i>Dental Aide/Attending Dentist</i>
	2.1 Retrieves/gives out new chart and consent for data collection for signature	None	3 minutes	<i>Dental Aide/Attending Dentist</i>
	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide</i>
3. Informs the Dentist Regarding Chief Complaint	<b>First Appointment:</b>			
	3. Interviews/assesses patient's status including taking of vital signs	None	5-10 minutes	<i>Attending Dentist/Dental Aide Dental Unit</i>
	3.1 Conducts oral exam and discusses treatment recommendation	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	3.2 Issues requests for radiograph/s, list of supplies needed	None	1 minute	<i>Attending Dentist Dental Unit</i>
4. Comes back with the radiograph/s and scheduling of procedure	<b>Second Appointment:</b>			
	4. Analyses the radiograph/s	None	3 minutes	<i>Attending Dentist Dental Unit</i>
	4.1 Discusses the procedure	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	4.2 Schedules the appointment for odontectomy	None	2 minutes	<i>Attending Dentist Dental Unit</i>



5. Undergoes treatment	<b>Third Appointment:</b>			
	5. Obtains vital signs	None	3 minutes	Dental Aide Dental Unit
	5.1 Gives out informed consent for treatment and administration of anesthesia for signature	None	2 minutes	Attending Dentist Dental Unit
	5.2 Performs odontectomy	None	120-180 minutes	Attending Dentist/Dental Aide Dental Unit
6. Receives Instructions / Prescriptions and/or Certification	6. Gives instructions/ prescriptions and /or certification	None	5 minutes	Attending Dentist Dental Unit
7. Pays to the Cashier/Doffing of PPE	7. Doffing of PPE	<b>First Appointment:</b> P155	2 minutes	Dentist Dental Unit
	7.1 Issues payment order	<b>Second Appointment:</b> No fee	1 minutes	Dental Aide Dental Unit
	7.2 Processes payment and issues official receipt	<b>Third Appointment:</b> Soft Tissue Odontectomy: P1,750  Bony Odontectomy: P3,250	10-15 minutes	Collecting Clerk Cashier Department



8. Presents Official Receipt	8. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist</i> Dental Unit
<b>TOTAL:</b>		<b>New – P100</b> <b>Old- P50</b> <b>Replacement of Card – P50</b>  <b><i>First Appointment:</i></b> <b><i>P155</i></b>  <b><i>Second Appointment:</i></b> <b><i>No fee</i></b>  <b><i>Third Appointment:</i></b> <b><i>Soft Tissue Odontectomy:</i></b> <b><i>P1,750</i></b>  <b><i>Bony Odontectomy:</i></b> <b><i>P3,250</i></b>	<b>1<sup>st</sup> Appointment- 46 minutes</b>  <b>2<sup>nd</sup> Appointment – 36 minutes</b>  <b>3<sup>rd</sup> Appointment – 162-222 minutes</b>	



# **DENTAL CLINIC**

## **Internal Services**





## 1. CONSULTATION - OPD

Patients come to the clinic to seek consult regarding their oral problem or simply need certification for employment or school admission. Dentists usually issue either of the following documents during consultation: prescription for medication, request for diagnostic aid/s, referral for medical clearance prior to treatment or dental certificate.

Office or Division:	Dental Clinic			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy), b. Data Privacy Consent (1, Original Copy),		a. OPD Triage b. OPD Records		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100.00 Old – P50.00 Replacement of Card – P 50.00	5-10 minutes	OPD Records Officer
2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip and undergoes initial assessment; logs patient in the decking form	None	3 minutes	Dental Aide/Attending Dentist Dental Unit
	2.1 Fills out the consent for dental treatment during COVID-19 pandemic	None	1 minute	Dental Aide Dental Unit



	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide</i> <i>Dental Unit</i>
3. Informs the Dentist Regarding Chief Complaint	3. Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist</i> <i>Dental Unit</i>
	3.1 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist</i> <i>Dental Unit</i>
4. Pays to the Cashier/Doffing of PPE	4. Doffing of PPE	None	2 minutes	<i>Dentist</i>
	4.1 Issues payment order	P155	1 minutes	<i>Dental Aide</i>
	4.2 Processes payment and issues official receipt	None	10-15 minutes	<i>Collecting Clerk</i> <i>Cashier Department</i>
5. Presents Official Receipt	5. Receives OR and records the number in the logbook	None	1 minute	<i>Dental Aide</i> <i>Triage Dentist</i>
6. Receives Instructions / Prescriptions/ Requests and/or Certification	6. Gives instructions/ prescriptions/ requests and/or certification	None	5 minutes	<i>Attending Dentist</i> <i>Dental Unit</i>
	<b>TOTAL:</b>	<b>New – P100</b> <b>Old – P50</b> <b>Replacement of Card – P50</b> <b>Consultation – P155</b>	<b>46-66 minutes</b>	



## 2. SIMPLE/COMPLICATED TOOTH EXTRACTION - OPD

This procedure is done to remove the tooth that caused the patient pain, infection or swelling. There may be times when the procedure becomes complicated that sectioning or bone reduction is necessary in order to remove the tooth completely.

Office or Division:	Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy), b. Data Privacy Consent (1, Original Copy), b. Clearance for Medically Compromised Patients (1, Original Copy) c. Consent for Dental Treatment During Pandemic, Consent for Tooth Extraction (1, Original Copy), d. A negative Rapid Antigen Test (24 hours validity) (case to case basis)		a. OPD Triage, b. OPD Records b. Attending Physician c. Dental Unit d. ICC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100 Old – P50 Replacement of Card – P 50	5-10 minutes	OPD Records Officer OPD



2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	3 minutes	<i>Dental Aide /Attending Dentist Dental Unit</i>
	2.1 Retrieves/gives out new chart, takes the vital signs, fills out the consent for dental treatment during pandemic and for tooth extraction	None	5 minute	<i>Dental Aide Dental Unit</i>
	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide Dental Unit</i>
3. Informs the Dentist regarding Chief Complaint	3. Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	3.1 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist Dental Unit</i>
4. Undergoes Treatment	4. Performs tooth extraction	None	25-90 minutes	<i>Attending Dentist/Dental Aide Dental Unit</i>
5. Receives Instructions/ Prescriptions/ Requests and/or Certification	5. Gives instructions/ prescriptions / requests and/or certification	None	5 minutes	<i>Attending Dentist Dental Unit</i>
6. Pays to the Cashier/Doffing of PPE	6. Doffing of PPE	Simple Extraction (SE):	2 minutes	<i>Dentist Dental Unit</i>
	6.1 Issues payment order	a. Temporary tooth – P400.00	1 minutes	<i>Dental Aide Dental Unit</i>
	6.2 Processes payment and issues official receipt	b. Permanent tooth – P500.00	10-15 minutes	<i>Collecting Clerk Cashier Department</i>



		<p>Complicated Extraction (CE): a. P750.00</p> <p>Additional Tooth (AT): a. Temporary- P150.00/tooth b. Permanent- P250/tooth</p> <p>Additional Supplies (AS): a. Anesthesia P22.50 /pc b. Needle – P7/pc c. Suture – P20/pc d. NSS for irrigation – P32/250ml</p>		
7. Presents Official Receipt	7. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist Dental Unit</i>
	<b>TOTAL:</b>	<p>(New – P100 Old – P50 Replacement of Card – P50</p> <p>SE) a. P400.00 b. P500.00 (CE): a. P750.00 (AT): a. P150.00/tooth b. P250/tooth + AS (if any)</p>	<b>75-160 minutes</b>	



### 3. ORAL PROPHYLAXIS - OPD

This procedure refers to the removal of dental plaque and calicular deposits that has accumulated on the surfaces of teeth. This is done to control gingivitis and periodontal disease that may eventually lead to tooth loss.

Office or Division:	Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy), b. Data Privacy Consent (1, Original Copy), c. Clearance for Medically Compromised Patients (1, Original Copy) d. Consent for Dental Treatment During Pandemic(1, Original Copy), e. A negative Rapid Antigen Test (24 hours validity) (case to case basis)		a. OPD Triage b. OPD Records c. Attending Physician d. Dental Unit e. ICC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100.00 Old – P50.00 Replacement of Card – P 50.00	5-10 minutes	OPD Records Officer OPD
2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	3 minutes	Dental Aide/Attending Dentist



	2.1 Retrieves/gives out new chart, fills out the consent for dental treatment during pandemic	None	5 minute	<i>Dental Aide</i> Dental Unit
	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide</i> Dental Unit
3. Informs the Dentist Regarding Chief Complaint	3. Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist</i> Dental Unit
	3.1 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist</i> Dental Unit
4. Undergoes Treatment	4. Performs oral prophylaxis	None	20-45 minutes	<i>Attending Dentist/Dental Aide</i> Dental Unit
5. Receives Instructions / Prescriptions and/or Certification	5. Gives instructions/ prescriptions / requests and/or certification	None	5 minutes	<i>Attending Dentist</i> Dental Unit
6. Pays to the Cashier/Doffing of PPE	6.1 Doffing of PPE	a. Mild Calcular Deposit – P500.00	2 minutes	<i>Dentist</i> Dental Unit
	6.2 Issues payment order	b. Moderate to heavy Calcular Deposit – P600.00	1 minutes	<i>Dental Aide</i> Dental Unit
	6.3 Processes payment and issues official receipt		10-15 minutes	<i>Collecting Clerk</i> Cashier Department
7. Presents Official Receipt	7. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist</i> Dental Unit



	<b>TOTAL:</b>	<b>New – P100 Old – P50 Replacement of Card – P50</b>  <b>a. Php 500.00 b. Php 600.00</b>	<b>70-115 minutes</b>  <b>1 hour &amp; 10 Minutes to 1 hour &amp; 55 minutes</b>	
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## 4. TOOTH RESTORATION - OPD

This procedure refers to the removal of carious lesions on teeth and replacing it with restorative materials such as composite or glass ionomer to restore its anatomy. The goal of this procedure is to prevent further damage on teeth and maintain their functionality.

Office or Division:	Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest/Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy) b. Data Privacy Consent (1, Original Copy) c. Consent for Dental Treatment During Pandemic (1, Original Copy) d. A negative Rapid Antigen Test (24 hours validity) (case to case basis)		a. OPD Triage b. OPD Records b. Dental Unit c. ICC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100 Old – P50 Replacement of Card – P 50	5-10 minutes	OPD Records Officer OPD
2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	3 minutes	Dental Aide/Attending Dentist Dental Unit



	2.1 Retrieves/gives out new chart, fills out the consent for dental treatment during pandemic	None	5 minutes	<i>Dental Aide/Attending Dentist Dental Unit</i>
	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide Dental Unit</i>
3. Informs the Dentist Regarding Chief Complaint	3. Interviews patient and conducts oral exam	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	3.1 Makes treatment recommendation	None	5 minutes	<i>Attending Dentist Dental Unit</i>
4. Undergoes Treatment	4. Performs tooth restoration	None	30-60 minutes	<i>Attending Dentist/Dental Aide Dental Unit</i>
5. Receives Instructions and/or Certification	5. Gives instructions/ prescriptions / requests and/or certification	None	5 minutes	<i>Attending Dentist Dental Unit</i>
6. Pays to the Cashier/Doffing of PPE	6. Doffing of PPE	a. One Surface Restoration -P600	2 minutes	<i>Dentist Dental Unit</i>
	6.1 Issues payment order	b. Two-Surface Restoration -P800	1 minutes	<i>Dental Aide Dental Unit</i>
	6.2 Processes payment and issues official receipt	c. Three-Surface Restoration - P1,000	10-15 minutes	<i>Collecting Clerk Cashier Department</i>



. Presents Official Receipt	7. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist</i> Dental Unit
	<b>TOTAL:</b>	<b>New – P100</b> <b>Old – P50</b> <b>Replacement of Card – P50</b>  <b>a. Php 600.00</b> <b>b. Php 800.00</b> <b>c. Php 1,000.00</b>	<b>80-90 minutes</b> <b>2 hours (maximum)</b>  <b>1 hour &amp; 20 minutes</b> <b>to 1 hour &amp; 30 mins</b>	



## 5. ODONTECTOMY - OPD

This procedure refers to the removal of an impacted tooth, usually a third molar. This is performed when an impacted tooth causes pain, swelling or has extensive caries.

Office or Division:	Dental Clinic			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Walk in Guest / Visitors, Clinical Clerks, Volunteer Workers, Student Affiliates and Folk of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage Slip (1, Original Copy) b. Data Privacy Consent (1, Original Copy) c. Clearance for Medically Compromised Patients (1, Original Copy) d. Consent for Dental Treatment During Pandemic, Consent for Odontectomy e. Radiograph/s as requested f. A negative RT-PCR (up to 72 hours validity)		a. OPD Triage b. OPD Records c. Attending Physician d. Dental Unit e. Health Facilities with Panoramic or Periapical Radiograph Machine f. WVSUMC Molecular Lab		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergoes Screening and Triaging / Registration in the OPD	1. Checks temperature	None	1 minute	Security Guard OPD
	1.1 Interviews patient and completes OPD Triage Slip and Information Sheet, Data Privacy Consent	None	5-10 minutes	Triage Officer/Nurse OPD
	1.2 Submits information Sheet to the OPD Records for registration	New – P100 Old – P50 Replacement of Card – P 50	5-10 minutes	OPD Records Officer



2. Undergoes Dental Triaging and Donning of PPE	2. Submits the triage slip, logs patient in the decking form and undergoes initial assessment	None	5 minutes	<i>Dental Aide/Attending Dentist</i>
	2.1 Retrieves/gives out new chart and consent for data collection for signature	None	3 minutes	<i>Dental Aide/Attending Dentist</i>
	2.2 Donning of PPE prior to entering the clinic	None	2 minutes	<i>Dental Aide</i>
3. Informs the Dentist Regarding Chief Complaint	<b>First Appointment:</b>			
	3.1 Interviews/assesses patient's status including taking of vital signs	None	5-10 minutes	<i>Attending Dentist/Dental Aide Dental Unit</i>
	3.2 Conducts oral exam and discusses treatment recommendation	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	3.3 Issues requests for radiograph/s, list of supplies needed	None	1 minute	<i>Attending Dentist Dental Unit</i>
4. Comes back with the radiograph/s and scheduling of procedure	<b>Second Appointment:</b>			
	4. Analyses the radiograph/s	None	3 minutes	<i>Attending Dentist Dental Unit</i>
	4.1 Discusses the procedure	None	5-10 minutes	<i>Attending Dentist Dental Unit</i>
	4.2 Schedules the appointment for odontectomy	None	2 minutes	<i>Attending Dentist Dental Unit</i>



5. Undergoes treatment	<b>Third Appointment:</b>			
	5. Obtains vital signs	None	3 minutes	Dental Aide Dental Unit
	5.1 Gives out informed consent for treatment and administration of anesthesia for signature	None	2 minutes	Attending Dentist Dental Unit
	5.2 Performs odontectomy	None	120-180 minutes	Attending Dentist/Dental Aide Dental Unit
6. Receives Instructions / Prescriptions and/or Certification	6. Gives instructions/ prescriptions and /or certification	None	5 minutes	Attending Dentist Dental Unit
7. Pays to the Cashier/Doffing of PPE	7. Doffing of PPE	<b>First Appointment:</b> P155	2 minutes	Dentist Dental Unit
	7.1 Issues payment order	<b>Second Appointment:</b> No fee	1 minutes	Dental Aide Dental Unit
	7.2 Processes payment and issues official receipt	<b>Third Appointment:</b> Soft Tissue Odontectomy: P1,750	10-15 minutes	Collecting Clerk Cashier Department
		Bony Odontectomy: P3,250		



8. Presents Official Receipt	8. Receives OR and records the number in the logbook	None	1 minute	<i>Triage Dentist</i> Dental Unit
<b>TOTAL:</b>		<b>New – P100</b> <b>Old – P50</b> <b>Replacement of Card – P50</b>  <b><i>First Appointment:</i></b> <b><i>P155</i></b>  <b><i>Second Appointment:</i></b> <b><i>No fee</i></b>  <b><i>Third Appointment:</i></b> <b><i>Soft Tissue Odontectomy:</i></b> <b><i>P1,750</i></b>  <b><i>Bony Odontectomy:</i></b> <b><i>P3,250</i></b>	<b>1<sup>st</sup> Appointment- 46 minutes</b>  <b>2<sup>nd</sup> Appointment – 36 minutes</b>  <b>3<sup>rd</sup> Appointment – 162-222 minutes</b>	



# **PULMONARY UNIT**

## **External Services**





## 1. ARTERIAL BLOOD GAS ANALYSIS

Availment of ABG Analysis in IN- Patient (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Admitted Patient and/or Responsible Guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. ABG Request Slip (1, original copy) b. Official Receipt (1, original copy) c. Patient's Chart (1, original copy)		a. Pulmonary Unit b. Cashier's Counter c. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ABG request slip	<b>For PAY PATIENT:</b> 1. Receives ABG Request Slip and Issues Order of Payment and instructs Patient's folks to pay at the cashier's counter in CASH basis.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>For SERVICE PATIENT:</b> 1. Issues Charge Slip for NBB & Service patients. a. Original copy to the Billing section b. Second copy to the patient's folk c. Third copy to the cashier	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Pays to the Cashier and secures Official Receipt.	2. Receives payment and issues Official Receipt.	<b>I. Pay Patient</b> a. Php 820.00 b. PF: 80.00	10 minutes	<i>Collecting Officer</i> Cashier



		c. Senior Citizen (SC) Php 660.00  <b>II. Service Patient</b> a. Php 750.00 b. Senior Citizen (SC) Php 604.00		
3. Presents the Official Receipt to the Pulmonary Staff	3. Indicates Official Receipt Number in Request Form.  3.1 Extracts blood sample and performs the test.  3.2 Records the result in the logbook and endorses ABG result to the nurse on duty and attach to the patient's chart.	None  None  None	2 minutes  15 minutes  10 minutes	<i>Respiratory Therapist</i> Pulmonary Unit  <i>Respiratory Therapist</i> Pulmonary Unit  <i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. Php 900.00</b> <b>If SC , Php 660.00</b>  <b>II. . Php 750.00</b> <b>If SC, Php 604.00</b>	<b>47 minutes</b>	



## 2. ARTERIAL BLOOD GAS ANALYSIS

Availment of ABG Analysis in OPD Patient

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. ABG Request Slip (1, original copy) b. Referral Slip (1, original copy) c. Official Receipt (1, original copy)		a. Pulmonary Unit b. Attending Physician c. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents ABG Request Slip.	1. Receives ABG Request Slip or Referral slip and Issues Order of Payment and instructs patient to pay at the cashier's counter.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Pays to the cashier and secures Official Receipt.	2. Receives payment and issues Official Receipt.	<b>I. Pay Patient:</b> Php 900.00 (including Php 80.00 Prof. Fee )  Senior Citizen Php 660.00  <b>II. Service Patient</b> Php 750.00  Senior Citizen Php 604.00	10 minutes	<i>Collecting Officer</i> Cashier



3. Presents Official Receipt to the Pulmonary Staff.	3. Indicates Official Receipt Number in Request Slip.	None	2 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
4. Waits for the ABG procedure.	4. Extracts blood sample and performs the test to patient.	None	10 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	4.1 Records the result in the ABG Result Form and Logbook.	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
5. Receives ABG result from the Pulmonary Staff.	5. Releases ABG result directly to the patient.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. Php 900.00 If SC- Php 660.00 II. Php 750.00 If SC, Php 604.00</b>	<b>35 minutes</b>	



### 3. PULSE OXIMETER ATTACHMENT

Availment of Pulse Oximeter in In-Patient (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Pulse Oximeter Request Slip (1, original copy) b. Patient's Chart (1, original copy)		a. Pulmonary Unit b. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for the procedure.	1. Receives Request from the Nurse on Duty based on the Physician's order for Pulse Oximeter attachment.	<b>I. Pay &amp; Service Patient</b> P500.00/day	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	1.1 Appraises Folks on the rental fee on the use of the machine per day and the Finger probe.	<b>II. Finger Probe (FP)</b> P1,000.00	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Agrees to pulse oximeter attachment.	2. Attaches the Pulse Oximeter to the patient.	None	10 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	2.1 Attaches Pulse Oximeter Monitoring Sheet and Monitors the patient.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
3. Receives copy of Charge Slip	3. Issues Charge Slip: a. Original copy to the Billing section b. Second copy to the Patient's folk c. Third copy to the Cashier	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. P500.00/day II. FP – P1,000.00</b>	<b>26 minutes</b>	



#### 4. INCENTIVE SPIROMETRY ATTACHMENT AND MONITORING

Availment of the Incentive Spirometry Attachment for IN-PATIENT (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Incentive Spirometry Request Slip (1, original copy)		a. Pulmonary Unit		
b. Patient's Chart (1, original copy)		b. Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for the procedure	1. Receives the Request Slip from the Nurse on Duty based on the Physician's order and checks the availability of the apparatus.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Agrees to undergo incentive spirometry procedure	2. Verifies the Physician's order in the Patient's Chart	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	2.1 Gives instruction to the patient on how to perform the procedure correctly.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary unit
3. Follows instructions and performs the procedure	3. Monitors and records the result in the Incentive Spirometry Monitoring Sheet 3X per shift.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
4. Receives copy of Charge Slip	4. Issues Charge Slip a) Original copy to the billing section b) Second copy to the patient's folks c) Third copy to the cashier.	I. Pay Patient P100.00/day  II. Service Patient P70.00/day	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. P100.00/day II. P70.00/day</b>	<b>21 minutes</b>	



## 5. PEAK FLOW RATE DETERMINATION

Availment of Peak Flow rate Determination and Monitoring of IN-Patient (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Peak Flow Rate Request Slip (1, original copy) b. Patient's Chart (1, original copy)		a. Pulmonary Unit b. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for the procedure	1. Receives Request from Nurse on Duty based on Physician's order for Peak Flow Rate Monitoring Procedure.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	1.1 Verifies the Physician's order in the chart.	None	10 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Agrees to peak flow rate procedure	2. Gives instructions to the patient on how to perform the procedure correctly.	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
3. Follows instructions and performs the procedure	3. Monitors and records the result in the monitoring sheet 2x a day.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit



4. Receives copy of Charge Slip	4. Issues Charge Slip a) Original copy to the billing section b) Second copy to the patient's folks c) Third copy to the cashier.	<b>I. Pay Patient</b> Php 60.00 /day  <b>II. Service Patient</b> Php 48.00 /day	23 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. Php 60.00 /day</b>  <b>II. Php 48.00 /day</b>	<b>46 minutes</b>	





## 6. VOLUME RESPIRATOR ATTACHMENT

Availment of Volume respirator equipment for IN-PATIENT (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Volume Respirator Request Slip (1, original copy) b. Patient's chart (1, original copy) c. Volume Respirator Endorsement Form (1, original copy) d. Official Receipt (1, original copy) e. Rental Company's V.R. contract (1, original copy)		a-c Pulmonary Unit d. Cashier's counter e. Josmef Enterprises, Inc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Consents to use volume respirator	1. Receives inquiry from Nurse on Duty as to availability of Hospital's Volume Respirator or from Rental company	None	3 minutes	Respiratory Therapist Pulmonary Unit
	<b><u>WVSUMC V.R.</u></b> 1.1 Appraises the folks on the charges of Volume Respirator and tubings	None	5 minutes	Respiratory Therapist Pulmonary Unit
	1.2 Issues Order of Payment slip for Volume Respirator tubing's cost.	None	3 minutes	Respiratory Therapist Pulmonary Unit
2. Pays to the cashier and secures Official receipt	2. Processes payment and issues Official Receipt.	<b>Pay Patient</b> Charges for Rental: P1,500.00/ day VR Tubings: PHP 1,300.00 Viral Filter: PHP	5 minutes	Collecting Officer Cashier



		950.00 HME: PHP 600.00 Closed Suction: PHP 3,000.00  <b>Service Patient</b> <i>Charges for Rental:</i> P1,000.00/day <i>VR Tubings:</i> PHP 1,300.00 Viral Filter: PHP 950.00 HME: PHP 600.00 Closed Suction: PHP 3,000.00		
3. Presents Official Receipt to the Respiratory Therapist on duty	3. Sets-up the Volume Respirator and hooks to the patient.	None	15 minutes	<i>Respiratory Therapist</i> Pulmonary unit
	3.1 Monitors the Volume Respirator set-up	None	15 minutes	<i>Respiratory Therapist</i> Pulmonary unit
4. Agrees with the terms and conditions of Volume respirator attachment and rental fee	<b><u>VOLUME RESPIRATOR RENTAL COMPANY</u></b>  4. Appraises Folks of the Company's terms and conditions on the use of machine and rental fee	<b>Newport:</b> 4 days deposit= P4,320 P1,080/day Hospital charges: P720.00  <b>Siare Transport Ventilator:</b> P1,000.00/day Hospital charges: P500.00	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<i>(Amount depends on the service/s availed)</i>	<b>1 hour and 31 minutes</b>	



## 7. PULMONARY FUNCTION TESTING PROCEDURE

Availment of Pulmonary Function Testing Procedure for IN- Patient (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Pulmonary Function Test Request Slip (1, original copy) b. Patient's Chart (1, original copy) c. Official Receipt (1, original copy)		a. Pulmonary Unit b. Nurse's Station c. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for the procedure	1. Receives request for PFT from Nurse on Duty based on Physician's order and schedule for Pulmonary Function Test procedure.	None	5 minutes	Respiratory Therapist Pulmonary Unit
	1.1 Verifies the Physician's order in the Patient's chart.	None	3 minutes	Respiratory Therapist Pulmonary Unit
	1.2 Appraises the patient of the procedure fee.	None	5 minutes	Respiratory Therapist Pulmonary Unit
2. Pays to the Cashier and secures Official Receipt.	2. Receives payment and Issues Official Receipt.	<b>I. Pay Patient</b> Php 540.00  <b>II. Senior Citizen / Service Patient:</b> P432.00  <b>III. 20% surcharge:</b> Php 648.00	5 minutes	Collecting Officer Cashier



3. Presents Official receipt to Pulmonary Unit.	3. Records it in the logbook.	None	2 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
4. Patient waits for the PFT instruction.	4. Gives instructions to the patient on how to perform the procedure. (Pre- bronchodilator Therapy)	None	15 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
5. Follows instructions and performs the procedure.	5. Gives 4 puffs bronchodilator Therapy to patient using the Metered dose inhaler.	None	15 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	5.1 Gives the same instructions for Post- Bronchodilator Therapy procedure.	None	10 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	5.2 Prints the results and insert it in the patient's chart.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. Php 1,188.00</b> <b>II. Php 1,080.00</b>	<b>1 hour and 5 minutes</b>	



## 8. AEROSOL THERAPY AND METERED DOSE INHALER THERAPY PROCEDURE

Availment of Aerosol Therapy and Metered Dose Inhaler Therapy Procedure in ICU-COMPLEX

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Aerosol Therapy Request Slip (1, <i>original copy</i> ) b. Patient's Chart (1, <i>original copy</i> )		a. Pulmonary Unit b. Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Request received from Nurse on duty at the ICU complex.	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	1.1 Verifies request from the Patient's Chart.	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	1.2 Issues Order of Payment.	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Pays to the Cashier and secures Official Receipt	2. Receives payment and Issues Official receipt.	<b>I. Pay Patient:</b> P 70.00 per inhalation  <b>II. Service Patient:</b> P 56.00 per inhalation	5 minutes	<i>Collecting Officer</i> Cashier



3. Receives copy of Charge Slip	3. Issues Charge Slip: a. Original copy to the Billing section b. Second copy to the Patient's folk c. Third copy to the cashier.	None	3 minutes	<i>Respiratory Therapist Pulmonary Unit</i>
4. Waits for the procedure	4. Administers aerosol therapy or Metered Dose Inhaler treatment to the patient.	None	15 minutes	<i>Respiratory Therapist Pulmonary Unit</i>
	<b>TOTAL:</b>	<b>I. Php 70.00 per inhalation II. Php 56.00 per inhalation</b>	<b>32 minutes</b>	



## 9. PULMONARY FUNCTION TESTING PROCEDURE

Availment of the Pulmonary Function Testing Procedure for OPD Patient

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's Referral Slip (1 , original copy)		Attending physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents referral slip from attending physician	1. Receives referral slip and appraises the folks of PFT fees and schedule for Pulmonary Function Test procedure.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	1.1 Issues Order of payment.	None	3 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
2. Pays fee to cashier and secure Official receipt	2. Receives payment and Issues Official Receipt	<b>I. Pay Patient:</b> Php 540.00  <b>II. Service and Senior Citizen</b> P 432.00  <b>III. 20% Surcharge:</b> P648.00	5 minutes	<i>Collecting Officer</i> Cashier
3. Presents official receipt to Pulmonary Unit	3. Records it in the logbook.	None	2 minutes	<i>Respiratory Therapist</i> Pulmonary Unit



4. Patient waits for PFT instruction.	4. Gives instructions to the patient on how to perform the procedure. (Pre-bronchodilator Therapy).	None	15 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
5. Follows instructions and performs the procedure	5. Gives 4 puffs bronchodilator Therapy to patient using Metered dose inhaler.	None	15 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	5.1 Gives the same instructions for Post- Bronchodilator Therapy procedure	None	10 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
6. Receives result	6. Prints and releases result directly to the patient or its representative.	None	5 minutes	<i>Respiratory Therapist</i> Pulmonary Unit
	<b>TOTAL:</b>	<b>I. 1,188.00</b> <b>II. 1,080.00</b>	<b>1 hour</b>	





## 10. BiPAP/CPAP ATTACHMENT PROCEDURE

Availment of the BiPAP/CPAP machine for In-Patient (PAY & SERVICE)

Office or Division:	Pulmonary Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	OPD Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. BiPAP/CPAP Request Slip (1, original copy)		a. Pulmonary Unit		
b. Official Receipt (1, original copy)		b. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receives request for the availment of the machine	None	3 minutes	Respiratory Therapist Pulmonary Unit
	1.1 Appraises folks on Bi-PAP fee.	Pay and Service Patient: Php 1,500.00 / day	5 minutes	Respiratory Therapist Pulmonary Unit
2. Agrees with the fees.	2. Receives verbal consent	None	2 minutes	Respiratory Therapist Pulmonary Unit
	2.1 Issues Charge Slip	None	5 minutes	Respiratory Therapist Pulmonary Unit
	2.2 Setting up and hooking of the machine.	None	20 minutes	Respiratory Therapist Pulmonary Unit
3. Receives the BiPAP/CPAP treatment	3. Monitoring of the patient	None	10 minutes	Respiratory Therapist Pulmonary Unit
	3.1 Assessing patient for possible weaning.	None	10 minutes	Respiratory Therapist Pulmonary Unit



	3.2 Performs weaning protocol.	None	10 minutes	<i>Medical Resident on duty Pulmonologist Internal Medicine Dept.</i>
	3.3 Attaches oxygen delivery system to patient. If weaning is tolerated.	None	3 minutes	<i>Respiratory Therapist Pulmonary Unit</i>
	<b>TOTAL:</b>	<b>Php 1,500.00 / day</b>	<b>1 hour and 8 minutes</b>	



# **CARDIOVASCULAR UNIT**

## **External Services**



## 1. ELECTROCARDIOGRAM PROCEDURE

Patients availing Electrocardiogram (ECG) Procedure.

Office or Division:	Cardiovascular Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted and Outpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form of the Procedure (1, original copy) c. Official Receipt (1, original copy) d. PDAF referral (1 copy of Guarantee Letter) e. Authorization letter for authorized representative in claiming result f. Valid Identification Card of patient and authorized representative (1 copy each, photocopy) g. Philhealth Monitoring Slip (1, original)		a. Attending physician/ER resident/Nurses Station b. Cashier c. Office of Congressman, PCSO, DSWD, DOH for checklist f. Requesting Party g. Hospital Phil.Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request for ECG signed by attending physician	1. Receives Request Form and appraise for charges.	None	3 minutes	Med Lab. Tech III/ Clerk Cardiovascular Unit
	1.1 Instruct patients to pay to the cashier or go to social service unit for patients with PDAF and for charge to account referrals (outpatients)	None	3 minutes	Med Lab. Tech III/ Clerk Cardiovascular Unit
2. <b>a. For Pay Patient (cash basis)</b> - Pays to the Cashier  <b>b. For PDAF referrals</b> - proceeds to	2. Receives payment and issues Official Receipt	ECG Php.500.00 Professional Fee Php 100	5 minutes	Cashier/Collecting Officer Cashier Department
	2.1 Approves request		5 minutes	Social Worker



Social Service Unit for approval of charge				<i>Social Service Unit</i>
3. Presents Official Receipt/ Approved Request	3. Receives OR/Approved and stamped request for medical assistance	None	2 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	3.1 Issues charge slip for charge to account and PDAF referrals	None	5 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	3.2 Performs ECG at CVU for outpatient, ER, and at the wards for admitted patients	None	5 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	3.3 Collects and mounts of ECG tracings	None	8 hours	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	3.4 Interprets of ECG tracings		10 minutes	Cardiologist Cardiovascular Unit
	3.5 Scans official result		7 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
4. Claims Official Result	4. Logs official results in Logbook	None	3 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	4.1 Releases Official Result	None	1 minute	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	<b>TOTAL</b>	<b>Php 600.00</b>	<b>8 hours and 44 minutes</b>	



## 2. 2D ECHOCARDIOGRAPHIC, VASCULAR and HOLTER MONITORING PROCEDURES

Patients availing **2D** Echocardiographic, Vascular and Holter Monitoring Procedures

Office or Division:	Cardiovascular Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	ER, OPD and Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form of the Procedure (1, original copy) c. Official Receipt (1, original copy) d. PDAF referral (1 copy of Guarantee Letter) e. Authorization letter for authorized representative in claiming result f. Valid Identification Card of patient and authorized representative (1 copy each, photocopy) g. Philhealth Monitoring Slip (1, original)		d. Attending physician/ER resident/Nurses Station e. Cashier f. Office of Congressman, PCSO, DSWD, DOH for checklist f. Requesting Party g. Hospital PhilHealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents request for 2D ECHO / Peripheral Vascular Request signed by attending physician	1. Receives Request Form and appraise for charges.	I. Php 2,800.00 2D Echo	3 minutes	Med Lab. Tech III/ Clerk Cardiovascular Unit
	1.1 Instructs patients to pay to the cashier or go to social service unit for patients with PDAF and for charge to account referrals (outpatients)	Php 1,200.00 Professional fee  II. Php 3200.00 Arterial/ Venous Duplex  Php 1,800 Professional fee	3 minutes	Med Lab. Tech III/ Clerk Cardiovascular Unit
2.	2. Receives payment and issues official receipt	III. Php 2,700 .00 Carotid Duplex	5 minutes	Cashier/Collecting Officer Cashier Department
<b>a. For Pay Patient (cash basis)</b> - Pays to the Cashier  <b>b. For PDAF referrals</b> - proceeds to	2.1 Approves request			



Social Service Unit for approval of charge		Php 1,800 Professional fee	5 minutes	<i>Social Worker Social Service Unit</i>
3. Presents Official Receipt/ Approved Request	3. Receives OR/approved and stamped request for medical assistance	IV. Php 2,000 Holter	5 minutes	<i>Social Worker Social Service Unit</i>
	3.1 Issues charge slip for charge to account and PDAF referrals	Php 1,000 Professional fee	3 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	3.2 Schedules patient for the procedure		10 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	3.3 Starts Procedure		45 minutes	<i>Cardiologist Cardiovascular Unit</i>
4. ( <b><i>For admitted patient only</i></b> ) Undergoes procedure	4. Informs patient/ Nurses station (admitted) of the schedule		5 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	4.1 Facilitates transport of patient to ultrasound		15 minutes	<i>Nurse / Orderly Nurses Station</i>



	4.2 Accompanies patient to Ultrasound		30 minutes	<i>Junior Intern/ Post Graduate Intern/Medical Resident Respective Training Department</i>
	4.3 Processes 2D Echo and Vascular procedure		30 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	4.4 Facilitates transport of Patient back to room		15 minutes	<i>Nurse / Orderly Nurses Station</i>
	4.5 Interprets findings		5 minutes	<i>Cardiologist Cardiovascular Unit</i>
	4.6 Types the official results		15 minutes	<i>Cardiologist/Data Encoder Cardiovascular Unit</i>
5. Claims Official result after 2 days	5. Signs official results		1-2 days	<i>Cardiologist Cardiovascular Unit</i>
	5.1 Logs-in official results in logbook		5 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	5.2 Releases official result		5 minutes	<i>Med Lab. Tech III/ Clerk Cardiovascular Unit</i>
	<b>TOTAL:</b>	<b>I. Php 4,000.00 II. Php 4,000.00 III. Php 4,500.00 IV. Php 3,000.00</b>	<b>3 days maximum</b>	





# **DORMITORY**

## **External Service**



## 1. DORMITORY ACCOMODATION

Catering of clients who wanted to avail rooms at WVSUMC Dormitory.

Office or Division:	Dormitory Section			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizens			
Who may avail:	WVSUMC Guests/Visitors , WVSUMC Volunteer Staff and Student Affiliates , WVSUMC Patient Folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Accommodation Form (1, original copy) b. Order of Payment (1, original copy) c. Official Receipt (1 original copy)		a. Dormitory Office b. Dormitory Office c. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out Accommodation Form	1. Interviews the Client  1.1 Orients the Client about the House Rules  1.2 Issues Order of Payment	<b>I. Transient</b> Php 300/day  <b>II. Students</b> Php 650.00/ month (includes the Php 50.00 Current charge)	10 minutes	<i>Hospital Housekeeper</i> Dormitory Section
2. Pays at the Cashier	2. Processes payment and issues Official Receipt (OR)	<b>III. Clinical Clerk (Female)</b> Php 600.00 /month  <b>IV. Post Graduate Interns and Male Clinical Clerks - Free</b>	5 minutes	<i>Cashier's Collecting Officer</i> Dormitory Section
3. Presents Official Receipt to the Dorm In-charge	3. Records OR Number and amount paid in the Logbook.  3.1 Accompanies Clients to his/her room and issues set of linen and room key.	None	5 minutes	<i>Hospital Housekeeper</i> Dormitory Section



4. Returns the Room key	4 Receives the key and checks the room upon check out of the client	None	2 minutes	<i>Hospital Housekeeper</i> Dormitory Section
	<b>TOTAL</b>	<b>I. Php 300/day II. Php 650.00/ month III. Php 600.00 /month IV. Free</b>	<b>22 minutes</b>	



# **HUMAN RESOURCE MANAGEMENT OFFICE**

## **External Services**



# 1. AVAILMENT OF TERMINAL LEAVE BENEFIT FOR RETIREES

Application of Employee in availing Terminal Leave Benefits after Retirement

Office or Division:	Human Resource Management Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Permanent ,Temporary and Contractual Retired Employees of WVSUMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of Intent to Retire (1, original copy) b. Application for Retirement Form (1, original copy) c. Application for Terminal Leave (2, original copies) d. Clearance (4, original copies) e. SALN (3, original copies) f. Order of Payment (1, original copy) g. Official Receipt (1, original copy) h. Affidavit of Undertaking (3, original copies) i. Affidavit of No Pendency (3, original copies) j. GSIS Approval - if applicable (1, original copy)		a-f. Human Resource Management Office g. Cashier's Counter h-i. Lawyer /Notary Public j. Government Security Insurance System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee concerned seeks information from HRMO staff on what to do if he/she retires from the service.	1. HRMO staff informs the employee to submit Letter of Intent to Retire three (3) months prior to the effective date of retirement for mandatory retirement and one (1) month for emergency cases.	None	5 minutes	Administrative Assistant II Human Resource Management Office



2. Employee submits Letter of Intent to Retire.	2. Receives the Letter of Intent to Retire.	None	1 minute	<i>Administrative Assistant II</i> Human Resource Management Office
	2.1 Provides the employee with Application for Retirement Form.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
3. Employee accomplishes the Application for Retirement Form and have it signed by the Department / Unit Head where he / she is under before submission to the HRMO.	3. Endorses application together with the Letter of Intent to Retire through channel for approval.	None	3 days	<i>Administrative Assistant II</i> Human Resource Management Office
4. Employee secures other requirements from the HRMO.	4. Requires the employee upon approval of application to retire of the following: a. Application for Terminal Leave b. Clearance c. SALN d. Affidavit of Undertaking e. Affidavit of No Pendency GSIS Approval	None	10 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
5. Submits all the required documents upon completion.	5. Receives submitted documents and prepares the following: a. Service Record b. Tally / Summary of Leave Credits c. Latest Appointment d. Photocopy of Leave Card e. NOSA	a. Php 15.00	2 days	<i>Administrative Assistant II</i> Human Resource Management Office



6. Secures and signs DTR from HRMO for his/her last salary.	6. Endorses signed DTR with attached Clearance to Accounting Department for processing.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
7. Follows-up request.	7. Consolidates all documents.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
	7.1 Prepares transmittal letter / List of Actual Retirees to be paid at WVSU.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
	<b>TOTAL:</b>	<b>Php 15.00</b>	<b>6 days and 1 minute</b>	



## 2. HOW TO AVAIL TERMINAL LEAVE FOR RESIGNATION

Application of Employee in availing Terminal Leave Benefits after Resignation

Office or Division:	Human Resource Management Office			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Permanent ,Temporary and Contractual Resigned Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of Resignation (1, original copy) b. Application for Resignation Form (1, original copy) c. Application for Terminal Leave (2, original copies) d. Clearance (4, original copies) e. SALN (3, original copies) f. Order of Payment (1, original copy) g. Official Receipt (1, original copy) h. Affidavit of Undertaking (3, original copies) i. Affidavit of No Pendency (3, original copies) j. GSIS Approval - if applicable (1, original copy)		a-f. Human Resource Management Office g. Cashier's Counter h-i. Lawyer /Notary Public j. Government Security Insurance System		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee concerned seeks information from HRMO staff on what to do if he/she resigns from the service.	1. HRMO staff informs the employee to submit Letter of Resignation (1) month before the effectivity date resignation.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
2. Employee submits Letter of Resignation noted by the Department / Unit Head where he / she is under.	2. Receives the letter of resignation and prepares Acceptance of Resignation.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
	2.1 Endorses application for approval through channel.	None	3 days	<i>Administrative Assistant II</i> Human Resource Management Office





3. Employee secures other requirements from the HRMO.	3. Requires the employee upon approval of application to retire of the following: a. Application for Terminal Leave b. Clearance c. SALN d. Affidavit of Undertaking e. Affidavit of No Pendency f. GSIS Approval (if applicable)	None	10 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
4. Submits all the required documents upon completion.	4. Receives submitted documents and prepares the following: a. Service Record b. Tally/ Summary of Leave Credits c. Latest Appointment d. NOSA (if applicable)	Php 15.00	2 days	<i>Administrative Assistant II</i> Human Resource Management Office
5. Secures and signs DTR from HRMO for his/her last salary.	5. Endorses signed DTR with attached Clearance to Accounting Department for processing.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
6. Follows-up request	6. Consolidates all documents.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
	6.1 Prepares transmittal letter / List of Actual Retirees to be paid at WVSU.	None	5 minutes	<i>Administrative Assistant II</i> Human Resource Management Office
	<b>TOTAL:</b>	<b>Php 15.00</b>	<b>5 days and 35 minutes</b>	



### 3. ISSUANCE OF CERTIFICATIONS, SERVICE RECORDS AND OTHERS

Issuance of Certifications, Service Records and Other Services (Dry Seal, Official Mailing Envelop, Verification/Authentication) requested by Employees

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	In-active Employees of WVSUMC , WVSUMC Volunteers and Voluntary Medical Specialist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form (1, original copy) b. Order of Payment (1, original copy) c. Official Receipt (1, original copy) d. One Valid ID (1, original copy) <b>Additional Requirement (For Representative)</b> e. Authorization letter (1, original copy) f. Valid ID's of the Employee and of the Authorized Representative (1, photocopy)		a-b. Human Resource Management Office c. Official Receipt d-f. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request Form.	1. Receives the accomplished Request Form and Issues Order of Payment.	<b>I. CERTIFICATION</b> Php 50.00  <b>II. SERVICE RECORD</b> Php 30.00	5 minutes	Administrative Staff Human Resource Management Office
2. Pays to the Cashier and secures Official Receipt.	2. Receives Payment and Issues Official Receipt.	<b>III. DRY SEAL</b> Php 20.00 / page  <b>IV. OFFICIAL MAILING ENVELOPE</b> Php 20.00  <b>V. VERIFICATION/ AUTHENTICATION</b> Php 5.00/page	5 minutes	Collecting Officer Cashier Department



3. Presents the Official Receipt to the HRMO Staff.	3. Indicates Official Receipt Number in Request Form.	None	2 minutes	Administrative Staff Human Resource Management Office
	3.1 Prepares the request of the employee.	None	5 minutes	Administrative Staff Human Resource Management Office
4. Presents valid ID and Authorization Letter <i>(for authorized representative only)</i> and claims Request .	4. Releases request.	None	1 minute	Administrative Staff Human Resource Management Office
	<b>TOTAL</b>	I. Php 50.00 / certificate II. Php 30.00 / certificate III. Php 20.00 / certificate IV. Php 20.00 / request V. Php 5.00 / page	<b>18 minutes</b>	



# **HUMAN RESOURCE MANAGEMENT OFFICE**

## **Internal Service**



## 1. ISSUANCE OF CERTIFICATIONS, SERVICE RECORDS AND OTHERS

Issuance of Certifications, Service Records and Other Services (Dry Seal, Official Mailing Envelop, Verification/Authentication) requested by Employees

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Active Employees of WVSUMC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form (1, original copy) b. Order of Payment (1, original copy) c. Official Receipt (1, original copy) d. One Valid ID (1, original copy) <b>Additional Requirement (For Representative)</b> e. Authorization letter (1, original copy) f. Valid ID's of the Employee and of the Authorized Representative (1, photocopy)		a-b. Human Resource Management Office c. Official Receipt d-f. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Accomplishes the Request Form.	1. Receives the accomplished Request Form and Issues Order of Payment.	<b>I. CERTIFICATION</b> Php 25.00  <b>II. SERVICE RECORD</b> Php 15.00	5 minutes	Administrative Staff Human Resource Management Office
2. Pays to the Cashier and secures Official Receipt.	2. Receives Payment and Issues Official Receipt.	<b>III. DRY SEAL</b> Php 10.00 / page  <b>IV. OFFICIAL MAILING ENVELOPE</b> Php 10.00  <b>V. VERIFICATION/ AUTHENTICATION</b> Php 5.00/page	5 minutes	Collecting Officer Cashier Department



3. Presents the Official Receipt to the HRMO Staff.	3. Indicates Official Receipt Number in Request Form.	None	2 minutes	Administrative Staff Human Resource Management Office
	3.1 Prepares the request of the employee.	None	5 minutes	Administrative Staff Human Resource Management Office
4. Presents valid ID and Authorization Letter <i>(for authorized representative only)</i> and claims Request .	4. Releases request.	None	1 minute	Administrative Staff Human Resource Management Office
	<b>TOTAL</b>	<b>I. Php 25.00</b> <b>II. Php 15.00</b> <b>III. Php 10.00 / page</b> <b>IV. Php 10.00</b> <b>V. Php 5.00/page</b>	<b>18 minutes</b>	



# **MEDICAL SOCIAL SERVICE UNIT**

## **External Services**



## 1. PSYCHOSOCIAL EVALUATION

The MSW shall purposively gather information about the patient's/family's social, psychological, cultural, financial situations and utilize this data for psychosocial assessment.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Admitted service and referred pay patients, OPD, ER and Walk-in Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. None			a. None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares / submits for interview	1. Interviews patients and records reliable data	None	4 minutes	Medical Social Worker Medical Social Service Unit
	1.1 Assesses, evaluates and classifies patient as to his/her financial capacity and social functioning	None	2 minutes	Medical Social Worker Medical Social Service Unit
	1.2 Records patient data in logbook and index card	None	2 minutes	Medical Social Worker Medical Social Service Unit
	1.3 Files accomplished assessment form for reference	None	2 minutes	Medical Social Worker Medical Social Service Unit
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	





## 2. AVAILMENT OF MEDICAL/FINANCIAL ASSISTANCE FROM THE MALASAKIT CENTER FOR OPD AND REFERRED PATIENTS

Qualified patients availing assistance to alleviate burden of medical expenses and augment hospital income.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Indigent, incapacitated, problematic/in-crisis situation, less privileged, eligible admitted, OPD and referred patients and those who need to avail Social Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD Patients: Request for diagnostic procedure/prescription (1 original and 1 photocopy with price quotation )		From Attending Physician, Price form Cost Centers		
2.Referred OPD Patient:a.Request for diagnostic procedure/prescription (1 original and 1 photocopy with price quotation )		From Attending Physician		
b. Medical Certificate (1 original )		From Attending Physician		
c. Inter-agency referral (1 original )		From health facility where the consult was done or where the patient is admitted		
d. Certificate of Indigency from CSWDO/MSWDO (1 original )		Municipal/City Social Welfare and Development Office		
3..Malasakit Center documents applicable to all:		Malasakit Center		
a. Certificate of Eligibility				
b. Unified Intake sheet				
c. Information sheet				
4. Unified Financial Assistance Request Form		Medical Social Service Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents requests for diagnostic procedure/ examination/ prescriptions	1. OPD Patients: Receives requests/prescription and checks consult date in the OPD system 1.1. Referred Patients: Receives and checks documentary requirements	None	3 minutes	<i>Medical Social Worker</i> Medical Social Service Unit



2. Undergone interview	2. Interview patients/folks		15 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
3. Acknowledges medical/financial assistance received.	3. Approves and appraises patient/folk of medical /financial assistance for patient.	None	3 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	3.1 Charges and encodes in the system approved assistance	None	1 minute	<i>Medical Social Worker</i> Medical Social Service Unit
4. Receives approved request/prescription	4. Release approved request/ prescription to patients/folks	None	3 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	4.1 Advises patients/folk with counterpart to proceed to cashier to pay assessed amount and proceed to cost centers			<i>Medical Social Worker</i> Medical Social Service Unit
	4.2 .Record data in the patient's index card and file documents			<i>Medical Social Worker</i> Medical Social Service Unit
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	



### 3. FACILITATION OF PATIENT'S DISCHARGE

Facilitate effective and efficient discharged of patient.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Indigent, incapacitated Problematic/in-crisis situation, Less Privileged, Eligible Admitted Patients and those who need to avail Social Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Statement of account <i>(1 original copy or 1 photocopy)</i> b. Medical Certificate /Medical Abstract c. Case Study d. Certificate of Indigency e. Referral/Guarantee Letter if available b Malasakit Center documents applicable to all: d. Certificate of Eligibility e. Unified Intake sheet f. Information sheet c. Unified Financial Assistance Request Form d. VALID ID for patient recommended for promissory note <i>(1 photocopy)</i>		Billing Section HIMO CSWDO/MSWDO CSWDO/MSWDO Funding Institution Malasakit Center  a. Medical Social Worker b. Patient/Folk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents Statement of Account (1 original and 1 photocopy ) and required documents	1.1 Assesses patient's Statement of Account and available documents	None	5 minutes	Medical Social Worker
	1.2 Interview/Fills-out MC documents	None	10 minutes	Medical Social Worker
2. Presents documents to MC	2. Refer to MC	None	3 minutes	Medical Social Worker



3. Acknowledges medical/financial assistance received	3. Approves and appraises patient/folk of medical /financial assistance for patient.	None	3 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	3.1 Posts deduction based on the financial assistance given by assisting agency and generate payment slip.		3 minutes	
	3.2 Releases payment slip and advises patient with remaining balance to:		5 minutes	
	a. pays at the Cashier.		5 minutes	
	b. prepares and issues assessment and recommendation slip for promissory note and refer to Credit and Collection Unit.		8 minutes	
	3.3 For NBB patients, signs discharge clearance and advise to present it to Nurse-on-duty.		3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>34 minutes</b>	



#### 4. SERVICES CHARGE TO FINANCIAL INSTITUTION / FUNDING AGENCY (LGUs)

Availment of hospital services charge to financial assistance secured from financial /funding agencies.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Problematic/in-crisis situation, Less Privileged, Eligible Out/Walk-in Patients and those who need to avail Social Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Referral Letter/ Guarantee Letter ( <i>1 original copy</i> )		a. From funding agency/ respective legislators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Obtains price of examination/procedure needed	1. Indicates price of examination/procedure	None	5 minutes	Clerk of Dept. concerned
2. Presents referral together with the price of examination/ procedure	2. Validates authenticity of referral/ Guarantee Letter and request for examination/procedure	None	2 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	2.1 Encode in the computer patient's data and assistance. Stamp patient's request based on the indicated amount of referral	None	3 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	2.2 Instruct client to proceed to the laboratory, x-ray, ultrasound and cardiology for the availment of services or cashier if excess of referral.	None	2 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	<b>TOTAL</b>	<b>None</b>	<b>12 minutes</b>	



## 5. VOLUNTARILY SURRENDERED BABIES

Facilitate immediate needs and placement of surrendered babies.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Mother of Surrendered Baby			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Certificate of Voluntary Surrender (1, original copy) b. Medical Certificate (1, original copy)		a. DSWD b. Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbalized decision to surrender baby and seeks advice	1. Provides guidance and advises to visit Crisis Intervention Unit, DSWD Regional Office	None	30 minutes	Medical Social Worker Medical Social Service Unit
2. Proceeds to DSWD	2. Informs /call DSWD of the referral	None	10 minutes	Medical Social Worker Medical Social Service Unit
3. Secures necessary documents for institutional placement	3. Assists in securing required documents	None	20 minutes	Medical Social Worker Medical Social Service Unit
4. Presents photocopy of Certificate of Voluntary Surrender	4. Endorses patient to DSWD for institutional placement	None	15 minutes	Medical Social Worker Medical Social Service Unit
	<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 15 minutes</b>	



## 6. TRANSFER OF ACCOMMODATION

Transfer of patient from “pay to pay”, “service to service”, “pay to service”, or “service to pay” accommodation or room.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Responsible companion of patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Transfer Notice Form (1 original copy ) b. Statement of Account (1 original copy) b. Official Receipt of payment ( 1 original copy)		a. Admitting Section b. Billing Section c. Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives referral/instruction from Nurse Station	1. Assesses and appraises patient's responsible companion as to rates of room, their financial capability for treatment, and give instructions in processing transfer form especially for transfer to another room category. (Responsible companion will be advised to settle hospital bill prior to approval of transfer)	None	10 minutes	Medical Social Worker Medical Social Service Unit
	1.1 Refer to Admitting Section for room availability.	None	2 minutes	Medical Social Worker Medical Social Service Unit
2. Presents Transfer Notice Form and Official Receipt for payment	2. Receives Transfer Notice Form and verifies official receipt vs statement of account in the system.	None	3 minutes	Medical Social Worker Medical Social Service Unit



3. Approved transfer of accommodation	3. Approves transfer of patient accommodation.	None	1 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	3.1 Record in patient's index card and logbook patient's transfer.	None	3 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
	3.2 Releases approved transfer notice form	None	1 minutes	<i>Medical Social Worker</i> Medical Social Service Unit
4. Presents approved Transfer Notice to nurse on duty	4. Receives Transfer Notice	None	2 minutes	<i>Nurse /IW</i> NSO
	4.1 Facilitates transfer of patient	None	3 minutes	<i>Nurse /IW</i> NSO
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	





## 7. RELEASING OF CADAVER

Approving the release of cadaver of deceased patient to funeral parlor of choice.

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Responsible companion of expired patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Release of Cadaver Form ( 1 original copy )		a. Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Release of Cadaver	1. Receives the Release of Cadaver form stamp with "Promissory Note" from Credit and Collection Section	None	2 minutes	Medical Social Worker Medical Social Service Unit
	1.1 Appraises folks regarding 12 hr waiting period policy	None	3 minutes	Medical Social Worker Medical Social Service Unit
	1.2 Approves Release of Cadaver to Funeral Parlor of choice	None	2 minutes	Medical Social Worker Medical Social Service Unit
	1.3 Records in the logbook and requires signature of responsible companion acknowledging its receipt	None	3 minutes	Medical Social Worker Medical Social Service Unit
	1.4 Releases approved form and instructs folk to bring approved Release of Cadaver Form to Admitting Section	None	2 minutes	Medical Social Worker Medical Social Service Unit
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	



# **SECURITY OFFICE**

## **External Services**



## 1. VISITOR'S PASS

Securing Visitor's Pass when visiting patients.

Office or Division:	Security Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Identification Card (1, original copy) b. Visitor's Pass (1, original copy)		a. Requesting Party b. Main Lobby (Information Guard)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identifies himself by presenting valid Identification Card (ID Card)	1. Verifies the validity of the ID Card presented and checks the name of patient to be visited in the Census.	None	1 minute	Lobby Guard Security Office
	1.1 Gets the valid ID Card and issues Color Coded Visitors Pass and directs visitor to patient's room.	None	2 minutes	Lobby Guard Security Office
2. Wears Visitor's Pass for easy identification.	2. Monitors the compliance of the visitor.	None	None	Security Guard Security Office
3. Returns the Visitors Pass upon completion of the visit.	3. Receives Visitors Pass and returns the ID Card presented by the visitor during entry.	None	2 minutes	Lobby Guard Security Office
TOTAL		None	5 minutes	



## 2. DISCHARGE OF PATIENT/S

Discharging of admitted patients.

Office or Division:	Security Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Discharge Slip (1, original copy)		a. Billing Section / Nurses Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Discharge Slip	1. Receives and verifies Discharge Slip as to: <ul style="list-style-type: none"> <li><i>Date and Time</i></li> <li><i>Signature of NOD</i></li> </ul>	None	3 minutes	Lobby/ER Guard Security Office
	1.1 Checks baggage, signs and indicates time and date of discharge.		3 minutes	Lobby/ER Guard Security Office
2. Goes Home	2. Secures and records Discharge Slip in the logbook and turns over to Admitting Section.	None	1 minute	Lobby/ER Guard Security Office
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



### 3. RELEASING OF CADAVER

Releasing of Expired Patients.

Office or Division:	Security Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Responsible party of expired patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Release of Cadaver Form		a. Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present two (2) copies of duly approved Release of Cadaver Form	1. Receives and checks duly approved Release of Cadaver Form	None	10 minutes	<i>Back Exit Guard</i> Security Office
	1.1 Check linen / cadaver tags	None	5 minutes	<i>Back Exit Guard</i> Security Office
2. Confirms the Cadaver	2. Signs the form indicating the date and time of release.	None	2 minutes	<i>Back Exit Guard</i> Security Office
	2.1 Gives one copy to the client and retains one copy for file	None	2 minutes	<i>Back Exit Guard</i> Security Office
	2.2 Releases Cadaver	None	5 minutes	<i>Back Exit Guard</i> Security Office
3. Transports Cadaver to Funeral Parlor	3. None	None	None	Funeral Service
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



# **SECURITY OFFICE**

## **Internal Service**



## 1. ISSUANCE OF PASS SLIPS

Issuance of Pass Slips to employees in Official Time/ Personal Business.

Office or Division:	Security Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	WVSUMC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pass Slip		Security Guard (Lobby Entrance)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Pass Slip	1. Informs employee to register his/her name in the logbook indicating the biometric I.D. number, designation, destination, purpose of travel.	None	1 minute	Security Guard Security Office
	1.1 Issues Pass Slip form to employee with control number.	None	1 minute	Security Guard Security Office
2. Fills-out the issued Pass Slip and have it signed by the Department/Unit Head.	2. Takes action on the Pass Slip and returns to employee.	None	2 minutes	Head of Department/ Unit
3. Submits duly approved Pass slip	3. Receives and signs approved Pass Slip and indicates date and time out of employee.	None	1 minute	Security Guard Security Office



4. Informs the guard upon arrival	4. Acknowledges and indicates time of arrival at the Pass Slip form.	None	1 minute	Security Guard Security Office
	4.1 Secures and submits Pass Slip to Human Resource Management Office for recording and filling	None	2 minutes	Security Guard Security Office
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	





# **REHABILITATION AND MEDICINE DEPARTMENT**

## **External Services**



# 1. INPATIENT PHYSICAL THERAPY TREATMENT

## Availment of Inpatient Physical Therapy Treatment

Office or Division:	Department of Rehabilitation Medicine			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Admitted patients referred for physical rehabilitation treatment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Service Patients</b> a. Signed Referral Note b. Order of Payment c. Official Receipt d. Charge Slip (for PHIC-NBB Beneficiary only) e. Consent Form  <b>Pay Patient</b> a. Written referral on patient's chart b. Order of Payment c. Official Receipt d. Consent Form		<b>Service Patients</b> a. Referring Clinical Department b. Department of Rehabilitation Medicine c. Cashier's Counter d-e. Department of Rehabilitation Medicine  <b>Pay Patient</b> a. Referring Physician b. Department of Rehabilitation Medicine c. Cashier's Counter d. Department of Rehabilitation Medicine		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Receives referral through NOD phone notification, informs Rehab MD, and records in the in-patient log sheet.	None	2 minutes	<i>Physical Therapist / PT Technician</i> Rehabilitation Department
	1.1 Initially fills up the Rehab Notes.	None	15 minutes	<i>Physical Therapist / PT Technician</i> Rehabilitation Department



2. Provides necessary information as may be required	2. Conducts evaluation and writes the rehabilitation treatment program on the Rehab Notes.	None	20 minutes	Physiatrist Rehabilitation Department
3. Signs consent form	3. Facilitates signing of Consent Form	None	5 minutes	Physical Therapist / PT Technician Rehabilitation Department
	3.1 Carries out the prescribed physical rehabilitation treatment program after consent form has been signed.	None	1–2 hours (case to case basis)	Physical Therapist / PT Technician Rehabilitation Department
4. Secures Order of Payment  <b>Note:</b>  Signs issued charge slip if the inpatient is a PHIC-NBB beneficiary.	4. Issues Order of Payment to the responsible companion and gives instructions to pay to the Cash Section	Treatment fee: I. Pay Patient <b>Php 450.00</b>  II. Service Patient Php 200.00  Other Fees for use of the following:	2 minutes	Physical Therapist / PT Technician Rehabilitation Department
	4.1 Issues charge Slip for PHIC-NBB beneficiary,		5 minutes	Physical Therapist / PT Technician Rehabilitation Department
5. Pays to the cashier and secures Official Receipt	5. Receives payment and issues official receipt	a. Tilt Table PHP 50.00 b. Vitalstim Php 50.00 c. US Php 20.00 d. IRR Php 30.00 e. Treadmill Php 30.00 f. Traction Php 30.00 g. PWB Php 30.00	5 minutes	Collecting Officer Cashier Department



6. Presents Official Receipt	6. Copies OR number	None	2 minutes	<i>Physical Therapist/ PT Technician</i>
7. None	7. For PHIC-NBB beneficiary, encodes charge slip and endorses to Billing Section	None	5 minutes	<i>Medical Equipment Technician / Nursing Attendant Rehabilitation Department</i>
	7.1 Records all transaction details on the computer.		2 minutes	<i>Medical Equipment Technician / Nursing Attendant Rehabilitation Department</i>
	<b>TOTAL</b>	<b>Treatment Fee + Other Service/s Availed (Total Amount depends on the service/s availed)</b>	<b>Maximum 3 hours</b>	



## 2. OUTPATIENT PHYSICAL THERAPY TREATMENT OF DISCHARGED INPATIENTS

Follow-up Outpatient Physical Therapy Treatment of Discharged Inpatients

Office or Division:	Department of Rehabilitation Medicine			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Discharged inpatients for outpatient follow-up			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Appointment Slip b. Order of Payment c. Consent Form d. Official Receipt		a-c Department of Rehabilitation Medicine d. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls rehab clinic for appointment	1. Provides outpatient schedule	None	5 minutes	Physical Therapist/ PT Technician Rehabilitation Department
	1.1 Issues appointment slip upon visit	None	1 minute	
2. Presents appointment slip at the Receiving Area of the Rehab Clinic  <b>Note:</b> done every visit	2. Verifies appointment	None	1 minute	Physical Therapist/ PT Technician Rehabilitation Department
	2.1 Conducts screening using triage form	None	5 minutes	
	2.2 Issues Blue Card to patients admitted under pay accommodation	None	1 minute	



3. Signs consent form	3. Facilitates signing of Consent Form	None	5 minutes	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
	3.1 Carries out the prescribed physical rehabilitation treatment program after consent form has been signed.	None	1 hour	
4. Secures order of payment at the Receiving Area	4. Issues order of payment and gives instructions to pay to the Cash Section.	None	2 minutes	<i>Medical Equipment Technician/Nursing Attendant I Rehabilitation Department</i>
5. Pays to the Cashier and secures Official Receipt	5. Receives payment and issues official receipt(O.R.)	Treatment fee <b>I. Pay Patient Php 400.00</b>  <b>II. Service Patient Php 200.00</b>  Medical Certificate Php 50.00  <i>Other Fees for use of the following:</i> a. Tilt Table PHP 50.00  b. Vitalstim Php 50.00  c. US	5 minutes	<i>Collecting Officer Cashier Department</i>



		Php 20.00 d. IRR Php 30.00 e. Treadmill Php 30.00 f. Traction Php 30.00 g. PWB Php 30.00		
6. Presents Official Receipt at the Receiving Area	6. Copies OR number  6.1 Signs Blue Card  6.2 Records all transaction details on the computer.	None  None  None	2 minutes  1 minute  2 minutes	<i>Medical Equipment Technician/Nursing Attendant I</i> Rehabilitation Department
	<b>TOTAL</b>	<b>Treatment Fee + Other Service/s Available</b> <i>(Total Amount depends on the service/s availed)</i>	<b>1 hour, 30 minutes</b>	



### 3. OUTPATIENT PHYSICAL THERAPY FROM INTERDEPARTMENTAL REFERRALS

Availment of Outpatient Physical Therapy from Interdepartmental Referrals

Office or Division:	Department of Rehabilitation Medicine			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Outpatients who need physical rehabilitation treatment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Signed Referral Note b. Blue Card c. Consent Form d. Order of payment e. Official Receipt		a. Referring Clinical Department from the OPD b. Out Patient Department c-d. Department of Rehabilitation Medicine e. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Referral Note at the Receiving Area of the Rehab Clinic	1. Issues appointment slip	None	3 minutes	<i>Physical Therapist/ PT Technician</i> Rehabilitation Department
2. Presents appointment slip at the Receiving Area of the Rehab Clinic on the day of the scheduled visit.	2. Verifies appointment	None	1 minute	<i>Physical Therapist/ PT Technician</i> Rehabilitation Department
	2.1 Conducts screening using triage form	None	5 minutes	<i>Physical Therapist/ PT Technician</i> Rehabilitation Department
3. Provides necessary information as may be required	3. Conducts evaluation and writes the rehabilitation treatment program on the Rehab Notes.	None	20 minutes	<i>Physiatrist</i> Rehabilitation Department





4. Signs consent form	4. Facilitates signing of Consent Form	None	5 minutes	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
	4.1 Carries out the prescribed physical rehabilitation treatment program after consent form has been signed.	None	1 hour	
5. Secures order of payment at the Receiving Area	5. Issues order of payment and gives instructions to pay to the Cash Section.	None	2 minutes	<i>Medical Equipment Technician/Nursing Attendant I Rehabilitation Department</i>
6. Pays to the cashier and secures Official Receipt	6. Receives payment and issues official receipt(O.R.)	Treatment fee <b>I. Pay Patient Php 400.00</b>  <b>II. Service Patient Php 200.00</b>  Medical Certificate Php 50.00  <i>Other Fees for use of the following:</i> a. Tilt Table PHP 50.00  b. Vitalstim Php 50.00  c. US Php 20.00	5 minutes	<i>Collecting Officer Cashier Department</i>



		d. IRR Php 30.00  e. Treadmill Php 30.00  f. Traction Php 30.00  g. PWB Php 30.00		
7. Presents Official Receipt at the Receiving Area	7. Copies OR number  7.1 Signs Blue Card  7.2 Records all transaction details on the computer	None  None  None	2 minutes  1 minute  2 minutes	<i>Medical Equipment Technician/Nursing Attendant I</i> Rehabilitation Department
	<b>TOTAL</b>	Treatment Fee + <i>Other Service/s</i> Availed <i>(Total Amount depends on the service/s availed)</i>	<b>1 hour, 46 minutes</b>	



#### 4. OUTPATIENT PHYSICAL THERAPY FROM AFFILIATED REHAB DOCTORS

Availment of Physical Therapy for Outpatients Consulted Outside the Hospital

Office or Division:	Department of Rehabilitation Medicine			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Outpatients who need physical rehabilitation treatment consulted outside the hospital by affiliated Rehab Doctors only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Rehab Treatment Prescription b. Information Sheet c. Blue Card d. Consent Form e. Order of payment f. Official Receipt		a. Affiliated Rehab Doctor b-e. Department of Rehabilitation Medicine f. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls rehab clinic for appointment	1. Provides treatment schedule	None	5 minutes	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
2. Presents treatment prescription at the Receiving Area of the Rehab Clinic on the day of the scheduled visit and provide necessary information as may be required	2. Issues appointment slip.	None	1 minute	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
	2.1 Conducts screening using triage form	None	5 minutes	
	2.2 Fills out Rehab Notes and attach treatment prescription	None	10 minutes	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
3. Fills out the Information Sheet	3. Encodes registration details and issues Blue Card	None	5 minutes	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>



4. Signs consent form	4. Facilitates signing of Consent Form	None	5 minutes	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
	4.1 Carries out the prescribed physical rehabilitation treatment program after consent form has been signed.	None	1 hour	<i>Physical Therapist/ PT Technician Rehabilitation Department</i>
5. Secures order of payment at the Receiving Area	5. Issues order of payment and gives instructions to pay to the Cash Section.	None	2 minutes	<i>Medical Equipment Technician/Nursing Attendant I Rehabilitation Department</i>
6. Pays to the cashier and secures Official Receipt	6. Receives payment and issues official receipt(O.R.)	Treatment fee <b>I. Pay Patient Php 400.00</b>  <b>II. Service Patient Php 200.00</b>  Medical Certificate Php 50.00  Blue Card Php 50.00  <i>Other Fees for use of the following:</i> a. Tilt Table PHP 50.00  b. Vitalstim Php 50.00	5 minutes	<i>Collecting Officer Cashier Department</i>



		c. US Php 20.00  d. IRR Php 30.00  e. Treadmill Php 30.00  f. Traction Php 30.00  g. PWB Php 30.00		
7. Presents Official Receipt at the Receiving Area	7. Copies OR number  7.1 Signs Blue Card  7.2 Records all transaction details on the computer	None  None  None	2 minutes  1 minute  2 minutes	<i>Medical Equipment Technician/Nursing Attendant I Rehabilitation Department</i>
	<b>TOTAL</b>	<b>Treatment Fee + Other Service/s Availed</b> <i>(Total Amount depends on the service/s availed)</i>	<b>1 hour, 43 minutes</b>	



# **NUTRITION AND DIETETICS DEPARTMENT**

## **External Services**



## 1. DIET COUNSELING

Diet counseling is given to admitted patients and out patients

Office or Division:	Nutrition and Dietetics Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Duly Accomplished Doctor's Diet Prescription - <i>With kcal and Diet specification</i> (1, original copy)		a. Doctor/Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of diet prescription (kcal and diet specifications) received from physician to therapeutic dietitian	1. Receives doctor's diet prescription	None	1 minute	Nutritionist- Dietitian Dietary Department
	1.1 Logs in client information: <ul style="list-style-type: none"> <li>• Full name of patient</li> <li>• Address of patient</li> <li>• Age of patient</li> <li>• Birthday of patient</li> <li>• Contact number of patient/ folks Diet of patient</li> </ul>	None	2 minutes	
	1.2 Formulates meal plan specific for patient's diet	None	10 minutes	
2. Client listens and interact with Nutritionist- Dietitian	2. Counseling Proper	None	20- 40 minutes	Nutritionist- Dietitian Dietary Department
	2.1 Issues meal plan, food exchange list, Diet guide	None		
	2.2 Schedule for follow-up visits	None		
	<b>TOTAL</b>	<b>None</b>	<b>53 minutes</b>	



## 2. OSTEORIZED TUBE FEEDING

Providing osteorized tube feeding to out-patients.

Office or Division:	Nutrition and Dietetics Service			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Duly Accomplished Doctor's Diet Prescription - <i>Diet specification with kcal and volume</i> (1, original copy)		a. Nurse Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Doctor's diet prescription	1. Receives doctor's diet prescription	None	2 minutes	Nutritionist- Dietitian/ OTF Maker Dietary Department
	1.1 Issues order of payment	None	2 minutes	Nutritionist- Dietitian/ OTF Maker Dietary Department
2. Pays to the cashier and secures Official Receipt	2. Receives payment and issues Official Receipt.	₱0.20 cents/ calorie	8 minutes	Collecting Clerk Cashier Department
3. Presents Official Receipt and claim Osteorized tube feeding	3. Receives Official Receipt and writes down Official Receipt Number	None	2 minutes	Nutritionist- Dietitian/ OTF Maker Dietary Department
	3.1 Release Osteorized Tube feeding to folks	None	1 minute	Nutritionist- Dietitian/ OTF Maker Dietary Department
	<b>TOTAL</b>	<b>₱0.20 cents/ calorie</b>	<b>15 minutes</b>	





# **OFFICE OF THE MEDICAL CENTER CHIEF**

## **Internal Service**



# 1. ISSUANCE OF CERTIFICATE OF APPEARANCE

Issuance of Certificate of Appearance

Office or Division:	Office of the Medical Center Chief			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Employees from other government institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Request Form (1, original copy) b. One Valid ID (1, original copy)		a. OMCC b. Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request Form and Presents a valid ID	1. Receives the accomplished Request Form and verifies the ID	None	2 minutes	Admin Officer I / Admin Officer II OMCC
	1.1 Prepares the Certificate of Appearance	None	10 minutes	Medical Center Chief or Officer-in- Charge OMCC
	1.2 Signs the Certificate of Appearance	None	2 minutes	Admin Officer I / Admin Officer II OMCC
	1.3 Releases the Certificate of Appearance	None	1 minute	Admin Officer I / Admin Officer II OMCC
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



# **PHARMACY DEPARTMENT**

## **External Services**



## 1. DRUGS / MEDICINES AND MEDICAL / SURGICAL SUPPLIES - OUT PATIENTS

Dispensing of drugs / medicines and medical / surgical supplies on cash basis – Out-Patients

Office or Division:	PHARMACY DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Prescription/s (original copy)		a. Nurses Station /Prescribing Physicians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the prescription for assessment and pricing at the assigned window	1. Receives and interprets prescription and issues POS printing of available items	None	3 minutes	<i>Pharmacist</i> Pharmacy Department
2. Pays to the cashier at the assigned window	2. Receives payment and issues Official Receipt.	Amount varies	5 minutes	<i>Collecting Officer</i> Pharmacy Department
3. Presents Official Receipt and claims purchased items at the assigned window	3. Receives Official Receipt.	None	1 minute	<i>Pharmacist</i> Pharmacy Department
	3.1 Prepares and dispenses items purchased.		5 minutes	
	3.2 Returns partially filled prescriptions to clients.		1 minute	
	3.3 Files completely filled prescriptions.		1 minute	
	<b>TOTAL</b>	<b>Amount varies</b>	<b>16 minutes</b>	



## 2. DRUGS / MEDICINES AND MEDICAL / SURGICAL SUPPLIES - ONLINE REQUEST

Dispensing of drugs / medicines and medical / surgical supplies on cash basis – Online Request

Office or Division:	PHARMACY DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Online Prescription/s / Request/s		a. Nurses Station /Prescribing Physicians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Different departments send online request/s	1. View and carry out/process request/s	None	3 minutes	<i>Pharmacists Pharmacy staffs</i>
	1.1 Charge available items	Amount varies	3 minutes	
	1.2 Prepare items	None	5 minutes	
	1.3 Inform the stations for the release of requested items	None	1 minute	
2. Acknowledge the charge slips and Receives the prepared items	2. Issues charge slips, double checks and releases the prepared items	None	3 minutes	<i>Pharmacists Pharmacy staffs Nursing Aides/Nurses</i>
	<b>TOTAL</b>	<b>Amount varies</b>	<b>15 minutes</b>	



### 3. DRUGS / MEDICINES AND MEDICAL / SURGICAL SUPPLIES – ER Patients

Dispensing of drugs / medicines and medical / surgical supplies to Emergency Room Patients

Office or Division:	PHARMACY DEPARTMENT			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients in Emergency Room			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Prescriptions (original copy)			a. Nurses Station, Physicians	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. REGULAR MEMBER</b>				
1. Presents the prescription	1. Receives, interprets prescription and checks the availability of items to be charged to Phil health.	None	3 minutes	Pharmacist
2. Signs the Charge Slip to acknowledge the items received	2. Prepares and dispenses items charged.	None	5 minutes	Pharmacist
	2.1 Returns partially filled prescriptions to clients.	None	1 minute	Pharmacist Pharmacist / Data Encoder
	2.2 Files completely filled prescriptions.	None	1 minute	
3. Receives duplicate copy of Charge slip	3. Issues duplicate copy of Charge Slip	None	1 minute	Pharmacist / Data Encoder
	<b>TOTAL</b>	None	<b>11 minutes</b>	



#### 4. DISPENSING OF DRUGS/MEDICINES AND MEDICAL/SURGICAL SUPPLIES

Dispensing of drugs/medicines and medical/surgical supplies on charge basis with medical assistance

Office or Division:	Pharmacy Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	In and out Patients with Medical Assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Prescriptions (original copy)		a. Nurses Station, Physicians		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the prescription for assessment at the assigned window	1. Receives, interprets and issues POS printing of the available items and advice clients to go to the Social Service Unit for approval	None	3 minutes	Pharmacist Pharmacy Department
2. Presents prescriptions approved by the Social Service for charging at the assigned window	2. Receives, charge and prepares the available medicines prescribed	None	5 minutes	Pharmacist Pharmacy Department
3. Signs the Charge Slip to acknowledge the items received	3. Dispenses medicines and Issues duplicate copy of Charge Slip	None	2 minutes	Pharmacist Pharmacy Department
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



# **NURSING SERVICE OFFICE**

## **External Service**





# 1. AFFILIATION OF NURSING/PARAMEDICAL SCHOOLS' RENEWAL OF CONTRACT

Availment of Renewal of Contract of Affiliation of Nursing/Paramedical Schools

Office or Division:	Nursing Service Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Nursing/Paramedical Schools who have the intention to renew the Contract of Affiliation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contract of Affiliation (7, <i>original copies</i> )		Affiliating School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the pertinent documents for renewal.	1. Accepts all necessary documents and refers to Nursing Service Affiliation Coordinator	None	3 minutes	<i>Nurse Supervisor</i> Nursing Service Office
	1.1 Reviews documents and forwards to the Asst. Hospital Director for Nursing Service for approval.	None	25 minutes	<i>Affiliation Coordinator</i> Nursing Service Office
	1.2 Forwards signed Contract of Affiliation to the office of the Medical Center Chief for approval.	None	10 minutes	<i>Administrative Assistant I</i> Nursing Service Office
	1.3 Receives approved documents.	None	2 minutes	<i>Nurse Supervisor</i> Nursing Service Office
	1.4 Validates approved documents and notifies the school coordinator of the approved documents	None	5 minutes	<i>Affiliation Coordinator</i> Nursing Service Office



2. Returns to the office to claim the approved documents.	2. Gives approved Contract of Affiliation to the school coordinator.	None	5 minutes	<i>Nurse Supervisor</i> Nursing Service Office
	2.1 Informs the school coordinator to notarize all the documents.	None	5 minutes	<i>Affiliation Coordinator</i> Nursing Service Office
3. Submits five (5) copies of the notarized contract to the Affiliation Coordinator.	3. Receives the five (5) of the Contract of Affiliation.	None	5 minutes	<i>Nurse Supervisor</i> Nursing Service Office
	3.1 Checks and reviews the notarized contracts.	None	2 minutes	<i>Affiliation Coordinator</i> Nursing Service Office
	3.2 Secures and files the copies of the contract.	None	5 minutes	<i>Affiliation Coordinator</i> Nursing Service Office
	3.3 Gives 1 copy of the Notarized Contract of Affiliation to the Medical Center Chief.	None	5 minutes	<i>Administrative Assistant I</i> Nursing Service Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour and 12 minutes</b>	



**NURSING SERVICE OFFICE  
SAN VICENTE FERRER WARD  
External Services**



## 1. ADMISSION

Receiving the Patient from the Emergency Room

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companions Admitted at San Vicente Ferrer Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admitting Orders from Attending Physician (1, original copy) b. Patients' Chart (1, original copy) c. Kardex (1, original copy) d. Medication cards (1, original copy each) e. Laboratory and Diagnostic Request (1, original copy each) f. Doctor's Prescriptions (1, original copy each) g. Request for Supply (1, original copy each)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station e. Nurse's Station f. Nurse's Station g. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned room	1. Orients patients / responsible companion of physical set up policies and procedures including treatment and use of electric current.	Room Rates:  <b>Room 201</b> ₱1,100.00	5 minutes	Nurse San Vicente Ferrer Ward
	1.1 Transcribe Doctor's order to Kardex and Chart Therapeutic and Treatment sheet.	<b>Room 202-206</b> ₱1,000.00	10 minutes	Nurse San Vicente Ferrer
2. Follows up requested laboratory procedures and result if any	2. Calls to follow up request and result	None	5 minutes	Nurse/ Nursing Aide San Vicente Ferrer Ward



3. Administers prescribed medicines and treatments	3. Start Medications and treatments if available	None	5 minutes	Nurse/ Nursing Aide San Vicente Ferrer Ward
	<b>TOTAL</b>	<b>Room 201</b> ₱1,100.00 /per day <b>Room 202-206</b> ₱1,000.00 /per day	<b>25 minutes</b>	



## 2. REQUEST FOR LABORATORY/DIAGNOSTIC PROCEDURES

Issuance of Request for Laboratory/Diagnostic Procedures

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companions Admitted at San Vicente Ferrer Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Laboratory Request <i>(1 of each, original copy)</i> b. Diagnostic Request <i>(1 of each, original copy)</i> c. Physician's Order <i>(1, original copy)</i> d. Official Receipt <i>(1, original copy)</i>		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Issues request for laboratory/ diagnostic procedures.	None	2 minutes	<i>Nurse</i> San Vicente Ferrer Ward
2. Receives request for laboratory/ diagnostic procedure and presents pricing to concerned department.	2. Indicates price of procedure on Laboratory/ diagnostic request.	<i>(See Citizens Charter of responsible Department)</i>	2 minutes	<i>Clerk</i> Laboratory/ Diagnostic Imaging Department
3. Pays to the cashier.	3. Receives payment and issues an official receipt.	None	5 minutes	<i>Cashier</i> Cash Department
4. Presents request and official receipt to laboratory department.	4. Verifies if laboratory examination has been done.	None	3 minutes	<i>Nurse</i> San Vicente Ferrer Ward
5. Presents request and official receipt to imaging department.	5. Informs station of schedule of procedure.	None	2 minutes	<i>Clerk</i> Laboratory/ Imaging Department



6. None	6. Verifies from the department concerned for pertinent instruction in preparation for the procedure.	None	3 minutes	Nurse San Vicente Ferrer Ward
	<b>TOTAL</b>	<i>(total amount varies depending on the availed service/s)</i>	<b>18 minutes</b>	



### 3. PREPARING PATIENT FOR SURGICAL OPERATION

#### Preparing the Patient for Surgical Operation

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companions Admitted at San Vicente Ferrer Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written Order from Physician (1, original copy) b. Consent for the Procedure (1, original copy) c. Operating Room Schedule Form (3, original copies) d. Pre-Operative Checklist (1, original copy)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Order from Attending Physician/ Resident physician	1. Carries out Doctors' order regarding the said procedure	None	5 minutes	Nurse San Vicente Ferrer Ward
	1.1 Informs OR department for confirmation of schedule	None	5 minutes	Nurse San Vicente Ferrer Ward
2. Accomplishes Consent Form	2. Checks for signature for operation	None	2 minutes	Nurse San Vicente Ferrer Ward
	2.1 Issues Operating Room Schedule Form indicating amount as partial payment for official receipt supplies	None	2 minutes	Nurse San Vicente Ferrer Ward
3. Pays to cashier	3. Receives payment and issues Official Receipt.	Php 1500.00 for initial payment	5 minutes	Collecting Clerk Cashier Department





4. Presents OR Schedule Form with official receipt to Nurse on duty at the Nurses' Station	4. Forwards OR Schedule to the Operating Room	None	2 minutes	Nurse San Vicente Ferrer Ward
5. None	5. Issues prescription, request for blood and other supplies.	None	2 minutes	Nurse San Vicente Ferrer Ward
6. Procures prescribed medicines and supplies/ secures blood from blood bank	6. Checks medicines received and procured blood.	None	2 minutes	Nurse San Vicente Ferrer Ward
7. None	7. Accomplishes the pre-operative checklist	None	2 minutes	Nurse San Vicente Ferrer Ward
	7.1 Gives pre-operative medications ordered by a physician prior to transfer to OR	None	3 minutes	Nurse San Vicente Ferrer Ward
	<b>TOTAL</b>	<i>(total amount varies depending on the availed service/s)</i>	<b>30 minutes</b>	



## 4. TRANSFER OF ACCOMMODATION

Transfer of Accommodation from Pay to Service

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Responsible Companions Admitted at San Vicente Ferrer Ward			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Written order from Physician (1, original copy) b. Transfer Notice Form (2, original copies)		a. Nurse's Station b. Admitting Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Folks requests transfer to service accommodation.	1. Inquires availability of bed.	None	3 minutes	<i>Nurse</i> San Vicente Ferrer Ward
2. None	2. Informs resident-on-duty.	None	2 minutes	<i>Nurse</i> San Vicente Ferrer Ward
	2.1 Instructs responsible companion to go to Admitting Section.	None	2 minutes	<i>Nurse</i> San Vicente Ferrer Ward
3. Folks verifies from Admitting Section	3. Appraises responsible companion of room of choice and other charges.	None	2 minutes	<i>Clerk</i> Admitting Section
4. None	4. Issues transfer notice.	None	2 minutes	<i>Clerk</i> Admitting Section



5. None	5. Instructs folks to go to Social Service/ Senior House Officer for approval	None	2 minutes	<i>Clerk</i> Admitting Section
6. Brings transfer notice to Social Service/ Senior House Officer	6. Social worker/ Senior House Officer approves request for transfer to service accommodation.	None	2 minutes	<i>Social worker/ Senior House Officer</i> Social Service Department
7. Presents approved transfer notice to ward.	7. Informs resident-on-duty of transfer.	None	5 minutes	<i>Nurse</i> San Vicente Ferrer Ward
	7.2. Facilitates transfer of patient to service accommodation.	None	5 minutes	<i>Nurse</i> San Vicente Ferrer Ward
	7.3. Endorses patient to ward nurse-on- duty.	None	5 minutes	<i>Nurse</i> San Vicente Ferrer Ward
	<b>TOTAL</b>	<b>None</b>	<b>32 minutes</b>	



## 5. DISCHARGING PATIENT

Discharging the Patient with May Go Home Orders

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at San Vicente Ferrer Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Discharge orders from physician (1, original copy) b. May Go Home Slip (1, original copy) c. Discharge Slip (2, original copies)		a. Nurse's Station b. Nurse's Station c. Cash Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agrees to go home	1. Carries out doctor's order	None	10 minutes	Nurse San Vicente Ferrer Ward
	1.1 Informs patient/responsible companion of discharge	None	2 minutes	Nurse San Vicente Ferrer Ward
	1.2 Gives blood clearance slip for clearance and instruct folks of remaining medicines and supplies for credit memo.	None	2 minutes	Nurse San Vicente Ferrer Ward
2. Presents official receipt or charge slips of medicine or supplies for credit memo.	2. Facilitates approval of credit memo for all medicines/ supplies by the pharmacy/ internal audit services.	None	15 minutes	Nurse and Nursing Aide San Vicente Ferrer Ward



3. None	3. Issues may go home slip and instruct folks of discharge procedure.	None	2 minutes	<i>Nurse</i> San Vicente Ferrer Ward
4. Presents May Go home Slip to Billing Section	4. Accomplishes Statement of Account	None	1 minute	<i>Clerk</i> Billing Section
5. Pays to the cashier	5. Receives payment and issues official receipts and discharge slip	None	1 minute	<i>Cashier</i> Cash Department
6. Presents discharge slip to nurse	6. Checks for receipt of hospital bills and professional fees of the attending physicians.	None	1 minute	<i>Nurse</i> San Vicente Ferrer Ward
	6.1 Receives and signs discharge slip	None	1 minute	<i>Nurse</i> San Vicente Ferrer Ward
7. None	7. Gives Home instructions and discharges patient	None	3 minutes	<i>Nurse</i> San Vicente Ferrer Ward
	7.1 Transports patient to exit and instructs responsible companion to give copy of Discharge Slip to guard	None	2 minutes	<i>Institutional Worker</i> San Vicente Ferrer Ward
	<b>TOTAL</b>	<b>None</b>	<b>40 minutes</b>	



## 6. CREDIT MEMO

### Credit Memo of Unused Medicines/Supplies/Laboratory/Diagnostic Examination

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at San Vicente Ferrer Ward			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Credit Memo Slip (3, original copies)		a. Nurses' Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Checks discontinued medicines/ unused supplies/ laboratory /diagnostic examination and affixes signature.	None	2 minutes	<i>Nurse</i> San Vicente Ferrer Ward
2. Presents medicines/ supplies with official receipts to nurse-on-duty.	2. Lists discontinued medicines, supplies, laboratory/ diagnostic examination and affixes signature.	None	5 minutes	<i>Nurse</i> San Vicente Ferrer Ward
3. None	3. Forwards medicines, supplies, laboratory / diagnostic requests to designated department.	None	5 minutes	<i>Nursing Aide</i> San Vicente Ferrer Ward
4. None	4. Checks items, prices, receipts, and affixes signature in credit memo form.	None	5 minutes	<i>Clerk</i> Other Departments
5. None	5. Rechecks items, prices, and receipts and affixes signature in credit memo form.	None	3 minutes	<i>Clerk</i> COA
6. None	6. Forwards receipts and credit memo slip to Billing Section.	None	3 minutes	<i>Nursing Aide</i> San Vicente Ferrer Ward



7. None	7. Receives receipts and memo slip.	None	2 minutes	Clerk Billing Section
8. None	8. Reflects credit memo in Statement of Account.	None	5 minutes	Clerk Billing Section
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



## 7. EXPIRED PATIENT

### Release of Cadaver

Office or Division:	San Vicente Ferrer Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companions Admitted at San Vicente Ferrer Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Physician's written order (1, original copy) b. Release of cadaver (2, original copies)		a. Nurse's Station b. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges death of patient.	1. Secures result of Long Lead II of patient	None	2 minutes	Cardio Technician
	1.1 Carries out doctor's order regarding death of patient and accomplishes Release of Cadaver	None	10 minutes	Nurse San Vicente Ferrer Ward
2. Signs Release of Cadaver form	2. Instructs responsible companion to bring Release of Cadaver form to Admitting Section/Social Services/Senior House Officer	None	1 minute	Nurse San Vicente Ferrer Ward
3. Brings Release of Cadaver form to Credit and Collection Office.	3. Issues promissory note.	None	5 minutes	Clerk Credit and Collection Office
4. Presents Release of Cadaver form and promissory note to Social Services/ Senior House Officer	4. Signs Release of Cadaver form	None	2 minutes	Clerk Social Services/ Senior House Officer





5. Presents signed Release of Cadaver form to Admitting Clerk.	5. Instructs folks to give the release of cadaver form to the guard on duty in charge of the morgue.	None	2 minutes	<i>Clerk</i> Admitting Section
6. Presents Release of Cadaver form to guard on duty	6. Signs Release of Cadaver form and releases cadaver to folks	None	2 minutes	<i>Guard</i>
	<b>TOTAL</b>	<b>None</b>	<b>26 minutes</b>	



**NURSING SERVICE OFFICE  
THIRD FLOOR DEPARTMENT  
External Services**



## 1. ADMISSION OF PATIENT – DIRECT TO ROOM

Admission of Patient with direct to room order from attending physician.

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admitting Orders from Attending Physician (1, Original Copy) b. Patients' Chart (1, Original Copy) c. Kardex (1, Original Copy) d. Medication cards (1, Original Copy) e. Laboratory and Diagnostic Request (1, Original Copy) f. Doctor's Prescriptions (1, Original Copy) Request for Supply ((1, Original Copy)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station e. Nurse's Station f. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned room	1. Orients patients/folks of physical set up policies and procedures including treatment and use of electric current	None	5 minutes	Nurse Third Floor
	1.1 Carries out admission orders and report patient's diet to Dietary Department	None	10 minutes	Nurse Third Floor
	1.2 Fills out requests for diagnostic procedure and instructs folk regarding laboratory/ diagnostic procedures	None	10 minutes	Nurse Third Floor
	1.3 Issues doctor's prescriptions of medicines and supplies	None	1 minute	Nurse Third Floor
2. Proceeds to designated departments for pricing	2. Determines price of procedures	None	2 minutes	Nurse Third Floor



3. Pays to the Cashier	3. Receives payment and issues official receipt	None	5 minutes	Cashier Cashier Department
4. Proceeds to Pharmacy for Medicine and Supply	4. Dispenses medicine and supplies, receives payments and issues official receipt	None	10 minutes	Pharmacist Pharmacy Department
5. Returns to designated departments to presents official receipt for procedure	5. Notes number of official receipt on request to procedure.	None.	3 minutes	Nurse Third Floor
	5. Calls respective departments for patient's procedure	None	2 minutes	Nurse Third Floor
6. Returns to station and presents official receipt to Nurse on duty	6. Prepares and facilitates transport (if for x-ray or ultrasound) of patient for procedure	None	5 minutes	Institutional Worker with Nurse or Physician Third Floor
	6.1 Administers available Medications and treatments	None	10 minutes	Nurse, Nursing Aide (for Treatment) Third Floor
	<b>TOTAL</b>	<b>None</b>	<b>1hour &amp; 3 minutes</b>	



## 2. ADMISSION OF PATIENT – FROM EMERGENCY ROOM

Admission of patient from Emergency Room

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admitting orders from Attending Physician (1, Original Copy) b. Patients' Chart (1, Original Copy) c. Kardex (1, Original Copy) d. Medication cards (1, Original Copy) e. Laboratory and Diagnostic Request (1, Original Copy) f. Doctor's Prescriptions (1, Original Copy) g. Request for Supply (1, Original Copy)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station e. Nurse's Station f. Nurse's Station g. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned room	1. Orients patients/folks of physical set up policies and procedures including treatment and use of electric current	None	5 minutes	Nurse Third Floor
	1.1 Transcribe Doctor's order to Kardex and Chart Therapeutic and Treatment sheet	None	10 minutes	Nurse Third Floor
2. Follows up requested laboratory procedures and result if any	2. Calls to follow up request and result	None	5 minutes	Nurse and Nursing Aide Third Floor
3. Administers prescribed medicines and treatments	3. Start Medications and treatments if available	None	5 minutes	Nurse and Nursing Aide Third Floor
TOTAL		None	25 minutes	



### 3. MEDICAL CERTIFICATE/ MEDICAL ABSTRACT

Issuance of a Medical certificate or medical Abstract to patient

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Medical Certificate (4, Original Copy) b. Medical Abstract Forms (1, Original Copy)		a. Record's Section b. Record's section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Medical Certificate/ medical Abstract	1. Instruct folks to get medical Certificates form at Records Section and medical Abstract from Social Services Department	None	2 minutes	Nurse Third Floor
2. Proceeds to  Records Section- Medical certificate,  Social Service Office- Medical Abstract	2. Issues Medical Certificate and Medical Abstract	P50 for both Medical Certificate and Medical Abstract	5 minutes	Data Encoder / Social Worker Assistant HIMO / Medical Social Service Office
	2.1 Instructs folks to pay at the cashier		1 minute	Nurse Third Floor
3. Pays to cashier	3. Receives payment and issues official receipt	P50 for both Medical Certificate and Medical Abstract	5 minutes	Cashier Cashier Department
4. Presents the forms to Nurse on Duty at the Nurses' Station	4. Fill out and facilitates completion of duly signed forms	None	10 minutes	Nurse Third Floor/ Resident Physician/ Attending Physician



5. Returns form to Records section for typing	5. Accomplished Medical Certificate	None	5 minutes	<i>Records Section clerk</i>
	<b>TOTAL</b>	<b>Php 50.00 for medical certificate and medical abstract each</b>	<b>28 minutes</b>	



## 4. PATIENT FOR SURGICAL OPERATION

Procedure of preparation of patient for surgical operation

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written Order from Physician (1, Original Copy) b. Consent for the Procedure (1, Original Copy) c. Operating Room Schedule Form (3, Original Copies) d. Pre-Operative Checklist (1, Original Copy)		a. Nurses' Station b. Nurses' Station c. Nurses' Station d. Nurses' Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order from Attending Physician/ Resident physician	1. Carries out Doctors' order regarding the said procedure	None	5 minutes	Nurse Third Floor
	1.1 Inform OR department for confirmation of schedule	None	5 minutes	Nurse Third Floor
2. Accomplished Consent Form	2. Checks for signed for operation	None	2 minutes	Nurse Third Floor
	2.1 Issues Operating Room schedule form indicating amount as partial payment for official receipt supplies	None	2 minutes	Nurse Third Floor
	2.2 Instructs folks to pay at the cashier	None	1 minute	Nurse Third Floor
3. Pays to cashier	3. Receives payment and issues official receipt	Php 1500.00 for initial payment	5 minutes	Cashier Cashier Department





4. Presents OR Schedule Form with official receipt to Nurse on duty at the Nurses' Station	4. Forwards the OR Schedule to the Operating Room	None	2 minutes	<i>Nurse</i> Third Floor
5. Issues prescription, request for blood and other supplies to folks	5. Issues necessary things needed for the operation	None	2 minutes	<i>Nurse</i> Third Floor
6. Procures prescribed Medicines and supplies/ secure blood from blood bank and presents to Nurse on Duty	6. Checks medicine received and accomplishes blood	None	2 minutes	<i>Nurse</i> Third Floor
7. Prepares and bring patient to operating room.	7. Patient ready to be transported to the Operating Room for the procedure	None	5 minutes	<i>Nurse and Institutional Worker</i> Third Floor
	<b>TOTAL</b>	<b>Php 1500.00 for initial payment only</b>	<b>31 minutes</b>	



## 5. ROOM TRANSFER

Transfer of patient one room to another room either from lesser room rate to higher room rate or the other way around

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written Order from Physician (1, <i>Original Copy</i> ) b. Transfer Notice Forms (1, <i>Original Copy</i> )		a. Nurses' Station b. Nurses' Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Room Transfer	1. Informs resident on duty/ attending physician of transfer plans.	None	2 minutes	<i>Nurse</i> Third Floor
	1.1 Carries out transfer order	None	5 minutes	<i>Nurse</i> Third Floor
	1.2 Instructs Folks to secure transfer notice from Admitting Department	None	5 minutes	<i>Data Encoder</i> Admitting Section
2. Pay the transfer fee to the cashier	2. Receives payment and issues official receipt	Transfer Fee Php 100.00	5 minutes	<i>Cashier</i> Cashier Department
3. Proceeds to the Social Services Department/ Senior House Officer (Above office Hours)	3. Approves transfer and signs the transfer notice	None	5 minutes	<i>Social Worker/ Senior House Officer/ Data Encoder</i> MSSU/NSO/ Admitting Section



4. Presents transfer notice form to the nurses' station	4. Signs transfer notice and inform folks to transfer plans.	None	2 minutes	<i>Nurse Third Floor</i>
	4.1 Calls and informs concerned departments of transfer plans	None	2 minutes	<i>Nurse Third Floor</i>
5. Transfer patient	5. Facilitates transfer of patient to room of choice	None	10 minutes	<i>Nurse and Institutional Worker Third Floor</i>
	<b>TOTAL</b>	<b>Php 100.00</b>	<b>36 minutes</b>	



## 6. DISCHARGING PATIENT

Discharging patient from hospital.

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Discharge orders from Physician (1, <i>Original Copy</i> ) b. May Go Home Slip (1, <i>Original Copy</i> ) c. Discharge Slip (2, <i>Original Copies</i> )		a. Nurse's Station b. Nurse's Station c. Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agrees to go home	1. Carries out doctor's order	None	10 minutes	Nurse Third Floor
	1.1 Informs patient/ folks of discharge	None	2 minutes	Nurse Third Floor
	1.2 Gives blood clearance slip for clearance and instruct folks of remaining medicines and supplies for credit memo.	None	2 minutes	Nurse Third Floor
2. Presents Official Receipt or Charge Slips to nurse on duty of medicine or supplies for credit memo	2. Facilitates approval of credit memo for all medicines/ supplies by the pharmacy/ internal audit services	None	15 minutes	Nurse and Nursing Aide Third Floor
3. None	3. Issues "May Go Home Slip" and instructs folks of discharge procedure after credit memo, blood clearance and oxygen clearance	None	2 minutes	Nurse Third Floor
4. Presents "May Go Home Slip" to Billing section	4. Accomplishes Statement of Accounts	(Amount depends on the service availed)	1 minute	Data Encoder Billing Section



5. Pays to the cashier	5. Receives payment and issues official receipt and discharge slip	<i>(Amount depends on the service availed)</i>	5 minutes	Cashier Cashier Department
6. Returns to the Nurses Station in Third floor and presents Discharge slip	6. Checks for receipt of hospital bills and professional fees of the attending physicians.	None	1 minute	Nurse Third Floor
	6.1 Receives and signs discharge slip	None	1 minute	Nurse Third Floor
7. Receives Home Instructions	7. Advises medication and Treatments to continue, and clinic follow up to responsible folks.	None	5 minutes	Nurse Third Floor
8. Gives copy of Discharge Slip to guard on duty	8. Discharge Patient and instructs folks to give copy of discharge slip to guard on duty	None	1 minute	Nurse and Institutional Worker Third Floor
	<b>TOTAL</b>	<i>(Amount depends on the service availed)</i>	<b>45 minutes</b>	



## 7. EXPIRED PATIENT

Releasing of Expired patient

Office or Division:	Third Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Folks admitted at the Third Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Physician Written Order (1, <i>Original Copy</i> ) b. Release of Cadaver (1, <i>Original Copy</i> )		a. Nurses' Station b. Nurses' Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges death of patient	1. Secures result of Long Lead II of patient	None	2 minutes	<i>Cardio Technician Cardiology Department</i>
	1.1 Carries out doctors' order regarding death of patient.	None	5 minutes	<i>Nurse Third Floor</i>
2. Fills-up Release of the Cadaver Form	2. Fills-up information of patient that expired, date and time of death and name of funeral services and signed by folks.	None	5 minutes	<i>Cashier Cashier Department</i>
	2.1 Instructs folk to bring Release of cadaver to Admitting Section/ Social Services/ Senior House Officer	None	1 minute	<i>Social Worker/ Senior House Officer/ Data Encoder MSSU/NSO/ Admitting Section</i>
3. Proceeds to the Social Services Department/ Senior House Officer	3. Approves transfer and signs the transfer notice	None	5 minutes	<i>Social Worker/ Senior House Officer/ Data Encoder</i>
	3.1 Signs Promissory note and returns to Admitting clerk	None	1 minute	<i>MSSU/NSO/ Admitting Section</i>



4. Goes to Social Service Department/ Senior House Officer for approval of release	4. Instructs patient to go to social worker/ senior house officer for approval of release	None	2 minutes	Nurse Third Floor
	4.1 Signs the cadaver form	None	2 minutes	Social Worker/ Senior House Officer/ Data Encoder MSSU/NSO/ Admitting Section
5. Presents signed release of cadaver form to the admitting clerk	5. Instructs folk to give the release of cadaver form to the guard on duty in charge of the morgue	None	2 minutes	Date Encoder Admitting Section
6. Presents release of cadaver form to Guard on duty	6. Signs release of the Cadaver form and releases cadaver to folks	None	2 minutes	Security Guard Exit Gate
<b>TOTAL</b>		<b>None</b>	<b>27 minutes</b>	



**NURSING SERVICE OFFICE  
PERINATAL COMPLEX  
External Services**





# 1. AVAILMENT OF LABOR ROOM / DELIVERY ROOM SERVICES

Admission of patients for Normal Delivery

Office or Division:	Perinatal Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Pregnant women on labor pains with at least 4cms. Cervical Dilatation upon Internal Examination by the Physician on duty.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Doctor's written order (1, <i>Original Copy</i> ) b. ER Triage Slip (1, <i>Original Copy</i> ) a. ER Chart (1, <i>Original Copy</i> ) b. Face Chart (1, <i>Original Copy</i> ) c. Admission Slip (1, <i>Original Copy</i> ) d. Ultrasound Result (1, <i>Original Copy</i> or <i>Photocopy</i> ) e. Laboratory results such as CBC, Platelet Count, Blood-Typing, Hepatitis B Antigen, and Anti-TP (1, <i>Original Copy</i> ) f. COVID-19 Triage Slip (1 <i>Original Copy</i> ) g. Informed Consent (1 <i>Original Copy</i> ) h. RAT (Rapid Antigen Test) and/or RT-PCR Results (1 <i>Hard Copy</i> )		a. Patient Health Records from OB-Emergency Room/Ward/Floors b. Patient Health Records from OB-Emergency Room/Ward/Floors c. Patient Health Records from OB-Emergency Room/Ward/Floors d. Patient Health Records from OB-Emergency Room/Ward/Floors e. Patient Health Records from OB-Emergency Room/Ward/Floors f. Patient Health Records from OB-Emergency Room/Ward/Floors g. Patient Health Records from OB-Emergency Room/Ward/Floors h. Patient Health Records from OB-Emergency Room/Ward/Floors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient (or Patient's responsible companion, when necessary) confirms identity to LR/DR Nurse.	1. Identifies patient through validation of declared complete name and ID Band with her hospital records.	None	2 minutes	<i>Delivery Room Nurse</i> Perinatal Complex



	1.1 Receives endorsement from OB-ER/Floor/Ward Nurse and checks all necessary protocols and documents required prior to scheduled procedure.	None	5 minutes	<i>Delivery Room Nurse</i> Perinatal Complex
	1.2 Instructs companion to wait at the waiting area for further needed instructions.	None	2 minutes	<i>Delivery Room Nurse</i> Perinatal Complex
2. Changes clothes as provided.	2. Dresses the patient with proper attire for Labor Room (i.e. surgical mask, face shield, bouffant cap, patient's gown, and inside slippers).  2.1 Ushers patient inside Labor Room and assists her to her bed.	<b>Labor Room Fee</b> <i>Pay Patients</i> • Php 500.00 for 1 <sup>st</sup> 4 hrs • Php 60.00 / hr thereafter <b>Use of Fetal Monitor:</b> <i>Pay Patients</i> • Php 500.00 <i>Service Patients:</i> • Php 200.00	8 minutes  2 minutes	<i>Delivery Room Nurse or Midwife</i> Perinatal Complex  <i>Delivery Room Nurse/Midwife/Institutional Worker</i> Perinatal Complex
3. Awaits progression of labor.	3. Evaluates patient's condition, progression of labor, and fetal status thru Internal Examination (IE) and use of fetal monitor.	None	1 hr – 24 hrs (case to case)	<i>Attending Physician/OB Resident</i> <i>Delivery Room Nurse/Midwife</i> Perinatal Complex



4. Prepares for transfer to Delivery Room once IE reveals 9-10cms.	<p>4. Transfers patient to Delivery Room per stretcher or ambulatory with assistance, then mounts patient to delivery table.</p> <p>4.1 Performs perineal preparation.</p>	<p><b>DR Fee Service &amp; Pay</b></p> <ul style="list-style-type: none"> <li>• Php 1,500.00)</li> </ul> <p><b>Additional Supplies</b></p> <ul style="list-style-type: none"> <li>• Php 400-800</li> </ul> <p><b>Newborn Care Service</b></p> <ul style="list-style-type: none"> <li>• Php 500.00 Pay</li> <li>• Php 800.00</li> </ul>	<p>3 minutes</p> <p>3 minutes</p>	<p><i>Delivery Room Nurse/Midwife</i> Perinatal Complex</p> <p><i>Delivery Room Nurse/Midwife</i> Perinatal Complex</p>
5. Follows instructions of Perinatal Complex personnel.	<p>5. Assists and coaches patient throughout the process until delivery of the baby.</p> <p>5.1 Calls-out the time of delivery and gender of the baby.</p>	None	1 hour - maximum (case to case)	<p><i>Attending Physician/OB-Resident/Nurse/Midwife</i> Perinatal Complex</p> <p><i>Attending Physician/OB-Resident</i> Perinatal Complex</p>
6. (Once baby is delivered)	<p>6. Initiation of Essential Intrapartum Newborn Care (Thorough drying, skin to skin, cord clamping, initiation of breastfeeding).</p> <p>6.1 Assists in repair of episiotomy (as necessary).</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>1 hour</p>	<p><i>Attending Physician/OB-Resident/Delivery Room Nurse/Midwife</i> Perinatal Complex</p> <p><i>Delivery Room Nurse/Midwife</i> Perinatal Complex</p>



7. Responsible companion goes back to Perinatal Complex, as required.	7. Informs responsible companion of delivery of the baby; issues prescription and laboratory requests; and asks for baby's clothes and needed supplies.	None	3 minutes	<i>Nurse/Midwife</i> Perinatal Complex
	7.1 Transfers patient to Transition Area per stretcher.	None	2 minutes	<i>Delivery Room</i> <i>Nurse/Midwife/</i> <i>Institutional Worker</i> Perinatal Complex
	7.2 Continuous monitoring of mother and baby and provides health teaching regarding importance of thermoregulation, continuous skin to skin contact, breastfeeding, & infection control.	None	90 minutes	<i>Attending</i> <i>Physician/OB-</i> <i>ROD/Nurse/ Midwife</i> Perinatal Complex
8. Acknowledge charges issued.	8. Accounts charges incurred and issues charge slip copy to patient.	None	10 minutes	<i>Delivery Room Nurse</i> Perinatal Complex
	8.1 Files signed charged slip to Charge Slip logbook.	None	2 minutes	<i>Delivery Room Nurse</i> Perinatal Complex
9. Goes back to Perinatal Complex and waits for the patient's transfer.	9. Monitors patient's status and refers to attending physician.	None	5 minutes	<i>Delivery Room</i> <i>Nurse/Midwife</i> Perinatal Complex
	9.1 Carries-out doctor's order for transfer, informs ward/floor nurse where patient is admitted, and calls for responsible companion.	None	10 minutes	<i>Delivery Room Nurse</i> Perinatal Complex



	9.2 Updates responsible companion of patient's transfer to ward or room of choice and endorses patient's belongings.	None	5 minutes	Nurse Perinatal Complex
	9.3 Prepares patient for transfer.	None	5 minutes	Delivery Room Nurse/Midwife Perinatal Complex
	9.4 Brings patient to ward or room of choice and endorses to ward/floor nurse.	None	10 minutes	Delivery Room Nurse / Institutional Worker Perinatal Complex
	<b>TOTAL</b>	<b>(total amount varies depending on the availed service/s)</b>	<b>2 days maximum</b>	



## 2. AVAILMENT OF PERINATAL COMPLEX-OPERATING ROOM

Admission of patients for Caesarean Section (Elective/Emergency) and Other Classified Clean Obstetrical Cases

Office or Division:	Perinatal Complex
Classification:	Simple
Type of Transaction:	Government to Citizens
Who may avail:	<p>-Pregnant women with indication for Caesarean Section (e.g. Repeat Cases; Breech or Malpresentation, Placenta Previa; Diagnosed Abruption Placenta, Failure of Descent, Arrest of Descent, Failure of Induction; Arrest of Cervical Dilatation, Non-Reassuring Fetal Heart Rate, etc.)</p> <p>-Women with Classified Clean Obstetrical Cases (e.g. Cystectomy, Salpingectomy, Bilateral Tubal Ligation, etc.).</p>
CHECKLIST OF REQUIREMENTS	
<ul style="list-style-type: none"> <li>a. Doctor's written order (1, Original Copy)</li> <li>b. ER Triage Slip (1, Original Copy)</li> <li>c. ER Chart (1, Original Copy)</li> <li>d. Face Chart (1, Original Copy)</li> <li>e. Admission Slip (1, Original Copy)</li> <li>f. Consent form for Surgical Operation (1, Original Copy)</li> <li>g. Ultrasound Result (1, Original Copy or Photocopy)</li> <li>h. Laboratory results such as CBC, Platelet Count, Blood-Typing, Hepatitis B Antigen, and Anti-TP (1, Original Copy)</li> <li>i. Pre-op Checklist (1, Original Copy)</li> <li>j. Availability of requested blood (if any)</li> <li>k. COVID-19 Triage Slip (1 Original Copy)</li> <li>l. Informed Consent (1 Original Copy)</li> <li>m. RAT (Rapid Antigen Test) and/or RT-PCR Results (1 Hard Copy)</li> </ul>	WHERE TO SECURE
	<ul style="list-style-type: none"> <li>a. Patient Health Record from the station where patient is admitted</li> <li>b. Patient Health Record from the station where patient is admitted</li> <li>c. Patient Health Record from the station where patient is admitted</li> <li>d. Patient Health Record from the station where patient is admitted</li> <li>e. Patient Health Record from the station where patient is admitted</li> <li>f. Patient Health Record from the station where patient is admitted</li> <li>g. Patient Health Record from the station where patient is admitted</li> <li>h. Patient Health Record from the station where patient is admitted</li> <li>i. Patient Health Record from the station where patient is admitted</li> <li>j. Blood Bank</li> <li>k. Patient Health Record from the station where patient is admitted</li> <li>l. Patient Health Record from the station where patient is admitted</li> <li>m. Patient Health Record from the station where patient is admitted</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient (or Responsible Companion, when necessary) confirms identity to PC-OR Nurse.	1. Identifies patient through validation of declared complete name and ID Band versus her hospital records.	None	3 minutes	<i>Nurse</i> Perinatal Complex
	1.1 Receives endorsement from Floor/Ward Nurse and checks all necessary protocols and documents required prior to scheduled operation.	None	5 minutes	<i>Nurse</i> Perinatal Complex
2. None	2. Wheels-in patient to Operating Room.	<b>Operating Room Fee:</b> Pay: Php 3,500.00 Service: Php 1,750.00	2 minutes	<i>Nurse</i> <i>Nurse/Midwife/</i> <i>Institutional Worker</i> Perinatal Complex
	2.1 Transfers patient to Operating Room table and positions her for induction of anesthesia.	OR Charges: Pay: Php 19,000 – 21,000 Service: Php 11,000-18,000	5 minutes	<i>Nurse/Midwife/</i> <i>Institutional Worker</i> Perinatal Complex
	2.2 Assists Anesthesia Resident/Consultant during induction of anesthesia.		45 minutes	<i>Circulating Nurse</i> <i>Institutional Worker</i> Perinatal Complex
3. None	3. Assists Attending Physician/OB-Resident in performing surgery; delivering of the baby; and repairing of surgical incision.	None	90 minutes	<i>Scrub &amp; Circulating Nurses</i> Perinatal Complex
4. None	4. Prepares patient for transfer to Post Anesthesia Care Unit (PACU).	None	10 minutes	<i>Scrub &amp; Circulating Nurse/Midwife/</i> <i>Institutional Worker</i> Perinatal Complex



5. None	5. Endorses patient to PACU Nurse.	None	10 minutes	<i>Circulating Nurse</i> Perinatal Complex
6. None	6. Monitors patient every 15 minutes until stable.  6.1 Assesses patient and updates Anesthesia Consultant/ Resident of patient's status.	<b>PACU Fee</b> <b>Pay Patients:</b> Php 85.00 for 1 <sup>st</sup> hour; Php 50.00/hour thereafter	2-3 hours  5 minutes	<i>PACU Nurse/Midwife</i> Perinatal Complex  <i>PACU Nurse</i> Perinatal Complex
7. None	7. Informs ward/floor Nurse-on-duty once patient is with transfer order and ready for transfer.  7.1 Prepares patient and brings her to ward per stretcher.  7.2 Endorses patient to floor/ward nurse.	None  None  None	2 minutes  10-15 minutes  10 minutes	<i>PACU Nurse</i> Perinatal Complex  <i>PACU Nurse/</i> <i>Institutional Worker</i> Perinatal Complex  <i>PACU Nurse</i> Perinatal Complex
	<b>TOTAL</b>	<i>(Total amount varies depending on the availed service/s)</i>	<b>6-7 hours - maximum</b>	





**NURSING SERVICE OFFICE**  
**KIDNEY UNIT**  
**External Services**



## 1. AVAILMENT OF HEMODIALYSIS SERVICE FOR OUT PATIENTS

Admission of patients who need Hemodialysis on an Out-Patient basis.

Office or Division:	Kidney Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients with Chronic Kidney Disease (CKD) needing maintenance Renal Replacement Therapy (RRT).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Referral letter from the Attending Nephrologist (1, Original Copy) b. Doctor's written order (1, Original Copy) c. List of maintenance medications (1, Photocopy) d. Latest laboratory results including Hepatitis profile (Hepatitis B Antigen & Anti-HCV) (1, Photocopy) e. Last 3 hemodialysis flow sheets (for patients transferring from other facility) (1 each, Photocopy)		a. Attending Nephrologist b. Attending Nephrologist c. Attending Nephrologist d. Previous Dialysis Facility e. Previous Dialysis Facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient / Responsible Companion presents referral letter and fills-out Information Sheet and consent for treatment.	1. Checks all necessary documents and refers to Attending Nephrologist / Resident on duty for assessment and orders for hemodialysis parameters.	None	5 minutes	Nurse Kidney Unit
	1.1 Orders for necessary laboratory examination/s and gives medicine/s if necessary.	None	5 minutes	Attending Nephrologist / Nephro Resident Kidney Unit
	1.2 Orients the patient / responsible companion regarding dialysis treatment if not done before.	None	10 minutes	Attending



	1.3 Orients patient / responsible companion regarding rules and regulations of the unit (Refer to the Kidney Unit Policy/Rules and Regulations)	None	5 minutes	Nephrologist / Nephro Resident Kidney Unit Nurse Kidney Unit
2. Pays to Cashier	2. Issues charge slip for payment of the procedure	<b>Hemodialysis Fee</b> (New Dialyzer) Php 3,558.00 or	5 minutes	Clerk Kidney Unit
	2.1 Follows up Official Receipt for recording	<b>Hemodialysis Fee</b> (Re-use Dialyzer) Php 3358.00  <b>Consignment Supplies</b> Php 642.00  <b>Professional Fee</b> (Doctor's Fee) Php 500.00	5 minutes	Nurse / Clerk Kidney Unit
3. Washes hands specifically access area(with fistula) in preparation for Hemodialysis	3. Starts Hemodialysis treatment.	None	4 hours (depending on Doctor's order)	Nurse Kidney Unit
	3.1. End of Hemodialysis treatment.	None	15 minutes	
	3.2. Reminds patient/ responsible companion of their next hemodialysis schedule and gives health teachings regarding maintenance medication and access care.	None	5 minutes	



	3.3. Issues Discharge Clearance to patient/responsible companion.	None	2 minutes	Nurse Kidney Unit
	<b>TOTAL</b>	<i>(total amount varies depending on the availed service/s)</i>	<b>4 hours, 52 minutes</b>	



## 2. AVAILMENT OF HEMODIALYSIS SERVICE FOR IN-PATIENTS

Admission of patients who need Hemodialysis on an In-Patient basis.

Office or Division:	Kidney Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients with Chronic Kidney Disease (CKD) or those with Acute Kidney Injury needing renal replacement therapy(RRT).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Patient's chart (1, Original Copy) b. Doctor's written order (1, Original Copy) c. Consent form for Hemodialysis (1, Original Copy) d. Result of Hepatitis profile (Hepatitis B Antigen & Anti HCV) (1, Original Copy)		a. Nurse's station where the patient is admitted b. Nurse's station where the patient is admitted c. Nurse's station where the patient is admitted d. Nurse's station where the patient is admitted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes consent form for Hemodialysis treatment.	1. Receives patient from the Nurse endorsing from the ward.	None	5 minutes	Nurse Kidney Unit
	a. Checks doctor's order, laboratory results and signed consent.	None	5 minutes	Nurse Kidney Unit
	b. Positions patient in the bed.	None	2 minutes	Nurse Kidney Unit
	1.1 Informs Nephro resident on duty.	None	2 minutes	Nurse Kidney Unit
	1.2 Assesses patient's status.	None	8 minutes	Nurse Kidney Unit
	a. Checks vital signs.	None	5 minutes	Nurse



	b. Attaches patient to pulse oximeter, cardiac monitor and oxygen supply if needed.	None.	5 minutes	Kidney Unit Nurse Kidney Unit
2. Pays to Cashier	2. Issues charge slip for payment of the procedure.  2.1 Follows up Official Receipt for recording.	Hemodialysis Fee (New Dialyzer) Php 3,558.00  or Hemodialysis Fee (Re-use Dialyzer) Php 3,358.00  Consignment Supplies Php 642.00  Professional Fee (Doctor's Fee): Pay - Php 800.00 Service - None	5 minutes  5 minutes	Nurse / Clerk Kidney Unit  Nurse / Clerk Kidney Unit
3. Folks stay at the waiting area for further instructions	3. Starts Hemodialysis treatment.  3.1 Monitors vital signs (BP, Temperature, Pulse Rate and Respiratory Rate) during dialysis.  3.2 End of Hemodialysis treatment.  3.3 Carries out post hemodialysis orders.  3.3 Informs Nurses station to endorse patient back to room or ward.	None  None  None  None	4 hours or depending on Doctor's order  4 minutes  15 minutes  10 minutes  2 minutes	Nurse Kidney Unit  Nurse Kidney Unit  Nurse Kidney Unit  Nurse Kidney Unit  Nurse Kidney Unit



	3.4 Transfers patient back to room/ward	None	7 minutes	Nurse and Institutional Worker Kidney Unit
	<b>TOTAL</b>	<i>total amount varies depending on the availed service/s)</i>	<b>1 day – maximum</b>	



**NURSING SERVICE OFFICE**  
**OPERATING ROOM COMPLEX - ENDOSCOPY UNIT**  
**External Services**





## 1. AVAILMENT OF ENDOSCOPIC PROCEDURE FOR OUT PATIENTS

Admission of patients who need Endoscopic Procedures on an Out-Patient basis.

Office or Division:	Endoscopy Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Out-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Consent form (1, Original Copy) b. Anesthesia pre-op checklist (1, Original Copy)		a. Endoscopy Unit b. Endoscopy Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient/ Companion confirms his/her identity to the Endoscopy nurse	1. Identify patient by asking for complete name	None	2 minutes	Nurse Endoscopy Unit
	1.1 Instructs folks to stay at the waiting area.	None	1 minute	Nurse Endoscopy Unit
2. Companion waits at the waiting area.	2. Orients patient / responsible companion regarding rules and regulations of the unit.	None	5 minutes	Nurse Endoscopy Unit
3. Changing of patient street clothes.	3. Patient may use their personal comfortable upper clothes or an overdress gown and a colonoscopy pants for colonoscopic procedure. All pieces of jewelries and dental prosthesis are advised to be removed.	None	10 minutes	Nurse Endoscopy Unit



4. Folks stay at the waiting area for further instructions	4. Starts of Endoscopic procedure	None	30 minutes	<i>Gastroenterologist IM Department</i>
5. Pays to Cashier	5. Instructs folk to wait for the Endoscopy charges while the CS clerk encodes it and brought to Billing Section.	OR Fee: Php 1,500.00	5 minutes	<i>Data Encoder Central Supply</i>
a. Non-Member (PHIC)	a.1 Billing Section ( <i>statement of account</i> ); Cashier ( <i>for payment</i> )	Rentals: Php 1,000.00	Billing Section: 45 minutes	<i>Data Encoder Billing and Claims</i>
b. For Member (PHIC)	b.1 PHIC Section; Billing Section ( <i>statement of account</i> ); Cashier ( <i>for payment</i> )	Supplies: Php 1,000.00	Cashier: 5 minutes	<i>Data Encoder Billing and Claims / Cashier Department</i>
c. Indigent	c.1 Social Service	Anaesthesia: Php 1,000.00	PHIC: 56 minutes  Social Service: 7 minutes	<i>Social Worker Assistant MSSU</i>
6. Folks presents Official Receipt and Discharge Clearance Slip to the Endoscopy Nurse	6. Signs the Discharge Slip and gives the other copy to the folks/patient to be given to lobby guard.	None	1 minute	<i>Nurse Endoscopy Unit</i>
	6.1 Starts health teachings regarding diet and follow-up check-up.	None	5 minutes	<i>Nurse Endoscopy Unit</i>
	<b>TOTAL</b>	<b>Php 4,500.00</b>	<b>2 hours - maximum</b>	



## 2. AVAILMENT OF ENDOSCOPIC PROCEDURES FOR IN-PATIENTS

Admission of patients who will undergo Endoscopy Procedures on an In-Patient basis.

Office or Division:	Endoscopy Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Patient's chart (1, <i>Original Copy</i> ) b. Doctor's written order (1, <i>Original Copy</i> ) c. Consent form (1, <i>Original Copy</i> )		a. Nurses station where the patient is admitted b. Nurses station where the patient is admitted c. Nurses station where the patient is admitted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes consent	1. Receives patient from the Nurse endorsing from the ward.	None	5 minutes	Nurse Endoscopy Unit
	1.1 Identifies patient by asking for complete name and checks the ID band.	None	2 minutes	Nurse Endoscopy Unit
	1.2 Checks doctor's order and signed consent.	None	5 minutes	Nurse Endoscopy Unit
	1.3 Informs the gastro-resident on duty.	None	2 minutes	Nurse Endoscopy Unit
	1.4 Assesses patient's status	None	2 minutes	Nurse Endoscopy Unit / Anaesthesiologist Anaesthesiology Department



	1.5 Checks vital signs	None	5 minutes	<i>Nurse Endoscopy Unit / Anaesthesiologist Anaesthesiology Department</i>
	1.6 Attaches patient to pulse oximeter, cardiac monitor and oxygen supply if needed.	None	5 minutes	<i>Nurse Endoscopy Unit / Anaesthesiologist Anaesthesiology Department</i>
2. Folks stay at the waiting area for further instructions	2. Starts of Endoscopic procedure	None	30 minutes	<i>Gastroenterologist IM Department</i>
	2.1 Informs Nurses station to endorse patient back to room or ward.	None	2 minutes	<i>Nurse Endoscopy Unit</i>
	2.2 Transfers patient back to room/ward	None	10 minutes	<i>Nurse/ Institutional Worker Endoscopy Unit</i>
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour and 8 minutes</b>	



# **NURSING SERVICE OFFICE EMERGENCY ROOM External Services**



# 1. TRIAGING OF PATIENTS AT THE EMERGENCY ROOM

Triaging of Patients for Consultation and Admission

Office or Division:	Emergency Room Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients (Private and Service) needing an Emergent care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Covid-19 Triage Form with control number (ER-Triage) - (1, Original Copy)		a. Hospital Security Guard Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient / responsible companion approaches the Triage desk.	1. Assists and instructs the patient / responsible companion to fill-up the Covid-19 Triage form	None	2 minutes	Hospital Security Guard Main ER
2. Patient/ responsible companion gives the accomplished COVID Triage form to the Triage desk.	2. Conducts an Assessment, vital signs taking and Interview	None	6 minutes	Triage Officer (MD) Triage Desk
	2.1 Issues Chest X-ray Request	None	2 minutes	Triage Officer / Nurse Triage Desk
3. Patient's responsible companion accompanies patient to X-ray Department	3. Accompanies / brings patient to x-ray department.	None	2 minutes	Institutional Worker Emergency Room
	3.1 Issues order of payment/issues charge slip	None	2 minutes	DID Personnel Diagnostic Imaging Department



4. Patient's companion brings the order of payment/ pays to the cashier	4. Receives payment and issues official receipt	Php 480.00	5 minutes	Collecting Clerk Cashier's Department
5. Patient's responsible companion hands over the official receipt.	5. Receives the official receipts from the folks	None	1 minute	Radiology Technician Diagnostic Imaging Department
	5.1 Takes X-ray on the patient	None	10 minutes	Radiology Technician Diagnostic Imaging Department
6. Patient brought back to Triage desk.	6. Calls the Radiology Resident of the Preliminary result of the chest xray	None	3 minutes	Triage Officer (MD) Triage Desk
	6.1 Fills-up the Covid form with chest xray findings/results	None	2 minutes	Triage Officer (MD) Triage Desk
7. Patient proceeds to the:  a. Main ER  b. COVID ER	7. Assists and transports patient  a. Normal Results  b. Abnormal findings	None	2 minutes	ER Nurse/ Institutional Worker Emergency Room Department
	<b>TOTAL</b>	<b>Php 480.00</b>	<b>37 Minutes</b>	



## 2. AVAILMENT OF CONSULTATION AT THE EMERGENCY ROOM

Consultation of patients at the Emergency Room

Office or Division:	Emergency Room Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Clients (Private and Service) needing an emergent care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Covid /Triage Form (1, Original Copy with disposition signed by the Triage Officer)		a. Triage Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient seeks consultation	1.Performs/ Conducts initial: a. Assessment b. Examination c. History taking d. Vital Signs taking	None	30 minutes	<i>Resident on Duty</i> (Specified Department)  <i>ER Nurse/ Nursing Aide</i> Emergency Room
2.1 Patient's responsible companion hands over the Triage Slip to the Admitting Section	2. Issues Triage Slip to Patient's responsible companion.	None	1 minute	<i>Resident on Duty/ER Nurse</i> Emergency Room
2.2 Fills-up Patient Registration Sheet	2.1 Instructs patient's responsible companion	None	15 minutes	<i>Data Encoder</i> Admitting Section
3. Patient's responsible companion hands over the Face Chart.	3. Receives and attaches Face Chart to the chart.	None	1 minute	<i>ER Nurse</i> Emergency Room





4. Patient's responsible companion process the following: a. Diagnostic request b. Laboratory c. Prescription d. Request for supplies	4. Issues the following: a. Diagnostic (x-ray, Ultrasound, ECG etc.) b. Laboratory request (blood chemistry) c. Prescription d. Request of supplies	None	10 minutes	Resident on duty ER Nurse
5. Patient's Responsible Companion proceeds to specific areas for pricing/charging:  a. Laboratory Department   b. Diagnostic Imaging Department (X-ray/UTZ)   c. Pharmacy – Medicine/supplies	5. Issues charge slip/order of payment:  a. Laboratory request   b. X-rays   c. Medicine Supplies	None	30 minutes	Data Encoder/ Medical Technologist Laboratory Department  Data Encoder/ Radiologic Technologist Diagnostic Imaging Department  Data Encoder / Pharmacist Pharmacy Department
6. Patients waits for Laboratory / Diagnostic Results	6. Determines patient's disposition a. Admission b. Discharge c. Transfer d. HAMA	None	120 minutes	Resident on Duty Emergency Room
	<b>TOTAL</b>	<b>Fees Varies according to working Diagnosis and treatment</b>	<b>3 hours, 45 minutes</b>	



### 3. AVAILMENT OF ADMISSION AT THE EMERGENCY ROOM

Admission of patients at the Emergency Room

Office or Division:	Emergency Room Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Private or Service clients with Emergent or non-Emergent care needs requiring Admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Doctor's Written Order for Admission (1, Original Copy)		a. Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs and presents Doctor's written order for Admission	1. Checks referral / MDs written order for Admission a. Walk-in Clients b. ER service patients needing admission	None	2 minutes	Resident Physician Emergency Room
	1.1 Asses, Evaluates patients' condition and writes order for Admission	None	45 minutes	Resident Physician Emergency Room
	1.2 Issues Admission Slip to Patient's Responsible companion	None	1 minute	ER Nurse Emergency Room
2. Patient's Responsible companion proceeds and presents Admission Slip to Admitting section	2. Registers patient and Issues consent for admission and face chart	None	15 minutes	Data Encoder Admitting Section
	2.1 Assigns room	None	1 minute	Data Encoder Admitting Section



3. Hands over Face Chart to ER Nurse	3. Receives face chart and attaches to patient's chart	None	1 minute	ER Nurse Emergency Room
4. Waits for Initial Medical Management	<p>4. Carries out doctor's order</p> <p>4.1 Initiates IV line and Emergency treatment as ordered.</p> <p>4.2 Issues request for:</p> <p>a. Laboratory Request</p> <p>b. Diagnostics</p> <p>c. Prescription, Medicine and Supplies</p> <p>4.3 Instructs patient's responsible companion to process laboratory and Diagnostic request</p> <p>4.4 Transports patient to Specified department for Diagnostic</p>	<p><b>IV Insertion</b> Php 60.00</p> <p><b>IV Injection</b> Php 60.00</p> <p><b>Note:</b> Other fees vary case to case</p>	90 minutes	<p>ER Nurse Emergency Room</p> <p>ER Nurse Emergency Room</p> <p>Data Encoder/ Medical Technologist Laboratory Department</p> <p>Data Encoder/ Radiologic Technologist Diagnostic Imaging Department</p> <p>Data Encoder / Pharmacist Pharmacy Department</p> <p>ER Nurse Emergency Room</p> <p>Institutional Worker Emergency Room</p>



5. Patient's responsible companion proceeds to specified department for pricing/charging	5. Issues Charge slip	None	3 minutes	<i>Data Encoder/ Medical Technologist</i> Laboratory Department
	a. Laboratory request			
	b. Diagnostic request			<i>Data Encoder/ Radiologic Technologist</i> Diagnostic Imaging Department
	c. Medicine Supplies			<i>Data Encoder / Pharmacist</i> Pharmacy Department
6. Accompanies to assigned room/ward	6. Endorses patient to assigned room/ward	None	5 minutes	<i>ER Nurse, Institutional Worker</i> Emergency Room
	<b>TOTAL</b>	<b>Fees Varies according to working Diagnosis and treatment</b>	<b>2 hours and 43 minutes</b>	



#### 4. AVAILMENT OF DISCHARGE AT THE EMERGENCY ROOM

Discharging of patients at the Emergency Room

Office or Division:	Emergency Room Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients with May Go Home Order			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Phil health Form - Claim Form 4 - (1, Original Copy) – for those patient stayed at ER more than 24 hours.		a. ER Billing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Makes order for discharge.	None	5 minutes	Resident on duty Emergency Room
2. Returns unused medicine and supplies to the nurse's station.	2. Checks, receives and forwards charges/credit memo to ER billing clerk	None	5 minutes	ER Nurse Emergency Room
	2.1 Issues May Go Home Order slip to patient / responsible companion	None	2 minutes	ER Nurse Emergency Room
3. Patient's responsible companion presents May Go Home Order slip to ER Billing Clerk.	3. Issues Statement of Account.	None	5 minutes (30 minutes to 1 hour for Philhealth member )	Data Encoder Billing Section
	3.1 Instructs patient's responsible companion to pay to the cashier	None	1 minute	Data Encoder Billing Section



4. Patient's responsible companion proceeds and pays to the cashier.	4. Receives payment and issues official receipt with signed discharge clearance.	ER Fee: Php 160.00	5 minutes	<i>Collecting Officer Cashier Department</i>
	4.1 Instructs patient responsible companion to hand over the official receipt with signed discharge clearance to ER Billing Clerk.	<b>Note:</b> <i>Other fees vary according to the treatment and laboratories taken.</i>	1 minute	<i>Collecting Officer Cashier Department</i>
5. Patient's responsible companion hands over the statement of account with the official receipt to the billing clerk.	5. Checks official receipt and collects the statement of account.	None	1 minute	<i>Data Encoder ER Billing</i>
	5.1 Instructs the patient's responsible companion to hand over the Discharge Clearance to the Nurse's Station	None	1 minute	<i>Data Encoder ER Billing</i>
6. Patient's responsible companion hands over the discharge clearance to the nurse.	6. Receives and signs the discharge clearance.	None	5 minutes	<i>ER Nurse Emergency Room</i>
7. Patient's Responsible companion receives going home instructions from the nurse.	7. Gives going home instructions to patient / responsible companion.	None	5 minutes	<i>ER Nurse Emergency Room</i>
	7.1 Assists patient out of the Emergency Room	None	5 minutes	<i>ER Nurse Emergency Room</i>
	<b>TOTAL</b>	<b>Php 160.00 for ER fee and other fees varies according to patient's treatment.</b>	<b>41 minutes</b> (1 hour maximum for patients w/ Philhealth member who stayed 24 hours and beyond at the ER)	



**NURSING SERVICE OFFICE  
FOURTH FLOOR  
External Services**



## 1. ADMISSION OF PATIENT – DIRECT TO ROOM

Admission of patients direct to room without staying in the emergency room

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admitting orders from Attending Physician (1, Original Copy) b. Patients' Chart (1, Original Copy) c. Kardex (1, Original Copy) d. Medication cards (1, Original Copy each) e. Laboratory and Diagnostic Request (1, Original Copy each) f. Doctor's Prescriptions (1, Original Copy each) g. Request for Supply (1, Original Copy each)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station e. Nurse's Station f. Nurse's Station g. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned room	1. Orients patients/responsible companion of physical set up policies and procedures including treatment and use of electric current	<b>Room Rates:</b> <i>Regular-</i> Php 1,800.00 <i>Suite</i> - Php 2,000.00	5 minutes	Nurse Fourth Floor
	1.1 Carries out admission orders and report patient's diet to Dietary Department	None	10 minutes	Nurse Fourth Floor
	1.2 Fills out request for diagnostic procedure and instructs responsible companion regarding laboratory/ diagnostic procedures	None	10 minutes	Nurse Fourth Floor
	1.3 Issues doctor's prescriptions of medicines and supplies	None	1 minute	Nurse Fourth Floor





2. Proceeds to designated departments for pricing	2. Determines price of procedures	<i>c/o Concerned Departments</i>	2 minutes	<i>Clerk of the concerned Departments</i>
3. Pays to the Cashier	3. Receives payment and issues official receipt	None	5 minutes	<i>Collecting Clerk Cashier Department</i>
4. Proceeds to Pharmacy for Medicine and Supply	4. Dispenses medicine and supplies, receives payments and issues official receipt	None	10 minutes	<i>Pharmacist Pharmacy Department</i>
5. Returns to designated departments to present official receipt for procedure	5. Notes number of official receipt on request to procedure.	None	3 minutes	<i>Nurse Fourth Floor</i>
	5.1 Calls respective departments for patient's procedure	None	2 minutes	<i>Nurse Fourth Floor</i>
6. Returns to station and presents official receipt to Nurse on duty	6. Prepares and facilitates transport (if for x-ray or ultrasound) of patient for procedure	None	5 minutes	<i>Institutional Worker with Nurse or Resident on duty Fourth Floor</i>
	6.1 Administers available Medications and treatments	None	10 minutes	<i>Nurse/Nursing Aide for Treatment Fourth Floor</i>
	<b>TOTAL</b>	<b>Room Rates: Regular Php 1,800.00 Suite Php 2,000.00</b>	<b>1 hour</b>	



## 2. ADMISSION OF PATIENT – FROM EMERGENCY ROOM

Admission of patients from emergency room to the assigned Fourth Floor department

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admitting orders from Attending Physician (1, Original Copy) b. Patients' Chart (1, Original Copy) c. Kardex (1, Original Copy) d. Medication cards (1, Original Copy) e. Laboratory and Diagnostic Request (1, Original Copy) f. Doctor's Prescriptions (1, Original Copy) g. Request for Supply (1, Original Copy)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station e. Nurse's Station f. Nurse's Station g. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned room	1. Orients patients/responsible companion of physical set up policies and procedures including treatment and use of electric current  1.1 Transcribe Doctor's order to Kardex and Chart Therapeutic and Treatment sheet	Room Rates: Regular-P1,800 Suite-P2,000	5 minutes     10 minutes	Nurse Fourth Floor
2. Follows up requested laboratory procedures and result if any	2. Calls to follow up request and result	None	5 minutes	Nurse /Nursing Aide Fourth Floor
3. Administers prescribed medicines and treatments	3. Starts Medications and treatments if available	None	5 minutes	Nurse /Nursing Aide Fourth Floor
	<b>TOTAL</b>	<b>Room Rates:</b> <b>Regular Php 1,800.00</b> <b>Suite Php 2,000.00</b>	<b>25 minutes</b>	



### 3. ISSUANCE OF MEDICAL CERTIFICATE/ MEDICAL ABSTRACT

Admission of patients from emergency room to the assigned Fourth Floor department

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Medical Certificate (3, Original Copies) b. Medical Abstract Forms (1, Original Copy)		a. Health Information Management Office/Records Section b. Health Information Management Office/Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Medical Certificate/ medical Abstract	1. Instructs responsible companion to get medical Certificate form/medical Abstract at Records Section	None	2 minutes	Nurse Fourth Floor
2. Proceeds to Records Section	2. Issues Medical Certificate and Medical Abstract	P50 for both Medical Certificate and Medical Abstract	5 minutes	Data Encoder HIMO
3. Pays to cashier	3. Instructs responsible companion to pay to cashier	P50 for both Medical Certificate and Medical Abstract	5 minutes	Cashier/ Collecting Officer Cashier's Department
4. Presents the forms to Nurse on Duty at the Nurses' Station	4. Fills out and facilitates completion of duly signed forms	None	10 minutes	Nurse / Resident / Attending Physician Fourth Floor
5. Returns form to Records section for typing	5. Accomplishes Medical Certificate	None	5 minutes	Data Encoder HIMO
	<b>TOTAL</b>	<b>P 50 for medical certificate and medical abstract each</b>	<b>27 minutes</b>	



## 4. PREPARING PATIENT FOR SURGICAL OPERATION

Procedure on preparation of patient for surgical operation

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients / Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written Order from physician (1, <i>Original Copy</i> ) b. Consent for the Procedure (1, <i>Original Copy</i> ) c. Operating Room Schedule Form (3, <i>Original Copies</i> ) d. Pre-Operative Checklist (1, <i>Original Copy</i> )		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures order from Attending Physician/ Resident physician	1. Carries out Doctors' order regarding the said procedure	None	5 minutes	Nurse Fourth Floor
	1.1 Informs OR department for confirmation of schedule	None	5 minutes	Nurse Fourth Floor
2. Accomplishes Consent Form	2. Checks for signed consent for operation	None	2 minutes	Nurse Fourth Floor
	2.1 Issues Operating Room schedule form indicating amount as partial payment for official receipt supplies	None	2 minutes	Nurse Fourth Floor
3. Pays to cashier	3. Instructs responsible companion to pay to cashier	Php 1,500.00 for initial payment	5 minutes	Cashier / Collecting Officer Cashier's Department
4. Presents OR Schedule Form with official receipt to Nurse on duty at the Nurses' Station	4. Forwards the OR Schedule to the Operating Room	None	2 minutes	Nurse Fourth Floor



5. Issues prescription, request for blood and other supplies to responsible companion	5. Issues necessary things needed for the operation	None	2 minutes	<i>Nurse</i> Fourth Floor
6. Procures prescribed Medicines and supplies/ secure blood from blood bank and presents to Nurse on Duty	6. Checks medicine received and accomplishes blood	None	2 minutes	<i>Nurse</i> Fourth Floor
7. Prepares and brings patient to operating room.	7. Transports patient to the Operating Room for the procedure	None	5 minutes	<i>Nurse/ Institutional Worker</i> Fourth Floor
	<b>TOTAL</b>	<b>Php 1,500.00 for initial payment</b>	<b>30 minutes</b>	



## 5. ROOM TRANSFER

Transfer of patient from one room to another room either from lesser room rate to higher room rate or vice-versa.

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written Order from physician (1, Original Copy) b. Transfer Notice Forms (2, Original Copies)		a. Nurses Station (Patient's Chart) b. Admitting Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Room Transfer	1. Informs resident on duty/ attending physician of transfer plans.	None	2 minutes	Nurse Fourth Floor
	1.1 Carries out transfer order	None	5 minutes	Nurse Fourth Floor
	1.2 Instructs responsible companion to secure transfer notice from Admitting Department	None	5 minutes	Data Encoder Admitting section
2. Pays the transfer fee to the cashier	2. Receives payment and issues official receipt	<b>Transfer Fee</b> Php 100.00	5 minutes	Cashier / Collecting Officer Cashier's Department
3. Proceeds to the Social Services Department/ Senior House Officer	4. Approves transfer and signs the transfer notice	None	5 minutes	Social Worker Assistant/ Senior House Officer/ Data Encoder MSSU/NSO/Admitting Section



4. Presents transfer notice form to the nurses' station	4. Signs transfer notice and inform folks to transfer plans.	None	2 minutes	Nurse Fourth Floor
	4.1 Calls and informs concerned departments of transfer plans	None	2 minutes	Nurse Fourth Floor
5. Transfers patient	5. Facilitates transfer of patient to room of choice	None	10 minutes	Nurse/ Institutional Worker Fourth Floor
	<b>TOTAL</b>	<b>Php 100.00</b>	<b>36 minutes</b>	



## 6. DISCHARGING PATIENT

Discharging patient from hospital admitted at the Fourth Floor Department.

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Discharge Order from Physician (1, Original Copy) b. May Go Home Slip (1, Original Copy) c. Discharge Slip (2, Original Copies)		a. Nurse's Station b. Nurse's Station c. Billing Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agrees to go home	1. Carries out doctor's order	None	10 minutes	Nurse Fourth Floor
	1.1 Informs patient/ responsible companion of discharge	None	2 minutes	Nurse Fourth Floor
	1.2 Gives blood clearance slip for clearance and instructs responsible companion of remaining medicines and supplies for credit memo.	None	2 minutes	Nurse/ Nursing Aide Fourth Floor
2. Presents official receipt or charge slips to nurse on duty of medicine or supplies for credit memo	2. Facilitates approval of credit memo for all medicines/ supplies by the pharmacy/ internal audit services	None	15 minutes	Nurse/ Nursing Aide Fourth Floor
3. Issues may go home slip and instructs responsible companion of discharge procedure	3. Issues may go home slip to responsible companion after credit memo, blood clearance and oxygen clearance	None	2 minutes	Nurse Fourth Floor





4. Presents may go home Slip to Billing section	4. Accomplishes statement of accounts	None	5 minutes	Data Encoder Billing and Claims Section
5. Pays to the cashier	5. Receives payment and issues official receipts and discharge slip	None	5 minutes	Cashier/ Collecting Officer Cashier's Department
6. Returns to the Nurses station in Fourth floor and presents Discharge slip	6. Checks for receipt of hospital bills and professional fees of the attending physicians.	None	1 minute	Nurse Fourth Floor
	6.1 Receives and signs discharge slip	None	1 minute	Nurse Fourth Floor
7. Gives Home Instructions	7. Advises medication and Treatments to continue, and clinic follow up to responsible companion.	None	5 minutes	Nurse Fourth Floor
8. Discharges Patients	8. Instructs responsible companion to give copy of discharge slip to guard on duty	None	3 minutes	Nurse/ Institutional Worker Fourth Floor
	<b>TOTAL</b>	<b>None</b>	<b>51 minutes</b>	



## 7. EXPIRED PATIENT

Releasing of Expired patient

Office or Division:	Fourth Floor Department			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Patients/Responsible Companion admitted at the Fourth Floor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Physician Written Order (1, <i>Original Copy</i> ) b. Release of cadaver (3, <i>Original Copies</i> )		a. Nurse's Station b. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges death of patient	1. Secures result of Long Lead II of patient	None	2 minutes	Cardio Technician on duty
	1.1 Carries out doctors' order regarding death of patient.	None	5 minutes	Nurse on duty of Fourth Floor
2. Fills-up of release of the cadaver	2. Filling up information of patient that expired, date and time of death and name of funeral services and signed by responsible companion.	None	5 minutes	Cashier/ Collecting Officer Cashier's Department
	2.1 Instructs responsible companion to bring Release of cadaver to Admitting Section/ social services/ senior house officer	None	1 minute	Social Worker Assistant/ Senior House Officer/ Data Encoder MSSU /NSO / Admitting Section



3. Proceeds to the Social Services Department/ Senior House Officer	3. Approves transfer and signs the transfer notice	None	5 minutes	<i>Social Worker Assistant/ Senior House Officer/ Data Encoder MSSU/NSO / Admitting Section</i>
	3.1 Signs Promissory note and returns to Admitting clerk	None	2 minutes	<i>Social Worker Assistant/ Senior House Officer/ Data Encoder MSSU/ NSO / Admitting Section</i>
4. Goes to social Service Department/ senior House Officer for approval of release	4. Instructs patient to go to social worker/ senior house officer for approval of release	None	2 minutes	<i>Nurse Fourth Floor</i>
	4.1 Signs the cadaver form	None	2 minutes	<i>Social Worker Assistant/ Senior House Officer/ MSSU/NSO</i>
5. Presents signed release of cadaver form to the admitting clerk	5. Instructs folks to give the release of cadaver form to the guard on duty in charge of the morgue	None	2 minutes	<i>Data Encoder Admitting Section</i>
6. Presents release of cadaver form to Guard on duty	6. Signs release of Cadaver form and releases cadaver to responsible companion	None	2 minutes	<i>Guard Exit Gate</i>
<b>TOTAL</b>		<b>None</b>	<b>26 minutes</b>	



# **ST. CAMILLUS WARD**

## **External Services**



## 1. ADMISSION

Receiving the Patient from the Emergency Room

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admitting orders from Attending Physician (1, <i>Original Copy</i> ) b. Patients' Chart (1, <i>Original Copy</i> ) c. Kardex (1, <i>Original Copy</i> ) d. Medication cards (1, <i>Original Copy</i> ) e. Laboratory and Diagnostic Request (1, <i>Original Copy</i> ) f. Doctor's Prescriptions (1, <i>Original Copy</i> ) g. Request for Supply (1, <i>Original Copy</i> )		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station e. Nurse's Station f. Nurse's Station g. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned room	1. Orients patients/responsible companion of physical set up policies and procedures including treatment and use of electric current	<b>Room Rate:</b> Php 3, 500.00	5 minutes	Nurse St. Camillus Ward
	1.1 Transcribes Doctor's Order to Kardex and Chart Therapeutic and Treatment Sheet		10 minutes	
2. Follows up requested laboratory procedures and result if any	2. Calls to follow up request and result	None	5 minutes	Nurse / Nursing Aide St. Camillus Ward
3. Administers prescribed medicines and treatments	3. Start Medications and treatments if available	None	5 minutes	Nurse/ Nursing Aide St. Camillus Ward
	<b>TOTAL</b>	<b>Room Rate:</b> Php 3, 500.00	<b>25 minutes</b>	



## 2. ISSUANCE OF REQUEST FOR LABORATORY/DIAGNOSTIC PROCEDURES

### Issuance of Laboratory request and Diagnostics procedures

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Laboratory Request (1, <i>Original Copy</i> ) b. Diagnostic Request (1, <i>Original Copy</i> ) c. Physician's Order (1, <i>Original Copy</i> ) d. Official Receipt (1, <i>Original Copy</i> )		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Issues request for laboratory/ diagnostic procedures.	None	2 minutes	<i>Nurse</i> St. Camillus Ward
2. Receives request for laboratory/ diagnostic procedure and presents pricing to concerned department.	2. Indicates price of procedure on laboratory/ diagnostic request.	None	2 minutes	<i>Clerk</i> Laboratory/ Imaging Department
3. Pays to the cashier.	3. Receives payment and issues an official receipt.	None	3 minutes	<i>Cashier</i> Cash Department
4. Presents request and official receipt to laboratory department.	4. Verifies if laboratory examination has been done.	None	3 minutes	<i>Nurse</i> St. Camillus Ward
5. Presents request and official receipt to imaging department.	5. Informs station of schedule of procedure.	None	2 minutes	<i>Clerk</i> Laboratory/ Imaging Department



	6. Verifies from the department concerned for pertinent instruction in preparation for the procedure.	None	3 minutes	<i>Nurse</i> St. Camillus Ward
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



### 3. PREPARING PATIENT FOR SURGICAL OPERATION

#### Preparation of patient's surgical operation

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
e. Written Order from Physician (1, Original Copy) f. Consent for the Procedure (1, Original Copy) a. Operating Room Schedule Form (3, Original Copies) g. Pre-Operative Checklist (1, Original Copy)		a. Nurse's Station b. Nurse's Station c. Nurse's Station d. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures order from Attending Physician / Resident Physician	1. Carries out Doctors' order regarding the said procedure	None	5 minutes	Nurse St. Camillus Ward
	1.1 Informs OR department for confirmation of schedule	None	5 minutes	Nurse St. Camillus Ward
2. Accomplishes Consent Form	2. Checks for signature for operation	None	2 minutes	Nurse St. Camillus Ward
	2.1 Issues Operating Room Schedule Form indicating amount as partial payment for official receipt supplies	None	2 minutes	Nurse St. Camillus Ward
3. Pays to cashier	3. None	Php 1500.00 for initial payment	5 minutes	Cashier Cash Department





4. Presents OR Schedule Form with official receipt to Nurse on duty at the Nurses' Station	4. Forwards OR Schedule to the Operating Room	None	2 minutes	Nurse St. Camillus Ward
5. None	5. Issues prescription, request for blood and other supplies.	None	2 minutes	Nurse St. Camillus Ward
6. Procures prescribed medicines and supplies/ secures blood from blood bank	6. Checks medicines received and procured blood.	None	2 minutes	Nurse St. Camillus Ward
7. None	7. Accomplishes the pre-operative checklist  7.1 Gives pre-operative medications ordered by a physician prior to transfer to OR	None	5 minutes	Nurse St. Camillus Ward
	<b>TOTAL</b>	<b>Php 1500.00 initial payment</b>	<b>30 minutes</b>	



## 4. TRANSFER OF ACCOMMODATION

### Transfer of Accommodation from Pay to Service

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written order from Physician (1, Original Copy) b. Transfer Notice Form (2, Original Copies)		a. Nurse's Station b. Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Folks requests transfer to service accommodation.	1. Inquires availability of bed.	None	3 minutes	Nurse St. Camillus Ward
2. None	2. Informs resident-on-duty.	None	2 minutes	Nurse St. Camillus Ward
	2.1 Instructs responsible companion to go to Admitting Section.	None	2 minutes	Nurse St. Camillus Ward
3. Folks verifies from Admitting Section	3. Appraises responsible companion of room of choice and other charges.	None	2 minutes	Data Encoder Admitting Section
4. None	4. Issues transfer notice.	None	2 minutes	Data Encoder Admitting Section
5. None	5. Instructs folks to go to Social Service/ Senior House Officer for approval	None	2 minutes	Data Encoder Admitting Section



6. Brings transfer notice to Social Service/ Senior House Officer	6. Social worker/ Senior House Officer approves request for transfer to service accommodation.	None	2 minutes	<i>Social Worker/ Senior House Officer Social Service Department</i>
7. Presents approved transfer notice to ward.	7. Informs resident-on-duty of transfer.	None	5 minutes	<i>Nurse St. Camillus Ward</i>
	7.1 Facilitates transfer of patient to service accommodation.	None	5 minutes	<i>Nurse St. Camillus Ward</i>
	7.2. Endorses patient to ward nurse-on-duty.	None	5 minutes	<i>Nurse St. Camillus Ward</i>
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



## 5. DISCHARGING PATIENT

Procedure for the discharge of patient

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Discharge orders from physician (1, <i>Original Copy</i> ) b. May Go Home Slip (1, <i>Original Copy</i> ) c. Discharge Slip (2, <i>Original Copies</i> )		a. Nurse's Station b. Nurse's Station c. Cash Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agrees to go home	1. Carries out doctor's order	None	10 minutes	Nurse St. Camillus Ward
	1.1 Informs patient/responsible companion of discharge	None	2 minutes	Nurse St. Camillus Ward
	1.2 Gives blood clearance slip for clearance and instruct folks of remaining medicines and supplies for credit memo.	None	2 minutes	Nurse St. Camillus Ward
2. Presents official receipt or charge slips of medicine or supplies for credit memo.	2. Facilitates approval of credit memo for all medicines/ supplies by the pharmacy/ internal audit services.	None	15 minutes	Nurse / Nursing Aide St. Camillus Ward
3. None	3. Issues may go home slip and instruct folks of discharge procedure.	None	2 minutes	Nurse St. Camillus Ward



4. Presents May Go home Slip to Billing Section	4. Accomplishes Statement of Account	None	1 minute	<i>Clerk</i> Billing Section
5. Pays to the cashier	5. Receives payment and issues official receipts and discharge slip	None	1 minute	<i>Cashier</i> Cash Department
6. Presents discharge slip to nurse	6. Checks for receipt of hospital bills and professional fees of the attending physicians.	None	1 minute	<i>Nurse</i> St. Camillus Ward
	6.1 Receives and signs discharge slip	None	1 minute	
7. Receives instructions	7. Gives Home instructions and discharges patient	None	2 minutes	<i>Nurse</i> St. Camillus Ward
	7.1 Transports patient to exit and instructs responsible companion to give copy of Discharge Slip to guard	None	3 minutes	<i>Institutional Worker</i> St. Camillus Ward
	<b>TOTAL</b>	<b>None</b>	<b>40 minutes</b>	



## 6. CREDIT MEMO

Credit Memo of Unused Medicines/Supplies/Laboratory/Diagnostic Examination

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Credit Memo Slip (3, Original Copies)		a. Nurses' Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. None	1. Checks discontinued medicines / unused supplies/laboratory/diagnostic examination and affixes signature.	None	2 minutes	Nurse St. Camillus Ward
2. Presents medicines/ supplies with official receipts to nurse-on-duty.	2. Lists discontinued medicines, supplies, laboratory/ diagnostic examination and affixes signature.	None	5 minutes	Nurse St. Camillus Ward
3. None	3. Forwards medicines, supplies, laboratory/ diagnostic requests to designated department.	None	5 minutes	Nursing Aide St. Camillus Ward
4. None	4. Checks items, prices, receipts, and affixes signature in credit memo form.	None	5 minutes	Data Encoder Designated Department/s
5. None	5. Rechecks items, prices, and receipts and affixes signature in credit memo form.	None	3 minutes	Data Encoder COA
6. None	6. Forwards receipts and credit memo slip to Billing Section.	None	3 minutes	Nursing Aide St. Camillus Ward



7. None	7. Receives receipts and memo slip.	None	2 minutes	<i>Data Encoder Billing Section</i>
8. None	8. Reflects credit memo in Statement of Account.	None	5 minutes	<i>Data Encoder Billing Section</i>
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



## 7. EXPIRED PATIENT

### Releasing of Cadaver

Office or Division:	St. Camillus Ward			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/Responsible Companions Admitted at St. Camillus Ward			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Physician's written order (1, <i>Original Copy</i> ) b. Release of cadaver (2, <i>Original Copies</i> )		a. Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledges death of patient.	1. Secures result of Long Lead II of patient	None	2 minutes	<i>Cardio Technician</i> Cardiovascular Unit
	1.1 Carries out doctor's order regarding death of patient and accomplishes Release of Cadaver	None	10 minutes	<i>Nurse</i> St. Camillus Ward
2. Signs "Release of Cadaver" form	2. Instructs responsible companion to bring Release of Cadaver form to Admitting Section/Social Services/Senior House Officer	None	2 minutes	<i>Nurse</i> St. Camillus Ward
3. Brings Release of Cadaver form to Credit and Collection Office.	3. Issues promissory note.	None	5 minutes	<i>Data Encoder</i> Credit and Collection Office
4. Presents Release of Cadaver form and promissory note to Social Services/ Senior House Officer	4. Signs Release of Cadaver form	None	2 minutes	<i>Social Worker / Appointed SHO</i> Social Services/ Senior House Officer





5. Presents signed Release of Cadaver form to Admitting Clerk.	5. Instruct folks to give the release of cadaver form to the guard on duty in charge of the morgue.	None	2 minutes	<i>Data Encoder / Administrative Officer Admitting Section</i>
6. Presents Release of Cadaver form to guard on duty	6. Signs Release of Cadaver form and releases cadaver to folks	None	2 minutes	<i>Guard Exit Gate</i>
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	



**HEALTH INFORMATION MANAGEMENT OFFICE**  
**ADMITTING SECTION**  
**External Services**



## 1. PATIENT REGISTRATION

Patient registration shall be processed once patient was given triage slip at the Emergency Room.

Office or Division:	Health Information Management Office (Admitting Section)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients / Folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Triage slip (1, original copy) b. Information sheet (1, original copy) c. Consent for Admission (1, original copy) d. Data Privacy Consent (1, original copy) e. Admission and Discharge Record (1, original copy) f. Instructions on Amendment (1, original copy) g. Declaration (1, original copy)		a. Emergency Room Triage Area b-c Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled out Triage Slip	1.1 Receives Triage Slip and Informs client to fill out Information Sheet, Consent for Admission, Data Privacy Consent for registration, Instructions on Amendment and Declaration	None	3 minutes	Admitting Clerk Admitting Section
2. Fills out Information Sheet, Consent for Admission and Data Privacy Consent	2.1 Encodes patient information based on the information sheet filled out by the folks	None	10 minutes	Admitting Clerk Admitting Section
	2.2 Checks print out patient admission and discharge record		2 minutes	Admitting Clerk Admitting Section



3. Validates printed admission and discharge record and fill-out instructions for amendment.	3.1 Explains to patient/responsible companion regarding the content of Declaration	None	5 minutes	<i>Admitting Clerk</i> Admitting Section
4. Receives Admission and Discharge Record, Consent for Admission, Data privacy consent, I.D. Band, Bantay I.D. and instructions on amendment	4.1 Issues Admission and Discharge Record, Consent for Admission, Data privacy consent I.D. Band, Bantay I.D and instructions on amendment	None	3 minutes	<i>Admitting Clerk</i> Admitting Section
	4.2 Instructs patient/folks to proceed to ER nurse station for admission	None	2 minutes	<i>Admitting Clerk</i> Admitting Section
	<b>TOTAL</b>	<b>None</b>	<b>25 minutes</b>	



## 2. ADMISSION OF PAY AND SERVICE PATIENTS

Patients admission shall be processed once patient was given admission slip at the Emergency Room.

Office or Division:	Health Information Management Office (Admitting Section)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients / Folks / Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Admission Slip (1, original copy) b. Admission and Discharge Record (1, original copy) c. Instructions on Amendment (1, original copy) d. Charge Slip (1, original copy) e. Checklist with Clinical History (1, original copy) f. Instructions on Amendment (1, original copy) g. Declaration (1, original copy)		a. Emergency Room- Nurses Station b-e. Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled out Admission slip	1.1 Receives Admission slip and checks patient's data in the RMIS	None	1 minute	Admitting Clerk Admitting Section
	1.2 Appraises patient/responsible companion regarding room status and room rates		2 minutes	Admitting Clerk Admitting Section
	1.3 Encodes patient's provisional diagnosis, date and time of admission, name of attending physician and transfer to room of assignment.		10 minutes	Admitting Clerk Admitting Section
	1.4 Verifies patient's information and prints out Admission and Discharge Record		2 minutes	Admitting Clerk Admitting Section



2. Checks printed Admission and Discharge record and fill-out instructions on amendment	2.1 Informs patient/responsible companion to check patients data and explains content of Declaration	None	5 minutes	Admitting Clerk Admitting Section
3. Signs charge slip	3.1 Makes charges for Watcher's I.D., ER fee (Comfort Kit and Pillow for pay patients) and I.D Band  3.2 Issues Admission and Discharge Record with checklist and clinical history, watcher's ID, I.D Band, Comfort Kit and Pillow (for Pay patient only), instructions on amendment and copy of charge slip.	None	5 minutes  3 minutes	Admitting Clerk Admitting Section
4. Receives Admission and Discharge Record with Checklist and Clinical History, Watcher's I.D., I.D. band, Comfort kit and Pillow (for pay patient, only) , and copy of charge slip	4.4 Instructs patient/folks to proceed to ER nurse station for admission.	None	2 minutes	Admitting Clerk Admitting Section
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	



### 3. ISSUANCE OF CERTIFICATES (MEDICAL AND MEDICO LEGAL CERTIFICATE) FOR ER PATIENTS

Patients/folks or authorized representative requesting for certificates (Medical and Medico Legal) while patient is still in the Emergency Room.

Office or Division:	Health Information Management Office (Admitting Section)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients / Authorized Representative of Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Valid Identification card of requestor (1, original copy) b. Transaction logsheet (1, original copy) c. Forms (1, original copy) d. Order of Payment (1, original copy) e. Official Receipt (1, original copy)  <b>Additional Requirement (For Representative)</b> f. Authorization letter (1, original copy) g. Valid ID's of the Patient and of the Authorized Representative (1, photocopy)		a. Requesting party b-d. Admitting Section e. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Folks/authorized representative logs in the Transaction logsheet	1. Instructs client to fill out the Transaction logsheet for documentation of request	None.	3 minutes	Admitting Clerk Admitting Section
2. Requests for documents needed	2. Verifies patient's data and gives out instructions based on the document requested	None.	4 minutes	Admitting Clerk Admitting Section



3. Secure Medical Certificate form. Folks brings certificate form to Nurse on Duty for Physician's diagnosis and signature	3. Issues appropriate form and Order of Payment for the requested certificate		3 minutes	<i>Admitting Clerk</i> Admitting Section
4. Pays to the Cashier	4. Receives payment and issues Official Receipt	Php50.00	5 minutes	Collecting Officer Cashier
5. Brings accomplished Medical Certificate and Official Receipt to Admitting Section	5. Types, documents and releases certificate	None.	5 minutes	<i>Admitting Clerk</i> Admitting Section
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	





#### 4. RELEASING OF DEATH CERTIFICATES FOR REGISTRATION AT LOCAL CIVIL REGISTRAR

Nearest kin/authorized representative of deceased requests for death certificate for registration to the Local Civil Registrar

Office or Division:	Health Information Management Office (Admitting Section)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Authorized Claimant/Folks of Expired Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Transaction Logsheet (1, original copy) b. Accomplished Death Certificate (1, original copy) c. Approved Clearance (1, original copy) d. Valid Identification card (valid ID, birth certificate, etc. of deceased) (1, original copy) <b>Additional Requirement (For Representative)</b> e. Authorization letter (1, original copy) f. Valid ID's of the Patient and of the Authorized Representative (1, photocopy)		a-b. Admitting Section  c. Billing and Claims d-e. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents clearance from Billing and Claims.	1. Checks clearance noted by Billing and Claims.	None	1 minute	Admitting Clerk Admitting Section
2. Fills out transaction logsheet and presents valid ID or authorization letter if not nearest kin of the deceased	2.1 Verifies the accomplished death certificate of the deceased.	None	2minutes	Admitting Clerk Admitting Section
	2.2 Supply and validates data of expired patient for encoding	None	5minutes	
	2.3 Prepares accomplished death certificate	None	10minutes	



3. Checks accomplished Certificate of Death for any correction before signing	3.1 Print out Certificate of Death	None	8 minutes	Admitting Clerk Admitting Section
	3.2 Machine copy for file		1 minute	
4. Signs in the death logbook	4.1 Issues four (4) copies to folks	None	5 minutes	Admitting Clerk Admitting Section
5. Receives accomplished death certificate	5.1 Instructs folks on how to register certificate at the Local Civil Registrar	None	2 minutes	Admitting Clerk Admitting Section
	5.2 Files machine copy of received death certificate in patients' health record.		1 minute	
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



## 5. DIRECT TO ROOM ADMISSION

Processing of patient's Direct to room admission once there is an available room and the Attending Physician issued Direct to room order.

Office or Division:	Health Information Management Office (Admitting Section)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Patients/ Folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Direct to Room Order (1, original copy) b. Information Sheet (1, original copy) c. Consent for admission (1, original copy) d. Data Privacy Consent (1, original copy) e. Admission and Discharge Record (1, original copy) (1, original copy) f. Charge Slip (1, original copy) g. Checklist (1, original copy) h. Clinical History (1, original copy) i. Instructions on Amendment (1, original copy) j. Declaration (1, original copy)		a. Emergency Room-Resident on Duty b-e. Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Direct to room Order	1.1 Receives Direct to Room Orders with room assignment.	None	5 minutes	Admitting Clerk Admitting Section
	1.2 Informs Ward-Nurse station regarding Direct to Room Admission		10 minutes	Admitting Clerk Admitting Section
	1.3 Appraises patient/ responsible companion regarding room status and room rates.		1 minute	Admitting Clerk Admitting Section



2. Fill out Information Sheet, Consent for Admission, Data Privacy Consent, Instructions on Amendment and Declaration	2.1 Instructs patient/ folks to fill out Information Sheet, Consent for Admission, Data Privacy Consent, Instructions on Amendment and Declaration	None	3 minutes	Admitting Clerk Admitting Section
	2.2 Encodes patient's provisional diagnosis, date and time of admission, name of attending physician and room assignment		10 minutes	
	2.3 Verifies patient's information and prints out Admission and Discharge Record		2 minutes	
3. Validates and checks printed data and fill out instructions on amendment.	3. Informs patient/ responsible companion to check patients data and explains content of Declaration	None	5 minutes	Admitting Clerk Admitting Section
4. Signs charge slip and receives Watcher's ID, Comfort kit and Pillow	4.1 Makes charges for Watcher's I.D., Comfort Kit and pillow and I.D Band	None	3 minutes	Admitting Clerk Admitting Section
	4.2 Issues Watcher's I.D, Comfort Kit and Pillow			Admitting Clerk Admitting Section
5. Waits for room transfer	5.1 Instructs to wait for ER-Nurse on Duty for room transfer	None	1 minute	Admitting Clerk Admitting Section
	5.2 Informs Emergency Room Nurse On Duty of Direct to Room admission.	None	2 minutes	Admitting Clerk Admitting Section
	<b>TOTAL</b>	<b>None</b>	<b>42 minutes</b>	



**HEALTH INFORMATION MANAGEMENT OFFICE -  
MAIN RECORDS  
External Services**



## 1. Issuance of Certificates (Medical, Medico Legal, Certificate of Confinement and Medical Abstract) for Admitted Patients

Patients/folks or authorized representative requesting for Certificates (Medical, Medico Legal, Certificate of Confinement) while patient is still admitted for various purposes

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All Patients/Folks of Patients and Authorized Representative of Patients Admitted/Consulted in this hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Valid Identification card of requestor (1, original copy) b. Transaction Logsheet (1, original copy) c. Order of Payment (1, original copy) d. Certificates (2, original copies) e. Official Receipt (1, original copy)		a. Requesting party b-d. Health Information Management Office (HIMO)  e. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Folks/authorized representative logs in the Transaction logsheet	1.1 HIMO staff instructs client to fill out the Transaction Logsheet for documentation of request	None	3 minutes	Data Encoder Administrative Assistant Administrative Officer
2. Requests for documents needed	2.1 Verifies patient's data and gives out instructions based on the document requested	None	4 minutes	Data Encoder Administrative Assistant Administrative Officer
3. Secure Medical Certificate form/Medical Abstract. Brings Medical Certificate/Medical Abstract form to Nurse on Duty for Physician's diagnosis and signature	3.1 Issues appropriate form and Order of Payment for the requested certificate	None	3 minutes	Data Encoder Administrative Assistant Administrative Officer
Certificate of Confiement	3.2 Types, validate patient data and number of days admitted	None	5 minutes	Data Encoder Administrative Assistant Administrative Officer



4. Pays to the Cashier	4. Receives payment and issues Official Receipt	Php 50.00	5 minutes	<i>Collecting Officer</i>
5. Brings accomplished Medical Certificate/Medical Abstract and Official Receipt to HIMO	5. Types, documents and releases medical certificate	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
	<b>TOTAL</b>	<b>Php 50.00</b>	<b>25 minutes</b>	



## 2. Releasing of Death Certificates for Registration at Local Civil Registrar (LCR)

Nearest kin/authorized representative of deceased requests for death certificate for registration to the Local Civil Registrar

- **Endorsement of death certificate from Nurses' Station is within twenty-four (24) hours from date and time of death**

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Authorized Claimant/Folks of Expired Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Transaction Logsheet (1, original copy) b. Municipal Form No. 103 (Death Certificate) (4, original copies) c. Amendment form on request for change of data (1, original copy) d. Death Information Sheet (1, original copy) e. Release of Responsibility on Death Registration Form (1, original copy) f. Approved Clearance (1, original copy) g. Valid Identification card of nearest kin and/or authorized representative (1, original copy) h. Authorization Letter/Special Power of Attorney (SPA) (1, original copy) i. Supporting Documents (valid ID, birth certificate, marriage certificate, etc.) (1, photocopy)		a-e. Health Information Management Office (HIMO)  f. Billing & Claims Counter g-i. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents approved Clearance form from Billing and Claims Section and valid ID or authorization letter/SPA if not nearest kin of the deceased	1. Checks for the accomplished death certificate of the deceased.	None	2 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>
Logs in the Transaction Logsheet		None	5 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>





2. Supply needed data in the death certificate and death information sheet	2. Validates data and prepares accomplished death certificate	None	10 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
If with correction, fills out Amendment form and presents supporting documents	2.1 If with correction in the data, validates supporting documents presented and change erroneous data	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
3. Re-checks encoded data in the death certificate before signing	3. Have death certificate checked and initialed by another HIMO personnel then machine copy for file	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer Statistician</i>
4. Signs in the deaths logbook and file copy	4. Releases four (4) copies of death certificate to folks (3 originals, 1 machine copy)	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
5. Signs two (2) copies of Release of Responsibility on Death Certificate form	5. Explain full responsibilities on death certification and release one (1) copy of Release of Responsibility on Death Certificate form	None	3 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
6. Receives accomplished death certificate	6. Gives instructions to folks on how to register certificate at the Local Civil Registrar	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
7. Submits machine copy of registered death certificate at the HIMO of WVSUMC ( <i>optional</i> )	7. Receives and files machine copy of death certificate	None	3 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>43 minutes</b>	



### 3. Issuance of Endorsement Form for Release of Registered Birth Certificates

Mothers requesting for the original copy of the birth certificate of the baby delivered in our hospital

- **Fifteen (15) calendar days after date of discharge of mother and baby**

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Legitimate claimants: 1. Mother and/or Father if married 2. Mother if unmarried 3. Authorized representative if married			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Transaction Logsheet (1, original copy) b. Approved Clearance (1, original copy) c. Valid Identification card of mother and/or authorized representative (1, original copy) d. Authorization letter from mother (1, original copy)		a. Health Information Management Office b. Billing and Claims Counter c-d. Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents approved Clearance form from Billing and Claims Section, valid ID/ authorization letter from the mother  Logs in the Transaction Logsheet	1. Checks in the births logbook if with registry number/transmittal date to LCR	None	5 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>



	2. Prepares and issues Endorsement form for Local Civil Registrar (LCR)	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
2. Signs at the births logbook and file copy for acknowledgment of receipt of Endorsement form	3. Instructs claimant to present to LCR the Endorsement form for release of the registered Birth certificate	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	



#### 4. Interviewing Informant for Data of Babies Delivered

Mother and/or Nearest kin provides information for the preparation of the baby's birth certificate

- **Before discharge of mother and baby from hospital**

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All mothers who delivered and/or Nearest Kin			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
a. Information Sheet (1, original copy) b. Release of Liability In the Registration of Birth Certificate (1, original copy) c. Declaration Form (1, original copy) d. Official Receipt (1, original copy) e. Valid Identification card of mother/father/nearest kin (1, original copy) f. Marriage Certificate (1, photocopy)			a-c. Health Information Management Office  d. Cashier's Counter e-f. Requesting Party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Supply necessary data for the preparation of birth certificate	1. Interviews father or mother/ nearest kin of baby and fill-out lacking data in the Information sheet	None	15 minutes	<i>Data Encoder Administrative Assistant</i>
2. Check filled-in Information sheet for correctness of spelling and data given	2. Let mother sign the Information sheet and the Release of Responsibility for Erroneous Entry	None	5 minutes	<i>Data Encoder Administrative Assistant</i>
3. For unmarried mothers but baby to be acknowledged by the father, inform HIMO personnel of the intention for acknowledgment  Signs Release of Liability in the Registration of Birth Certificate and/or Declaration form	3. Explain to father the requirements and procedure in the acknowledgment of paternity	None	5 minutes	<i>Data Encoder Administrative Assistant</i>
		None	3 minutes	<i>Data Encoder Administrative Assistant</i>



	4. Issues Order of Payment	None	3 minutes	<i>Data Encoder Administrative Assistant</i>
4. Pays to Cashier	5. Receives payment for Birth Certificate	Php 100.00	5 minutes	<i>Collecting Officer</i>
5. Present to HIMO personnel Official Receipt	6. Encode data in the Birth Certificate System and print out the final birth certificate form.	None	5 minutes	<i>Data Encoder Administrative Assistant</i>
Mother re-check encoded data and sign birth certificate forms		None	10 minutes	<i>Data Encoder Administrative Assistant</i>
6. For fathers who will acknowledge the baby, to sign at the Certificate of Live Birth	7. Encode data of the father in the Birth Certificate System and print out	None	5 minutes	<i>Data Encoder Administrative Assistant</i>
Father re-check data encoded and once without correction, let father sign in the Affidavit of Acknowledgment/ Admission of Paternity found at the back of the Certificate of Live Birth		None	5 minutes	<i>Data Encoder Administrative Assistant</i>
7. Receives instruction for the release of registered Birth certificate	8. Instruct mother or father/nearest kin to return after 15 to 30 calendar days from date of discharge for the issuance of endorsement form to LCR	None	5 minutes	<i>Data Encoder Administrative Assistant</i>



9. Receives instruction for processing of acknowledgement of paternity for unmarried couple where the child was acknowledged by the father	9. Instruct father and mother to return after 2 weeks from the date of discharge for the issuance of endorsement letter to LCR for processing of other requirements for the acknowledgement of paternity	None	5 minutes	<i>Date Encoder Administrative Assistant</i>
	<b>TOTAL</b>	<b>Php 100.00</b>	<b>1 hour &amp; 11 minutes</b>	



## 5. Data Gathering Procedure for Research

Requirement when gathering data in the hospital

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple – Complex			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Researchers with approved research study from Research Coordinator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Approved Research Registration form (1, <i>photocopy</i> ) b. Approved Data Request Form (1, <i>original copy</i> ) c. Two (2) valid Identification Cards (1, <i>original copy</i> )		a. Research Coordinator b. Health Information Management Office c. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits approved Data Request Form to HIMO- In Patient for researches requiring review of patients charts and/or data generation	1. HIMO staff validates request form for approval with the Data Protection Officer and HIMO Head	None	15 minutes	<i>Administrative Officer Statistician</i>
	1.1 For data generation, approved request is forwarded to the Statistician/Management Information System (MIS) for generation	None	3-7 days	<i>Administrative Officer Statistician</i>
2. Retrieves health records per research protocol	2. Orients the researcher on how to retrieve health records	None	5 minutes	<i>Administrative Officer Statistician</i>
3. Signs in HIMO Logbook for documentation	3. None	None	7 minutes	<i>Administrative Officer Statistician</i>
TOTAL		None	3- 7 days	



## 6. Releasing of Certificates (Medical, Medico Legal, Certificate of Confinement/SSS/GSIS and Insurance Claims Attachment) for Discharged Patients

Request for health records for claims processing of the patient

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All patients/folks of patients and authorized representative of patients admitted/consulted in this hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Transaction Logsheet (1, original copy) b. Health records (1, photocopy) c. Certificates (2, original copies) d. Claim stub (1, original copy) e. Valid Identification card of patient and/or authorized representative (1, original copy) f. Authorization letter/ Special Power of Attorney (SPA) (1, original copy) g. Claim form and checklist of requirements (1, original copy) h. Approval from Attending Physician/Chief Resident (1, original copy) i. Approved Clearance form (1, original copy) j. Official Receipt (1, original copy)		a-d. Health Information Management Office  e-g. Requesting Party   h. Attending Physician/Chief Resident i. Billing and Claims Counter j. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificates and/or accomplishment of claims and required attachment	1. Verifies patient's data and gives out instructions based on the document requested	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
Presents valid ID/ Authorization Letter and claim forms and logs in the Transaction logsheet	1.1 Retrieves record and call on Attending Physician (AP) or Resident In-Charge (RIC) for accomplishment of request	None	15 minutes (if Attending Physician/RIC is available)	<i>Data Encoder Administrative Assistant Administrative Officer</i>





2. Secures approved clearance form from Billing and Claims Section and pay the appropriate fees       Receives claim stub and instructions when to follow-up request	2. Issues Order of Payment	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
	2.1 Attending Physician/Resident in Charge accomplishes forms	None	30 minutes (Depends on availability of Attending Physician/Resident In-Charge)	<i>Attending Physician/ Resident In-Charge</i>
	2.2 If request/claims cannot be released within the prescribed time, issues claim stub and instruct folks	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
3. Pays to the Cashier	3. Receives payment and issues Official Receipt	Certificate- Php 50.00 Machine copy- Php2.00/page Authentication- Php 5.00/page	3 minutes	<i>Collecting Officer</i>
	3.1 Types claim/certificate requested and machine copy needed attachment	Other health records- Php 50.00 Processing fee- Php 100.00 to Php 200.00	10-20 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>



4. Presents approved Clearance from Billing and Official Receipt	4.1 Releases requested documents	None	5 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>
	4.2 Files approved clearance form and/or file copy of requested certificate	None	3 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>
	<b>TOTAL</b>	<b>Php 50.00- Php 200.00 (depends on request)</b>	<b>maximum – 1 hour &amp; 31 minutes</b>	



## 7. Releasing of Death Certificates for Interment Purposes

Nearest kin/authorized representative of deceased requests for death certificate for interment purposes

- **Endorsement of death certificate from Nurses' Station is within twenty-four (24) hours from date and time of death**

Office or Division:	Health Information Management Office (Main Records)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Authorized Claimant/Folks of Expired Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Transaction Logsheet (1, original copy) b. Municipal Form No. 103 (Death Certificate) (4, original copies) c. Amendment form on request for change of data (1, original copy) d. Death Information Sheet (1, original copy) e. Release of Responsibility on Death Registration Form (1, original copy) f. Approval for Release of Death Certificate Form (1, original copy) g. Valid Identification card of Nearest Kin (1, original copy) h. Authorization Letter/Special Power of Attorney (SPA) (1, original copy) i. Supporting Documents (valid ID, birth certificate, marriage certificate, etc.) (1, photocopy)		a-e. Health Information Management Office      f. Credit and Collection   g-i. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents approved Release of death certificate form from Credit and Collection and valid ID or authorization letter/SPA if not nearest kin of the deceased	1. Checks for the accomplished death certificate of the deceased.	None	2 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>
Logs in the Transaction Logsheet		None	5 minutes	<i>Data Encoder</i> <i>Administrative Assistant</i> <i>Administrative Officer</i>



2. Supply needed data in the death certificate	2. Validates data and prepares accomplished death certificate	None	10 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
If with correction, fills out Amendment form and presents supporting documents	2.1 If with correction in the data, validates supporting documents presented and change erroneous data	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
3. Re-checks encoded data in the death certificate before signing	3. Stamp "For Interment Purposes Only" in the death certificate and machine copy.	None	3 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
4. Signs in the machine copy	4. Releases one (1) copy of death certificate with stamp "For Interment Purposes Only" to folks	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
5. Receives death certificate for Interment purposes	5. Gives instructions to folks on how to get the original copies of death certificate	None	5 minutes	<i>Data Encoder Administrative Assistant Administrative Officer</i>
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes</b>	



**HEALTH INFORMATION MANAGEMENT OFFICE -  
OPD SERVICES  
External Services**



# 1. ISSUANCE OF MEDICAL CERTIFICATE AND OTHER DOCUMENTARY REQUIREMENTS AND BIRTH CERTIFICATE ENDORSEMENT/REFERRAL FORM

Issuance of requested Medical Certificate, Medical Abstract, Discharge Summary and SSS / GSIS / Insurance Documentary Requirements needed for financial and medical assistance and claims. Issues endorsement/ referral form for claim of Birth Certificate at the Local Civil Registrar

Office or Division:	Health Information Management Office (OPD)
Classification:	Simple
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	All patients consulted at the Out Patient Department, ER - Out Patient and discharged In Patient
CHECKLIST OF REQUIREMENTS	
<b>I. For Consulted Patients for the day</b> a. Medical Certificate Form (2, original copy) b. Medical Abstract Form (1, original copy) c. SSS / GSIS / Insurance Form (1, original copy) d. SSS / GSIS / Insurance Documentary Requirement Request (1, certified true copy)  <b>II. For OPD Consulted Patients with previous consultation, ER-OPD Consulted patients and discharged In Patient</b> a. Medical Certificate Form (2, original copy) b. Medical Abstract Form (1, original copy) c. SSS / GSIS / Insurance Form (1, original copy) d. SSS / GSIS / Insurance Documentary Requirement Request (1, certified true copy) e. discharge summary (1, photocopy)  <b>III. Birth Certificate endorsement/referral form</b> a. Valid Identification card of mother with picture and signature b. If mother is not available, authorization letter with valid identification card of mother and claimant	
WHERE TO SECURE	
<b>I. For Consulted Patients for the day</b> a. Out Patient Department Records Section b. Out Patient Department Records Section c. SSS/GSIS /Insurance Agency d. Out Patient Department Records Section  <b>II. For OPD Consulted Patients with previous consultation and ER-OPD Consulted patients</b> a. Out Patient Department Records Section b. Out Patient Department Records Section c. SSS/GSIS /Insurance Agency d. Out Patient Department Records Section e. Medical Records Section  <b>III. Birth Certificate endorsement/referral form</b> a. Client b. Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>I. For Consulted Patients for the day</i></b>				
1. Request Medical Certificate , Medical Abstract Form and SSS / GSIS / Insurance Documentary Requirements to OPD Records	1. Provides Medical Certificate , Medical Abstract Form and SSS / GSIS / Insurance Documentary Requirement to client	None	1 minute	Clerk OPD Records
2. Brings the Medical Certificate, Medical Abstract, SSS/ GSIS / Insurance Form to the Resident on duty	2. Accomplishes Medical Certificate with final diagnosis in four (4) copies and / or Medical Abstract.	None	3 minutes	Resident on Duty Clinical Department
	2.1 For Psychiatry patients (5 copies) and/or Medical Abstract	None	3 minutes	Resident on Duty Psych Department
3. Brings the duly accomplished draft of Medical Certificate / Medical Abstract/ SSS/GSIS/ Insurance to the Out Patient Record section	3. Prepares Official Medical Certificate and/or Medical Abstract	None	3 minutes	Clerk OPD Records
	3.1 Prepares SSS/GSIS/ Insurance Requirements	None	3 minutes	Clerk OPD Records
4. Secures Order of Payment	4. Issues Order of Payment	<b>Php 50.00</b> Med.Cert./SSS Med. Abstract/ GSIS  <b>Php100.00</b> for insurance processing	1 minute	Clerk OPD Records
5. Pays to the Cashier	5. Issues Official Receipt	None	5 minutes	Collecting Clerk OPD Cashier
6. Brings and presents Order of Payment and Official Receipt to OPD Records Clerk	6. Releases medical certificate/ medical abstract, SSS/GSIS/ Insurance processed	None	2 minutes	Clerk OPD Records



	6.1 Logs patient name in transaction log sheet	None	2 minutes	Clerk OPD Records
	<b>TOTAL</b>	<b>Php 50.00</b> Med.Cert./SSS Med. Abstract/ GSIS  <b>Php100.00</b> for insurance processing	<b>23 minutes</b>	

**II. For OPD consulted patients with previous consultation, ER-OPD consulted patients and discharged In Patients requests for Medical Certificate/ Medical Abstract/ Discharge Summary/SSS/GSIS/ Insurance processing**

**A. Request for Medical Certificate, Medical Abstract Form and SSS / GSIS / Insurance Documentary Requirements**

1. Requests Medical Certificate , Medical Abstract Form and SSS / GSIS / Insurance Documentary Requirements to OPD Records	1. Receives Request for Medical Certificate, and /or Medical Abstract and gets contact number of requestor	None	3 minutes	Clerk OPD Records
2. Waits for a text message from the OPD records clerk for the release of requested documents after 24 hours	2. Retrieves outpatient health record, and/or ER Chart of patient for processing of request  2. Checks availability of doctor and processes request	None  None	2 days	Clerk OPD Records  Clerk OPD Records
3. Secures Order of Payment	3. Issues Order of Payment	<b>Php 50.00</b> Med.Cert./SSS Med. Abstract/ GSIS  <b>Php100.00</b> for insurance processing	1 minute	Clerk OPD Records
4. Pays to the Cashier	4. Issues Official Receipt	None	5 minutes	Collecting Clerk OPD Cashier





5. Brings and presents Order of Payment and Official Receipt to OPD Records Clerk	5.1 Releases the Official Medical Certificate, and /or Medical Abstract and SSS/GSIS/ Insurance processed	None	2 minutes	Clerk OPD Records
	5.2 Logs patient name in transaction log sheet	None	4 minutes	Clerk OPD Records
	<b>TOTAL</b>	<b>None</b>	<b>2 days 15 minutes</b>	

**II. For OPD consulted patients with previous consultation, ER-OPD consulted patients and discharged In Patients requests for Medical Certificate/ Medical Abstract/ Discharge Summary/SSS/GSIS/ Insurance processing**

**B. Request for Discharge Summary**

1. Requests Discharge Summary	1. Receives Request for Discharge Summary	None	1 minute	Clerk OPD Records
2. Waits for his/her name to be called for release of requested documents	2. Calls Medical Records Section to prepare a copy of the Discharge Summary	None	1 minute	Clerk OPD Records
	2.1 Calls Billing Section and requests for account clearance	None	2 minutes	Clerk OPD Records
	2.2 Retrieves health records and Photocopy discharge summary	None	3 minutes	Clerk Medical Records
	2.3 Endorses Photocopy discharge summary to OPD Records	None	5 minutes	Clerk Medical Records
3. Secures Order of Payment	3. Issues Order of Payment	Php 50.00	1 minute	Clerk Medical Records



4. Pays to the Cashier	4. Issues Official Receipt	None	5 minutes	Collecting Clerk OPD Cashier
5. Brings and presents Order of Payment and Official Receipt to OPD Records Clerk	5. Releases the Official Medical Certificate, and /or Medical Abstract and SSS/GSIS/ Insurance processed	None	2 minutes	Clerk OPD Records
	5.1 Logs patient name in transaction log sheet	None	4 minutes	Clerk OPD Records
	<b>TOTAL</b>	<b>None</b>	<b>24 minutes</b>	

**II. For OPD consulted patients with previous consultation, ER-OPD consulted patients and discharged In Patients requests for Medical Certificate/ Medical Abstract/ Discharge Summary/SSS/GSIS/ Insurance processing**

**C. Request for Birth Certificate Endorsement/ Referral Form**

1. Requests for Birth Certificate Endorsement/ Referral	1. Receives Request for Birth Certificate Endorsement/ Referral	None	1 minute	Clerk OPD Records
2. Waits for his/her name to be called for release of requested documents	2. Calls Billing Section and requests for account clearance	None	2 minutes	Clerk OPD Records
	2.2 Calls client and releases Birth Certificate Endorsement/ Referral	None	1 minute	Clerk OPD Records
	2.3 Logs patient name in transaction log sheet	None	1 minute	Clerk OPD Records
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	



## 2. REGISTRATION OF OPD PATIENTS

Registration of patients at the Out Patient Consultation System prior to consultation.

Office or Division:	Health Information Management Office (OPD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All patients for consultation at the Out Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For NEW PATIENTS:</b> a. Patient's Information Sheet (1, original copy) b. Triage Slip (1, original copy) c. Priority Number (1, original copy) d. Consent for Data Collection and processing (1 copy for data subject, 1 copy hospital) e. Discharge Summary (for patients from admission) (1, photocopy)  <b>For OLD PATIENTS:</b> a. WVSUMC OPD Consultation Card / Blue Card (1, original copy) b. Patient's Information Sheet (1, original copy) c. Triage Slip (1, original copy) d. Priority Number (1, original copy)		<b>For NEW PATIENTS:</b> a-d. Triage Officer (Out Patient Department)   e. Medical Records Section (5th Floor)   <b>For OLD PATIENTS:</b> a. Patient b-d. Triage Officer (Out Patient Department)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nursing Aide/ Nurse endorses Triage Slip / Duly filled out Information Sheet / Out Patient Consultation Card /Blue Card, Consent for Data Collection and Processing and Priority Number of Patient	1. Receives necessary documents for registration and verifies patient's data in Out Patient Consultation System (OPCS)	None	2 minutes	Clerk OPD Records



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Patient waits for his/her name to be called at the department where he/she will be consulted	<b>A. Old Patient</b> 2. Registers Patient's name at Out Patient Consultation System (OPCS)	None	2 minutes	Clerk - OPD Records
	2.1 Prints OPD Patient Chart	None	1 minute	Clerk - OPD Records
	<b>B. New Patient (With Existing Record)</b> 2. Updates patient Record	None	2 minutes	Clerk - OPD Records
	2.1 Registers and encodes patient for consultation at OPCS	None	1 minute	Clerk - OPD Records
	2.2 Prints Out Patient Chart	None	1 minute	Clerk - OPD Records
	2.3 Makes a folder and issues Out Patient Consultation Card / Blue Card	None	1 minute	Clerk - OPD Records
	<b>C. New Patient (Without Existing Record)</b> 2. Assigns Out Patient Permanent Health Record Number (HRN)	None	1 minute	
	2.1 Encodes all data at OPCS	None	3 minutes	



	2.2 Registers and encodes patient for consultation at OPCS	None	1 minute	
	2.3 Prints Out Patient Chart	None	1 minute	
	2.4 Makes a folder and issues Out Patient Consultation Card / Blue Card	None	2 minutes	
	2.5 Forwards duly registered Out Patient Consultation Chart / folder with Out Patient Consultation Card /Blue Card to OPD Records Filing Room for retrieval of patient health record	None	1 minute	
	2.6 Logs out Patient Health Records for endorsement to nurse station for distribution to different clinical departments	None	1 minute	
		<b>Registration of Old Patient TOTAL</b>	3 minutes	
		<b>Registration of New Patient (With Existing Record) TOTAL</b>	5 minutes	
		<b>Registration of New Patient (Without Existing Record) TOTAL</b>	10 minutes	



### 3. RETRIEVAL OF OUT-PATIENT HEALTH RECORD

Retrieval of patient health record for consultation.

Office or Division:	Health Information Management Office (OPD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	All patients for consultation at the Out Patient Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For NEW PATIENT</b> a. Duly registered Out Patient folder (1, original copy) <b>For OLD PATIENT</b> a. Duly registered Out Patient consultation chart (1, original copy)		<b>For NEW PATIENT</b> a. Out Patient Department Records Section  <b>For OLD PATIENT</b> a. Out Patient Department Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient waits for his/her name to be called at the department where he/she will be consulted	<b>A. Patient With Existing Record</b> 1. Receives Out Patient Consultation Chart from registration and retrieves Out Patient Health record	None	3 minute	Clerk OPD Records
	1.1 Logs outpatient name, hospital record number and time of endorsement at the designated log book per clinical department	None	1 minute	Clerk OPD Records
	1.2 Endorses the patient health record to nurse station for distribution to different clinical departments	None	1 minute	Clerk OPD Records
	<b>Retrieval of OPHR with Existing Record TOTAL</b>	<b>None</b>	<b>5 minutes</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>B. Without Existing Record</b> 1. Receives Out Patient Consultation Folder from registration and retrieves Out Patient Health Record / and/or ER Chart (if available)  1.1 Logs out patient name , hospital record number and time of endorsement at the designated log book per clinical department  1.2 Endorses the patient health record to nurse station for distribution to different clinical departments	None   None   None	1 minute   1 minute   1 minute	Clerk OPD Records   Clerk OPD Records   Clerk OPD Records
	<b>Retrieval of OPHR without Existing Record TOTAL</b>	<b>None</b>	<b>3 minutes</b>	



**NURSING SERVICE OFFICE  
OUT-PATIENT DEPARTMENT  
External Service**





# 1. AVAILMENT OF OUT PATIENT CONSULTATION

Out-patient Department consultation services.

Office or Division:	Nursing Service Office(OPD)			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	All patients for consultation at the Out Patient Department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For NEW PATIENTS:</b> a. Patient's Information Sheet (1, original copy) b. Triage Slip (1, original copy) c. Priority Number (1, original copy) d. Consent for Data Collection and processing (1copy for data subject, 1 copy hospital) e. Discharge Summary (for patients from admission) (1, photocopy) <b>For OLD PATIENTS:</b> a. WVSUMC OPD Consultation Card / Blue Card (1, original copy) b. Patient's Information Sheet (1, original copy) c. Triage Slip (1, original copy) d. Priority Number (1, original copy)		<b>For NEW PATIENTS:</b> a-d. Triage Officer (Out Patient Department)  e. Medical Records Section (Cancer Center)  <b>For OLD PATIENTS:</b> a. Patient  b-d. Triage Officer (Out Patient Department)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. FOR NEW PATIENTS</b>				
1. Presents his self /herself to triage officer for consultation and secures priority number	1. Interviews patient and give out information sheet, Consent for Data Collection, Health Declaration and priority number.	None.	6 minutes	OPD Nurse Triage Officer
2. Submits duly filled out Information sheet, Consent for Data Collection and processing, and Health Declaration form to Triage officer	2. Issues order of payment		1 minute	OPD Nurse Triage Officer



3. Pays to the Cashier	3. Issues Official Receipt	<b>For New Patient- Php100.00</b>	3 minutes	<i>Collecting Clerk OPD Cashier</i>
4. Brings and presents Order of Payment and Official Receipt to Triage Officer	4. Records Official Receipt Number to the Order of Payment	None	1 minute	<i>OPD Nurse Triage Officer</i>
5. Waits for his/her name to be called for consultation at the designated clinical department	5. Endorses Triage Slip / Duly filled out Information Sheet / Out Patient Consultation Card /Blue Card, Consent for Data Collection and Processing and Priority Number of Patient for Registration	None	2 minutes	<i>Nursing Aide/ Midwife</i>
	5.1 Registers patient for consultation	None	Old Patients- 15 minutes	<i>Clerk OPD Records</i>
	5.2 Retrieves and endorses patient health record for consultation to OPD Nurse Station	None	With or Without Existing Record- 5 minutes	<i>Clerk OPD Records</i>
	5.3 Receives patient health record for consultation and distributes to the designated clinical departments	None	5 minutes	<i>Nursing Aide</i>



6. Sees the resident on duty for consultation	6. Consults patient	None	10 minutes	<i>Resident on Duty</i>
7. Receives Prescription and Diagnostic Requests and Discharged	7. Collect patient health records from the designated clinical departments	None	5 minutes	<i>Nurse</i>
	7.1 Carries out doctors' orders and checks for completeness of patient health record	None	20 minutes	<i>Nurse</i>
	7.2 Endorses complete health records to Out Patient Records for Processing and Filing	None	5 minutes	<i>Nurse</i>
		<b>TOTAL</b>	<b>78 minutes = 1 hour and 8 minutes</b>	
<b>II. OLD PATIENT</b>				
1. Presents his self /herself to triage officer for consultation and secures priority number	1. Interviews patient and give out information sheet, Consent for Data Collection, Health Declaration and priority number.	None	6 minutes	<i>OPD Nurse Triage Officer</i>
2. Submits duly filled out Information sheet, Consent for Data Collection and processing, and Health Declaration form to Triage officer	2. Issues order of payment	<b>For Old Patient-</b>	1 minute	<i>OPD Nurse Triage Officer</i>



3. Pays to the Cashier	3. Issues Official Receipt	Php50.00	5 minutes	<i>Collecting Clerk OPD Cashier</i>
4. Brings and presents Order of Payment and Official Receipt to Triage Officer	4. Records Official Receipt Number to the Order of Payment	None	1 minute	<i>OPD Nurse Triage Officer</i>
5. Waits for his/her name to be called for consultation at the designated clinical department	5. Endorses Triage Slip / Duly filled out Information Sheet / Out Patient Consultation Card /Blue Card, Consent for Data Collection and Processing, Health Declaration Form and Priority Number of Patient for Registration	None	2 minutes	<i>Nursing Aide</i>
	5.1 Registers patient for consultation	None	Old Patients- 5 minutes	<i>Clerk OPD Records</i>
	5.2 Retrieves and endorses patient health record for consultation to OPD Nurse Station	None	With or Without Existing Record- 5 minutes	<i>Clerk OPD Records</i>
	5.3 Receives patient health record for consultation and distributes to the designated clinical departments	None	5 minutes	<i>Nursing Aide</i>
6. Sees the resident on duty for consultation	6. Consults patient	None	10 minutes	<i>Resident on Duty</i>



7. Receives Prescription and Diagnostic Requests and Discharged	7. Collect patient health records from the designated clinical departments	None	5 minutes	<i>Nurse</i>
	7.1 Carries out doctors' orders and checks for completeness of patient health record	None	20 minutes	<i>Nurse</i>
	7.2 Endorses complete health records to Out Patient Records for Processing and Filing	None	5 minutes	<i>Nurse</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 10 minutes</b>	



**NURSING SERVICE OFFICE**  
**ICU COMPLEX**  
**External Services**



## 1. ADMISSION

Receiving the Patient from the Emergency Room

Office or Division:	ICU – Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pay / Service patients who are critically ill / needs ICU care, Responsible guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Order for admission (1 original copy) b. ICU-Complex Policy (1 original copy) c. ICU-Complex Folk's Orientation (1 original copy)		a. Attending Physician/Resident b. ICU-Complex department c. ICU-Complex department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Occupies assigned bed.	1. Accompanies and position patients on bed. Assess and provide initial needs.	Room Rates: Pay: P1,800.00 Service: None	5 minutes	Nurse on duty
2. Comply and process necessary document/request for treatment	2. Carry out and transcribe doctor's order	None	15 minutes	Nurse on Duty
3. Receive orientation regarding ICU guidelines and ICU set-up and sign in the logbook	3. Orient patient/folks regarding set up, ICU policy, fees and charges.	None	3 minutes	Nurse on duty Nursing Aide
4. Presents available medicines, medical surgical supplies and official receipts of diagnostic procedures.	4. Checks availability of prescribed medicines/supplies. Verifies laboratory/diagnostics procedures requested.	None	1 minute	Nurse on duty
	5. Record patient's name in census logbook with time, date	None	1 minute	Nurse on duty
	<b>TOTAL</b>	<b>Pay: P1,800.00/day Service: None</b>	<b>25 minutes</b>	



## 2. ISSUANCE OF REQUEST FOR LABORATORY/DIAGNOSTIC PROCEDURES

### Issuance of Laboratory request and Diagnostics procedures

Office or Division:	ICU – Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pay / Service patients who are critically ill / needs ICU care, Responsible guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Physician's written order (1 original copy) b. Laboratory/Diagnostic Requests (1 original copy each) c. Consent (if applies) (1 original copy) d. Official Receipt (1 original copy) e. Charge Slip (1 original copy)		a. Attending Physician/Resident b. Nurse on duty c. Nurse on duty d. Cashier e. Responsible Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives Requests needed for necessary laboratory and diagnostic procedure	1. Provide or issues duly accomplish forms or request.	None	1 minute	Nurse on duty
2. Present request to designated departments for pricing.	2. Instructs client to proceed to the concern department	c/o responsible Department	5 minutes	Nurse on Duty
3. For cash basis: Present request/s for pricing and payment	3. Receive payment and issue official receipt	None	5 minutes	Collecting Officer Cashier
3.1 For credit basis: present request/s to social service for approval	3.1 Assess request for charging if approved or not.	None	5 minutes	Laboratory Diagnostics Social Service Officer
3.2 For patients admitted within 24 hours: Presents request to the designated department for charging.	3.2 The concern department issue charge slip for the said request/s	None	1 minute	Senior House Officer(after Office Hours Laboratory





3.3 For NBB patients:  Presents request/s to the designated department.	3.3 For request/s available in the hospital: The concern department issue charge slip for the said request/s	None	1 minute	<i>Diagnostics</i>
	4.3 For request/s not available in the hospital: Have the requests assessed and signed by the Chief Resident of the Department. Then, processed by the concerned department		5 minutes	<i>Laboratory Diagnostics</i>  <i>Resident on Duty</i> <i>Nurse on Duty</i> <i>Chief Resident/</i> <i>Senior Resident</i>  <i>Laboratory Diagnostics</i>
4. Presents requests and official receipts or charge slips to concerned department	4. Schedule Procedure	None	1 minute	<i>Laboratory Diagnostics</i>
5. Informs Nurse on Duty of Payment/ Charge for the request/s	5. Takes note of schedule and preparation.	None	1 minute	<i>Laboratory Diagnostics</i> <i>Nurse on Duty</i>
	<b>TOTAL</b>	<i>(total amount varies depending on the availed service/s)</i>	<b>25 minutes</b>	



### 3. PREPARING PATIENT FOR SURGICAL OPERATION

#### Preparation of patient's surgical operation

Office or Division:	ICU – Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pay / Service patients who are critically ill / needs ICU care, Responsible guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Physician's order for operation (1, original copy) b. Duly-signed Authorization for Surgical Procedure form (1, original copy) c. Anesthesia Consent Form (1, original copy) d. Operating Room Schedule Form (3, original copies) e. Pre-op checklist (1, original copy)		a. Attending Physician / Surgery Resident-on-duty b. Nurse-on-duty c. Attending Physician/Anesthesia Resident-on-duty d. Nurse-on-duty e. Nurse-on-duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs Authorization for Surgical Procedure form	1. Checks for duly signed Authorization for Surgical Procedure form 1.1 Informs Operating Room Nurse for the schedule of operation 1.2 Issues Schedule of Operation Form, indicates amount to be settled 1.3 Instructs to go to the Cashier/MSWDO for payment/charging	None	10 minutes	Nurse-on-duty



2. Signs Anesthesia Consent Form	2. Informs the type of procedure to be done, the kind of anesthesia to be used, the risks and benefits for the type of procedure and anesthesia, and expected patient response.	None	10 minutes	<i>Anesthesia Resident-on-Duty</i>
3. Secures Schedule of Operation Form and proceeds to the Cashier/MSWDO for payment/charging.	4. Releases schedule of Operation Form and issues Official Receipt for payment or approval for the charged procedure.	Php ₱1500.00 for initial payment	2 minutes	<i>Cashier Collecting officer MSWDO Officer</i>
4. Presents Schedule of Operation Form with Official Receipt / approval of MSWDO to the Nurse-on-Duty	5. Forwards Schedule of Operation Form to the Operating Room Complex.	None	5 minutes	<i>Nurse on duty</i>
5. Secures requested items for OR use.	6. Issues prescriptions for medications/supplies and /or requests for blood or laboratories, etc. for OR use	None	5 minutes	<i>Nurse on duty</i>
	<b>TOTAL</b>	<b><i>(total amount varies depending on the availed service/s)</i></b>	<b>32 minutes</b>	



## 4. TRANSFER OF ACCOMMODATION

### Transfer of Accommodation from Pay to Service

Office or Division:	ICU-Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pay patients who are critically ill/needs ICU care, Responsible guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Written order from Physician (1, original copy) b. Transfer Notice Form (2, original copies)		a. Nurse's Station b. Admitting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request transfer from pay to Service accommodation.	1. Physician order of transfer to service accommodation. Apprises folks of room and other charges. Informs admitting clerk of folks desire to transfer.	None	2 minutes	Nurse on Duty
2. Sign transfer notice.	2. Issue transfer notice. Instruct folks to present transfer notice to billing section	None	3 minutes	Admitting Clerk
3. Presents Transfer Notice to Billing Section and requests for statement of accounts.	3. Provides client of statement of accounts.	None	5 minutes	Billing Clerk
4. Bring statement of accounts to cashier for payment.	4. Receives payment and issues official receipt.	None	2 minutes	Cashier
5. When accounts cannot be fully paid: Seeks approval from Social Service Office or Senior House Officer (after office hours and holidays)	5. Approves transfer	None	2 minutes	Social Service/Senior House Officer



6. Presents transfer of notice and receipts of payment to Nurse on Duty.	6. Receives approved transfer notice and forward to Admitting Clerk after signing.	None	2 minutes	<i>Nurse on Duty</i>
7. Brings signed transfer notice to Admitting Clerk.	7. Receive signed transfer notice from Nurses station.	None	2 minutes	<i>Admitting Clerk</i>
	<b>TOTAL</b>	<b>None</b>	<b>18 minutes</b>	



## 5. DISCHARGING PATIENT

Procedure for the discharge of patient

Office or Division:	ICU – Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pay / Service patients who are critically ill / needs ICU care, Responsible guardian			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Order for Discharge(1, original copy) b. Blood Clearance(1, original copy) c. Final Diagnosis on Chart(1, original copy) d. CF4(1, original copy) e. Discharge Summary(1, original copy) f. Operation Record (if applicable)(1, original copy) g. Anesthesia Record (if applicable)(1, original copy)		a. Attending Physician/Resident b. Blood Station c. Resident on Duty d. Resident on Duty e. Resident on Duty f. Surgery ROD g. Anesthesia ROD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents unused medicines with official receipts, charge slips for credit memo, replacement and blood clearance	1. Reminds folks of unused medicines/supplies for credit memo, replacement and blood clearance	None	1 minute	Nurse on Duty
2.Pre pares payment for doctors bill	2. Secure and forward doctors bill	None	1 minute	Nurse on duty Nursing Aide
3. In Case of HAMA (Home Against Medical Advice), Signs Waiver	3. Prepares and witness signing of waiver	None	1 minutes	Nurse on duty Resident Attending Physician



4. Awaits acceptance of Necessary Documents	4. Forward Face Chart, CF4, Discharge Summary, Credit Memo, Trauma sheet Operative and Anesthesia Records( if applicable), & Photocopies of Laboratories to PHILHEALTH Dept.	None	5 minutes	<i>Nurse on duty Nursing Aide</i>
5. Receives May Go Home slip form and forward to billing department	5. Issues May Go Home Slip and instructs folks to present MGH slip to Billing Section	None	6 Minutes	<i>Nurse on Duty</i>
6. Brings Statement of Accounts to Cashier	6. Issues Statement of Accounts	None	5 minutes	<i>Billing Section</i>
7. Pays to the cashier	7. Received Payment and issues official receipt and discharge slip	None	5 minutes	<i>Cashier Collecting officer</i>
8. Present receipts and Discharge Slip to the Nurse on Duty	8. Receives Discharge slip	None	1 minute	<i>Nurse on Duty</i>
9. Receives Going Home Instructions, Prescription and Medication.	9. Gives May Go Home Instructions, Health Teachings, and signs Discharge Slip	None	5 minutes	<i>Nurse on Duty</i>
10. Receives Discharge slip duly signed by Nurse on Duty	10. Gives Discharge slip to patient or folks and prepares transport.	None	1 minute	<i>Nurse on Duty</i>
11. Presents Discharge Slip to Guard on Duty	11. Receives Discharge Slip and forwards to Admitting Section	None	2 minutes	<i>Guard on Duty</i>
	<b>TOTAL</b>	<b>None</b>	<b>33 minutes</b>	



## 6. CREDIT MEMO

Credit Memo of Unused Medicines/Supplies/Laboratory/Diagnostic Examination

Office or Division:	ICU – Complex			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Pay / Service patients who are critically ill / needs ICU care, Responsible guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a) Credit Memo Slip (3, original copies) b) Medicines, Supplies, and other Requests (1 original copy) c) Charge Slip or Official Receipt (1 original copy)		a) Nurses' Station b) Nurses' Station c) Folks/ Responsible Guardian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gives official receipts/charge slips of unused medications/supplies and/or unperformed laboratories/services.	1. Gathers unused medications/supplies, secures unperformed requests of laboratories/services, fill-in Credit Memo/Sales Return Slip.	None	10 minutes	Nurse-on-duty Nursing Attendant
2. None	2. Forwards medicines/ laboratories/supplies to designated departments for processing.	None	10 minutes	Nurse on duty Nursing Aide
3. None	3. Checks items/ prices and official receipts	None	5 minutes	Clerk (X-ray, Laboratories, Pulmonary Unit, Pharmacy)
4. None	4. Re Check Items prices and official receipts	None	5 minutes	Internal Audit Services
5. None	5. Forwards Official receipt, Credit memo slip to billing section	None	5 minutes	Nursing Attendant Billing section staff
6. None	6. Receives Official Receipt and credit memo	None	3 minutes	Clerk Billing Section





7. Rechecks statement of Accounts if items returned has been deducted to the total bills.	7. Reflects Credit Memo in Statement of Accounts	None	5 Minutes	<i>Billing Section</i>
	<b>TOTAL</b>	<b>None</b>	<b>43 minutes</b>	



## 7. EXPIRED PATIENT

Releasing of Cadaver

<b>Office or Division:</b>	ICU – Complex			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Pay / Service patients who are critically ill / needs ICU care, Responsible guardian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Post Mortem Care Order (1, original copy) b. Release of Cadaver(2, original copies) c. Cadaver Bag (1 piece)		a. Attending Physician/ Resident b. Nurse on Duty c. Pharmacy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Signs release of cadaver form and identifies funeral parlor of choice	1. Accomplishes and Issues Release of Cadaver Form to Folks and Does post-mortem care of patient.	None	2 minutes	<i>Resident on duty Attending Physician</i>
2. Prepares, Receipts and Charge slips for credit memo	2. Secures Blood Clearance, Replacements, Charges	None	10 minutes	<i>Nurse on Duty</i>
3. Brings Release of Cadaver Form to Admitting clerk / ER clerk	3. Instruct folks to bring Release of Cadaver form to Admitting Clerk for notation	None	2 minutes	<i>Nurse on duty</i>
4. Bring Release of Cadaver Form to the admitting clerk, Credit and collection, social service or senior house officer for approval.	4. Prepares promissory note	None	10 minutes	<i>Admitting clerk Credit and Collection Social Service or Senior House Officer</i>



5. Signs Promissory Note	5. Sign Release of Cadaver Form	None	1 minute	<i>Social Service or Senior House Officer</i>
6. Brings and presents Release of cadaver form to Nurse on Duty	6. Instruct folks to present Release of Cadaver Form to Nurse on Duty	None	2 minute	<i>Admitting clerk</i>
7. Brings signed release of cadaver form to the Guard on Duty	7. Instruct folks to present Release of Cadaver Form to the Guard on Duty in charge of the morgue	None	2 minutes	<i>Nurse on Duty</i>
8. Present signed release of cadaver form to guard on duty	8. Signs Release of Cadaver and releases Cadaver to folks and funeral parlor	None	3 minutes	<i>Guard on Duty</i>
	<b>TOTAL</b>	<b>None</b>	<b>32 minutes</b>	



**DEPARTMENT OF PATHOLOGY AND CLINICAL LABORATORY**  
**HISTOPATHOLOGY SECTION**  
**Internal Services**



# 1. RECEIVING OF SPECIMEN AND RELEASING OF RESULT FOR BIOPSY, CELL BLOCK, CYTOLOGY AND PAP'S SMEAR

Receipt and processing of specimen for tissue biopsy, cell block, cytology and Pap's smear in order to provide necessary information that is essential for evaluation and management of patients.

Receiving of Specimen: 8:00 am – 4 pm – Histopath Section 4:01 pm – 7:59 am – Main Laboratory

Monday to Saturday: NO NOON BREAK

<b>Office or Division:</b>		<b>HISTOPATHOLOGY SECTION</b>		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Citizens (G2C)		
<b>Who may avail:</b>		In – Patients and Out Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Histopath/ Pap's Request Form (1, original copy) b. Doctor's Bill (1, original copy) c. Official Receipt/ Charge slip (1, original copy) d. One (1) Valid ID (1, original copy) <b>Additional Requirement (For Representative)</b> e. Authorization Letter (1, original copy) f. Valid ID's of the patient and of the Authorized Representative (1, photocopy)		a - b. Hospital ward/ station c. Cashier's Counter d - f. Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled- up Histopathology/Pap Smear/ IHC request form with the accompanying specimen	1. Receives and checks completely filled-up request form with properly labelled specimen	None	2 minutes	Data Encoder/ Medical Technologist Histopath Section
2. Payment or PHIC members / NBB	2. Issues charge slip to responsible companion for the processing fee only (if PHIC member)	None	3 minutes	Data Encoder/ Medical Technologist Histopath Section
2.1.For Non-PHIC members	2.1 Issues Doctor's Bill for Pay patients and non-PHIC member to pay for the	None	3 minutes	Data Encoder/ Medical Technologist



	processing and professional fee			Histopath Section
3. Pays to the Cashier by presenting the request form and/or Doctor's Bill and secures Official Receipt.	3. Receives Payment and issues Official Receipt.	Processing fee I. Small: Php 450.00 II. Medium: Php 500.00 III. Large: Php 600.00 IV. XL: Php 750.00 V. XXL: Php 900.00 VI. Cytology: Php 300.00 VII. Cell Block: Php 400.00 VIII. Pap Smear Php 100.00  Professional fee for Pay patients depends on the type of specimen received <b>REFER TO FEES POSTED</b>	5 minutes	Collecting Officer Cashier Department
4. Presents Official Receipt to the Histopath Section/ Main Laboratory staff	4. Receives, checks and indicates the Official Receipt Number on the Request Form 4.1 Returns official receipt to the responsible companion	None	2 minutes	Data Encoder/ Medical Technologist Histopath Section
5. Receives instruction when to claim the result	5. Instructs the patient/ responsible companion when to be back for the result 5.1 Logs-in the specimen in the Histopathology/ Cytology logbook and assigns an accession number 5.2 Processes the specimen 5.3 Signs out the slides to the Consultant Pathologist	None	2 minutes  3 minutes  2 - 3 days	Data Encoder/ Medical Technologist Histopath Section Data Encoder/ Medical Technologist Histopath Section  Medical Technologist Histopath Section



				<i>Pathology Resident Histopath Section</i>
	5.4 Records, releases and endorses the result to:  5.4.1 Stations/wards – for admitted patients 5.4.2 HIMO - discharged patients 5.4.3 Histopath Section -OPD Patients	None	Small – 7 – 10 working days Med. – Large – 7 - 14 working days XL – XXL – 10 to 15 working days Cytology – 7 working days	<i>Data Encoder/ Medical Technologist Histopath Section</i>
6. Presents the following upon claiming the result: 6.1 Official receipt/ Charge Slip 6.2 Valid ID of the patient 6.3 Authorization letter (if the claimant is not the patient) 6.4 Valid ID of the Authorized Representative	6. Releases the result	None	5 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
	<b>TOTAL:</b>	<b>Processing fee</b> <b>A. Small: P 450.00</b> <b>B. Medium: P 500.00</b> <b>C. Large: P 600.00</b> <b>D. XL: P 750.00</b> <b>E. XXL: P 900.00</b> <b>F. Cytology: Php 300.00</b> <b>G. Cell Block: Php400.00</b> <b>H. Pap Smear Php 100.00</b>	<b>25 minutes</b>	



## 2. RECEIVING OF SPECIMEN AND RELEASING OF RESULTS FOR IMMUNOHISTOCHEMISTRY (IHC) ASSAY

Perform tests for Immunohistochemistry studies which aid in the accurate and fast diagnosis of neoplasms.

<b>Office or Division:</b>	<b>HISTOPATHOLOGY SECTION</b>			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	In Patient and Out Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Immunohistochemistry (IHC) Request Form (1, original copy) b. Copy of the previous Surgical/ Cytology report. (1, photocopy) c. Paraffin block with corresponding H & E slides (1, paraffin block & slide) d. Doctor's Bill (1, original copy) e. Official Receipt/ Charge slip (1, original copy) f. One (1) Valid ID (1, original copy)  <b>Additional Requirement (For Representative)</b> g. Authorization Letter (1, original copy) h. Valid ID's of the patient and of the Authorized Representative (1, photocopy)		a. Hospital ward/ station/ Requesting physician b – c. Requesting hospital or clinic d. Histopath Section e. Cashier's Counter f - h. Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled- up Immunohistochemistry (IHC) Exam. request form with the accompanying paraffin block and H& E slide	1.1 Receives and checks completely filled-up request form	None	2 minutes	Data Encoder/ Medical Technologist/ Histopath Section
	1.2 Pathology resident checks the H & E slide for validation	None	5 minutes	Pathology Resident Histopath Section
2. Payment for PHIC members / NBB	2. Issues charge slip to responsible companion	None	3 minutes	Data Encoder/





2.1 For Non-PHIC members	for the processing fee only (if PHIC member)			<i>Medical Technologist</i> Histopath Section
	2.2 Issues Doctor's Bill for Pay patients and non-PHIC member to pay for the processing and professional fee	None	3 minutes	<i>Data Encoder/</i> <i>Medical Technologist</i> Histopath Section
3. Pays to the Cashier by presenting the request form and/or Doctor's Bill and secures Official Receipt.	3. Receives Payment and issues Official Receipt.	52 IHC Assays are available Please see attached price list  PLEASE REFER TO FEES POSTED	5 minutes	<i>Collecting Officer</i> Cashier Department
4. Presents Official Receipt to the Histopath Section/ Main Laboratory staff	4. Receives, checks and indicates the Official Receipt Number on the Request Form	None	2 minutes	<i>Data Encoder/</i> <i>Medical Technologist</i> Histopath Section
	4.1 Returns official receipt to the responsible companion	None		
5. Receives instruction when to claim the result	5. Instructs the patient/ responsible companion when to be back for the result	None	2 minutes	<i>Data Encoder/</i> <i>Medical Technologist</i> Histopath Section
	5.1 Logs-in the specimen in the Immunohistochemistry Logbook and assigns an accession number	None	3 minutes	
	5.2 Processes the specimen	None	7 workings days	<i>Medical Technologist/</i> Histopath Section
	5.3 Signs out the slides to the consultant	None	1 – 2 working days	Pathology Resident Histopath section



	5.4 Records, releases and endorses the result to: 5.4.1 Stations/wards – for admitted patients 5.4.2 HIMO - discharged patients 5.4.3 Histopath Section -OPD Patients	None	10 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
6. Presents the following upon claiming the result: 6.1 Official receipt/ Charge Slip 6.2 Valid ID of the patient 6.3 Authorization letter (if the claimant is not the patient) 6.4 Valid ID of the Authorized Representative	6. Releases the official report/ result	None	5 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
	<b>TOTAL:</b>	<b>Please see attached price list REFER TO FEES POSTED</b>	<b>8 days and 40 minutes</b>	



### 3. REQUEST FOR SECOND OPINION

Receipt of request for slide review from an attending physician. The second opinion or review will be done by another pathologist to confirm the diagnosis of the primary pathologist.

<b>Office or Division:</b>		<b>HISTOPATHOLOGY SECTION</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizens (G2C)		
<b>Who may avail:</b>		In Patient and Out Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Doctor's Request Form (1, original copy) b. Copy of the previous Surgical/ Cytology report. (1, photocopy) c. H & E slides (depending on the number of H & E slides given) d. Doctor's Bill (1, original copy) e. Official Receipt/ Charge slip (1, original copy) f. One (1) Valid ID (1, original copy)  <b>Additional Requirement (For Representative)</b> g. Authorization Letter (1, original copy) h. Valid ID's of the patient and of the Authorized Representative (1, photocopy)		a. Hospital ward/ station/ Requesting physician b – c. Requesting hospital or clinic d. Histopath Section e. Cashier's Counter f - h. Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled- up request form with the accompanying H& E slides and a copy of the Surgical/ Cytology report for second opinion.	1. Receives and checks completely filled-up request form	None	3 minutes	Data Encoder/ Medical Technologist/ Histopath Section
	1.1 Checks the number of H & E slides for validation, if it corresponds with Surgical/ Cytology report being presented.	None	3 minutes	Data Encoder/ Medical Technologist/ Histopath Section



2. Payment for Service In-Patients	2. No processing and professional fee	None	2 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
2.1 For Pay Patients ( both In and OUT)	2.1 Issues Doctor's Bill to pay for the professional fee only	None	3 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
3. Pays to the Cashier by presenting the request form and/or Doctor's Bill and secures Official Receipt.	3. Receives Payment and issues Official Receipt.	Php 500.00 per 2 slides	5 minutes	<i>Collecting Officer Cashier Department</i>
4. Presents Official Receipt to the Histopath Section/ Main Laboratory staff	4.1 Receives, checks and indicates the Official Receipt number on the Request Form 4.2 Returns official receipt to the responsible companion	None None	2 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
5. Receives instructions when to claim the result	5. Instructs the patient/ responsible companion when to claim the result 5.1 Logs-in the specimen in the Second Opinion Logbook and assigns an accession number 5.2 Reviews the slides prior to sign out 5.3 Signs out the slides to the consultant	None None None None	2 minutes 3 minutes 1 - 2 workings days 1 – 2 working days	<i>Data Encoder/ Medical Technologist Histopath Section Data Encoder/ Medical Technologist Histopath Section Pathology Resident Histopath Section Pathology Resident Histopath section</i>



	5.4 Records, releases and endorses the result to: 5.4.1 Stations/wards – for admitted patients 5.4.2 HIMO - discharged patients 5.4.3 Histopath Section - OPD Patients	None	10 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
6. Presents the following upon claiming the result: 6.1 Official receipt/ Charge Slip 6.2 Valid ID of the patient 6.3 Authorization letter (if the claimant is not the patient) 6.4 Valid ID of the Authorized Representative	6. Releases the official report/ result	None	5 minutes	<i>Data Encoder/ Medical Technologist Histopath Section</i>
	<b>TOTAL:</b>	<b>Php 500.00</b>	<b>4 days and 38 minutes</b>	



# **DEPARTMENT OF PATHOLOGY AND CLINICAL LABORATORY - MAIN LABORATORY**

## **External Services**



## 1. RECEIVING OF REQUEST FORM

A provided information about the laboratory test being requested for.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Completely Filled up Laboratory Request Forms b. Referral Form for Charges c. Official Receipt d. Valid ID, Authorized letter		a-c. Laboratory  d. Patients / Representative folk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled out laboratory request form	1. Receives laboratory request form and check if completely filled out and indicates price of each examination.	Please refer to updated laboratory pricelist posted	2 minutes	<i>Laboratory Clerk / Medical Technologist</i>
2. Pays to cashier if Cash  Proceeds to Social Service, Senior House Officer and Accounting for approval of Charges	2. If Cash - Refer to Cash Citizen Charter  2.1 If Charge - Refer to Soc. Service, Senior House Officer and Accounting Approves Charges and stamps request	Please refer to updated laboratory pricelist posted	Refer to Cash Citizen Charter	<i>Cashier Social Service, Senior House Officer and Accountant</i>



3. Presents Official Receipt if paid cash / or Stamped request to Laboratory if charged.	3. Notes Official Receipt / Charge Slip Number on the laboratory request form	None	3 minutes	Laboratory Clerk / Medical Technologist
	<b>TOTAL:</b>	Please refer to updated laboratory pricelist posted	5 minutes	





## 2. COLLECTION AND SUBMISSION OF SPECIMEN

Proper collection and submission of specimen to the laboratory.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Completely Filled up Laboratory Request Forms. b. Specimen collected in a clean specimen container.		a-b. Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits freshly collected and properly labeled specimen with laboratory request form.	1. Receives laboratory requests with OR & checks specimens if valid for testing	Please refer to updated laboratory pricelist posted	5 minutes	<i>Laboratory Clerk / Medical Technologist</i>
	1.1 Checks official receipt with laboratory request form and copies official receipt number if paid in cash or copies charge slip number if charged		3 minutes	<i>Laboratory Clerk / Medical Technologist</i>
	1.2 Instructs OPD client to come back at a specified time to claim report. For admitted patients, informs client/folk that reports are to be endorsed at specific wards.		1 minute	<i>Laboratory Clerk / Medical Technologist</i>



2. Client waits for the result	2. Endorses the specimen with Lab. Request form with OR/Charge slip number to designated lab. Section and performs test indicated	None	10 minutes	<i>Laboratory Clerk / Medical Technologist</i>
	<b>TOTAL:</b>	<b>Please refer to updated laboratory pricelist posted</b>	<b>20 minutes</b>	



### 3. EXTRACTION OF BLOOD SPECIMEN

Blood specimen collection is performed to obtain blood for laboratory testing.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Completely Filled –up Laboratory Request Form		a. Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled-up laboratory request form	1. Receives and checks the official receipt and the examinations indicated	Service-16 Pay- 20	5 minutes	<i>Laboratory Clerk / Medical Technologist</i>
2. For chemistry, Serology & Hematology blood extraction, wait for your names to be called	2. Prepares materials for extraction	Service-16 Pay- 20	5 minutes	<i>Phlebotomist / Medical Technologist</i>
	1.1 Calls, prepares patient and performs blood extraction. For admitted, phlebotomist does extraction at specified rooms or wards		5 minutes	<i>Phlebotomist / Medical Technologist</i>
	2.2 Instruct to come back at a specified time to claim the result for admitted patients, informs client/folk that reports are to be endorsed at specific wards.		1 minute	<i>Medical Technologist / Phlebotomist / Laboratory Clerk</i>



3. Client waits for the result	3. Submits specimens for different section based on Laboratory exams requested.	None.	10 minutes	<i>Medical Technologist</i>
	<b>TOTAL</b>	<b>Service-16 Pay- 20</b>	<b>26 minutes</b>	



#### 4. PERFORMANCE OF DIFFERENT TEST EXAMINATION (CHEMISTRY AND SEROLOGY)

A medical procedure that involves testing of sample of blood, urine and other substances from the body. Laboratory Tests can help determine a diagnosis, plan treatment, check to see if treatment is working, or monitor the disease over time.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Completely Filled –up Laboratory Request Form b. Properly labeled specimen		a-b. Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled-up laboratory request form	1. Receives and checks Lab. request form	None	5 minutes	Laboratory Clerk / Medical Technologist
	1.1 Encodes request		15 minutes	Laboratory Clerk / Medical Technologist
	1.2 Extract blood		<b>IN-patient</b> 20 minutes <b>OPD</b> 5 minutes	Phlebotomist
	1.3 Process blood according to the test requested			



	1.4 Validates, releases and prints report		<b>IN-patient</b> 2 hours & 50 minutes	<i>Medical Technologists</i>
	1.5 Records results		<b>OPD</b> 3 hours and 5 minutes	
			15 minutes	<i>Medical Technologists</i>
			15 minutes	<i>Medical Technologists</i>
	<b>TOTAL</b>	<b>None</b>	<b>In patient</b> 4hours  <b>OPD</b> 4hours	



## 5. PERFORMANCE OF DIFFERENT TEST EXAMINATION (CLINICAL MICROSCOPY)

A medical procedure that involves testing of sample of blood, urine and other substances from the body. Laboratory Tests can help determine a diagnosis, plan treatment, check to see if treatment is working, or monitor the disease over time.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Completely Filled –up Laboratory Request Form b. Properly labeled specimen		a-b. Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled-up laboratory request form and properly labeled specimen	1. Receives and checks Lab. request form and the specimen submitted.	None	5 minutes	Laboratory Clerk / Medical Technologist
	1.1 Encodes request		15 minutes	Laboratory Clerk / Medical Technologist
	1.2 Process urine, stool, and blood according to test requested		1 hour & 15 minutes	Medical Technologists
	1.3 Validates, releases and prints report		15 minutes	Medical Technologists
	1.4 Records results		10 minutes	Medical Technologists
	<b>TOTAL</b>	<b>None</b>	<b>2 hours</b>	



## 6. PERFORMANCE OF DIFFERENT TEST EXAMINATION (HEMATOLOGY)

A medical procedure that involves testing of sample of blood, urine and other substances from the body. Laboratory Tests can help determine a diagnosis, plan treatment, check to see if treatment is working, or monitor the disease over time.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Completely Filled –up Laboratory Request Form b. Properly labeled specimen		a-b. Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled-up laboratory request form	1. Receives and checks Lab. request form	None	5 minutes	Laboratory Clerk / Medical Technologist
	1.2 Encodes request		15 minutes	Laboratory Clerk / Medical Technologist
	1.3 Extract blood		<b>IN-patient</b> 20 minutes <b>OPD</b> 5 minutes	Phlebotomist





	1.4 Process blood according to the test requested		<b>IN-patient</b> 1 hours & 25 minutes <b>OPD</b> 1 hours and 40 minutes	<i>Medical Technologists</i>
	1.5 Validates, releases and prints report		15 minutes	<i>Medical Technologists</i>
	1.6 Records results		10 minutes	<i>Medical Technologists</i>
	<b>TOTAL</b>	<b>None</b>	<b>IN-patient</b> 2hours and 30 minutes <b>OPD</b> 2hours and 30 minutes	



## 7. PERFORMANCE OF DIFFERENT TEST EXAMINATION (BACTERIOLOGY)

A medical procedure that involves testing of sample of blood, urine and other substances from the body. Laboratory Tests can help determine a diagnosis, plan treatment, check to see if treatment is working, or monitor the disease over time.

<b>Office or Division:</b>	Main Laboratory			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All Admitted, Outpatient & ER Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Completely Filled –up Laboratory Request Form b. Properly labeled specimen		a-b. Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-up laboratory request form and properly labeled specimen	1. Receives and checks Lab. request form and the specimen submitted	None	5 minutes	Laboratory Clerk / Medical Technologist
	1.1 Performs the tests requested: <b>Gram Stain, AFB, KOH, India Ink</b>		3 hours	Medical Technologists
	1.1.1 Logs in request in the logbook		10 minutes	Medical Technologists
	1.1.2 Make smears		30 minutes	Medical Technologists
	1.1.3 Stains smears		20 minutes	Medical Technologists
	1.1.4 Examines smears		1 hour	Medical Technologists
	1.1.5 Validates, releases, and prints report forms		30 minutes	Medical Technologists



	1.1.6 Records results		30minutes	<i>Medical Technologists</i>
	1.2 Performs the tests requested: <b>Blood Culture and Sensitivity</b>		7 days & 2 hours	<i>Medical Technologists</i>
	1.2.1 Logs in request in the logbook		15 minutes	<i>Medical Technologists</i>
	1.2.2 Enters patient's data and blood culture bottle in the machine		15 minutes	<i>Medical Technologists</i>
	1.2.3 Incubation time		7 days	<i>Medical Technologists</i>
	1.2.4 Validates, releases, and prints report forms		1 hour	<i>Medical Technologists</i>
	1.2.5 Records results		30 minutes	<i>Medical Technologists</i>
	1.3 Performs the tests requested: <b>Culture and Sensitivity other than Blood</b>		3 days & 2 hours	<i>Medical Technologists</i>
	1.4			
	1.4.1 Logs in request in the logbook		15 minutes	<i>Medical Technologists</i>



	1.4.2 Screens and process specimen		30 minutes	<i>Medical Technologists</i>
	1.4.3 Incubation time		3 days	<i>Medical Technologists</i>
	1.4.4 Validates, releases, and prints report forms		1 hour	<i>Medical Technologists</i>
	1.4.5 Records results		15 minutes	<i>Medical Technologists</i>
	<b>TOTAL</b>			
	<b>Gram Stain, AFB, KOH, India Ink</b>	<b>None</b>	<b>3 hours</b>	
	<b>Blood Culture and Sensitivity</b>	<b>None</b>	<b>7 days &amp; 2 hours</b>	
	<b>Culture and Sensitivity other than Blood</b>	<b>None</b>	<b>3 days &amp; 2 hours</b>	



## 8. RELEASING OF RESULTS

The Laboratory test samples are analyzed to determine whether the results fall within the normal range.

<b>Office or Division:</b>		Main Laboratory		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizens (G2C)		
<b>Who may avail:</b>		All Admitted, Outpatient & ER Patient		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Official Receipt or Charge Slip b. Authorization Letter, Valid ID		a. Laboratory b. Patients / Representative folk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents OR/ Charge Slip	1. Receives and checks OR and charge slip	None	4 minutes	Laboratory Clerk / Medical Technologist
2. Valid ID, Authorization Letter, Sign logbook	2. <b>OPD</b> - If no OR, present Valid ID. If not the owner present Valid ID with Authorization Letter, sign in the logbook	None	4 minutes	Laboratory Clerk / Medical Technologist
	2.1 <b>Admitted</b> - logs in to endorsement logbook endorse to station duly acknowledge by the nurse on duty.		10 minutes	Laboratory Clerk / Medical Technologist
3. Receives result	3. Releases result	None	4 minutes	Laboratory Clerk / Medical Technologist
	<b>TOTAL</b>	<b>None</b>	<b>22 minutes</b>	



# **OPD LABORATORY**

## **External Service**



## 1. RECEIVING OF SPECIMEN

Proper collection and submission of specimen to the OPD laboratory.

<b>Office or Division:</b>	OPD Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Outpatient			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Properly Filled-Up Laboratory Request Form b. Official Receipt/ Charge Slip c. Letter of Authorization d. One (1) Valid I.D.		a-b. Laboratory  c-d. Patients / Representative folk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents completely filled-up laboratory request form	1. Receives and checks completely filled-up request form and indicates price of each examination	None	2 minutes	<i>Laboratory Clerk / Medical Technologist</i> OPD Laboratory
2. Pays to cashier if a. Cash  Charge Proceeds to:  b. Social service  c. accounting if needs approval of charges	2. Refers to cashier's citizen charter   2.1 Refers to social service   2.2 accounting citizens charter	None   Please refer to updated laboratory pricelist posted	5 minutes   5 minutes   5 minutes	<i>Cashier</i> Cashier Department   <i>Social Service, Senior House Officer</i> Social Service Department   <i>Accountant</i> Accounting Department



3. Returns to OPD laboratory and presents official receipt if paid in cash	3. Receives, checks and copies OR number on the laboratory request form  3.1 Charges payment and copy charge slip number on the laboratory request	None	2 minutes	<i>Laboratory Clerk / Medical Technologist</i> OPD Laboratory  <i>Social Service Accounting Personnel</i>  Social Service Department and Accounting Department
4. For chemistry and hematology blood extraction: Waits for name to be called  4.1 Receives instruction when to be back to claim the result	4. Prepares patient and performs blood extraction  4.1 Instructs patient/responsible companion to come back at a specified time to claim the result	None	5 minutes  1 minutes	<i>Laboratory Clerk / Medical Technologist</i> OPD Department  <i>Laboratory Clerk / Medical Technologist</i> OPD Department
5. Waits for the report	5. Performs the requested laboratory test and signs out the result	None	2 hours	<i>Medical Technologist</i> OPD Department
6. Presents official receipt, I.D. and/or authorization letter in claiming of the laboratory report	6. Releases the report	None	2 minutes	<i>Medical Technologist</i> OPD Department
	<b>TOTAL:</b>	<b>Please refer to updated laboratory pricelist posted</b>	<b>2 Hours and 30 minutes</b>	





**DEPARTMENT OF PATHOLOGY & CLINICAL LABORATORY -  
BLOOD BANK SECTION  
External Services**



# 1. REQUESTING AND RECEIVING OF BLOOD UNIT

Requesting and receiving of Blood Unit for Service In-Patients

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted service in-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Request Form (1, original copy) b. Charge Slip (1, original copy) c. Official Receipt (1, original copy)		a. Hospital Ward/ Station b. Blood Bank c. Cashier's Counter		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Properly filled-up Blood Request Form	1. Receives Blood Request Form and issues Referral form	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
	1.1 Instructs Responsible Companion to submit form to Philippine Red Cross	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
2. Submits referral form to Philippine Red Cross	2.Receives referral form	None	10 minutes	Philippine Red Cross Staff
3. Returns to Blood Bank with available blood	3. Receives blood/blood component and blood clearance or release form from responsible companion	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section



4. Payments a. For NBB - presents Philhealth Monitoring form  b. For Non-Philhealth and individually paying member - Pays to Cashier with Order of payment	4. Issues charge slips to responsible companion (blood storage fee)	₱ 160.00/ unit (Blood Storage fee)	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	4.1 Issues Order of payment		2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	4.2 Accepts payment from responsible companion		5 minutes	<i>Collecting Officer Cashier Department</i>
5. Presents official receipt with Order of payment	5. Copies official receipt number on Order of payment from responsible companion	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	5.1 Returns Official receipt and gives instructions to responsible companion	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	<b>TOTAL</b>	<b>₱ 160.00/ unit (Blood Storage fee)</b>	<b>41 minutes</b>	



## 2. REQUESTING AND RECEIVING OF BLOOD UNIT

Requesting and receiving of Blood Unit for Pay In-Patients

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted pay in-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Request Form (1, original copy) b. Official Receipt (1, original copy)		a. Hospital Ward/ Station b. Cashier's Counter		
1. Presents properly filled-up Blood Request Form	1. Receives Blood Request Form and issues Referral form	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
2. Pays to cashier with order of payment	<b>(WITH available stock)</b> 2. Issues order of payment (blood processing fee & blood storage fee) to responsible companion	₱1,800.00/ unit WB,  ₱1,500.00/ unit PRBC  ₱1,000.00/ unit FFP (Blood Processing fee)	4 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	2.1 Accepts payment from responsible companion		5 minutes	<i>Collecting Officer Cashier Department Medical Technologist Data Encoder</i>
	<b>(If NO available stock)</b> 2. Issues Referral form and instructs Responsible Companion to submit form to Philippine Red Cross	₱ 200.00/ unit (Blood Storage fee)	5 minutes	<i>Donor Recruitment Officer (DRO) Blood Bank Section</i>



3. Submits referral form to Philippine Red Cross	3. Receives referral form	None	10 minutes	Philippine Red Cross
	3.1 Receives shipped blood/ blood component and issues order of payment to responsible companion	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
4. Pays to cashier with order of payment	4. Accepts payment from responsible companion	None	5 minutes	<i>Collecting Officer Cashier Department</i>
5. Presents official receipt with Order of payment	5. Copies official receipt number on Order of payment from responsible companion	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	5.1 Returns Official receipt and gives instructions to responsible companion	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	<b>TOTAL</b>	<b>₱ 1,800.00/ unit WB,</b>  <b>₱1,500.00/ unit PRBC</b>  <b>₱1,000.00/ unit FFP</b>  <b>(Blood Processing fee)</b> <b>₱200.00/ unit (Blood Storage fee)</b>	<b>43 minutes</b>	



### 3. REQUESTING AND RECEIVING OF BLOOD UNIT

Requesting and receiving of Blood Unit for ER and KU patients

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Kidney Unit and ER patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Request Form (1, original copy) b. Official Receipt (1, original copy)		a. Hospital Ward/ Station b. Cashier's Counter		
1. Presents properly filled-up Blood Request Form	1. Receives Blood Request Form and issues Referral form	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
	1.1 Instructs Responsible Companion to submit form to Philippine Red Cross	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
2. Returns to Blood Bank with available blood	2. Receives blood / blood component and clearance form from responsible companion	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
3. Pays to Cashier with Order of payment	3. Issues Order of Payment	₱200.00/ unit (Blood Storage fee)	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section



	3.1. Accepts payment from responsible companion		5 minutes	Collecting Officer Cashier Department
4. Presents official receipt with Order of payment	4. Copies official receipt number on Order of payment from responsible companion	None	2 minutes	Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section
	4.1 Returns Official receipt and gives instructions to responsible companion	None	2 minutes	Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section
	<b>TOTAL</b>	<b>₱200.00/ unit (Blood Storage fee)</b>	<b>29 minutes</b>	



## 4. RELEASING OF CROSSMATCHED BLOOD UNIT

A Blood Bank process that involves compatibility testing between recipient and blood donor for blood transfusion as therapeutic therapy.

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted, Kidney Unit and ER patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Control Form (1, original copy) b. Compatibility Testing Result Form (1, original copy)		a. Hospital Ward/ Station b. Blood Bank		
1. Presents properly filled-up Blood Control Form & Compatibility Testing Form	1. Receives and reviews blood control form and compatibility testing form	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	1.1 Checks all data and physical appearance, sign of hemolysis and blood clots of the blood unit as what is written in the logbook	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
	1.2 Signs-out blood unit(s) released in the Blood Borrower's Logbook	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
2. Signing-out of crossmatched blood unit in Log-in/ Log-out Logbook and Transfused Logbook	2. Signs of crossmatched blood unit in Log-in/ Log-out Logbook and Transfused Logbook	None	2 minutes	<i>Nurse/ Nursing Aide Nursing Service Office</i>
	2.1 Checks and countersigns	None	2 minutes	<i>Medical Technologist</i>





	the blood unit(s) issued in the Log-in/ Log-out Logbook and Transfused Logbook			<i>Data Encoder</i> <i>Donor Recruitment Officer (DRO)</i> Blood Bank Section
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	



## 5. RECEIVING AND RELEASING OF TRANSFUSION RELATED REACTION FORM

A Blood Banking procedure that investigate and resolve problems in the whole transfusion chain.

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted, Kidney Unit and ER patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Transfusion Reaction Form (1, original copy) b. Blood unit with needle in place		Hospital Ward/ Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses blood unit(s) with needle in place together with completely filled out 3 copies of Transfusion Related Reaction(TRR) Form	1. Receives and checks blood unit(s) with needle in place together with completely filled out 3 copies of Transfusion Related Reaction(TRR) Form	None	2 minutes	<i>Medical Technologist</i> Blood Bank Section
	1.1 Performs rechecking of blood type, re-crossmatch and Coombs' Test from the blood unit(s)	None	2 hours	<i>Medical Technologist</i> Blood Bank Section
	1.2 Records result at the Transfusion Related Reaction Form	None	5 minutes	<i>Medical Technologist</i> Blood Bank Section
	1.3 Refers Transfusion Related Reaction Form to Resident Pathologist on duty	None	2 minutes	<i>Medical Technologist</i> Blood Bank Section
	1.4 Checks the result to diagnose the cause of the transfusion related reaction	None	1 day	<i>Resident Pathologist</i>
	1.5 Gives final diagnosis	None	3 days	<i>Pathologist Consultant</i>



	1.6 Endorses Transfusion Related Reaction Form with diagnosis to the ward and HBTC	None	5 minutes	<i>Medical Technologist</i> Blood Bank Section
	<b>TOTAL</b>	<b>None</b>	<b>4 days 2 hours &amp; 14 minutes</b>	



## 6. PERFORMING CROSSMATCHING, REVERSE TYPING, COOMBS' TEST, SEROLOGY TEST AND RELEASING OF RESULT (HBSAG, ANTI-TREPONEMA PALLIDUM, ANTI-HCV, RPR - QUALITATIVE & SEMI QUANTITATIVE)

A routine medical procedure that involves compatibility testing between recipient and blood donor, serologic testing that can help determine a diagnosis, plan a treatment, check to see if treatment is working, or monitor the disease over time.

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted, Kidney Unit, ER, and OPD patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Bank Request Form (Cross matching, Reverse Typing, Coombs' Test and Serological Test) (1, original copy) b. Official receipt (1, original copy) c. Charge slip (1, original copy) d. Valid ID and Authorization Letter (1, original copy)		a. Hospital Ward/ Station  b. Cashier c. Blood Bank d. Client/ Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-up Blood Bank Request Form	1. Receives and checks completely filled-up Blood Bank Request Form and indicates price of each test requested	None	2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>
Payments 2. For NBB & individually paying members -Presents Philhealth Monitoring form  2.1 Pays to Cashier – For Non-Philhealth member	2. Issues charge slips to responsible companion   2.1 Indicates price on Blood Bank Request Form	         Refers to fees posted	2 minutes         2 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section</i>         <i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i>



	2.2 Accepts payment from responsible companion		2 minutes	Blood Bank Section <i>Collecting Officer</i> Cashier Department
3. Returns to Blood Bank and presents Official Receipt and Request Form	3. Copies official receipt number and extracts blood from patient(s) and indicates date and time extracted	None	2 minutes	<i>Medical Technologist</i> Blood Bank Section
	3.1 Performs requested examination for the patient(s)	None	HBsAg – 30 mins. Anti-TP – 30 mins. Anti HCV – 30 mins. RPR (Quali/ Semi Quanti) – 30 mins Crossmatching/ Reverse Typing/ Coombs' Test- 1 hour & 30 mins	<i>Medical Technologist</i> Blood Bank Section
	3.2 Records, releases and Endorses result(s) to Nurse Station for admitted patient(s) (Coombs' Test, HBsAg, Anti-TP, Anti-HCV & RPR - Qualitative/ Semi-Quantitative)	None	10 minutes	<i>Medical Technologist</i> Blood Bank Section
	3.3 Records and relays Crossmatching/ Reverse Typing result(s) to Nurse Station	None	8 minutes	<i>Medical Technologist</i> Blood Bank Section



4. Presents Official Receipt to claim result for OPD Patient. Valid ID and Authorization letter	4.1 Issues result to patient(s) or responsible companion ( <i>Coombs' Test, HBsAg, Anti-TP, Anti-HCV &amp; RPR- Qualitative/ Semi-Quantitative</i> )	None	2 minutes	<i>Medical Technologist</i> Blood Bank Section
	<b>TOTAL</b>	<b>Refer to fees posted</b>	<b>Crossmatching/ Reverse Typing &amp; Coombs' Test – 2 hours Serology – 1 hour</b>	



## 7. RECEIVING AND RELEASING OF CROSSMATCHING “STAT” REQUEST

An emergency medical procedure that involves compatibility testing between recipient and blood donor, with waiver.

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted, Kidney Unit and ER patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Bank Request Form for Crossmatching (1, original copy) b. Acceptance of Responsibility Form (1, original copy) c. Compatibility Testing Form (1, original copy) d. Official Receipt (1, original copy) e. Charge Slip (1, original copy)		a., b., & c. Hospital Ward/ Station  d. Cashier e. Blood Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents completely filled-up Blood Bank Request Form and Acceptance of Responsibility form	1. Receives and checks for completeness of acceptance of responsibility form & crossmatching request	None	1 minute	<i>Medical Technologist</i> <i>Data Encoder</i> <i>Donor Recruitment Officer (DRO)</i> Blood Bank Section
Payments 2. For NBB & individually paying member – Presents Philhealth Monitoring form  2.1 Pays to Cashier – Non-Philhealth member	2. Issues charge slips to responsible companion  2.1 Indicates price on Blood Bank Request Form	Refers to fees posted	1 minutes  2 minutes	<i>Medical Technologist</i> <i>Data Encoder</i> <i>Donor Recruitment Officer (DRO)</i> Blood Bank Section  <i>Medical Technologist</i> <i>Data Encoder</i> <i>Donor Recruitment Officer (DRO)</i> Blood Bank Section



	2.2 Accepts payment from responsible companion		2 minutes	Collecting Officer Cashier Department
3. Returns to Blood Bank and presents Official Receipt and Request Form	3. Copies official receipt number and extracts blood from patient(s) and indicates date and time extracted	None	5 minutes	Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section
	3.1 Performs and signs the “waived-signed” procedure requested by the attending physician within 15 minutes provided that the patient’s blood or serum is available and continues the rest of the crossmatching phases	None	15 minutes (with specimen)	Medical Technologist Blood Bank Section
	3.2 Validates and “waived-signed” procedure			
	3.3 Informs Nurse Station of the “waived” blood unit(s) for emergency transfusion	None		Resident Pathologist
	3.4 Records and releases <b>STAT</b> Crossmatching	None		Medical Technologist Blood Bank Section
		None		Medical Technologist Blood Bank Section
4. Signing-out of <b>STAT</b> crossmatched blood unit in Log-in/ Log-out Logbook and Transfused Logbook	4. Signs out of <b>STAT</b> crossmatched blood unit in Log-in/ Log-out Logbook and Transfused Logbook	None	2 minutes	Nurse/ Nursing Aide Nursing Service Office
	4.1 Checks and countersigns the blood unit(s) issued in the Log-in/ Log-out Logbook and Transfused Logbook	None	2 minutes	Medical Technologist Data Encoder Donor Recruitment Officer (DRO) Blood Bank Section
	<b>TOTAL:</b>	Refer to fees posted	<b>30 minutes</b>	





## 8. PERFORMING LAB TEST AND RELEASING OF RESULT

A serologic test that can help determine a diagnosis, plan a treatment, check to see if treatment is working, or monitor the disease over time.

<b>Office or Division:</b>	Blood Bank Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All admitted, Kidney Unit, ER and OPD patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Blood Bank Request Form b. Counseling Forms <ul style="list-style-type: none"> <li>• NEC Form A (Case Investigative Form)</li> <li>• NEC Form A MC (Supplemental Form for Pregnant Mother and Child)</li> <li>• Informed Consent for HIV Testing</li> </ul> c. Official Receipt d. Charge Slip		a. Hospital Ward/ Station b. Infection Prevention Control Office  c. Cashier d. Blood Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits completely filled-up Consent to HIV Testing from Counselor	1. Receives and checks completely filled-up Consent to HIV Testing and Blood Bank Request Form and indicates price	None	5 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
	1.1 Calls Nurse Station to inform responsible companion for payment of Lab Test	None	30 minutes	<i>Medical Technologist Data Encoder Donor Recruitment Officer (DRO)</i> Blood Bank Section
Payments 2. For NBB & individually paying member – Presents Philhealth Monitoring form	2. Issues charge slips to responsible companion		2 minutes	<i>Medical Technologist Data Encoder</i>



2.1 Pays to Cashier – Non-Philhealth member	2.1 Indicates price on Blood Bank Request Form	Refers to fees posted	5 minutes	<i>Donor Recruitment Officer (DRO)</i> Blood Bank Section  <i>Medical Technologist Data Encoder</i> <i>Donor Recruitment Officer (DRO)</i> Blood Bank Section
	2.2 Accepts payment from responsible companion		2 minutes	<i>Collecting Officer</i> Cashier Department
3. Returns to Blood Bank and presents Official Receipt and Request Form	3. Receives and copies official receipt number	None	2 minutes	<i>Medical Technologist Data Encoder</i> <i>Donor Recruitment Officer (DRO)</i> Blood Bank Section
	3.1 Extracts blood from patient(s) and indicates date and time extracted	None	5 minutes	<i>Medical Technologist</i> Blood Bank Section
	3.2 Performs requested test for the patient(s)	None	30 minutes	<i>HIV Proficient Medical Technologist</i> Blood Bank Section
	3.3 Records, Releases and Endorses Nonreactive result(s) to HACT Nurse	None	10 minutes	<i>HIV Proficient Medical Technologist</i> Blood Bank Section
	3.4 Refers Reactive Result(s) to STD-AIDS Central Cooperative Laboratory (SACCL)/ WVMC (rHIVda) for Confirmatory test	None	3 weeks	<i>HIV Proficient Medical Technologist</i> Blood Bank Section



	3.5 Receives Confirmatory Result(s)	None	5 minutes	<i>HIV Proficient Medical Technologist Blood Bank Section</i>
	3.6 Endorses Confirmatory Result(s) to HACT Nurse	None	10 minutes	<i>HIV Proficient Medical Technologist Blood Bank Section</i>
	<b>TOTAL:</b>	<b>Please refer to Fees posted</b>	<b>3 weeks 1 hour 46 minutes</b>	



## VI. Feedback and Complaints

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ul style="list-style-type: none"> <li>Answer the client feedback form and drop it at the designated drop box located in every unit/office.</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>Every quarter, the WVSU Client Feedback Committee of each campus and the WVSU Medical Center opens the drop box, gathers all feedback forms, compiles and records all feedback submitted by the clients.</li> <li>Feedback requiring answers are forwarded to the Head of Units/Colleges and they are required to answer within three (3) days upon receipt of the feedback.</li> <li>The answer of the office is then communicated to the client, copy furnished the WVSU CART.</li> <li>The WVSU Client Feedback Committee prepares an annual Client Satisfaction Report and submits to the University President through the WVSU-CART for appropriate action.</li> <li>For inquiries and follow up, clients may contact the following telephone number (033) 320-0870 local 1108-1109 or email <a href="mailto:citizenscharter@wvsu.edu.ph">citizenscharter@wvsu.edu.ph</a> or <a href="mailto:pacd@wvsu.edu.ph">pacd@wvsu.edu.ph</a></li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>Clients answer the client Complaint Form and submit to the Public Assistance and Complaints Desk (PACD) for indorsement to the Administrative Division office.</li> <li>Complaints can also be filed via telephone or email. Make sure to provide the following information: <ul style="list-style-type: none"> <li>✓ Name of the person being complained</li> <li>✓ Incident</li> <li>✓ Evidence</li> </ul> </li> <li>For inquires and follow-up, clients may contact the following telephone number (033) 320-0870 local 1108-1109 or email <a href="mailto:citizenscharter@wvsu.edu.ph">citizenscharter@wvsu.edu.ph</a> or <a href="mailto:pacd@wvsu.edu.ph">pacd@wvsu.edu.ph</a>.</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>The Public Assistance and Complaints Desk (PACD) Officer of the Day opens the drop box on a daily basis and endorses any complaints to the Administrative Division office for review and endorsement to the WVSU-CART for immediate action.</li> <li>Upon evaluation, the WVSU CART shall start the investigation and forward its recommendation to the University President for appropriate action, copy furnished the individual filing the complaint and the office concerned. Likewise, the complainant/client</li> </ul>



	<p>will be notified of the action taken.</p> <ul style="list-style-type: none"> <li>For inquires and follow-up, clients may contact the following telephone number (033) 320-0870 local 1108-1109</li> </ul>
Contact Information of CCB, PCC, ARTA	<p>West Visayas State University Committee on Anti Red Tape (WVSU-CART):</p> <p>Email address: <a href="mailto:adminservices@wvsu.edu.ph">adminservices@wvsu.edu.ph</a>  <a href="mailto:citizenscharter@wvsu.edu.ph">citizenscharter@wvsu.edu.ph</a>  Telephone Number: (033) 320-0870 local 1108/1109</p> <p>or</p> <p>Email address: <a href="mailto:pacd@wvsu.edu.ph">pacd@wvsu.edu.ph</a>  Telephone Number: (033) 320-0870 local 1137</p> <p>ARTA:  Email address: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  Telephone Number: 8-478-5093</p> <p>PCC:  Email Address: <a href="mailto:pcc@malacañang.gov.ph">pcc@malacañang.gov.ph</a></p> <p>CCB:  Email Address: <a href="mailto:email@contactcenterbayan.gov.ph">email@contactcenterbayan.gov.ph</a>  Telephone Number: 0908-881-6565</p>



## West Visayas State University CLIENT FEEDBACK FORM

	<b>CLIENT FEEDBACK FORM</b>	Document No.	<b>WVSU-QP-03-F02</b>
		Issue No.	<b>1</b>
		Revision No.	<b>3</b>
	<b>WEST VISAYAS STATE UNIVERSITY</b>	Date of Effectivity	<b>December 1, 2021</b>
		Issued by:	<b>WVSU</b>
	Page No.	<b>1 of 1</b>	

**Date (Petsa):** \_\_\_\_\_ **Office Visited (Opisang Binisita):** \_\_\_\_\_ **Services Received (Serbisong Natanggap):** \_\_\_\_\_

**Internal Client / Taga WVSU**

\_\_\_\_ Student / Estudyante  
 \_\_\_\_ Faculty / Titser  
 \_\_\_\_ Staff / Kawani Na Di Nagtuturo

**External Client / Hindi Taga WVSU**

\_\_\_\_ General Public / Pribadong Indibidwal  
 \_\_\_\_ Government Employee / Kawani ng Pamahalaan  
 \_\_\_\_ Private Employee/ Nagtatrabaho sa Pribadong Ahensya

**Sex / Kasarian**

\_\_\_\_ Male / Lalake  
 \_\_\_\_ Female / Babae

**Age / Edad:**

\_\_\_\_\_ y.o.

**Point of Origin / Taga Saan:**

☐ Visayas
 ☐ Luzon
 ☐ Mindanao
 ☐ Abroad / Labas ng Bansa

Your experience with us is important. Please tick the appropriate box for your feedback. Leave as blank if the criterion is not applicable. (Ang karanasan mo sa amin ay mahalaga. Lagyan ng tsek ang kahong nagsasaad ng inyong karanasan ukol sa serbisong natanggap. Iwanang blanko ang pamantayan kung ito ay hindi angkop sa serbisong natanggap.)

CRITERIA / MGA PAMANTAYAN					1	2	3	4	5
<b>1 = Very Dissatisfied</b> (Lubhang Di Nasiyahan)	<b>2 = Dissatisfied</b> (Di Nasiyahan)	<b>3 = Neutral</b> (Sa Gitna)	<b>4 = Satisfied</b> (Nasiyahan)	<b>5 = Very Satisfied</b> (Lubhang Nasiyahan)					
<b>Responsiveness (Pagtugon):</b> Willingness to help, assist or provide prompt service (Handang tumugon at magserbisyo nang mabilis)									
<b>Reliability (Maasahan):</b> Provision of what is needed and what was promised with zero to a minimal error rate (Mahusay na magserbisyo ayon sa itinakdang pamantayan)									
<b>Access &amp; Facilities (Lokasyon at Pasilidad):</b> Convenience of location, ample amenities for a comfortable transaction, and use of clear signages and modes of technology (Madaling puntahan ang lugar at magamit ang pasilidad dahil malinaw ang mga karatula)									
<b>Communication (Pakikipag-usap):</b> Keeping clients informed in a language they can easily understand, as well as listening to their feedback (Pakikipag-ugnayan sa paraang manlinaw at nauunawan kasama ang mga opinion at puna)									
<b>Costs (Gastos):</b> Timeliness of billing; and acceptability of billing process/es, methods of payment, payment period, value-for-money, range of costs, and information on cost per service (Halagang naging katumbas o binayaran)									
<b>Integrity (Kawastuhan ng mga kilos):</b> Honesty, justice, and fairness are in the services (Katapatan, katarungan at pantay na serbisyo)									
<b>Assurance (Pagtitiwala):</b> Assurance that the office personnel perform their duties, they know their products/services, can understand clients' needs, and have good work relationships (Tiwala na ginagampanan ang mga ungkulin, may kaalaman sa produkto/serbisyo, may pag-unawa sa pangangailangan ng mga kliyente, at may magandang samahan sa trabaho)									
<b>Outcome (Kinalabasan):</b> Result of the transaction. (Kinalabasan ng transaksyon)									

**Comments/Recommendations (Komentaryo/Mungkahi):** \_\_\_\_\_

**THANK YOU VERY MUCH! MARAMING SALAMAT!**

**Privacy Notice:**

The personal information in this document shall be used for the client/customer satisfaction survey (CCSS) only. Any information herein may not be used for other purposes.

**Privacy Notice:**

Ang personal na impormasyon sa dokumentong ito ay para sa CCSS lamang. Anuman ang impormasyon ay hindi maaaring gamitin sa ibang layunin.



## West Visayas State University

(Formerly Iloilo Normal School)

Luna St., La Paz, Iloilo City 5000

Iloilo, Philippines

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\* Website: www.wvsu.edu.ph \* Email Address: president@wvsu.edu.ph



### HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: \_\_\_\_\_ Sex: ☐ Male ☐ Female Age: \_\_\_\_\_ Region of Residence: \_\_\_\_\_

Office Visited: \_\_\_\_\_ Service Availed: \_\_\_\_\_

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.  
☐ 2. I know what a CC is but I did NOT see this office's CC.  
☐ 3. I learned of the CC only when I saw this office's CC.  
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- ☐ 1. Easy to see ☐ 4. Not visible at all  
☐ 2. Somewhat easy to see ☐ 5. N/A  
☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much ☐ 3. Did not help  
☐ 2. Somewhat helped ☐ 4. N/A

### INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): \_\_\_\_\_

THANK YOU!



**West Visayas State University**  
**CLIENT COMPLAINT FORM**

Unit: \_\_\_\_\_

Service Requested: \_\_\_\_\_

A. Name of Person being complaint: \_\_\_\_\_

B. Incident: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

C. Evidence: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Information of Complainant:

In order for us to give feedback on the action taken relative to your complaint, kindly provide us the following information:

A. Name of Complainant: \_\_\_\_\_

B. Telephone Number: \_\_\_\_\_

C. Email Address: \_\_\_\_\_





## VII. List of Offices/Campuses


Office	Address	Contact Information
WVSU Main Campus	Luna St., La Paz, Iloilo City	(033) 320-0870 to 78
College of Agriculture and Forestry	Brgy. Jayobo, Lambunao, Iloilo	09177055089 / 09177055624
Calinog Campus	Brgy. Sinsiman, Calinog, Iloilo	(033) 330-0924/0250
Himamaylan Campus	Brgy. Caradio-an, Himamaylan City, Negros Occidental	09451459449
Janiuay Campus	Cabesa Jose d Braña St., Janiuay, Iloilo	(033) 330-3485
Lambunao Campus	Larido St., Poblacio Ilawod, Lambunao, Iloilo	(033) 533-8053
Pototan Campus	Brgy. Cau-ayan, Pototan, Iloilo	(033) 529-8716
WVSU Medical Center	E. Lopez, St., Jaro, Iloilo City	(033) 320-2431

  
**JULIUS B. UNDAR**

Chief Administrative Officer-Administrative Division  
Vice-Chair, WVSU-CART

  
**PETER ERNIE D. PARIS, PhD**

Vice President for Administration and Finance  
Chair, WVSU-CART

  
**JOSELITO F. VILLARUZ, MD, PHD, FPPS**  
SUC President IV