



TUGUEGARAO CITY PEOPLE'S GENERAL HOSPITAL



1. Undergoing Out-Patient Consultation

Service Description: An Outpatient appointment is a consultation with a healthcare practitioner. An Outpatient appointment will be a face-to-face meeting to gain a better understanding of out-patient's symptoms. They will discuss with out-patients an anticipated course of treatment, what will happen and how your care will be delivered.

Office or Division:	Out-Patient Division (OPD), Tuguegarao City People's General Hospital			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card OPD Form		Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number from the Guard on duty and wait for number to be called.	1. Issue priority number.	P50.00	1 minute	<i>Guard-on-duty</i>
2. Once number is called, proceed to Room 101. Hand-in hospital number and inform Clerk on duty of your purpose.	2. Call number. Accept number. Ask client of his/her purpose. Issue order-of-payment.		1 minute	<i>Medical Records Clerk-on-duty</i>
3. Receives order-of-payment from clerk-on-duty. Pay at Room 111-Cashier. (If client already have hospital card, client need not pay any further.)	3. Accepts payment and issued official receipt (OR).		1-2 minutes	<i>Cash Clerk-on-duty</i>
4. Bring OR to Room 101.	4. Issue hospital card and OPD Form		1 minute	<i>Medical Records Clerk-on-duty</i>
5. Bring hospital card and OPD Form to OPD Nurse-on-duty at the Triage Area.	5. Conduct medical consultation		1 – 1.5 hour	<i>Nurse/Nursing Aide-on-duty Doctor-on-duty</i>
	TOTAL	Lab fee/s, if required.	1 Hour and 35 minutes	



2. Application or request for Medical Certificate and other patient record/s

Service Description: It involve issuance of Medical Certificate and other hospital record pertaining to patient admission or consultation at the hospital or may be availed of by patients or other persons/entities authorized by law and issued by the Medical Records Section.

Office or Division:	Medical Record Section, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client, G2G – Government to Government,			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card OPD Form		Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-in request for medical certificate or other patients record.	1. Accept request form and locate patient record. Issue order of payment for certification fee.		1 minute	<i>Medical Records Clerk-on-duty</i>
2. Receives order-of-payment from clerk-on-duty. Pay at Room 111-Cashier.	2. Accept payment and issue official receipt (OR).	P100.00	2 – 3 minutes	<i>Cash Clerk-on-duty</i>
3. Bring OR to Room 101.	3. Prepare requested document.		3 – 5 minutes	<i>Medical Records Clerk-on-duty</i>
4. Receives requested documents	4. Signing of the document by authorized signatory		10 – 15 minutes	<i>Authorized Signatory</i>
	5. Release/issue requested document.		1 minute	<i>Medical Records Clerk-on-duty</i>
	TOTAL	P100.00	25 minutes	



3. Availing Registration of Live Birth

Service Description: The hospital shall issue Certificate of Live Birth for births occurring at the hospital to be registered with the Local Civil Registrar by the Medical Records Section or the immediate family of the newborn.

Office or Division:	Medical Record Section, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient – client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Chart		Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-in details in Birth Information Sheet (BIS).	1. Accept DIS and verify details from informant-client.		1-2 minutes	<i>Guard-on-duty</i>
2. Receives order-of-payment from clerk-on-duty. Pay at Room 111-Cashier	2. Issue order of payment for registration fee.		1-2 minutes	<i>Medical Records Clerk-on-duty</i>
3. Bring OR to Room 101.	3. Accept payment and issue official receipt (OR).	P50.00	1 minute	<i>Cash Clerk-on-duty</i>
4. Verify/confirm and sign information entered in Certificate of Live Birth	4. Prepare Certificate of Live Birth		15 – 20 minutes	<i>Medical Records Clerk-on-duty</i>
	5. Signing of the document by authorized signatory.		3-5 minutes	<i>Medical Records Clerk-on-duty Attending Physician</i>
	6. Registration of the document to the Office of the Local Civil Registrar.			<i>Medical Records Clerk-on-duty</i>
	TOTAL	P50.00	30 minutes	



4. Availing Registration of Death

Service Description: The hospital shall issue Deaths certificate for deaths occurring at the hospital shall be registered with the Local Civil Registrar by the Medical Records Section or the immediate family of the deceased.

Office or Division:		Medical Record Section, Tuguegarao City People's General Hospital		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Patient – client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Chart		Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-in details in Birth Information Sheet (BIS).	1. Accept DIS and verify details from informant-client.		1-2 minutes	<i>Guard-on-duty</i>
2. Receives order-of-payment from clerk-on-duty. Pay at Room 111-Cashier	2. Issue order of payment for registration fee.		1-2 minutes	<i>Medical Records Clerk-on-duty</i>
3. Bring OR to Room 101.	3. Accept payment and issue official receipt (OR).	P100.00	1 minute	<i>Cash Clerk-on-duty</i>
4. Verify/confirm and sign information entered in Certificate of Death	4. Prepare Certificate of Death		15 – 20 minutes	<i>Medical Records Clerk-on-duty</i>
	5. Signing of the document by authorized signatory.		3-5 minutes	<i>Medical Records Clerk-on-duty Attending Physician</i>
	6. Registration of the document to the Office of the Local Civil Registrar.			<i>Medical Records Clerk-on-duty</i>
	TOTAL	P100.00	30 minutes	



5. Availing Admission for Confinement in the Hospital

Service Description: Admission for confinement in the hospital is availed of by patients for the treatment of their diagnosed ailments anytime of the day.

Office or Division:		Admission Section, Tuguegarao City People's General Hospital		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Patient – client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Slip		OPD/ER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceeds to Admitting Section and present Admission Slip	1. Accepts and checks the completeness of the admission slip; interviews client; input data on computer system; and let client review data on printed Clinical Cover Sheet.	None	20-30 minutes	<i>Admitting Clerk</i>
2. Client reviews correctness of data printed in Clinical Cover Sheet	2. Admitting Clerk informs client and ward nurse on-duty of the assigned room number for patient.	None	3-5 minutes	
	3. Admitting Clerk informs client to secure and submit any or all of the following documents when necessary: -Medical Certificate from previous confinement falling within the 90-day period. -Proof of premium contribution -Birth Certificate	None		
	TOTAL		30 minutes	



6. Availing Emergency Treatment

Service Description: To facilitate provision of medical and surgical care to patients arriving at the hospital in need of immediate care as well as responding to certain situations within the hospital such as cardiac arrests anytime of the day.

Office or Division:	Emergency Department, Tuguegarao City People's General Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient – client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card OPD Form		Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client enters Emergency Room and submit herself/himself for necessary first-aid/emergency care by the ER Team.	1. Admits patient and perform necessary emergency care or procedure.	(Please see attached Schedule of Fees)	3- minutes - 1 hour	<i>Triage Nurse/ Resident-On-Duty</i>
2. Patient or care giver provides required personal information of patient to triage-nurse.	2. Triage-nurse interviews patient or care giver for required personal information of patient.			<i>Triage Nurse</i>
3. Patient or care giver pays hospital bill; Or Care giver proceeds to Admitting Section for admission of patient.	3. Triage-nurse issues order of payment of hospital bill after emergency care; Or Resident-On-Duty orders admission of patient for hospital confinement.			<i>Triage Nurse Resident-On-Duty</i>
	TOTAL		1 hour	



7. Billing and Payment of Hospital Bill

Service Description: After availment of hospital services, the cost of hospital services is computed and patient is required to pay based on statement of account (SOA) or hospital bill is charged against PhilHealth Benefit Package when applicable.

Office or Division:	Billing and Claims Section, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient – Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Chart Charge Slip/SOA		Ward Billing & Claims Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay hospital bill at the Cashier's Office when PhilHealth Benefit Package is not applicable to patient's hospitalization/consultation.	1. Computes and charge patient of his/her hospital bill. 1.1. When applicable, charge hospital bill to PhilHealth Benefit Package.		30 – 45 minutes	<i>Billing Clerk</i> <i>Processing Clerk</i>
2. Present proof of payment (Official Receipt) to Processing Clerk for endorsement of Discharge Order to Ward Nurse.	2. Processing Clerk notes payment and endorses Discharge Order to Ward Nurse.		10-15 minutes	<i>Processing Clerk</i>
	TOTAL		1 hour	



8. Availing Laboratory Examination

Service Description: Diagnostic laboratory examinations are available at the hospital and may be availed of upon Doctor's order anytime of the day for in-patients and from 8 AM to 5PM, Monday to Friday except holidays for out-patients.

Office or Division:	Billing and Claims Section, Tuguegarao City People's General Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient – Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order/Request		ER/OPD/Wards		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed and present doctor's order/request to Clinical Laboratory.	1. Doctor issues order/request for laboratory examination of patient.	(Please see attached Schedule of Fees)	1 – 2 minutes	<i>Doctor on duty</i>
2. Patient presents order of payment to Cashier's Office and pay required fee. Returns OR to Clinical Laboratory.	2. Accepts doctor's order/request and issue order of payment to patient.		1-3 minutes	<i>Medical Technologist Cash Clerk</i>
3. Undergo required laboratory examination.	3. Medical Technologist undertake ordered/ requested laboratory examination on patient.		10-15 minutes	<i>Medical Technologist</i>
	TOTAL		20 minutes	



9. Availing X-ray Examination

Service Description: X-ray diagnostic examinations are available at the hospital and may be availed of upon Doctor's order anytime of the day for in-patients and from 8 AM to 5PM, Monday to Friday except holidays for out-patients.

Office or Division:	Out-Patient Division (OPD), Tuguegarao City People's General Hospital			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient – Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Order/Request		ER/OPD/Wards		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed and present doctor's order/request to X-Ray Room.	1. Doctor issues order/request for x-ray examination of patient.	(Please see attached Schedule of Fees)	1 – 2 minutes	<i>Doctor on duty</i>
2. Patient presents order of payment to Cashier's Office and pay required fee. Returns OR to X-ray Room.	2. Accepts doctor's order/request and issue order of payment to patient.		1-3 minutes	<i>X-ray Technologist Cash Clerk</i>
3. Undergo required examination.	3. X-ray Technologist undertake ordered/requested examination on patient.		10-15 minutes	<i>X-ray Technologist</i>
	TOTAL		20 minutes	



10. Availing Social Service Assistance

Service Description: The Medical Social Service is responsible for providing assistance to patients with financial limitations, for their diagnostic work up and treatment. Referrals for assistance are received from the Service Wards and Outpatient Department. The Medical Social Worker conducts screening to evaluate the needs of the patients and hand required services or assistance.

Office or Division:	Medical Social Service Section, Tuguegarao City People's General Hospital			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient – Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Social Service Section for required interview/ need assessment.	1. Assess patient's need/s and prepare necessary case evaluation report. 1.1. Based on assessment, indicate allowed discount on hospital bill for approval of the Chief of Hospital. 1.2. Enroll patient who are not yet members of PhilHealth under the Point of Service (POS) program for PhilHealth Benefit Coverage.		1 hour and 20 minutes	<i>Social Worker</i>
	TOTAL		1 hour and 20 minutes	



11. Availing Drugs and Medicines

Service Description: Drugs and Medicines are available and catered by the hospital Pharmacy for inpatients, for admission and emergency ward patients. The Pharmacy is open 24/7.

Office or Division:		Pharmacy, Tuguegarao City People's General Hospital		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Patient – Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Prescription		Emergency Room Wards		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present doctor's prescription to Pharmacy Staff. 2. Accepts dispensed drugs and medicines.	1. Accepts prescription, checks on availability and dispense prescribed drugs and medicines.		10 -15 minutes	<i>Pharmacist/ Pharmacy Aide</i>
	TOTAL		15 minutes	



12. Redress of Complaint/Grievance

Service Description: Drugs and Medicines are available and catered by the hospital Pharmacy for inpatients, for admission and emergency ward patients. The Pharmacy is open 24/7.

Office or Division:	Public Assistance and Complaint Desk, Tuguegarao City People's General Hospital			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback Form/Complaint Letter		Public Assistance and Complaint Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to designated Public Assistance and Complaint Desk and talk to the Officer of the Day.	1. Accepts prescription, checks on availability and dispense prescribed drugs and medicines.		3-5 minutes	<i>PACD Officer of the Day</i>
2. Accomplish the Feedback Form for any complaint/ concern and submit it to the Officer of the Day.	2. If the issue cannot be resolved at the level of the PACD, endorse the matter to the Chief of Administrative Services.		5-10 minutes	<i>PACD Officer of the Day</i>
3. Contact the Chief of the Administrative Services to follow up action on unresolved complaint/issue/ concern either personally or thru the following contact numbers: Mobile No.: 09155268896 Landline: 377-3825	3. The Chief of Administrative Services and or the Hospital Grievance Committee shall conduct an investigation and may require the appearance of complaint for the resolution of the complaint/issue/ concern.		Simple: 30 min -1 hour Complex: 12-24 hrs	<i>Chief Administrative Officer/ Hospital Grievance Committee</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Provide the complaint and the Office of the Mayor with copy of the resolution of the complaint/issue/concern.			
	TOTAL		Simple: 1 hour 15 minutes Complex: 24 hours	



13. Application for Leave of Absence

Service Description: Secure leave form for endorse to the Chief of Hospital recommends approval/ disapproval

Office or Division:	Human Resource Management Office, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office-Client Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure leave form, accomplish and submit it to the HR Office	1. Review application for leave and endorse it for appropriate action to the Chief of Hospital.		1-3 minutes	<i>PACD Officer of the Day</i>
	2. Chief of Hospital recommends approval/ disapproval of the leave application to the Human Resource Management Officer and the Local Chief Executive.		5-10 minutes	<i>PACD Officer of the Day</i>
	3. HR Office transmits leave application to the Tuguegarao City Hall for appropriate action of the Human Resource Management Officer and the Local Chief Executive.		8 hours –1 day and 4 hours	<i>Chief Administrative Officer/ Hospital Grievance Committee</i>
	4. Inform employee of the action taken on leave application.			
	TOTAL		1 day, 4 hours and 13 minutes	



14. Application to Use Compensatory Time-Off

Service Description: Compensatory time-off is granted in lieu of overtime pay to an official/ employee whose position is division chief of below who work beyond regular office hours.

Office or Division:	Human Resource Management Office, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office-Client Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Form		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure leave form, accomplish and submit it to the HR Office	1. Review application for leave and endorse it for appropriate action to the Chief of Hospital.		1-3 minutes	<i>PACD Officer of the Day</i>
	2. Chief of Hospital recommends approval/ disapproval of the leave application to the Human Resource Management Officer and the Local Chief Executive.		5-10 minutes	<i>PACD Officer of the Day</i>
	3. HR Office transmits leave application to the Tuguegarao City Hall for appropriate action of the Human Resource Management Officer and the Local Chief Executive.		8 hours –1 day and 4 hours	<i>Chief Administrative Officer/ Hospital Grievance Committee</i>
	4. Inform employee of the action taken on leave application.			
	TOTAL		1 day, 4 hours and 13 minutes	



15. Requisition of Hospital and Office Supplies

Service Description: Requests for office supplies are made to the Procurement and Supply Section who takes custody and management of hospital and office supplies.

Office or Division:	Procurement and Supply Section, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office-Client Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		Procurement and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit requisition slip.	1. Review request and check availability of supply.		1 – 2 minutes	<i>Supply Officer/ Clerk</i>
2. Accept supplies and sign Internal Requisition and Issuance Slip	2. Issue supplies		2 – 3 minutes	
	TOTAL		5 minutes	



16. Requesting for Certificate of Employment and/or other records pertaining to employment at the hospital

Service Description: Issuance of certificate of employment or certified copy of any document pertaining to employment at the hospital shall be

Office or Division:	HR Office, Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Office-Client Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form.	1. Accept request form and review request.	P100.00	1 – 2 minutes	Administrative Aide
2. Pay certification fee at Cashier's Office and submit official receipt to HR Office.	2. Prepare document and issue order of payment to client.		1 – 3 minutes	
	3. Approve/Sign document		2-4 minutes	Chief of Hospital
	4. Indicate OR number in the document before issuance.		1 minute	
	TOTAL	P100.00	10 minutes	



17. Availing Use of Ambulance

Service Description: Hospital Ambulance may be made available in taking sick or injured people to and from a hospital other than the Tuguegarao City People's General Hospital, especially in emergencies.

Office or Division:	Office of the Chief of Hospital , Tuguegarao City People's General Hospital			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Office-Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		HR Office or Office of the Chief of Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit request form.	1. Accept request form and review request.	P200.00 for w/in Tuguegarao	1 – 2 minutes	Administrative Aide
2. Pay Ambulance Fee to Cahier's Office	2. Issue order of payment to client.	P50.00/ per km for outside of Tuguegarao	1 – 3 minutes	
	3. Approve Travel Order	Tuguegarao but w/in	2-4 minutes	
	4. Issue Travel Order	Cagayan P5,000.00 for outside Cagayan	1 minute	
	TOTAL		10 minutes	