

OSPITAL NG IMUS

CITIZEN'S CHARTER 2022



OSPITAL NG IMUS

EXTERNAL SERVICES



PAGPROSESO NG ADMISYON NG PASYENTE

Ang Admitting Department ay ang nagproproseso ng admisyon ng pasyente mula sa Emergency Department hanggang Nursing Ward. Ito ay inaasahang makapaghatid ng kalidad na serbisyo mula sa admisyon ng pasyente hanggang ito ay makalabas ng Ospital ng Imus. Maipalamang maipaintindi ng maayos sa mga pasyente at kamag-anak nito ang kanilang mga karapatan at responsibilidad habang sila ay nasa ospital.

OPISINA o DIBISYON	Ospital ng Imus - Admitting Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens; G2G – Government to Government			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Data Sheet (L3-ADM-001-1/2)		Admitting Department		
Patient Informed Consent (L3-ADM-001-5/4)		Admitting Department		
Patient's Watcher Consent Form (L3-ADM-001-8/3)		Admitting Department		
COVID Ward Waiver Form (L3-ADM-001-10/1)		Admitting Department		
Admission Slip (L3-EMD-001-2/1)		Emergency Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Resulta ng Rapid Antigen Test		Laboratory Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumunta sa Admitting Department para asikasuhin ang admisyon ng pasyente dala ang Admission Slip (L3-EMD-001-2/1) na nakasulat ang numero ng posibleng kwarto para sa pasyente na manggagaling sa Emergency Department at ang resulta ng Rapid Antigen Test (Anti-body/Antigen) ng	1.1 Ipaalam at tanungin sa pasyente o kamag-anak ng pasyente ukol sa kwartong kanilang maaaring pagpilian (depende sa kaso) at rate nito.	Wala	2 minuto	Administrative Officer I Clerk III Admitting Department
	1.2 Itawag sa Ward Nurse on duty para ipaalam na may ia-admit na pasyente.	Wala	1 minuto	
	1.3 Tawagan ang Nurse sa Emergency Department upang ipaalam ang tamang kwartong pag-aadmitan ng pasyente at para ma-verify kung may kaukulang babayaran pa ito.	Wala	1 minuto	



magbabantay sa pasyente.	1.4 Alamin ang mga pangunahing impormasyon ng pasyente at itala sa Patient Data Sheet (L3-ADM-001-1/1).	Wala	15 minuto	
	1.5 Kuhaan ng litrato ang magbabantay para sa Watcher's ID.	Wala	1 minuto	
2. Magbigay ng isang (1) Government Issued o valid ID.	2. Patunayan ang mga kailangang impormasyon.	Wala	1 minuto	Administrative Officer I Clerk III Admitting Department
3. Basahin, intindihin at pirmahan ang Patient Informed Consent (L3-ADM-001-5/4) para sa admisyon ng pasyente (maaaring ang magbabantay o alinmang kamag-anak na nasa tamang edad ang pumirma kung hindi kaya ng mismong pasyente).	3. Ipaliwanag ng maayos ang nilalaman ng Patient Informed Consent (L3-ADM-001-5/4) para sa admisyon ng pasyente at Patient's Watcher Consent Form (L3-ADM-001-8/3) at COVID Ward Waiver Form (L3-ADM-001-10/1) para sa magbabantay. 3.1 Para sa magbabantay, basahin, intindihin at pirmahan ang Patient's Watcher Consent Form (L3-ADM-001-8/3) at COVID Ward Waiver Form (L3-ADM-001-10/1).	Wala	15 minuto	Administrative Officer I Clerk III Admitting Department
4. Ipagbigay alam sa Admitting Personnel kung may Philhealth o wala ang pasyente.	4. Tanungin kung may Philhealth ba o wala ang pasyente. Papuntahin ang pasyente o kamag-anak sa Benefits Section para maverify at malaman ang proseso ng Philhealth at ang mga dapat gawin.	Wala	1 minuto	Administrative Officer I Clerk III Admitting Department
5. Bumalik sa Admitting Department at tanggapin ang Patient ID Band, Patient Data Sheet (L3-ADM-001-1/2), Patient Informed Consent (L3-ADM-001-5/4), Patient's Watcher Consent Form (L3-ADM-001-8/3) at COVID	5. Ibigay ang Patient ID Band, Patient Data Sheet (L3-ADM-001-1/2), Patient Informed Consent (L3-ADM-001-5/4), Patient's Watcher Consent Form (L3-ADM-001-8/3), COVID Ward Waiver Form (L3-ADM-001-10/1) at ang Admission Kit sa pasyente o kamag-anak ng pasyente at pabalikin sa Emergency Department.	Wala	1 minuto	Administrative Officer I Clerk III Admitting Department



Ward Waiver Form (L3-ADM-001-10/1) at ang Admission Kit. Ito ay ibibigay sa Nurse on duty sa Emergency Department.				
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	38 minuto	



BEREPIKASYON NG ESTADO O KALAGAYAN NG PHILHEALTH MEMBERSHIP

Pag-alam sa estado o kalagayan ng Philhealth Membership sa pamamagitan ng Philhealth Portal upang malaman kung maaaring mabigyan ng benepisyo ang pasyente ng nasabing ahensya.

OPISINA o DIBISYON	Ospital ng Imus – Benefits Section			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizen			
SINO ANG NANGANGAILANGAN NG SERBISYO	Mga kasapi o miyembro ng PhilHealth o kumakatawan sa kanila			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Philhealth ID		PhilHealth - Local Health Insurance Office		
Member's Data Record (MDR) ng miyembro		PhilHealth – Local Health Insurance Office		
Government Issued ID ng miyembro o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipasa ang PhilHealth ID, Member's Data Record (MDR) o Government Issued ID (alin man sa tatlo) ng miyembro.	1.1 Tanggapin ang pagkakakilanlan upang beripikahin sa PhilHealth Portal.	Wala	1 minuto	Clerk I Administrative Assistant II Administrative Officer I Benefit Section
	1.2 Buksan ang Philhealth Portal at hanapin ang pangalan o Philhealth number ng miyembro.	Wala	7 minuto	
2. Tanggapin ang resulta ng berepikasyon at makinig sa paliwanag ng Philhealth Personnel.	2. Iprint ang resulta ng berepikasyon at ipaliwanag sa kliyente ang nilalaman nito. Kapag ang resulta ay nagsasaad na hindi maaaring gamitin ang benepisyo, ipaalam ang mga kailangang gawin ayon sa Philhealth.	Wala	5 minuto	Clerk I Administrative Assistant II Administrative Officer I Benefit Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	13 minuto	



PAGPROSESO NG PHILHEALTH INSURANCE BENEFIT

Pagproseso ng mga dokumento at kailangang impormasyon ng pasyente upang magamit ang inilaan na benepisyong ng Philhealth base sa pagsusuri na isinagawa ng doktor.

OPISINA o DIBISYON	Ospital ng Imus – Benefits Section			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Mga kasapi o miyembro ng PhilHealth o kumakatawan sa kanila			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Claim Signature Form (CSF)			Ospital ng Imus - Benefits Section	
Claim Form 2 (CF2)			Ospital ng Imus - Benefits Section	
Philhealth Benefit Eligibility			Ospital ng Imus - Benefits Section	
Certification of Non-Admission to Other Hospitals and Waiver of Liability (L3-PHI-001-6/0)			Ospital ng Imus - Benefits Section	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Magtungo sa Benefits Section Window upang punan ang mga kinakailangang dokumento (CSF, CF1, CF2, PBEF at Certification of Non-Admission to Other Hospitals and Waiver of Liability (L3-PHI-001-6/0).	1. Magprint ng CSF, CF2 at PBEF mula sa Philhealth Information System at ibigay sa kinatawan ng pasyente upang kumpletuhin ang mga kailangang impormasyon.	Wala	7 minuto	Clerk I Administrative Assistant II Administrative Officer I Benefit Section
2. Kumpletuhin ang mga kailangang impormasyon sa ibinigay na mga dokumento at ibalik sa Benefits Section Personnel.	2. Tingnan kung kumpleto ang mga impormasyon na kailangan at tanggapin ang mga dokumento.	Wala	5 minuto	Clerk I Administrative Assistant II Administrative Officer Benefit Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	12 minuto	



PAGTATANONG TUNGKOL SA BILL NG PASYENTE

Ito ay upang malaman kung magkano na ang humigit o kumulang na babayaran ng pasyente.

OPISINA o DIBISYON		Ospital ng Imus - Billing Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Information Slip (L3-ADM-001-6/1)		Outpatient Department; Emergency Department; Admitting Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumunta sa Billing Section ng Ospital upang magtanong tungkol sa kanilang babayaran. Ipakita ang Patient Information Slip (L3-ADM-001-6/1) o anumang Government Issued o Valid ID ng pasyente.	1.1 Hanapin ang Patient Information Slip (L3-ADM-001-6/1) ng pasyente. Kung wala ito, maaaring pasulatin ang pasyente/kamag-anak ng buong pangalan ng pasyente sa log sheet.	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	1.2 Hanapin ang pangalan ng pasyente sa Hospital Information System (HIS) at iberipika ang kwarto ng pasyente. Iprint ang Statement of Account (SOA) at/o Itemized Bill (depende sa kahilingan ng pasyente).	Wala	3 minuto	
2. Kuhanin at dalhin ang SOA at suriin ang mga babayaran.	2. Ibigay ang SOA sa pasyente/kamag-anak ng pasyente.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	6 minuto	



PAGPROSESO NG BILL NG PASYENTE (PASYENTE SA EMERGENCY DEPARTMENT)

Ito ay upang makuha ang pinal na babayaran ng pasyente sa Emergency Department at mabayaran sa Cashier.

OPISINA o DIBISYON	Ospital ng Imus - Billing Section			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizen			
SINO ANG NANGANGAILANGAN NG SERBISYO	Ospital ng Imus – Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Information Slip (L3-ADM-001-6/1)		Out Patient Department; Emergency Department; Admitting Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
Person with Disability (PWD) ID		Local Government Unit – Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Naabisuhan ang pasyente na maaari na siyang umuwi.	1.1 Tawagan sa telepono at abisuhan ang Billing Staff na ang pasyente ay handa nang pauwiin at nai-tag nang May Go Home (MGH) sa Hospital Information System (HIS).	Wala	1 minuto	Nurse I Emergency Department
	1.2 Suriin ang profile ng pasyente. Ang mga angkop na diskwento ay ibibigay sa mga Senior Citizen o PWD na pasyente.	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Department
	1.3 Iprint ang Statement of Account (SOA) at Itemized Bill.	Wala	1 minuto	
	1.4 Tawagan ang Emergency Department Staff at ipasabi sa pasyente/kamag-anak na maaari na nilang kunin ang SOA sa Billing Section.	Wala	1 minuto	



2. Pumunta sa Billing Section at ipakita ang Patient Information Slip (L3-ADM-001-6/1) o Government Issued ID o Valid ID, at ang Senior Citizen ID o PWD ID, anuman ang naaangkop.	2. Iencode ang Senior Citizen o PWD ID number kung hindi pa ito nakalagay sa Hospital Information System (HIS).	Wala	2 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Department
3. Kunin ang SOA.	3. Ibigay ang printed SOA sa pasyente/kamag-anak ng pasyente, papirmahin at papuntahin sa Cashier upang magbayad. Kung walang babayaran sa bill, magbigay ng Patient's Clearance Form (L3-ADM-001-4/1) at pabalikin sa Emergency Department.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Department
KABUUAN		Wala	8 minuto	



PAGPROSESO NG BILL NG NAKAADMIT NA PASYENTE

Ito ay upang makuha ang pinal na bill ng nakaadmit na pasyente at mabayaran sa Cashier.

OPISINA o DIBISYON	Ospital ng Imus - Billing Section			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizen			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Professional Fee Form (L3-ADM-001-3/0)			Ospital ng Imus – Nursing Ward	
Patient Discharge Slip (L3-NSD-001-12/0)			Ospital ng Imus – Nursing Ward	
Person with Disability (PWD) ID			Local Government Unit - Office of the Senior Citizen's Affair	
Senior Citizen ID			Local Government Unit	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Naabisuhan ang pasyente na maaari na siyang umuwi.	1.1 Tawagan sa telepono at abisuhan ang Billing Staff na ang pasyente ay handa nang pauwiin at nai-tag nang May Go Home (MGH) sa Hospital Information System (HIS).	Wala	1 minuto	Nurse I Nursing Ward
	1.2 Suriin ang profile ng pasyente at bilangin kung tama ang bilang ng araw ng kwarto. Ang mga angkop na diskwento ay ibibigay sa mga Senior Citizen o PWD na pasyente.	Wala	3 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
2. Pumunta sa Billing Section upang isumite ang mga kailangang dokumento.	2.1 Tanggapin ang Professional Fee Form (L3-ADM-001-3/0), Patient Discharge Slip (L3-NSD-001-12/0) at ang Senior Citizen ID/PWD ID (kung naaangkop).	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	2.2 Berepikahin kung ang nakasulat sa Professional Fee Form (L3-ADM-001-3/0) at ang nasa Hospital Information System (HIS)	Wala	2 minuto	



	na pangalan ng mga doktor ay magkatulad.			
3. Pumunta sa Benefits Section upang magpasa ng mga kailangang dokumento.	3.1 Kung ang pasyente ay may Philhealth, papuntahin sa Benefits Section upang isumite ang mga kailangang dokumento.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	3.2 Ibawas ang mga angkop na diskwento ng Philhealth.	Wala	2 minuto	
4. Tanggapin ang Statement of Account (SOA) at pumunta sa Medical Social Service Department.	4. Isaayos at kumpletuhin ang bill ng pasyente, iprint ang SOA at papuntahin ang pasyente sa Medical Social Service Department.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
5. Bumalik sa Billing Section upang malaman ang diskwento na binigay ng Medical Social Service Personnel base sa klasipikasyon ng pasyente.	5.1 Ibigay ang mga karagdagang diskwento base sa pagsang-ayon ng Medical Social Service Personnel at iprint ang final SOA at itemized bill.	Wala	3 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	5.2 Ipaliwanag ang lahat ng babayaran. Papirmahin ang pasyente/kamag-anak ng pasyente sa SOA para sa Benefits Section, Cashier at Billing Section.	Wala	4 minuto	
	5.3 Papuntahin ang pasyente/kamag-anak ng pasyente sa Cashier upang magbayad. Kung walang babayaran sa bill, magbigay ng Patient's Clearance Form (L3-ADM-001-4/1) at pabalikin sa Nursing Ward.	Wala	1 minuto	
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	19 minuto	



PAGPROSESO NG BILL SA OUTPATIENT DEPARTMENT NG OPERATING ROOM (OR)/ DELIVERY ROOM (DR)/ HEMODIALYSIS

Ito ay upang makuha ang pinal na bill sa Outpatient Department ng Operating Room/ Delivery Room o Hemodialysis Section na pasyente at mabayaran sa Cashier.

OPISINA o DIBISYON		Ospital ng Imus - Billing Section		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizen		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Professional Fee Form (L3-ADM-001-3/0)		Ospital ng Imus - Operating Room; Ospital ng Imus - Delivery Room; Ospital ng Imus – Hemodialysis		
Person with Disability (PWD) ID		Local Government Unit – Persons with Disability Affairs Office		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Naabisuhan ang pasyente na maaari na siyang umuwi.	1.1 Tawagan sa telepono at abisuhan ang Billing Staff na ang pasyente ay handa nang pauwiin at nai-tag na nang May Go Home (MGH) sa Hospital Information System (HIS).	Wala	1 minuto	Nurse I OR/DR/Hemodialysis
	1.2 Suriin ang profile ng pasyente. Ang mga angkop na diskwento ay ibibigay sa mga Senior Citizen o PWD na pasyente.	Wala	3 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
2. Pumunta sa Billing Section upang isumite ang mga kailangang dokumento.	2.1 Tanggapin ang Professional Fee Form (L3-ADM-001-3/0) at ang Senior Citizen ID/PWD ID (kung naaangkop).	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	2.2 Berepikahin kung ang nakasulat sa Professional Fee Form (L3-ADM-001-3/0) at ang nasa Hospital Information	Wala	2 minuto	



	System(HIS) na pangalan ng mga doktor ay magkatulad.			
3. Pumunta sa Benefits Section upang magpasa ng mga kailangang dokumento.	3.1 Kung ang pasyente ay may Philhealth, papuntahin sa Benefits Section upang isumite ang mga kailangang dokumento.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	3.2 Ibawas ang mga angkop na diskwento ng Philhealth. Iprint ang final Statement of Account (SOA) at itemized bill.	Wala	2 minuto	
4. Bumalik sa Billing Section upang kunin ang pinal na bill.	4.1 Ipaliwanag ang lahat ng babayaran. Papirmahin ang pasyente/kamag-anak ng pasyente sa SOA para sa Benefits Section, Cashier at Billing Section.	Wala	4 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
	4.2 Papuntahin ang pasyente/kamag-anak ng pasyente sa Cashier upang magbayad. Kung walang babayaran sa bill, magbigay ng Patient's Clearance Form (L3-ADM-001-4/1) at pabalikin sa OR/ DR o Hemodialysis.	Wala	1 minuto	Records Officer I Clerk IV Accounting Clerk II Billing Section
Sagutan ang Client Satisfaction Rating Form				
KABUUAN		Wala	15 minuto	



PAGTANGGAP NG BAYAD SA OUTPATIENT NA MGA TRANSAKSYON (PASYENTE SA OUTPATIENT DEPARTMENT)

Ito ay pagtanggap ng bayad para sa gamot, eksaminasyon sa laboratoryo, dayagnostikong proseso, at iba pa sa Outpatient na mga transaksyon.

OPISINA o DIBISYON	Ospital ng Imus - Cash Operations Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente o Kamag-anak ng Pasyente sa Outpatient Department			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Alinman sa mga sumusunod: <ul style="list-style-type: none"> • Order of Payment Slip • Pharmacy Charge Slip • Laboratory Charge Slip • Dental Charge Slip • X-ray Charge Slip • Ultrasound Charge Slip • Request 		Outpatient Department Pharmacy Department Laboratory Department Radiology Department Radiology Department Radiology Department Attending Physician		
Senior Citizen ID		Local Government Unit - Office of the Senior Citizen's Affair		
Persons with Disability (PWD) ID		Local Government Unit – Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang babayaran sa ospital na nakasaad sa alinman sa sumusunod: <ol style="list-style-type: none"> a. Request b. Order of Payment Slip c. Pharmacy Charge Slip d. Laboratory Charge Slip e. Dental Charge Slip f. X-ray Charge Slip g. Ultrasound Charge Slip 	1.1 Tanggapin ang mga babayaran sa ospital na nakasaad sa alinman sa sumusunod: <ol style="list-style-type: none"> a. Request b. Order of Payment Slip c. Pharmacy Charge Slip d. Laboratory Charge Slip e. Dental Charge Slip f. X-ray Charge Slip g. Ultrasound Charge Slip 	Wala	2 minuto	Cashier I Cash Operations Department



	1.2 Tingnan at ikumpara ang nakasulat na halaga sa charge slip at sa presyo na nakalagay sa Hospital Information System (HIS).	Wala	2 minuto	
	1.3 Kwentahin ang kabuuang halaga ng babayaran.	Wala	2 minuto	
	1.4 Alamin ang rates sa bawat kategorya ng pasyente na maaaring makakuha ng diskwento.	Wala	1 minuto	
2. Para sa diskwento (kung meron), ipakita ang Senior Citizen o PWD ID.	2. Tanggapin ang mga kaugnay na dokumento para patunayan na ang pasyente ay Senior Citizen o PWD.	Wala	2 minuto	Cashier I Cash Operations Department
3. Magbayad ng kaukulang babayaran.	3. Tanggapin ang bayad, ihanda ang opisyal na resibo at tatakan ng "Paid" ang request form o charge slip.	Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	3 minuto	Cashier I Cash Operations Department
4. Tanggapin ang opisyal na resibo kasama ang request form o charge slip.	4. Sabihan ang pasyente na pumunta kung saan gagawin ang eksaminasyon o kuhanin ang gamot.	Wala	1 minuto	Cashier I Cash operations Department
KABUUAN		Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	13 minuto	



PAGTANGGAP NG BAYAD SA EMERGENCY NA MGA TRANSAKSYON (PASYENTE SA EMERGENCY DEPARTMENT)

Ito ay pagtanggap ng bayad para sa gamot, eksaminasyon sa laboratoryo at dayagnostikong proseso na nagamit o nakonsumo ng pasyente mula sa Emergency Department.

OPISINA o DIBISYON		Ospital ng Imus - Cash Operations Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Kamag-anak ng Pasyente sa Emergency Department		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Final Statement of Account		Billing Section; Cash Operations Department		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Persons with Disability (PWD) ID		Local Government Unit – Persons with Disability Affairs Office		
Senior Citizen ID		Local Government Unit – Office of the Senior Citizen's Affair		
Promissory Note (L3-CAS-001-3/3)		Cash Operations Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang babayaran sa ospital: a. Final Statement of Account mula sa Billing Section para sa 8:00am-5:00pm na transaksyon; o b. Final Statement of Account mula Cash Operations Department para sa lagpas ng 5:00pm na transaksyon	1.1 Tanggapin ang Final Statement of Account mula sa pasyente. 1.2 Tingnan ang klasepikasyon ng pasyente sa Statement of Account. 1.3 Kwentahin ang kabuuang halaga ng babayaran.	Wala Wala Wala	1 minuto 2 minuto 5 minuto	Cashier I Cash Operations Department
2A. Para sa may pambayad: Bayaran ang kabuuang halaga ng babayaran.	2A. Tanggapin ang bayad, ihanda ang opisyal na resibo at tatakan ng "PAID" ang request form.	Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	2 minuto	Cashier I Cash Operations Department
2B. Para sa walang pambayad: • Para sa 8:00am hanggang 5:00pm na transaksyon, pumunta sa Medical Social	2B. Para sa transaksyon mula 8:00am hanggang 5:00pm, pumunta sa Medical Social Services. Para sa lagpas ng 5:00pm na transaksyon,	Wala	5 minuto	



<p>Services Department upang humingi ng tulong.</p> <ul style="list-style-type: none"> Para sa lagpas 5:00pm na transaksyon, sagutan ang mga hinihinging impormasyon sa Promissory Note (L3-CAS-001-3/3). 	<p>tanggapin ang Promissory Note (L3-CAS-001-3/3) at isyuhan ng tatlong (3) kopya ng Patient's Clearance Form (L3-ADM-001-4/1) at sabihan na bumalik kinabukasan para sa makausap at masuri ng Medical Social Services Department.</p>			
<p>3. Tanggapin ang ospiyal na resibo kasama ang kopya ng Final Statement of Account at tatlong (3) kopya ng Patient's Clearance Form (L3-ADM-001-4/1). Ibigay ito sa Nurse on Duty sa Emergency Department at Security Guard.</p>	<p>3. Sabihan ang pasyente na pumunta sa Emergency Department at ibigay ang Patient's Clearance Form (L3-ADM-001-4/1) sa nakaduty na Nurse at Security Guard.</p>	Wala	1 minuto	Cashier I Cash Operations Department
KABUUAN		Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	16 minuto	



PAGTANGGAP NG BAYAD SA INPATIENT NA MGA TRANSAKSYON

Ito ay pagtanggap ng bayad para sa gamot, eksaminasyon sa laboratory at diyagnostikong proseso, at iba pa mula sa Inpatient na mga transaksyon.

OPISINA o DIBISYON		Ospital ng Imus - Cash Operations Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Pasyente o Kamag-anak ng Pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Final Statement of Account		Billing Section		
Patient Discharge Slip (L3-NSD-001-12/0)		Nursing Ward		
Persons with Disability (PWD) ID		Local Government Unit - Persons with Disability Affairs Office		
Senior Citizen ID		Local Government Unit – Office of the Senior Citizen's Affair		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang Final Statement of Account.	1.1 Tanggapin ang Final Statement of Account.	Wala	1 minuto	Cashier I Cash Operations Department
	1.2 Tingnan ang klasepikasyon ng pasyente sa Final Statement of Account.	Wala	3 minuto	
	1.3 Kwentahin ang kabuuang halaga ng babayaran.	Wala	5 minuto	
2. Bayaran ang kaukulang halaga ng babayaran.	2. Tanggapin ang bayad, ihanda ang opisyal na resibo at tatakan ng "PAID" ang final statement of account. Magbigay ng tatlong (3) kopya ng Patient's Clearance Form (L3-ADM-001-4/1).	Base sa halaga ng nakonsumo na gamit, gamot o pasilidad	5 minuto	Cashier I Cash Operations Department
3. Tanggapin ang opisyal na resibo kasama ang tatlong (3) kopya ng Patient's Clearance Form (L3-ADM-001-4/1) at ibigay sa Nurse sa Nursing Ward.	3. Sabihan ang pasyente na pumunta sa Nursing Ward at ibigay ang Patient's Clearance Form (L3-ADM-001-4/1).	Wala	1 minuto	Cashier I Cash Operations Department
		KABUUAN	Base sa halaga ng nakonsumo	15 minuto



PROSESO NG PAGPAPATALA NG PASYENTE SA DIALYSIS CENTER

Ito ay proseso kung saan ang pasyente ay ipinatatala upang mabigyan ng pwesto para sa dialysis treatment.

OPISINA o DIBISYON	Ospital ng Imus – Dialysis Center
KLASIPIKASYON	Simple
URI NG TRANSAKSYON	G2C – Government to Citizens
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat
TSEKLIST NG KAILANGANG DOKUMENTO PARA SA DIALYSIS CENTER	SAAN MAKUKUHA
Pinakabagong tatlong (3) kopya ng Monitoring Sheet mula sa pinanggalingang Dialysis Center (para sa mga bagong pasyente)	Pinanggalingang Dialysis Center
Medical Abstract	
Listahan ng iniinom na gamot ng Pasyente	
Rekord ng bakuna	
Pinakabagong resulta ng laboratoryo (hindi lalagpas ng isang (1) buwan)	Laboratoryo kung saan ginawa ang eksaminasyon
Complete Blood Count, Blood Chemistry (Creatinine, BUN, Na, K, P, Albumin, at iba pa)	Laboratoryo kung saan ginawa ang eksaminasyon
Hepatitis Profile (hindi lalagpas ng anim (6) na buwan) <ul style="list-style-type: none"> • HbsAg • Anti-Hbs • Anti-HCV • Chest X-ray- hindi lalagpas ng isang buwan • Pinakabagong RT-PCR (swab test) – hindi lalagpas ng labing apat (14 araw) o dalawang lingo (2 linggo) • Blood Typing 	Laboratoryo kung saan ginawa ang eksaminasyon
Hemodialysis Order ng Attending Nephrologist	Attending Nephrologist
Certificate of Indigency (kung naaangkop)	Baranggay na Kinasasakupan ng Pasyente
KAILANGAN DOKUMENTO PARA SA PHILHEALTH	SAAN MAKUKUHA
PDD Confirmation Letter (kung naka-enrol)	Philhealth
PhilHealth – Member's Data Record (MDR)	Philhealth
Pinakabagong resibo ng PhilHealth Contribution (para sa mga nagtrabaho at self-paying)	Philhealth
Certification (number of dialysis sessions)	Pinanggalingang Dialysis Center
Birth Certificate	PSA (Philippine Statistics Authority)



Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pagsumite ng mga kinakailangang dokumento.	1. Suriin ang mga dokumentong isinumite ng pasyente o kamag-anak ng pasyente kung ito ay kumpleto at naayon.	Wala	10 minuto	Nurse I Dialysis Center
2. Ipakita sa Nephrologist ang mga dokumentong isinumite.	2.1 Ipakita sa Nephrologist ang mga dokumentong isinumite ng pasyente o ng kamag-anak ng pasyente.	Wala	30 minuto	Nurse I Nephrologist Dialysis Center
	2.2 Sakaling aprubahan ng Nephrologist ang mga dokumento, ang pasyente ay maaari ng bigyan ng iskedyl ng dialysis kung may bakanteng petsa at oras.	Wala	5 minuto	Nurse I Dialysis Department
	2.3 Kung walang bakanteng slot para sa pagpapadialysis, ilista ang pasyente sa waiting list at abisuhan na lamang kung mayroon ng bakante. Habang wala pang bakante, ang pasyente ay abisuhan na magpadialysis muna sa ibang center.	Wala	2 minuto	Nurse I Dialysis Department
KABUUAN		Wala	47 minuto	



PAGSASAGAWA NG HEMODIALYSIS TREATMENT

Proseso kung saan ang dugo ng pasyente ay nililinis ng artipisyal na bato upang magamit ulit.

OPISINA o DIBISYON	Ospital ng Imus – Dialysis Center			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat			
HAKBANG NG KLIYENTE			SAAN MAKUKUHA	
Doctor's Order Sheet (L3-HEM-001-1/1)			Ospital ng Imus – Dialysis Center	
Hemodialysis Monitoring Sheet (L3-HEM-001-29/1)			Ospital ng Imus – Dialysis Center	
Laboratory Flow Sheet (L3-HEM-001-3/1)			Ospital ng Imus – Dialysis Center	
Informed Consent for Hemodialysis (L3-HEM-001-5/1)			Ospital ng Imus – Dialysis Center	
Hemodialysis Standing Order Sheet (L3-HEM-001-6/1)			Ospital ng Imus – Dialysis Center	
Hemodialysis Medication Sheet (L3-HEM-001-7/1)			Ospital ng Imus – Dialysis Center	
Problem List (L3-HEM-001-9/1)			Ospital ng Imus – Dialysis Center	
Hepatitis Profile (L3-HEM-001-10/1)			Ospital ng Imus – Dialysis Center	
Hemodialysis Clinical Abstract (L3-HEM-001-11/1)			Ospital ng Imus – Dialysis Center	
Hemodialysis Patient Education (L3-HEM-001-12/1)			Ospital ng Imus – Dialysis Center	
Consultation/ Hospitalization Sheet (L3-HEM-001-13/1)			Ospital ng Imus – Dialysis Center	
Dietary Assessment (L3-HEM-001-14/1)			Ospital ng Imus – Dialysis Center	
Advance Directive (L3-HEM-001-16/1)			Ospital ng Imus – Dialysis Center	
X-ray Report			Ospital kung saan nagpagawa ng X-ray	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Lagdaan ang dokumento na nagbibigay ng pahintulot na isagawa ang dialysis procedure.	1.1 Magpapirma ng Informed Consent for Hemodialysis (L3-HEM-001-5/1) sa pasyente o kamag-anak nito kung hindi makayang pumirma ng pasyente. Ang Nurse ay magsisilbing saksi sa pagpirma ng pahintulot.	Wala	3 minuto	Nurse I Dialysis Center



	1.2 Magpaliwanag ng mga inaprubahang patakaran at pamamaraan sa pagsasagawa ng dialysis.	Wala	10 minuto	Nurse I Dialysis Center
2. Magtimbang upang makuha ang pre-weight.	2. Samahan ang pasyente sa pagtimbang para makita ang pre-weight.	Wala	1 minuto	Nurse I Dialysis Center
3. Umupo sa dialysis bed.	3.1 Kuhaan ng vital signs ang pasyente bago ang simula ng dialysis treatment. Kung may nakitang hindi normal sa vital signs ng pasyente, ito ay agad na ipagbigay alam sa Physician on Duty o Nephrologist. Kung normal naman ang vital sign ng pasyente ay maaari nang simulan ang dialysis treatment.	Wala	3 minuto	Nurse I Physician on Duty Nephrologist Dialysis Center
	3.2 Kung ang pasyente ay naka fistula o graft, linisin at suriin ang access kung ito ay may thrill at bruit. Kung ang pasyente ay naka-catheter, ang balot ng catheter ay buksan at linisin ng mabuti.	Wala	10 minuto	Nurse I Dialysis Center
	3.3 Kung ang pasyente ay natusukan na ng karayom sa fistula/graft o nalinisan na ang catheter, maaari nang simulan ang dialysis treatment.	Wala	4 oras	
	3.4 Magcheck ng vital signs tuwing ika-tatlumpung (30) minuto ng dialysis treatment o madalas kung kinakailangan. Anumang pagbabagong mapapansin sa vital signs ng pasyente ay ipagbigay-alam kaagad sa Physician on Duty o Nephrologist.	Wala	4 minuto	



	<p>3.5 Kapag natapos na ng pasyente ang apat (4) na oras na dialysis treatment, ang dugong natira sa linya ay ibalik lahat sa pasyente. Kapag naibalik na ang dugo, ang pasyente ay kuhanan ng panghuling vital signs. Anumang pagbabagong mapapansin sa vital signs ng pasyente ay ipagbigay-alam kaagad sa Physician on Duty o Nephrologist.</p> <p>3.6 Ang pasyenteng nakafistula o graft ay tanggalan ng karayom at ampatan ng sampung (10) minuto o higit pa depende sa pagdurugo.</p> <p>3.7 Linisin ang catheter ng mabuti, lagyan ng cover ang port at balutin ng maayos upang hindi mabasa o maimpeksyon.</p>	Wala	5 minuto	Nurse I Physician on Duty Nephrologist Dialysis Center
		Wala	15 minuto	Nurse I Dialysis Center
		Wala	5 minuto	
4. Kung mayroong dalang iniksyon (Erythropoietin) ang pasyente na pampataas ng hemoglobin, ibigay ito sa Nurse.	4.1 Ibigay ang iniksyon na pampataas ng hemoglobin kung ito ay may order ng doktor.	Wala	1 minuto	Nurse I Dialysis Center
	4.2 Tanggalin ang mga linya sa dialysis machine at idisinfekt ang mga makina pagkatapos ng dialysis treatment ng pasyente.	Wala	3 minuto	Nurse I Dialysis Technician Dialysis Center
KABUUAN		Wala	5 oras	



PAGDISCHARGE NG PASYENTE SA DIALYSIS CENTER

Ito ay proseso kung saan inihahanda ang pasyente sa kanyang pag-uwi pagkatapos ng dialysis treatment.

OPISINA o DIBISYON	Ospital ng Imus – Dialysis Center			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat			
HAKBANG NG KLIYENTE		SAAN MAKUKUHA		
Professional Fee Form (L3-ADM-001-3/0) Patient's Clearance Form (L3-ADM-001-4/1)		Ospital ng Imus – Dialysis Center Cashier		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ang pasyente o kamag anak ay maghanda sa pag-uwi.	1.1 Magbigay ng instruksyon ng mga kailangang sundin ng pasyente.	Wala	2 minuto	Nurse I Administrative Aide IV Dialysis Center
	1.2 I-tag ang pasyente sa Hospital Information System (HIS) ng may-go-home at tawagan ang Billing Section upang ipagbigay-alam na tapos na ang dialysis treatment.	Wala	1 minuto	Nurse I Administrative Aide IV Dialysis Center Records Officer I Billing Section
2. Tumungo sa Billing Section para ibigay ang Professional Fee Form (L3-ADM-001-3/0).	2. Ibigay ang Professional Fee Form (L3-ADM-001-3/0) sa pasyente o kamag-anak at ituro kung nasaan ang Billing Section kung saan makukuha ang Patient's Clearance Form (L3-ADM-001-4/1).	Wala	3 minuto	Nurse I Administrative Aide IV Dialysis Center
3. Bumalik sa Dialysis Center upang ibigay ang Patient's Clearance Form (L3-ADM-001-4/1) sa Dialysis Nurse at Security Guard.	3. Kunin ang Patient's Clearance Form (L3-ADM-001-4/1) mula sa pasyente o kamag-anak nito at kumpletuhin lahat ang patient's chart.	Wala	5 minuto	Nurse I Administrative Aide IV Dialysis Department



4. Alamin ang susunod na iskedyul ng dialysis treatment at maari nang umuwi.	4. Sabihan ang pasyente na maari na siyang umuwi at ibigay ang iskedyul para sa susunod na dialysis treatment.	Wala	3 minuto	Nurse I Administrative Aide IV Dialysis Center
KABUUAN		Wala	14 minuto	



PAGTANGGAP NG PASYENTE SA EMERGENCY DEPARTMENT

Ang Emergency Department ay responsable sa pagbibigay ng agarang lunas sa mga pasyenteng nangangailangan nito. Ito ay inaasahang makakapagbigay ng kalidad na serbisyo, maabot ang inaasahang satisfaksyon ng pasyente, makapaghatid ng agarang lunas sa mga alalahanin ng pasyente tungkol sa kanilang kalusugan.

OPISINA o DIBISYON	Ospital ng Imus – Emergency Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng Pasyenteng dinadala sa Emergency Department (ED)			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Emergency Department Data Sheet (L3-EMD-001-1/6)		Emergency Department		
Prescription Pad (L3-MED-001-1/0)		Emergency Department		
Admission Slip (L3-EMD-001-2/1)		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumunta sa Emergency Department ng Ospital ng Imus.	1.1 Dalhin ang pasyente sa Triage Area. Kunin ang detalye at vital signs at ipaalam sa Medical Officer III.	Wala	6 minuto	Security Guard Security Department
	1.2 Suriin ang pasyente at gawin ang lahat ng order ng Medical Officer III kasama na ang mga pagsusuring medikal (laboratory, x-ray, ultrasound, mammogram).	Wala	1 oras at 30 minuto	Nurse I Nursing Service Department
	1.3 Suriin ang resulta ng pagsusuring medikal na ginawa sa pasyente. Tukuyin ang disposisyon ng pasyente kung ito ay maari ng pauwiin o kailangang iadmit.	Wala	14 minuto	Medical Officer III Medical Department



2. Kung ang pasyente ay maari ng umuwi, papuntahin sa Billing/ Cashier at bayaran ang kaukulang babayaran.	2. Kung ang pasyente ay maari ng umuwi, itawag sa Billing Section upang iproseso ang babayaran ng pasyente.	Depende sa halaga ng eksaminasyon, gamot at gamit	10 minuto	Nurse I Nursing Service Department
3. Kunin ang reseta sa doktor o nurse.	3. Bigyan ng reseta ng gamot (kung ito ay naaangkop).	Wala	5 minuto	Medical Officer III Medical Department Nurse I Nursing Service Department
4. Kung ang pasyente ay kailangang iadmit, pumunta sa Admitting Department dala ang Admission Slip (L3-EMD-001-2/1) para sa pagproseso ng admisyon ng pasyente.	4. Kung ang pasyente ay kailangang iadmit, ito ay ipaalam sa Admitting Department para maproseso ang admisyon ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	2 oras, 10 minuto	



PAGRELEASE NG KATAWAN NG NAMATAY NA PASYENTE

Ito ay pagdokumento ng paglabas at pagbibigay ng labi ng pasyente sa Ospital ng Imus sa magseserbisyong punerarya.

OPISINA o DIBISYON		Ospital ng Imus – Emergency Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Namatay na pasyente		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient's Clearance Form (L3-ADM-001-4/1)		Cash Operations Department; Billing Section		
Release of the Body Form (L3-NSD-001-15/3)		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Nalaman ng kamag-anak ang pagkamatay ng pasyente.	1.1 Kumpirmahin ang pagkamatay ng pasyente sa pamamagitan ng "Flat Line" sa ECG Tracing at ipaalam sa kamag-anak ng pasyente.	Wala	5 minuto	Medical Officer III Medical Department
	1.2 Idokumento ang lahat ng detalye ng pagkamatay ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department Medical Officer III Medical Department
	1.3 Kung ang pasyente ay walang sintomas ng COVID-19, isagawa ang "post-mortem care".	Wala	10 minuto	Nurse I Nursing Service Department
	1.4 Kung ang pasyente ay may sintomas ng COVID-19, itawag sa Laboratory Department para masagawa ang RT-PCR bago ilagay ang labi sa Cadaver Bag.	Wala	2 minuto	Nurse I Nursing Service Department



2. Bayaran ang kaukulang babayaran ng pasyente.	2. Ayusin ang lahat ng babayaran sa Hospital Information System (HIS) at itawag sa Billing Section upang maiyos ang babayaran ng pasyente.	Depende sa halaga ng eksaminasyon, gamot at gamit	5 minuto	Nurse I Nursing Service Department
3. Asikasuhin ang punerarya na magseserbisyo sa namatay na kamag-anak.	3. Dalhin sa cadaver holding area ang bangkay habang inaantay ang pagdating ng magseserbisyo na punerarya.	Wala	5 minuto	Nurse I Nursing Service Department GSO Personnel
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	32 minuto	



PAGLIPAT NG PASYENTE SA IBANG OSPITAL

Ito ay ang paglipat ng pasyente sa ibang ospital sa kadahilanang may mga eksaminasyon, pamamaraan ng paggamot na hindi angkop sa Level 1 na ospital.

OPISINA o DIBISYON	Ospital ng Imus – Emergency Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente na kailangang lumipat ng Ospital			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Medical Abstract or Discharge Summary (L3-MED-001-3/1)		Emergency Department		
Institutional Referral Form (L3-NSD-001-6/1)		Emergency Department		
Release from Responsibility (L3-EMD-001-8/2)		Emergency Department		
Ambulance Conduction Form (L3-EMD-001-10/2)		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Nagdesisyon na ilipat ang pasyente sa ibang ospital o nalaman na kailangang mailipat ang pasyente sa ibang ospital.	1.1 Asikasuhin at kumpletuhin ang lahat ng kailangang dokumento tulad ng Medical Abstract or Discharge Summary (L3-MED-001-3/1) at Institutional Referral Form (L3-NSD-001-6/1).	Wala	10 minuto	Nurse I Nursing Service Department
	1.2 Itawag sa ibang ospital ang paglipat ng pasyente at ang kalagayan nito. Ipaalam sa driver ng ambulansya ang paglipat ng pasyente sa ibang ospital.	Wala	10 minuto	Medical Officer III Medical Department
	1.3 Magfill-up ng Ambulance Conduction Form(L3-EMD-001-10/2).	Wala	2 minuto	Nurse I Nursing Service Department
				Driver I Nursing Service Department



				<p>Nurse I Nursing Service Department</p> <p>Medical Officer III Medical Department</p> <p>Security Guard Security Department</p>
2. Makinig at pirmahan ang Release from Responsibility (L3-EMD-001-8/2).	2. Ipaliwanag at papirmahan sa pasyente o kamag-anak ang Institutional Referral Form (L3-NSD-001-6/1).	Wala	5 minuto	Nurse I Nursing Service Department
3. Magbayad ng kaukulang babayaran.	<p>3.1 Ayusin ang lahat ng babayaran sa Hospital Information System (HIS) at itawag sa Billing Section upang maiayos ang kaukulang babayaran ng pasyente.</p> <p>3.2 Ilipat ang pasyente sa ibang ospital.</p>	<p>Depende sa halaga ng eksaminasyon, gamot at gamit</p> <p>Wala</p>	<p>5 minuto (stop time)</p> <p>Depende sa distansya ng paglilipatang Ospital</p>	<p>Nurse I Nursing Service Department</p> <p>Ms. Alicia C. Camama Supervising Officer, NSD</p> <p>Nurse I Nursing Service Department</p> <p>Medical Officer III Medical department</p> <p>Driver I Nursing Service Department</p>
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	32 minuto	



PAGDISCHARGE NG PASYENTE SA EMERGENCY DEPARTMENT

Ito ay ang pagpapalabas ng pasyente sa ospital pagkatapos mabigyan ng karampatang lunas at makitaan ng senyales na maaari na itong makauwi.

OPISINA o DIBISYON	Ospital ng Imus – Emergency Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Mga Pasyente sa Emergency Department (ED)			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Doctor's Order Sheet (L3-MED-001-4/0)		Emergency Department		
Emergency Patient Data Sheet (L3-EMD-001-1/6)		Emergency Department		
Prescription Pad (L3-MED-001-1/0)		Emergency Department		
Statement of Account		Billing Section (8:00am hanggang 5:00pm); Cash operations Department (5:01pm hanggang 7:59am)		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Nabigyan ng karampatang lunas ang pasyente at handa ng umuwi.	1.1 Mag-isyu ng May Go Home Order.	Wala	5 minuto	Medical Officer III Medical Department
	1.2 Kumpletuhin lahat ng babayaran at ilagay sa Hospital Information System (HIS) na pwede na umuwi ang pasyente at tawagan ang Billing Section para iproseso ang kaukulang babayaran ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department
	1.3 Iproseso ang kaukulang babayaran ng pasyente at tawagan ang Nurse sa Emergency Department para papuntahin ang kamag-anak sa Billing Section.	Wala	4 minuto	Accounting Clerk II Billing Section



	1.4 Papuntahin ang kamag-anak ng pasyente sa Billing Section.	Wala	1 minuto	Nurse I Nursing Service Department
2. Pumunta sa Billing Section upang kuhanin ang Final Statement of Account (SOA).	2. Mag-issue ng SOA at papuntahin ang kamag-anak ng pasyente sa Cashier upang magbayad.	Wala	1 minuto	Accounting Clerk II Billing Section
3. Pumunta sa Cashier upang magbayad.	3. Tanggapin ang bayad at mag-issue ng opisyal na resibo at dalawang (2) Patient's Clearance Form (L3-ADM-001-4/1).	Depende sa halaga ng eksaminasyon, gamot at gamit	3 minuto	Cashier I Cash Operations Department
4. Kung ang pasyente ay maari ng umuwi, kunin ang reseta sa doktor o nurse.	4. Kung ang pasyente ay maari ng umuwi, ibigay at ipaliwanag ang reseta ng gamot (kung ito ay naaangkop).	Wala	3 minuto	Nurse I Nursing Service Department Medical Officer III Medical Department
5. Ibigay ang Patient's Clearance Form (L3-ADM-001-4/1) sa Nurse at Security Guard at maari ng umuwi.	5. Idischarge sa Hospital Information System (HIS) ang pangalan ng pasyente at gabayan palabas ng Emergency Department.	Wala	3 minuto	Cashier I Cash Operations Department Nurse I Nursing Service Department Security Guard Security Department
KABUUAN		Depende sa halaga ng eksaminasyon, gamot at gamit	25 minuto	



GABAY SA PAGSUMITE NG REQUEST AT PAGKUHA NG RESULTA SA LABORATORYO

Ito ay pagproseso ng mga pagsusuring medikal sa laboratoryo na kailangan ng pasyente upang mabigyan ng tamang lunas ng doktor. Ang layunin ng Laboratory Department ay makapagbigay ng tama at wastong resulta ng pagsusuring medikal sa itinakdang oras na magagamit ng doktor bilang basehan sa pagbibigay ng karampatang lunas sa pasyente. Makapagbigay ng gabay sa mga pasyente at kamag-anak nito sa pagsumite ng kahilingang pagsusuring medikal hanggang pagkuha ng resulta.

OPISINA o DIBISYON	Ospital ng Imus – Laboratory Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens; G2B - Government to Businesses; G2G – Government to Government			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng Pasyenteng Nangangailangan ng Pagsusuring Medikal sa Laboratoryo			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Laboratory Request Form (L3-LAB-001-1/0)		Laboratory Department; Emergency Department; Outpatient Department		
Patient Information Slip (L3-ADM-001-6/1)		Emergency Department; Outpatient Department		
Charge Slip (kung naaangkop)		Billing Section		
Laboratory Request ng Doktor (kung sa ibang ospital o doktor nagpatingin)		Doktor o Ospital kung saan nagpakonsulta		
Orihinal na Approved Guarantee Letter (kung naaangkop)		Opisyal ng Gobyerno		
Senior Citizen ID (kung naaangkop)		LGU – Office of the Senior Citizen's Affairs		
Persons with Disability ID (kung naaangkop)		City Government – Persons with Disability Affairs Office		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Kumuha ng numero sa Receiving Counter at hintayin matawag.	1. Tumawag ng Numero.	Wala	2 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
2. Ibigay ang Laboratory Request Form (L3-LAB-001-1/0) at specimen (kung naaangkop) sa nakatalagang kawani ng Laboratory.	2. Basahin ang Laboratory Request Form (L3-LAB-001-1/0) at ang Approved Guarantee Letter (kung naaangkop), at bigyan ng kaukulang instruksyon ang pasyente.	Wala	5 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department



3. Kunin ang charge slip sa nakatalagang kawani at pumunta sa Cashier.	3. Bigyan ng Charge Slip ang pasyente o kamag-anak at papuntahin sa Cashier.	Tingnan sa Ibaba	5 minuto	Medical Technologist Clerk/ Aide Laboratory Department
4. Bumalik sa Laboratory at ipakita ang resibo upang maisagawa ang kaukulang proseso.	4.1 Tanggapin ang Opisyal na Resibo at itala ang mga importanteng impormasyon sa receiving logbook.	Wala	5 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
	4.2 Ipaliwanag at isagawa ang nakasaad na eksaminasyon.	Wala	10 minuto	Medical Technologist Laboratory Department
	<p>4.3 Sabihan ang pasyente kung kailan makukuha ang resulta.</p> <p>Para sa resulta ng Fasting Blood Chemistry, Serology at Immunology ito ay makukuha tuwing ika-lima (5:00) ng hapon.</p> <p>Para sa resulta ng Routine Blood Chemistry: Outpatient: ito ay makukuha pagkatapos ng apat (4) na oras. Inpatient: ito makukuha pagkatapos ng tatlong (3) oras. Emergency Department: ito ay makukuha pagkatapos ng isang oras at tatlumpung (1 ½) minuto.</p> <p>Para sa resulta ng Clinical Microscopy/ Hematology: Outpatient/ Inpatient: ito ay makukuha pagkatapos ng dalawang (2) oras.</p>	Wala	1 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department



	<p>Emergency Department: ito ay makukuha pagkatapos ng isang oras at tatlung (1 ½) minuto.</p> <p>Para sa resulta ng Bacteriology/ Send Out: Ito ay makukuha pagkatapos ng dalawa (2) hanggang limang (5) araw.</p>			
5. Ipakita ang resibo sa pagkuha ng resulta.	5. Kuhanin ang Opisyal na resibo at tingnan kung mayroon ng resulta ang ginawang eksaminasyon.	Wala	5 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
6. Pumirma sa receiving logbook bilang katunayan na natanggap na ang resulta.	6. Papirmahin sa receiving logbook ang kumuha ng resulta.	Wala	2 minuto	Medical Technologist Laboratory Clerk/ Aide Laboratory Department
KABUUAN		Tingnan sa Ibaba	35 minuto	



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0001	AFB (ACID FAST BACILLI)	PHP 200.00
LAB0002	AFP (ALPHA FETOPROTEIN)	PHP 850.00
LAB0003	ALBUMIN	PHP 120.00
LAB0004	ALKALINE PHOSPHATASE	PHP 150.00
LAB0005	ALT/SGPT	PHP 130.00
LAB0006	AMMONIA	PHP 1,225.00
LAB0007	AMYLASE	PHP 335.00
LAB0008	ANTI HAV IG G	PHP 700.00
LAB0009	ANTI HAV IGM	PHP 420.00
LAB0010	ANTI HBC IGM	PHP 500.00
LAB0011	ANTI HBC TOTAL	PHP 480.00
LAB0012	ANTI HBE	PHP 480.00
LAB0013	ANTI HBS	PHP 720.00
LAB0014	ANTI-HCV	PHP 890.00
LAB0015	APTT (ACTIVATED PARTIAL THROMBOPLASTIN TIME)	PHP 370.00
LAB0016	ASO SCREENING	PHP 350.00
LAB0017	ASO WITH DILUTION	PHP 470.00
LAB0018	AST/SGOT	PHP 130.00
LAB0019	B-HCG (H MOLE)	PHP 1,000.00
LAB0020	B-HCG (QUANTITATIVE)	PHP 1,400.00
LAB0021	BLEEDING TIME	PHP 85.00
LAB0022	BLOOD C/S	PHP 1,500.00
LAB0023	BLOOD TYPING	PHP 130.00
LAB0024	BLOOD URIC ACID (BUA)	PHP 115.00
LAB0025	BODY FLUID ANALYSIS (GLUCOSE, TOTAL PROTEIN, CELL CT/DIFF CT, PH)	PHP 1,350.00
LAB0026	BUN (BLOOD UREA NITROGEN)	PHP 115.00
LAB0027	C3	PHP 650.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0028	CA 125 (OVARY)	PHP 1,800.00
LAB0029	CA 15-3 (BREAST)	PHP 1,850.00
LAB0030	CA 72-4	PHP 3,300.00
LAB0031	CA19 9	PHP 2,200.00
LAB0032	CARCINOEMBRYONIC-ANTIGEN (CEA)	PHP 900.00
LAB0033	CBC (COMPLETE BLOOD COUNT) WITH PLATELET COUNT	PHP 200.00
LAB0034	CHLORIDE	PHP 140.00
LAB0035	CLOTTING TIME	PHP 85.00
LAB0036	CLOTTING TIME, BLEEDING TIME	PHP 125.00
LAB0037	CMV SCREENING	PHP 850.00
LAB0038	COOMB'S TEST (DIRECT & INDIRECT)	PHP 200.00
LAB0039	CORRECTED CALCIUM	PHP 250.00
LAB0040	CPK MB	PHP 1,300.00
LAB0041	CPK MB WITH TOTAL	PHP 600.00
LAB0042	CPK MM	PHP 890.00
LAB0043	CPK TOTAL	PHP 400.00
LAB0044	CREATININE	PHP 115.00
LAB0045	CREATININE CLEARANCE	PHP 480.00
LAB0046	CROSS MATCHING	PHP 600.00
LAB0047	CRP	PHP 350.00
LAB0048	CRP WITH DILUTION	PHP 570.00
LAB0049	CRT (CLOT RETRACTION TIME)	PHP 120.00
LAB0050	DBIB / B1B2	PHP 185.00
LAB0051	D-DIMER	PHP 2,800.00
LAB0052	DENGUE DUO (IG G/IGM/NS1)	PHP 1,450.00
LAB0053	I - DENGUE NS1 AG (QUALI)	PHP 1,550.00
LAB0054	DIGOXIN	PHP 750.00



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0055	ESR (ERYTHROCYTE SEDIMENTATION RATE)	PHP 150.00
LAB0056	EXPANDED NEWBORN SCREENING	PHP 1,800.00
LAB0057	FBS / RBS / 2HPBS (FASTING BLOOD SUGAR / RANDOM BLOOD SUGAR / 2 HRS. POST PRANDIAL BLOOD SUGAR) (EACH)	PHP 95.00
LAB0058	FECAL OCCULT BLOOD DETERMINATION	PHP 200.00
LAB0059	FECALYSIS (ROUTINE)	PHP 60.00
LAB0060	FERRITIN	PHP 1,100.00
LAB0061	FIBRINOGEN	PHP 1,100.00
LAB0062	FLUID ALBUMIN (PLEURAL, PERICARDIAL, PERITONEAL)	PHP 475.00
LAB0063	FLUID GLUCOSE (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00
LAB0064	FLUID LDH (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 550.00
LAB0065	FLUID PROTEIN (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00
LAB0066	FLUID -WBC WITH DIFFERENTIAL COUNT	PHP 570.00
LAB0067	FRESH FROZEN PLASMA	PHP 1,000.00
LAB0068	FSH (FOLLICLE-STIMULATING HORMONE)	PHP 900.00
LAB0069	FT3 (ECLIA)	PHP 730.00
LAB0070	FT4 (ECLIA)	PHP 730.00
LAB0071	GGT (GAMMA-GLUTAMYL TRANSFERASE)	PHP 380.00
LAB0072	GLUCOSE JUICE (50,75 AND 100 GRAMS)	PHP 150.00
LAB0073	GLYCOMARK (1,5 AG)	PHP 1,200.00
LAB0074	GRAM STAIN (GS)	PHP 200.00
LAB0075	GROWTH HORMONE	PHP 2,800.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0076	H PYLORI STOOL ANTIGEN	PHP 1,600.00
LAB0077	H. PYLORI (QUALITATIVE)	PHP 1,000.00
LAB0078	H. PYLORI IG G (QUANTITATIVE)	PHP 1,950.00
LAB0079	H. PYLORI IGM (QUANTITATIVE)	PHP 1,950.00
LAB0080	H/H (HEMATOCRIT/HEMOGLOBIN)	PHP 125.00
LAB0081	HBA1C	PHP 650.00
LAB0082	HBEAG	PHP 480.00
LAB0083	HBSAG SCREENING (QUALI)	PHP 240.00
LAB0084	HBSAG WITH TITER (QUANTI)	PHP 590.00
LAB0085	HEMODIALYSIS PANEL 1 (NA, K, PRE/POST BUN, CA, PHOS, ALB, CREA, URIC)	PHP 1,200.00
LAB0086	HEMODIALYSIS PANEL 2	PHP 1,450.00
LAB0087	HEMODIALYSIS PANEL 3	PHP 1,850.00
LAB0088	HD PANEL 4 (HBSAG, ANTI-HBS, ANTI-HCV)	PHP 2,000.00
LAB0089	HD PANEL 5 (FERRITIN, IRON, TIBC)	PHP 2,550.00
LAB0090	HDL (HIGH-DENSITY LIPOPROTEIN) + LDL (LOW-DENSITY LIPOPROTEIN)	PHP 210.00
LAB0091	HE 4	PHP 4,000.00
LAB0092	HEMATOCRIT	PHP 70.00
LAB0093	HEMOGLOBIN	PHP 70.00
LAB0094	HEMOGLOBIN, HEMATOCRIT, PLATELET COUNT	PHP 220.00
LAB0095	HEPA PROFILE 4: HEPA B AND C PROFILE (HBSAG, ANTI HBS, ANTI HBC TOTAL, ANTI HCV)	PHP 1,850.00
LAB0096	HEPAPROFILE 1 : HEPA B SCREENING (HBSAG TITER + ANTI HBS)	PHP 1,300.00



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0097	HEPAPROFILE 2 : HEPA B FULL PANEL (HBSAG, ANTI HBS, HBE AG, ANTI HBE, ANTI HBC IGM, ANTI HBC IGG)	PHP 2,500.00
LAB0098	HEPAPROFILE 3: HEPA A AND B PROFILE (HEPA 2+ ANTI HAV)	PHP 3,300.00
LAB0099	HEPAPROFILE 5: HEPA A, B, C PROFILE	PHP 4,300.00
LAB0100	HIV RAPID (QUALITATIVE)	PHP 700.00
LAB0101	HSV SCREENING	PHP 850.00
LAB0102	INDIA INK	PHP 300.00
LAB0103	INORGANIC PHOSPHORUS	PHP 250.00
LAB0104	IONIZED CALCIUM	PHP 530.00
LAB0105	IRON (FE)	PHP 400.00
LAB0106	KIDNEY STONE ANALYSIS BY FTIR	PHP 2,500.00
LAB0107	KOH WET SMEAR (POTASSIUM HYDROXIDE)	PHP 180.00
LAB0108	LDH / LACTATE DEHYDROGENASE (SERUM)	PHP 250.00
LAB0109	LE PREPARATION (LUPUS ERYTHEMATOSUS)	PHP 280.00
LAB0110	LH (LUTEINIZING HORMONE)	PHP 950.00
LAB0111	LIPASE	PHP 330.00
LAB0112	LIPID PROFILE (TOTAL CHOLESTEROL, TRIGLYCERIDES, HDL)	PHP 550.00
LAB0113	LIVER PANEL (ALT, AST, ALP, DBIB ,TPAG)	PHP 900.00
LAB0114	MAGNESIUM	PHP 300.00
LAB0115	MALARIAL SMEAR SCREENING (MS)	PHP 170.00
LAB0116	MICRAL TEST (MICRO ALBUMIN)	PHP 350.00
LAB0117	MICROALBUMIN/CREATININE RATIO	PHP 1,650.00
LAB0118	I-NEWBORN SCREENING (REGULAR)	PHP 600.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0119	OGCT-ORAL GLUCOSE CHALLENGE TEST (50 GRAMS)	PHP 530.00
LAB0120	OGTT -ORAL GLUCOSE TOLERANCE TEST (100,75,50 GRAMS)	PHP 660.00
LAB0121	OTHER C/S (EXUDATES, RESPIRATORY & OTHER BODY FLUIDS)	PHP 1,250.00
LAB0122	PACKED RED BLOOD CELLS	PHP 1,500.00
LAB0123	PARATHYROID HORMONE (PTH)	PHP 1,850.00
LAB0124	PERIPHERAL BLOOD SMEAR	PHP 220.00
LAB0125	PLATELET COUNT (PC)	PHP 120.00
LAB0126	POTASSIUM (K+)	PHP 140.00
LAB0127	POTASSIUM AND SODIUM	PHP 270.00
LAB0128	POTASSIUM, SODIUM, CHLORIDE	PHP 410.00
LAB0129	POTASSIUM, SODIUM, CHLORIDE, TOTAL CALCIUM, IONIZED CALCIUM	PHP 1,105.00
LAB0130	PREGNANCY TEST (SERUM)	PHP 300.00
LAB0131	PREGNANCY TEST (URINE)	PHP 190.00
LAB0132	PROCALCITONIN	PHP 5,040.00
LAB0133	PROLACTIN	PHP 850.00
LAB0134	PROSTATIC ACID PHOSPHATASE (MALE)	PHP 1,720.00
LAB0135	PT (PROTHROMBIN TIME)	PHP 320.00
LAB0136	RA/ RF QUALITATIVE (RHEUMATOID FACTOR)	PHP 360.00
LAB0137	RA/RF WITH DILUTION	PHP 600.00
LAB0138	RBC MORPHOLOGY (URINE)	PHP 180.00
LAB0139	RED CELL INDICES (RCI)	PHP 100.00
LAB0140	RETICULOCYTES COUNT	PHP 200.00
LAB0141	RH (RHESUS) TYPING	PHP 100.00
LAB0142	RPR QUALITATIVE (RAPID PLASMA REAGIN) (VDRL) (SYPHILIS)	PHP 200.00



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0143	RUBELLA SCREENING	PHP 850.00
LAB0144	SALMONELLA KIT IGG & IGM (QUALITATIVE)	PHP 1,600.00
LAB0145	SEMEN ANALYSIS (WHO)	PHP 850.00
LAB0146	SODIUM (NA-)	PHP 140.00
LAB0147	STOOL C/S	PHP 1,500.00
LAB0148	STOOL PH	PHP 300.00
LAB0149	T3 TRIIODOTHYRONINE (ECLIA)	PHP 430.00
LAB0150	T4 THYROXINE (ECLIA)	PHP 430.00
LAB0151	TESTOSTERONE	PHP 1,500.00
LAB0152	THYROGLOBULIN (ECLIA)	PHP 2,000.00
LAB0153	TMG (TRICHOMONAS, MONILLA, GRAM STAIN)	PHP 250.00
LAB0154	TORCH TEST (TOXOPLASMA, CMV, RUBELLA, HSV) SCREENING	PHP 2,800.00
LAB0155	TOTAL ACID PHOSPHATASE (ACP)	PHP 1,500.00
LAB0156	TOTAL CALCIUM	PHP 135.00
LAB0157	TOTAL CHOLESTEROL	PHP 120.00
LAB0158	TOTAL IRON BINDING CAPACITY (TIBC) WITH IRON	PHP 800.00
LAB0159	TOTAL PROTEIN	PHP 170.00
LAB0160	TOTAL PSA (PROSTATE-SPECIFIC ANTIGEN)	PHP 1,110.00
LAB0161	TOXIC GRANULATION (TG)	PHP 80.00
LAB0162	TOXOPLASMA SCREENING	PHP 850.00
LAB0163	TPAG (TOTAL PROTEIN ALBUMIN GLOBULIN)	PHP 350.00
LAB0164	TP-PA (QUALI)	PHP 450.00
LAB0165	TP-PA WITH DILUTION	PHP 1,500.00
LAB0166	TRANSFERRIN SATURATION	PHP 850.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0167	TRIGLYCERIDES	PHP 180.00
LAB0168	TROPONIN I (QUALI)	PHP 980.00
LAB0169	TROPONIN I (QUANTI)	PHP 1,200.00
LAB0170	TROPONIN T (QUANTI)	PHP 2,760.00
LAB0171	TSH THYROID STIMULATING HORMONE (ECLIA)	PHP 750.00
LAB0172	TZANCK SMEAR	PHP 200.00
LAB0173	URINALYSIS (10 PARAMETERS)	PHP 110.00
LAB0174	URINALYSIS (4 PARAMETERS)	PHP 60.00
LAB0175	URINE ALBUMIN	PHP 670.00
LAB0176	URINE ALBUMIN / PROTEIN (DIPSTICK)	PHP 45.00
LAB0177	URINE C/S	PHP 950.00
LAB0178	URINE CHLORIDE	PHP 440.00
LAB0179	URINE CREATININE	PHP 350.00
LAB0180	URINE GLUCOSE (DIPSTICK)	PHP 45.00
LAB0181	URINE KETONE (DIPSTICK)	PHP 45.00
LAB0182	URINE PH (DIPSTICK)	PHP 45.00
LAB0183	URINE POTASSIUM	PHP 450.00
LAB0184	URINE PROTEIN	PHP 450.00
LAB0185	URINE SODIUM	PHP 450.00
LAB0186	URINE SPECIFIC GRAVITY (DIPSTICK)	PHP 45.00
LAB0187	WBC DIFFERENTIAL COUNT	PHP 150.00
LAB0188	WHOLE BLOOD	PHP 1,800.00
LAB0189	ELECTROPHORESIS (HEMOGLOBIN/PROTEIN)	PHP 4,025.00
LAB0190	LUPUS ANTICOAGULANT	PHP 4,370.00
LAB0191	ANA (SLE)	PHP 690.00
LAB0192	ANA (SLE WITH DILUTION)	PHP 1,300.00
LAB0193	ANTI CARDIOLIPIN IgG	PHP 3,500.00



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0194	ANTI CARDIOLIPIN IgM	PHP 3,500.00
LAB0195	ANTI CCP	PHP 4,000.00
LAB0196	ANTI SMOOTH MUSCLE ABS (IF)	PHP 8,100.00
LAB0197	ALLERGY PANEL	PHP 3,800.00
LAB0198	MUMPS IgG	PHP 3,340.00
LAB0199	NT PRO-BNP	PHP 5,200.00
LAB0200	RUBEOLA IgG / MEASLES IgG	PHP 4,000.00
LAB0201	VARICELLA IgG	PHP 4,200.00
LAB0202	C3 (COMPLEMENT 3)	PHP 700.00
LAB0203	C4 (COMPLEMENT 4)	PHP 730.00
LAB0204	FRUCTOSAMINE ASSAY	PHP 520.00
LAB0205	HIGH SENSITIVE CRP	PHP 750.00
LAB0206	HBV DNA	PHP 5,760.00
LAB0207	HIV VIRAL LOAD	PHP 7,200.00
LAB0208	CORTISOL	PHP 800.00
LAB0209	ESTRADIOL	PHP 1,400.00
LAB0210	PROGESTERONE	PHP 1,495.00
LAB0211	PROGESTERONE WITH DILUTION	PHP 2,415.00
LAB0212	BIOPSIES (ENDOSCOPIC, CORE NEEDLE, PUNCH ETC)	PHP 2,300.00
LAB0213	BIOPSY SMALL	PHP 1,500.00
LAB0214	BIOPSY MEDIUM	PHP 2,300.00
LAB0215	BIOPSY LARGE	PHP 3,900.00
LAB0216	BIOPSY RADICAL	PHP 5,600.00
LAB0217	PAP SMEAR	PHP 400.00
LAB0218	NON GYNE WITHOUT CELL BLOCK (4 SLIDES ONLY)	PHP 2,100.00
LAB0219	NON GYNE WITH CELL BLOCK	PHP 2,900.00
LAB0220	DRUG TEST	PHP 250.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0221	SODIUM, POTASSIUM, CHLORIDE, IONIZED CALCIUM	PHP 900.00
LAB0222	ONI CHEM 6 (FBS, BUN, CREA, BUA, CHOLE, TAG)	PHP 740.00
LAB0223	ONI CHEM 8 (FBS, BUN, CREA, BUA, CHOLE, TRIG, AST, ALT)	PHP 1,000.00
LAB0224	ONI CHEM 10 (FBS, BUN, CREA, BUA, LIPID PROF, AST, ALT)	PHP 1,250.00
LAB0225	Processing Fee	PHP 150.00
LAB0226	CD4	PHP 2,500.00
LAB0227	COVID RAPID TEST	PHP 1,500.00
LAB0228	COMPATIBILITY TESTING	PHP 50.00
LAB0229	HISTOPATH MISCELLANEOUS (FORMALIN, ALCOHOL 95%, ETC.)	PHP 100.00
LAB0230	C – ALBUMIN	PHP 120.00
LAB0231	C – ALKALINE PHOSPHATASE	PHP 150.00
LAB0232	C – ALT/SGPT	PHP 130.00
LAB0233	C – AMYLASE	PHP 335.00
LAB0234	C – APTT (ACTIVATED PARTIAL THROMBOPLASTIN TIME)	PHP 425.00
LAB0235	C – AST/SGOT	PHP 130.00
LAB0236	C – BLOOD URIC ACID (BUA)	PHP 115.00
LAB0237	C – BODY FLUID ANALYSIS (GLUCOSE, TOTAL PROTEIN, CELL CT/DIFF CT, PH)	PHP 1,350.00
LAB0238	C – BUN (BLOOD UREA NITROGEN)	PHP 115.00
LAB0239	C – CBC (COMPLETE BLOOD COUNT) WITH PLATELET COUNT	PHP 200.00
LAB0240	C – CHLORIDE	PHP 140.00
LAB0241	C – CREATININE	PHP 115.00
LAB0242	C – CREATININE CLEARANCE	PHP 480.00



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0243	C – DBIB/B1B2	PHP 185.00
LAB0244	C – D-DIMER	PHP 2,800.00
LAB0245	C – FBS / RBS / 2HPBS (FASTING BLOOD SUGAR / RANDOM BLOOD SUGAR / 2 HRS. POST PRANDIAL BLOOD SUGAR) (EACH)	PHP 95.00
LAB0246	C – FLUID ALBUMIN (PLEURAL, PERICARDIAL, PERITONEAL)	PHP 475.00
LAB0247	C – FLUID GLUCOSE (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00
LAB0248	C – FLUID PROTEIN (PLEURAL, PERICARDIAL, PERITONEAL, AMNIOTIC, SYNOVIAL)	PHP 475.00
LAB0249	C – FLUID – WBC WITH DIFFERENTIAL COUNT	PHP 570.00
LAB0250	C – HBA1C	PHP 750.00
LAB0251	C – HDL (HIGH-DENSITY LIPOPROTEIN) + LDL (LOW-DENSITY LIPOPROTEIN)	PHP 210.00
LAB0253	C – HEMODIALYSIS PANEL 1 (NA, K, PRE/POST BUN, CA, PHOS, ALB, CREA, URIC)	PHP 1,000.00
LAB0254	C – HEMODIALYSIS PANEL 2	PHP 1,450.00
LAB0255	C – HEMODIALYSIS PANEL 3	PHP 1,850.00
LAB0256	C – HEMOGLOBIN	PHP 70.00
LAB0257	C – HEMOGLOBIN, HEMATOCRIT, PLATELET COUNT	PHP 150.00
LAB0258	C – INORGANIC PHOSPHORUS	PHP 250.00
LAB0259	C – IONIZED CALCIUM	PHP 530.00
LAB0260	C – LDH / LACTATE DEHYDROGENASE (SERUM)	PHP 250.00

Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0261	C – LIPASE	PHP 330.00
LAB0262	C – LIPID PROFILE (TOTAL CHOLESTEROL, TRIGLYCERIDES, HDL)	PHP 550.00
LAB0263	C – LIVER PANEL (ALT, AST, ALP, DBIB, TPAG)	PHP 900.00
LAB0264	C – MAGNESIUM	PHP 300.00
LAB0265	C – ONI CHEM 10 (FBS, BUN, CEA, BUA, LIPID PROF, AST, ALT)	PHP 1,250.00
LAB0266	C – ONI CHEM 6 (FBS, BUN, CREA, BUA, CHOLE, TAG)	PHP 740.00
LAB0267	C – ONI CHEM 8 (FBS, BUN, CREA, BUA, CHOLE, TRIG, AST, ALT)	PHP 1,000.00
LAB0268	C – PERIPHERAL BLOOD SMEAR	PHP 220.00
LAB0269	C – PLATELET COUNT (PC)	PHP 120.00
LAB0270	C – POTASSIUM (K+)	PHP 140.00
LAB0271	C – POTASSIUM AND SODIUM	PHP 270.00
LAB0272	C – POTASSIUM, SODIUM, CHLORIDE	PHP 410.00
LAB0273	C – POTASSIUM, SODIUM, CHLORIDE, TOTAL CALCIUM, IONIZED CALCIUM	PHP 1,105.00
LAB0274	C – PT (PROTHROMBIN TIME)	PHP 405.00
LAB0275	C – RED CELL INDICES (RCI)	PHP 100.00
LAB0276	C – RETICULOCYTES COUNT	PHP 200.00
LAB0277	C – SODIUM (NA-)	PHP 140.00
LAB0278	C – SODIUM, POTASSIUM, CHLORIDE, IONIZED CALCIUM	PHP 900.00
LAB0279	C – TOTAL CALCIUM	PHP 135.00
LAB0280	C – TOTAL CHOLESTEROL	PHP 120.00
LAB0281	C – TOTAL IRON BINDING CAPACITY (TIBC) WITH IRON	PHP 800.00
LAB0282	C – TOTAL PROTEIN	PHP 170.00



Item ID	Pangalan ng Eksaminasyon	Halaga
LAB0283	C – TOXIC GRANULATION (TG)	PHP 80.00
LAB0284	C – TPAG (TOTAL PROTEIN ALBUMIN GLOBULIN)	PHP 350.00
LAB0285	C – TRIGLYCERIDES	PHP 180.00
LAB0286	C – URINE ALBUMIN	PHP 670.00
LAB0287	C – URINE CHLORIDE	PHP 440.00
LAB0288	C – URINE CREATININE	PHP 350.00
LAB0289	C – URINE POTASSIUM	PHP 450.00
LAB0290	C – URINE PROTEIN	PHP 450.00
LAB0291	C – URINE SODIUM	PHP 450.00
LAB0292	C – WBC DIFFERENTIAL COUNT	PHP 150.00
LAB0295	C – FLUID LDH (PLEURAL, PERICARIDAL, PERITONEAL, AMNITIC, SYNOVIAL)	PHP 550.00
LAB0296	C – OGCT – ORAL GLUCOSE CHALLENGE TEST (50 GRAMS)	PHP 530.00
LAB0297	C – OGTT – ORAL GLUCOSE TOLERANCE TEST (100, 75, 50 GRAMS)	PHP 660.00
LAB0298	C – H/H (HEMATOCRIT/HEMOGLOBIN)	PHP 125.00
LAB0299	C – FERRITIN	PHP 1,100.00
LAB0300	C – PROCALCITONIN	PHP 5,040.00
LAB0301	C – TROPONIN I (HS)	PHP 1,950.00



PREPARASYON AT PAGBIBIGAY NG MGA SERTIPIKASYON (MEDICAL CERTIFICATE: CERTIFICATE OF CONFINEMENT, INPATIENT, OPD- EMERGENCY AND OUTPATIENT)

Proseso ng pagprepara at pagbibigay ng mga sertipikasyon sa mga pasyente na nagpakonsulta sa Emergency Department (ED) at Outpatient Department (OPD) at mga pasyente sa Nursing Ward ng Ospital ng Imus. Ang Sertipikasyon ay isang nakatitik na salaysay ng doktor na nagpapatunay ng resultang medikal ng isang pasyente. Ito ay nagsisilbing katunayan sa estado ng kalusugan ng pasyente kung ito ay maari ng bumalik sa normal na pang araw-araw na gampanin.

OPISINA o DIBISYON	Ospital ng Imus – Medical Records Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente o Awtorisadong Kinatawan ng Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Kung Pasyente:				
Government Issued ID o Valid ID			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Requisition Slip (L3-MRD-001-3/2)			Medical Records Department	
Kung Kinatawan ng Pasyente				
Government Issued ID o Valid ID ng Pasyente			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Authorization Letter			Pasyente	
Requisition Slip (L3-MRD-001-3/2)			Medical Records Department	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip (L3-MRD-001-3/2).	1. Tanggapin ang Requisition Slip (L3-MRD-001-3/2).	Wala	1 minuto	Records Officer II Medical Records Department
2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.	2.1 Siyasatin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto. Kung hindi kumpleto, ipaalam at ipaliwanag na kailangang makumpleto muna ang mga kailangang dokumento at	Wala	4 minuto	Records Officer II Medical Records Department



	<p>impormasyon bago maaprubahan ang rekwestasyon.</p> <p>2.2 Tingnan sa Hospital Information System (HIS) at kuhanin ang medical chart ng pasyente upang masuri kung may kamalian sa pagtatala.</p> <p>2.3 Isagawa at iimprenta ang hinihiling na sertipikasyon.</p> <p>2.4 Kunin ang lagda ng doktor na tumingin sa pasyente sa ibabaw ng limbag na pangalan sa sertipikasyon. Kung wala ang doktor na tumingin sa pasyente, maaaring papirmahin ang doktor na tumitingin ng parehong sakit sa sertipikasyon.</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>30 minuto</p> <p>3 minuto</p> <p>5 minuto</p>	
3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwas na sertipikasyon.	3. Tanggapin at suriin ang mga kaukulang babayaran.	Wala	3 minuto	Records Officer II Medical Records Department
4. Pumunta sa Cashier at magbayad ng kaukulang babayaran.	4. Bigyan ng instruksyon ang pasyente o awtorisadong kinatawan nito na pumunta sa kahera upang bayaran ang kaukulang babayaran.	PHP 75.00	2 minuto	Records Officer II Medical Records Department
5. Ipakita ang opisyal na resibo, tanggapin ang sertipikasyon o sertipikadong rekord na hiniling at pumirma sa Releasing Logbook ng Medical Records Department.	5. Tanggapin at suriin ang opisyal na resibo, ibigay ang sertipikasyon at papirmahin ang pasyente o kinatawan nito sa Releasing Logbook.	Wala	2 minuto	Records Officer II Medical Records Department
KABUUAN		PHP 75.00	50 MINUTO	



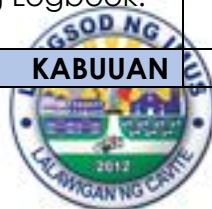
PREPARASYON AT PAGBIBIGAY NG MEDICO-LEGAL REPORT

Proseso ng pagprepara at pagbibigay ng Medico-Legal Report sa mga pasyente na nagpakonsulta sa Ospital ng Imus. Sa Medico-legal Report nakasaad ang kapinsalaang natamo sa isang aksidente o insidenteng naganap sa isang pasyente.

OPISINA o DIBISYON	Ospital ng Imus – Medical Records Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente o Awtorisadong Kinatawan ng Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Kung Pasyente				
Government Issued ID o Valid ID	Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID			
Requisition Slip (L3-MRD-001-3/2)	Medical Records Department			
Philippine National Police (PNP) Request	Philippine National Police			
Kung Kinatawan ng Pasyente				
Government Issued ID o Valid ID ng Pasyente	Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID			
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente	Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID			
Authorization Letter	Pasyente			
Requisition Slip (L3-MRD-001-3/2)	Medical Records Department			
Philippine National Police (PNP) Request	Philippine National Police			
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip (L3-MRD-001-3/2).	1. Tanggapin ang Requisition Slip (L3-MRD-001-3/2).	Wala	1 minuto	Records Officer II Medical Records Department
2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.	2.1 Siyasin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto. Kung hindi kumpleto, ipalam at ipaliwanag na kailangang makumpleto muna ang mga kailangang dokumento at impormasyon bago maaprubahan ang rekwisisyon.	Wala	4 minuto	Records Officer II Medical Records Department



	<p>2.2 Tingnan sa Hospital Information System (HIS) at kuhanin ang medical chart ng pasyente upang masuri kung may kamalian sa pagtatala.</p> <p>2.3 Isagawa at iimprenta ang hinihiling na report.</p> <p>2.4 Kunin ang lagda ng doktor na tumingin sa pasyente sa ibabaw ng limbag na pangalan sa sertipikasyon. Kung wala ang doktor na tumingin sa pasyente, kukuhanin ng Records Officer ang contact number ng pasyente na maaaring matawagan kapag napirmahan na ng doktor ang nasabing medico-legal report. Kung ang doktor ay kasalukuyang nakaduty sa ospital, papirmahin ang doktor na tumitingin ng parehong sakit sa sertipikasyon.</p>	Wala	30 minuto	
		Wala	3 minuto	
		Wala	5 minuto	
3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwes na sertipikasyon.	3. Tanggapin at suriin ang mga kaukulang babayaran.	Wala	3 minuto	Records Officer II Medical Records Department
4. Pumunta sa Cashier at magbayad ng kaukulang babayaran.	4. Bigyan ng instruksyon ang pasyente o awtorisadong kinatawan nito na pumunta sa kahera upang bayaran ang kaukulang babayaran.	PHP 100.00	2 minuto	Records Officer II Medical Records Department
5. Ipakita ang opisyal na resibo, tanggapin ang medico-legal report na hiniling at pumirma sa Releasing Logbook ng Medical Records Department.	5. Tanggapin at suriin ang opisyal na resibo, ibigay ang medico-legal report at papirmahin ang pasyente o kinatawan nito sa Releasing Logbook.	Wala	2 minuto	Records Officer II Medical Records Department
		PHP 100.00	50 minuto	



PREPARASYON AT PAGBIBIGAY NG SERTIPIKASYON NG KAPANGANAKAN O SERTIPIKASYON NG KAMATAYAN NG PASYENTE

Preparasyon at pagbibigay ng Sertipikasyon ng Kapanganakan sa mga sanggol na ipinanganak sa Ospital ng Imus at Sertipikasyon ng Kamatayan sa mga pasyente na namatay sa Ospital ng Imus.

OPISINA o DIBISYON	Ospital ng Imus – Medical Records Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Aworisadong Kinatawan ng Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Para sa Pagkuha ng Sertipikasyon ng Kapanganakan (Birth Certificate)				
Marriage Certificate (kung kasal ang mga magulang ng bata)	Local Civil Registrar; Philippine Statistics Authority			
Sedula (kung hindi kasal ang mga magulang ng bata)	Local government Unit – Treasurer’s Office; Barangay Hall			
Requisition Slip (L3-MRD-001-3/2)	Medical Records Department			
Newborn Data Sheet (L3-ORD-001-27/0)	Nursing Ward			
Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kapanganakan) (L3-MRD-001-4/1)	Medical Records Department			
Para sa Pagkuha ng Sertipikasyon ng Kamatayan (Death Certificate):				
Government Issued ID o Valid ID ng Namatay na Pasyente	Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID			
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente	Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID			
Release of Body Form (L3-NSD-001-15/3)	Emergency Department; Nursing Ward; Operating Room			
Requisition Slip (L3-MRD-001-3/2)	Medical Records Department			
Information Sheet for Death (L3-MRD-001-5/0)	Medical Records Department			
Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kamatayan) (L3-MRD-001-7/1)	Medical Records Department			
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip (L3-MRD-001-3/2).	1. Tanggapin ang Requisition Slip (L3-MRD-001-3/2).	Wala	1 minuto	Records Officer II Medical Records Department



<p>2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.</p>	<p>2. Siyasatin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto. Kung hindi kumpleto, ipaalam at ipaliwanag na kailangang makumpleto muna ang mga kailangang dokumento at impormasyon bago maaprubahan ang rekwisyon.</p>	<p>Wala</p>	<p>4 minuto</p>	<p>Records Officer II Medical Records Department</p>
<p>3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwes na sertipikasyon.</p>	<p>3.1 Para sa sertipikasyon ng kapanganakan, pasagutan ang Newborn Data Sheet (L3-ORD-001-27/0) kung saan nakasaad ang mga detalye na ipapalagay ng magulang sa sertipikasyon ng kapanganakan ng kanilang anak.</p> <p>Para sa sertipikasyon ng kamatayan, pasagutan sa pinakamalapit na kamag-anak ng namatay na pasyente ang Information Sheet for Death (L3-MRD-001-5/0).</p> <p>3.2 Siyasatin ang mga impormasyon na sinulat ng kinatawan ng pasyente.</p> <p>3.3 Kuhanin ang medical chart ng pasyente at kumpirmahin kung tama ang nakasaad na detalye.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Records Officer II Medical Records Department</p>
		<p>Wala</p>	<p>2 minuto</p>	
		<p>Wala</p>	<p>7 minuto</p>	



	3.4 Ilagay ang mga importanteng detalye sa sertipikasyon at magimprenta ng kopya nito.	Wala	5 minuto	
4. Suriing mabuti kung tama ang mga detalye na nakasaad sa sertipikasyon.	4. Ipakita sa kinatawan ng pasyente ang naimprentang kopya para sa huling pagrerepaso ng detalye na nakasaad sa nasabing sertipikasyon.	Wala	1 minuto	Records Officer II Medical Records Department
5. Pirmahan ang Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kapanganakan) (L3-MRD-001-4/1) o Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagrerehistro (Kamatayan) (L3-MRD-001-7/1) bilang katunayan na nasuring mabuti ang sertipikasyon bago maimprenta ng Records Officer.	5.1 Kung wala ng mali, kunin ang lagda ng kinatawan ng pasyente at papirmahin ito sa Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagpaparehistro (Kapanganakan) (L3-MRD-001-4/1) o Pagpapalaya ng Pananagutan sa mga Maling Pagtatala at Pagrerehistro (Kamatayan) (L3-MRD-001-7/1) at mag-imprenta ng orihinal na kopya ng sertipikasyon.	Wala	*2 minuto	Records Officer II Medical Records Department
	5.2 Papirmahin ang doktor sa Birth Certificate/ Death Certificate form.	Wala	*5 minuto	
	5.2 Itala sa Hospital Information System (HIS) ang kaukulang babayaran at ibigay sa kinatawan ng pasyente ang kaukulang babayaran.	Wala	3 minuto	
6. Pumunta sa Cashier upang magbayad ng kaukulang babayaran.	6. Papuntahin ang kinatawan ng pasyente sa Cashier upang magbayad.	PHP 100.00	1 minuto	Records Officer II Medical Records Department



7. Ibigay ang opisyal na resibo, makinig at intindihin ang mga tagubilin o panuto.	7. Suriin ang opisyal na resibo at magbigay ng mga tagubilin tungkol sa tamang paproseso ng sertipikasyong nirekwes.	Wala	5 minuto	Records Officer II Medical Records Department
8. Tanggapin ang sertipikasyo at pumirma sa Releasing Logbook.	8. Ibigay ang sertipikasyon at papirmahin sa Releasing Logbook ang kinatawan ng pasyente.	Wala	2 minuto	Records Officer II Medical Records Department
KABUUAN		PHP 100.00	*43 minuto	



PREPARASYON AT PAGBIBIGAY NG SERTIPIKADONG KOPYA NG REKORD

Preparasyon at pagbibigay ng sertipikadong kopya ng rekord sa mga pasyente ng Ospital ng Imus. Ang sertipikadong kopya ng rekord ng pasyente ay binibigay pagkatapos ng kanilang rekwasisyon ng may pirma sa isinatitik na pangalan ng personel ng departamento ng rekords na nagpapatunay ng tamang detalyeng nakasaad sa bawat rekords.

OPISINA o DIBISYON	Ospital ng Imus – Medical Records Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Pasyente o Awtorisadong Kinatawan ng Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Kung Pasyente				
Government Issued ID o Valid ID			Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Requisition Slip (L3-MRD-001-3/2)			Medical Records Department	
Kung Kinatawan ng Pasyente				
Government Issued ID o Valid ID ng Pasyente			Panagsiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Government Issued ID o Valid ID ng Awtorisadong Kinatawan ng Pasyente			Panagsiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID	
Authorization Letter			Pasyente	
Requisition Slip (L3-MRD-001-3/2)			Medical Records Department	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Punan ng impormasyon ang Requisition Slip (L3-MRD-001-3/2).	1. Tanggapin ang Requisition Slip (L3-MRD-001-3/2).	Wala	1 minuto	Records Officer II Medical Records Department
2. Ipakita at ibigay ang mga kailangang dokumento sa pagkuha ng sertipikasyon.	2.1 Siyasatin ang mga ipinakitang dokumento ng pasyente o kinatawan nito at tingnan kung ito ay kumpleto. Kung hindi kumpleto, ipaalam at ipaliwanag na kailangang makumpleto muna ang mga kailangang dokumento at	Wala	4 minuto	Records Officer II Medical Records Department



	<p>impormasyon bago maaprubahan ang rekwestisyon.</p> <p>2.2 Tingnan sa Hospital Information System (HIS) at kuhanin ang medical chart ng pasyente upang masuri kung may kamalian sa pagtatala, kung hindi kumpleto ang medical chart ng pasyente, kukuhanin ng Records Officer ang contact number ng pasyente na maaaring matawagan kapag kumpleto na at maari nang mag-impenta ng sertipikadong kopya ng record.</p> <p>2.3 Isagawa at iimpenta ang hinihiling na sertipikadong kopya ng rekord batay sa dami ng rekwestisyon.</p> <p>2.4 Tatakan ng Certified True Copy ang kopya ng rekord at papirmahan sa Records Officer ang nasabing kopya.</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>30 minuto</p> <p>3 minuto</p> <p>5 minuto</p>	
3. Sagutan ang dokumentong ibibigay ng Records Officer depende sa kung ano ang nirekwestisyon na sertipikasyon.	3. Tanggapin at suriin ang mga kaukulang babayaran.	Wala	3 minuto	Records Officer II Medical Records Department
4. Pumunta sa Cashier at magbayad ng kaukulang babayaran.	4. Bigyan ng instruksyon ang pasyente o awtorisadong kinatawan nito na pumunta sa	Tingnan sa Ibaba	2 minuto	Records Officer II Medical Records Department



	kahera upang bayaran ang kaukulang babayaran.			
5. Ipakita ang opisyal na resibo, tanggapin ang sertipikasyon o sertipikadong rekord na hiniling at pumirma sa Releasing Logbook ng Medical Records Department.	5. Tanggapin at suriin ang opisyal na resibo, ibigay ang sertipikadong kopya ng rekord at papirmahin ang pasyente o kinatawan nito sa Releasing Logbook.	Wala	2 minuto	Records Officer II Medical Records Department
KABUUAN		Tingnan sa Ibaba	50 MINUTO	

Kaukulang halaga ng Babayaran para sa Sertipikadong Kopya:

Taong nakalipas	Halaga
Dalawang (2) taong nakalipas	PHP 50.00
Tatlo (3) hanggang limang (5) taong nakalipas	PHP 100.00
Anim (6) hanggang walong (8) taong nakalipas	PHP 125.00
Siyam (9) hanggang mahigit sampung (10) taong nakalipas	PHP 150.00
Seripikadong Kopya (Bawat piraso)	PHP 30.00



MGA HAKBANG NA SUSUNDIN SA PAGHINGI NG TULONG

Ang Medical Social Service ay responsable sa pagbibigay ng angkop na serbisyo sa mga pasyenteng nangangailangan ng medikal at pinansyal na tulong. Ang layunin ng Medical Social Service ay matulungan ang mga pasyente na magkaroon ng kakayahan na matugunan ang kanilang pinansyal at medikal na pangangailangan patungo sa kanilang kagalingan.

OPISINA o DIBISYON	Ospital ng Imus – Medical Social Services Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng Karapat-dapat na Residente ng Imus na nakaadmit sa Ospital ng Imus			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Prescription Pad (L3-MED-001-1/0)/ Request Slip			Prescribing Doctor	
Charge Slip			Ancillary Department	
Statement of Account			Billing Section	
Medical Certificate (L3-MRD-001-2/1)/ Medical Abstract or Discharge Summary (L3-MED-001-3/1)			Medical Records Department	
Barangay Certificate			Barangay	
Voter's Certificate			Local Government Unit	
Utility Bills			Pribadong Ahensya na Nagbibigay ng Babayaran	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumila at maghintay ng tawag para sa pagsasagawa ng panayam at masuri ng Social Welfare Officer.	1. Tawagin at magsagawa ng panayam upang masuri ang klasipikasyon ng pasyente.	Wala	35 minuto	Social Welfare Officer I Medical Social Services Department
2. Para sa OPD/ED na Pasyente: Ipakita ang reseta/request na may kaukulang presyo o charge slip.	2.1 Hingin at suriin ang mga dokumento na kailangan upang maiproseso ang mga ito.	Wala	35 minuto	Social Welfare Officer I Medical Social Services Department
Para sa In-Patient: Ipakita ang mga kaukulang dokumento na hinihingi ng Social Welfare Officer. Kung ang pasyente ay	2.2 Ipaalam sa pasyente kung ano ang kinalabasan ng pagsusuri at panayam.	Wala	19 minuto	



pauwi na, ipakita ang kopya ng Statement of Account.				
3. Pumunta sa kahera upang bayaran ang mga kaukulang babayaran.	3. Papuntahin ang pasyente o kamag-anak nito sa Cashier upang bayaran ang kaukulang babayaran.	Wala	1 minuto	Social Welfare Officer I Medical Social Services Department
KABUUAN		Wala	90 minuto	



PROSESO NG PAG-ADMIT NG PASYENTE SA NURSING WARD

Ang Nursing Ward ay responsable sa pagtanggap ng pasyente mula sa Emergency Department at Outpatient Department, paghahatid ng maalaga at maayos na serbisyo sa pasyente hanggang sa makalabas ito ng ospital.

OPISINA o DIBISYON	Ospital ng Imus – Nursing Ward			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng Naka-admit na Pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Data Sheet (L3-ADM-001-1/2)		Admitting Department		
Admitting Form (L3-ADM-001-2/1)		Admitting Department		
Patient Informed Consent (L3-ADM-001-5/4)		Admitting Department		
Emergency Patient Data Sheet (L3-EMD-001-1/6)		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Alamin kung anong numero ng kwarto ang inilaan para sa pasyente.	1.1 Ang tauhan ng Admitting Department ay ipapaalam sa Nurse sa Nursing Ward ang admisyon. Ang Nurse ay maglalaan ng numero ng kwarto na paglalagyan ng pasyente base sa klasipikasyon.	Wala	2 minuto	Administrative Officer I Clerk III Admitting Department
	1.2 Ang Nurse sa Ward ay makatatanggap ng paunang tawag mula sa Nurse sa Emergency Department para sa admisyon (kaso ng pasyente, mga nakakabit at kagamitang medikal na kailangan ng pasyente).	Wala	2 minuto	Nurse I Nursing Service Department
	1.3 Ihanda ang kwarto at gamit na kakailanganin ng pasyente.	Wala	5 minuto	Nurse I Midwife I



	1.4 Ang Nurse sa Ward ay makatatanggap ng pangalawang tawag mula sa Nurse sa Emergency Department kung ang kwarto ay handa na at maaari ng dalhin ang pasyente.	Wala	2 minuto	Nurse I Nursing Service Department
2. Tumungo sa inilaang kwarto ng Admitting Department Personnel.	2. Ang Nurse sa Emergency Department ay maglilipat ng pasyente sa Nursing Ward.	Wala	5 minuto	Nurse I Nursing Service Department
3. Makinig sa mga gabay na ipapaliwanag ng Nurse patungkol sa diet ng pasyente at anumang pamamaraan ng pagsusuri.	3.1 Ang Nurse sa Ward ay tutungo sa kwarto kasama ang pasyente para suriin at ipaalam ang patakaran at tuntunin ng Nursing Ward.	Wala	5 minuto	Nurse I Nursing Service Department
	3.2 Ang Nurse sa Emergency Department ay ibibilin ang pasyente sa Ward Nurse on duty para sa patuloy na pangangalaga.	Wala	10 minuto	
KABUUAN		Wala	31 minuto	



PAGDISCHARGE NG PASYENTE SA NURSING WARD

Ang Nursing Ward ay responsable sa pagpapalabas ng naka-admit na pasyente pagkatapos mabigyan ng karampatang lunas at makitaan ng senyales na maaari na itong makauwi.

OPISINA o DIBISYON	Ospital ng Imus – Nursing Ward			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Lahat ng pauwiin na pasyente			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Patient Discharge Slip (L3-NSD-001-12/0)		Nursing Ward		
Professional Fee Form (L3-ADM-001-3/0)		Admitting Department		
Patient Satisfaction Survey (Inpatient) (L3-TQM-006-3/0)		Nursing Ward		
Patient's Clearance Form (L3-ADM-001-4/1)		Cash Operations Department; Billing Section		
Statement of Account		Billing Section		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ang pasyente o kamag anak ay maghanda sa pag-uwi.	1.1 Ang doktor ay magbibigay ng instruksyon sa mga dapat sundin sa pag-uwi ng pasyente.	Wala	5 minuto	Medical Officer III Medical Specialist I Medical Specialist II Medical Department
	1.2 Ang Nurse sa Ward ay magpapaalam sa iba pang doktor kung maaari ng umuwi ang pasyente at kung may mga pahuling bilin.	Wala	15 minuto	Nurse I Nursing Service Department
	1.3 Tingnan at alamin ang lahat ng mga nagamit at ibalik ang mga hindi nagamit na gamot sa Pharmacy Department at ihanda ang Patient Discharge Slip (L3-NSD-001-12/0).	Wala	15 minuto	



	<p>1.4 I-tag ang pasyente sa Hospital Information System (HIS) ng may-go-home clearance at tawagan ang lahat ng departamento na nagbigay ng serbisyo sa pasyente.</p> <p>1.5 Kapag ang pasyente ay naklaro na sa ibang departamento, ang Nurse sa Ward ay i-tatag ang pasyente para sa pag uwi.</p> <p>1.6 Tumawag sa Billing Section kung ang pasyente ay maaari ng pauwiin.</p>	Wala	5 minuto	
		Wala	1 minuto	
		Wala	1 minuto	
2. Tumungo sa Billing Section para ibigay ang Patient Discharge Slip (L3-NSD-001-12/0) kasama ang Professional Fee Form (L3-ADM-001-3/0).	2. Ibigay ang Patient Discharge Slip kasama ang Professional Fee Form (L3-ADM-001-3/0) sa kamag-anak ng pasyente at ituro kung nasaan ang Billing Section.	Wala	1 minuto	Nurse I Nursing Service Department
3. Ang pasyente o kamag-anak ay sasagutan ang Patient Satisfaction Survey (Inpatient) (L3-TQM-006-3/0) at ihulog sa kahon.	3. Magbigay ng Patient Satisfaction Survey (L3-TQM-006-3/0) para ito ay sagutan.	Wala	1 minuto	Nurse I Nursing Service Department
4. Pumunta sa Benefit Section at Cashier.	4. Utusan ang kamag-anak ng pasyente na tumungo sa Benefits Section para sa Philhealth coverage at magbayad sa Cashier.	Depende sa kukulang babayaran	5 minuto	Nurse I Nursing Service Department
5. Makinig sa instruksyon na ituturo ng Nurse sa Ward at magtanong kung kinakailangan.	5.1 Kapag ang pasyente o kamag-anak ay nakabayad na ng kukulang babayaran, ang magtuturo ng instruksyon sa pasyente o kamag-anak at tanggalin ang anumang nakakabit na gamit.	Wala	5 minuto	Nurse I Nursing Service Department



	5.2 Ipaalam sa pasyente o kamag-anak nito kung saan dadalhin ang Patient Discharge Slip (L3-NSD-001-12/0) at Patient's Clearance Form (L3-ADM-001-4/1) bago umuwi.	Wala	1 minuto	
6. Maghanda para sa pag-uwi.	6. Kumpletuhin ang lahat ng dokumento ng pasyente.	Wala	5 minuto	Nurse I Nursing Service Department
KABUUAN		Depende sa kaukulang babayaran	1 oras	



KONSULTASYON SA OUTPATIENT DEPARTMENT

Ang Out Patient Department ay nagbibigay ng libreng kalidad na konsultasyon (OB-Gyne, Internal Medicine, Surgery, Pediatrics) sa lahat ng mga pasyenteng nangangailangan ng serbisyong medikal.

OPISINA o DIBISYON		Ospital ng Imus – Outpatient Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Government Issued ID o Valid ID		Pangasiwaan/ Ahensya ng Gobyerno na nagbibigay ng Valid ID		
Philhealth ID		PhilHealth - Local Health Insurance Office		
Patient/ Patient's Relative/ Visitor Health Survey and Profile Form (L3-COV-001-21/5)		Triage Area		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Kumuha ng Patient/ Patient's Relative/ Visitor Health Survey and Profile Form (L3-COV-001-21/5) sa Triage area.	1. Kunin ang buong pangalan, buong tirahan, edad, kasarian at kontak number. Tanungin at suriin ang pasyente gamit ang Patient/ Patient's Relative/ Visitor Health Survey and Profile Form (L3-COV-001-21/2).	Wala	3 minuto	Nurse I Nursing Services Department Security Guard on Duty Security Department
2. Kumuha ng numero para sa slot sa konsultasyon at magpalista sa Information Section.	2. Magbigay ng numero at ilista ang pangalan, tirahan, at numero kung saan maaring tawagan sa OPD logbook.	Wala	5 minuto	Administrative Officer I Clerk III Admitting Department
3. Pumunta sa itinakdang lugar para maghintay ng naayon sa numerong hawak.	3. Gabayan ang pasyente patungo sa itinakdang lugar para maghintay.	Wala	1 minuto	Security Guard on Duty Security Department
4. Ibibigay sa staff ang numero kasama ang Hospital ID para sa lumang pasyente at magfill-up ng Outpatient Record (L3-OPD-001-	4. Kukunin ang rekord ng mga pasyenteng may dating rekord sa OPD Record Section. Para sa mga	Wala	5 minuto	Nurse I Nursing Services Department



1/2) rekord para sa bagong pasyente.	bagong pasyente, gawan ng bagong rekord.			Medical Record Officer Medical Records Department
5. Makipag-usap at magpakuha ng vital signs sa OPD Nurse na nakaduty.	5. Isulat ang chief complaint at vital signs ng pasyente.	Wala	5 minuto	Nurse I Nursing Services Department
6. Magparehistro sa Hospital Information System (HIS) para magkaroon ng rekord sa Ospital ng Imus.	6. Irehistro ang pangalan at iba pang impormasyon ng pasyente sa Hospital Information System (HIS). Bigyan ng Patient Information Slip (L3-ADM-001-6/1) ang lahat ng bagong pasyente.	Wala	5 minuto	Nurse I Nursing Services Department
7. Pumunta sa labas ng klinika kung saan magpapakonsulta at maghintay na tawagin pagkatapos ng sinundang pasyente.	7. Dalhin ang Out Patient Record (L3-OPD-001-1/3) sa klinika kung saan magpapakonsulta ang pasyente.	Wala	2 minuto	Nurse I Nursing Services Department
8. Kumonsulta sa doktor.	8. Isagawa ang konsultasyon.	Wala	20 minuto	Medical Officer III Medical Specialist I Medical Specialist II Medical Department
8. Bumalik sa OPD Nurse at ipakita ang order ng doktor o reseta.	8. Gabayan ang pasyente sa mga order ng doktor at kolektahin lahat ng OPD Chart sa mga klinika.	Wala	5 minuto	Nurse I Nursing Services Department
KABUUAN		Wala	51 minuto	



PROSESO NG PAGBIBIGAY NG GAMOT SA OUTPATIENT

Ang proseso ng pagbibigay ng gamot sa Outpatient ay ang pagbibigay ng tamang kailangang gamot ng pasyente. Ang pagbili ng gamot ay nangangailangan ng tamang proseso para maibigay ng maayos ang serbisyo.

OPISINA o DIBISYON		Ospital ng Imus – Pharmacy Department		
KLASIPIKASYON		G2C - Government to Citizens		
URI NG TRANSAKSYON		Simple		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Prescription Pad (L3-MED-001-1/0)		Outpatient Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita sa Pharmacist na nakaduty ang reseta na binigay ng doktor.	1.1 Basahin at suriin ang detalye sa reseta at beripikahin kung mayroong stock ng gamot.	Wala	2 minuto	Pharmacist I Pharmacist II Pharmacy Department
	1.2 Ayusin ang lahat ng babayaran sa Hospital Information System (HIS), iprint ang charge slip at ibigay sa pasyente upang bayaran sa Cashier.	Wala	6 minuto	
2. Pumunta sa Cashier at bayaran sa kahera ang kaukulang babayaran.	2.1 Tanggapin ang bayad ng pasyente at itala sa Hospital Information System (HIS).	Tingnan sa ibaba	5 minuto	Cashier I Cash and Operations Department
	2.2 layos ang gamot na binili ng pasyente.	Wala	(5 minuto)	Pharmacist I Pharmacist II Pharmacy Department
3. Bumalik sa Pharmacy Department at ipakita ang resibo kalakip ng charge slip.	3. Kuhanin ang numero ng opisyal na resibo at ibigay ang gamot sa pasyente o kamag-anak nito.	Wala	2 minuto	Pharmacist I Pharmacist II Pharmacy Department
KABUUAN		Tingnan sa ibaba	15 minuto	



PROSESO NG PAGBIBIGAY NG GAMOT SA MGA PASYENTE SA EMERGENCY DEPARTMENT

Ang proseso ng pagbibigay ng gamot sa pasyente na nasa Emergency Department ay ang pagbibigay ng tamang kailangang gamot ng pasyente. Ang pagbili ng gamot ay nangangailangan ng tamang proseso para maibigay ng maayos ang serbisyo.

OPISINA o DIBISYON		Ospital ng Imus – Pharmacy Department		
KLASIPIKASYON		G2G – Government to Government		
URI NG TRANSAKSYON		Simple		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Prescription Pad (L3-MED-001-1/0)		Emergency Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ibigay ang Prescription Pad (L3-MED-001-1/0) ng gamot at ipasok sa Hospital Information System (HIS) upang malaman ng Pharmacist on Duty.	1. Basahin at suriin ang detalye sa Prescription pad (L3-MED-001-1/0) at beripikahin kung mayroong stock ng gamot.	Depende sa presyo ng gamot	5 minuto	Pharmacist I Pharmacist II Pharmacy Department
2. Tanggapin at siyasatin kung tama ang naibigay na gamot.	2. Kung mayroong stock ng gamot, ibigay ito sa Nurse on duty.	Wala	1 minuto	Pharmacist I Pharmacist II Pharmacy Department
3. Ipasok sa Hospital Information System ang nakuhang gamot sa Pharmacy.	3. Ipost sa Hospital Information System ang gamot na nakuha para maidagdag sa bill ng pasyente.	Tingnan sa ibaba	1 minuto	Pharmacist I Pharmacist II Pharmacy Department
4. Pumunta sa Cashier upang magbayad.	4. Papuntahin ang pasyente o kamag-anak ng pasyente sa kahera upang magbayad para sa mga nagamit na gamot.	Wala	2 minuto	Nurse on Duty
KABUUAN		Tingnan sa ibaba	10 minuto	



PROSESO NG PAGBIBIGAY NG GAMOT SA INPATIENT

Ang proseso ng pagbibigay ng gamot sa Inpatient ay ang pagbibigay ng tamang kailangang gamot ng pasyente. Ang pagbili ng gamot ay nangangailangan ng tamang proseso para maibigay ng maayos ang serbisyo.

OPISINA o DIBISYON		Ospital ng Imus – Pharmacy Department		
KLASIPIKASYON		G2C - Government to Citizen; G2G – Government to Government		
URI NG TRANSAKSYON		Simple		
SINO ANG NANGANGAILANGAN NG SERBISYO		Lahat		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Wala		N/A		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Magrequest ng gamot na kailangan ng pasyente sa Hospital Information System (HIS).	1.1 Basahin at suriin ang detalye na nirequest sa Hospital Information System at beripikahin kung mayroong stock ng gamot.	Wala	2 minuto	Pharmacist I Pharmacist II Pharmacy Department
	1.2 Irender at iprint ang charge slip. Ihanda ang kailangang gamot ng pasyente.	Tingnan sa ibaba	5 minuto	
2. Tanggapin at siyasatin kung tama ang naibigay na gamot at pangalan ng pasyente. Kung tama, pirmahan ang charge slip at ibalik sa Pharmacist on Duty.	2. Ibigay ang nakahandang gamot sa Nurse on Duty.	Wala	5 minuto	Pharmacist I Pharmacist II Pharmacy Department
KABUUAN		Tingnan sa ibaba	12 minuto	



Item ID	Pangalan ng Gamot	Halaga
MED0001	AMLODIPINE BESYLATE 5MG TABLET	PHP 1.00
MED0002	AMLODIPINE BESYLATE 10MG TABLET	PHP 1.00
MED0003	AMOXICILLIN TRIHYDRATE 250MG/ML SUSPENSION, 60ML	PHP 24.00
MED0004	AMOXICILLIN TRIHYDRATE 500MG CAPSULE	PHP 2.00
MED0006	ASCORBIC ACID 500MG TABLET	PHP 1.00
MED0007	ASPIRIN 80MG TABLET	PHP 2.00
MED0008	ATENOLOL 50MG TABLET	PHP 2.00
MED0009	ATORVASTATIN CALCIUM 40MG TABLET	PHP 13.00
MED0010	AZITHROMYCIN 500MG TABLET	PHP 20.00
MED0011	BETAHISTINE HCL 16MG TABLET	PHP 18.00
MED0012	BISACODYL 5MG TABLET	PHP 2.00
MED0013	BUDESONIDE 250MCG/ML NEBULE	PHP 39.00
MED0014	BUTAMIRATE CITRATE 50 MG TABLET	PHP 18.00
MED0015	CAPTOPRIL 25MG TABLET	PHP 1.00
MED0017	CEFALEXIN 500MG CAPSULE	PHP 3.00
MED0018	CEFIXIME 100MG/5ML SUSPENSION, 60ML	PHP 222.00
MED0019	CEFIXIME 20MG/ML DROPS, 10ML	PHP 208.00
MED0022	CEFUROXIME 500MG TABLET	PHP 13.00
MED0023	CELECOXIB 200MG CAPSULE	PHP 6.00
MED0025	CHLORAMPHENICOL 500MG CAPSULE	PHP 3.00
MED0026	CIPROFLOXACIN 500MG TABLET	PHP 2.00
MED0031	CLINDAMYCIN 150MG CAP	PHP 4.00
MED0032	CLINDAMYCIN 300MG CAP	PHP 8.00
MED0034	CLONIDINE 75MCG TABLET	PHP 8.00
MED0035	CLOPIDOGREL 75MG TABLET	PHP 3.00

Item ID	Pangalan ng Gamot	Halaga
MED0036	COTRIMOXAZOLE 800MG/160MG CAPSULE	PHP 2.00
MED0037	CO-AMOXICLAV 625MG TABLET	PHP 12.00
MED0040	DICLOFENAC NA 50MG TAB	PHP 1.00
MED0041	DIPHENHYDRAMINE HCL 50MG/ML AMP	PHP 40.00
MED0042	DIPHENHYDRAMINE HCL 50MG CAPSULE	PHP 2.00
MED0044	EPINEPHRINE HCL 1MG/ML AMP	PHP 43.00
MED0046	FERROUS SULFATE TABLET 325MG	PHP 5.00
MED0050	FOLIC ACID TABLET 5MG CAPSULE	PHP 4.00
MED0051	FUROSEMIDE 20MG TABLET	PHP 2.00
MED0052	FUROSEMIDE 40MG TABLET	PHP 3.00
MED0053	FUROSEMIDE 20MG/2ML AMP	PHP 9.00
MED0054	GENTAMYCIN SO4 80MG/2ML AMP	PHP 6.00
MED0055	GLICLAZIDE 80MG TABLET	PHP 3.00
MED0056	HYDROCORTISONE 100MG VIAL	PHP 32.00
MED0057	HYOSCINE N-BUTYLBROMIDE 10MG TABLET	PHP 8.00
MED0058	HYOSCINE N-BUTYLBROMIDE 20MG/ML AMPULE	PHP 38.00
MED0059	IBUPROFEN 400MG TABLET	PHP 2.00
MED0060	IPRATROPIUM+SALBUTAMOL NEB	PHP 13.00
MED0061	ISOXSUPRINE HCL 10MG TABLET	PHP 7.00
MED0066	LOSARTAN 50MG TABLET	PHP 1.00
MED0067	LOSARTAN 100MG TABLET	PHP 3.00
MED0068	MEFENAMIC ACID 500MG CAPSULE	PHP 1.00
MED0069	METFORMIN HCL 850MG TABLET	PHP 5.00



Item ID	Pangalan ng Gamot	Halaga
MED0070	METFORMIN HCL 500MG TABLET	PHP 1.00
MED0071	METHYLDOPA 250MG TABLET	PHP 10.00
MED0073	METHYLPREDNISOLONE 4MG TABLET	PHP 7.00
MED0074	METOCLOPRAMIDE 5MG/ML 2ML AMPULE	PHP 5.00
MED0075	METOCLOPRAMIDE 10MG TABLET	PHP 3.00
MED0076	METOPROLOL 100MG TABLET	PHP 2.00
MED0077	METOPROLOL 50MG TABLET	PHP 1.00
MED0079	METRONIDAZOLE 500MG TABLET	PHP 2.00
MED0080	METRONIDAZOLE 5MG/ML IV SOLUTION 100ML	PHP 22.00
MED0082	MULTIVITAMINS CAPSULE	PHP 3.00
MED0084	NICARDEPINE 1MG/ML 2ML AMP	PHP 107.00
MED0086	OMEPRAZOLE 20MG CAP	PHP 2.00
MED0087	OMEPRAZOLE 40MG VIAL W/ 10ML SOLVENT	PHP 37.00
MED0088	OMEPRAZOLE PLUS 40MG CAP	PHP 12.00
MED0089	OXYTOCIN 10IU/ML AMP	PHP 11.00
MED0092	PARACETAMOL 250MG/5ML 60ML SUSP	PHP 19.00
MED0093	PARACETAMOL 500MG TABLET	PHP 1.00
MED0094	PARACETAMOL 125MG/5ML 60ML SUSP	PHP 19.00
MED0095	PARACETAMOL 100MG/ML 15ML DROPS	PHP 18.00
MED0096	PIPERACILLIN/TAZOBACTAM 4G/500MG VIAL	PHP 141.00
MED0097	PIPERACILLIN/TAZOBACTAM 2G/250MG VIAL	PHP 112.00
MED0098	PLAIN NSS 50ML	PHP 32.00

Item ID	Pangalan ng Gamot	Halaga
MED0099	POTASSIUM CITRATE 10MEQ TABLET	PHP 13.00
MED0100	PREDNISONE 20MG TABLET	PHP 5.00
MED0101	PREDNISONE 5MG TABLET	PHP 1.00
MED0103	PROPRANOLOL 10MG TABLET	PHP 7.00
MED0104	RANITIDINE 150MG TABLET	PHP 2.00
MED0105	SALBUTAMOL 2.5MG NEBULE	PHP 7.00
MED0107	SIMVASTATIN 20MG TABLET	PHP 2.00
MED0108	TRAMADOL 50MG CAPSULE	PHP 3.00
MED0110	TRANEXAMIC ACID 500MG CAPSULE	PHP 8.00
MED0111	VITAMIN B1+B6+B12 100MG/100MG/1 MG 3ML AMPULE	PHP 2.00
MED0112	VITAMIN B-COMPLEX CAPSULE	PHP 2.00
MED0114	ALLOPURINOL 100MG TAB	PHP 2.00
MED0115	ALLOPURINOL 300MG TAB	PHP 3.00
MED0116	ALUMINUM+ MAGNESIUM HYDROXIDE TAB	PHP 4.00
MED0118	AMINOPHYLLINE 25MG/ML 10ML AMPULE	PHP 25.00
MED0119	AMPICILLIN 1GM VIAL	PHP 15.00
MED0120	AMPICILLIN 500MG VIAL	PHP 12.00
MED0121	AMPICILLIN+SULBACTAM 750MG VIAL	PHP 33.00
MED0122	ATROPINE SULFATE 1MG/ML AMP	PHP 10.00
MED0123	CEFTRIAXONE 1G VIAL	PHP 27.00
MED0124	CEFUROXIME 750MG VIAL	PHP 25.00
MED0126	CETIRIZINE 10MG TAB	PHP 1.00
MED0127	CIPROFLOXACIN 2MG/ML VIAL 100ML	PHP 33.00
MED0128	CLARITHROMYCIN FORTE 500MG TABLET	PHP 15.00
MED0129	CLINDAMYCIN 150MG/ML 2ML AMPULE	PHP 142.00



Item ID	Pangalan ng Gamot	Halaga
MED0130	CLONIDINE 150MCG TABLET	PHP 15.00
MED0131	COLCHICINE 500MCG TABLET	PHP 4.00
MED0132	DEXAMETHASONE 4MG/ML 2ML AMPULE	PHP 29.00
MED0133	DICLOFENAC NA 25MG/ML 3ML AMPULE	PHP 25.00
MED0134	DOPAMINE 40MG/ML AMP	PHP 56.00
MED0135	ERYTHROMYCIN 5MG/G 0.5% OPHTHALMIC OINTMENT 5G	PHP 176.00
MED0137	FINASTERIDE 5MG TABLET	PHP 17.00
MED0138	HYDROCORTISONE 250MG VIAL	PHP 88.00
MED0139	KETOROLAC 30MG/ML AMP	PHP 24.00
MED0140	LEVOFLOXACIN 500MG TABLET	PHP 13.00
MED0141	LORATADINE 10MG TABLET	PHP 3.00
MED0142	METRONIDAZOLE 125MG/5ML SUSPENSION, 60ML	PHP 22.00
MED0144	NAPROXEN 550MG TABLET	PHP 5.00
MED0145	ORAL REHYDRATION SALT SACHET	PHP 5.00
MED0146	OXACILLIN 500MG VIAL	PHP 28.00
MED0148	POTASSIUM CHLORIDE 600MG TABLET	PHP 30.00
MED0149	RANITIDINE 25MG/ML AMP	PHP 5.00
MED0151	PHYTOMENADIONE 10MG AMPULE	PHP 25.00
MED0152	D10 WATER 500ML	PHP 65.00
MED0153	D5 0.3 NA CL 1L	PHP 65.00
MED0154	D5 0.3 NA CL 500ML	PHP 62.00
MED0155	D5 0.9 NA CL 1L	PHP 65.00
MED0156	D5 0.9 NA CL 500ML	PHP 63.00
MED0157	D5 IMB 1L	PHP 65.00
MED0158	D5 LR 1L	PHP 64.00
MED0159	D5 LR 500ML	PHP 63.00

Item ID	Pangalan ng Gamot	Halaga
MED0160	D5 NM 1L	PHP 65.00
MED0161	D5 NM 500ML	PHP 59.00
MED0162	D5 NR 1L	PHP 65.00
MED0163	D5 WATER 1L	PHP 65.00
MED0164	D5 WATER 500ML	PHP 62.00
MED0165	DEXTRAN-70 500ML	PHP 536.00
MED0166	MANNITOL 20% 500ML	PHP 121.00
MED0167	PLAIN LR 1L	PHP 58.00
MED0168	PLAIN LR 500ML	PHP 58.00
MED0169	PLAIN NSS 1L	PHP 56.00
MED0170	PLAIN NSS 1L (IRRIGATION)	PHP 56.00
MED0172	ACTIVATED CHARCOAL 100G	PHP 220.00
MED0173	AMIKACIN 250MG VIAL	PHP 29.00
MED0174	AMIKACIN 500MG VIAL	PHP 22.00
MED0176	AMIODARONE 50MG/ML 3ML AMP	PHP 329.00
MED0177	AMPICILLIN 250MG VIAL	PHP 11.00
MED0179	ATRACURIUM BESYLATE 10MG/ML AMP	PHP 114.00
MED0182	BUPIVACAINE HCL 0.5% HEAVY 20MG/4ML- (SENSORCAINE HEAVY 0.5%)	PHP 168.00
MED0183	BUPIVACAINE HCL HEAVY 0.5% ISOBARIC AMP	PHP 77.00
MED0184	CALCIUM GLUCONATE 10MG AMP	PHP 21.00
MED0185	CEFAZOLIN SODIUM 1G VIAL	PHP 27.00
MED0187	CEFOXITIN 1G VIAL	PHP 154.00
MED0189	CO-AMOXICLAV 1.2G VIAL	PHP 484.00
MED0190	D5 WATER 250ML	PHP 138.00
MED0191	D 50% 50ML VIAL	PHP 33.00
MED0192	DIAZEPAM 5MG/ML 2ML AMP	PHP 88.00



Item ID	Pangalan ng Gamot	Halaga
MED0193	DIGOXIN 250MG/ML 2ML AMP	PHP 163.00
MED0194	DOBUTAMINE 250MG/20ML VIAL	PHP 221.00
MED0195	EPHEDRINE 50MG/ML AMP	PHP 87.00
MED0196	FAMOTIDINE 20MG VIAL	PHP 1,124.00
MED0197	FENTANYL 50MCG/ML 2ML AMP	PHP 92.00
MED0199	GLYCERIN PEDIA SUPPOSITORY	PHP 13.00
MED0200	HALOPERIDOL 50MG/ML AMP	PHP 585.00
MED0201	HYDRALAZINE 20MG/ML AMPULE	PHP 91.00
MED0202	IODOMIDOL 612MG/ML 50ML VIAL	PHP 1,775.00
MED0203	IODOSORB SACHET 3G	PHP 819.00
MED0204	ISOSORBIDE DINITRATE 5MG TAB	PHP 11.00
MED0205	ISOXSUPRINE HCL 5MG/ML 2ML AMP	PHP 211.00
MED0206	KETAMINE 50MG/ML 10ML VIAL	PHP 785.00
MED0207	LEVOBUPIVACAINE HCL AMP	PHP 377.00
MED0209	MAGNESIUM SULFATE 250MG/ML 10ML VIAL	PHP 38.00
MED0210	METHYLERGOMETRINE 200MCG/ML AMP	PHP 17.00
MED0211	MIDAZOLAM 5MG/ML AMP	PHP 100.00
MED0213	MORPHINE SULFATE 10MG/ML AMPULE	PHP 74.00
MED0214	MUPIROCIN 2% 5G OINTMENT	PHP 81.00
MED0215	NALBUPHINE 10MG/ML	PHP 75.00
MED0216	NICARDEPINE 10MG/10ML VIAL	PHP 498.00
MED0218	OXYMETHAZOLINE NASAL SPRAY	PHP 379.00
MED0219	PARACETAMOL 125MG SUPPOSITORY	PHP 26.00
MED0220	PARACETAMOL 250MG SUPPOSITORY	PHP 32.00
MED0221	PARECOXIB SODIUM 40MG VIAL	PHP 190.00
MED0222	PETHIDINE 50MG/ML 2ML VIAL	PHP 258.00
MED0223	PHENOBARBITAL 120MG/ML AMP	PHP 491.00

Item ID	Pangalan ng Gamot	Halaga
MED0224	PHENYTOIN 50MG/ML 2ML AMPULE	PHP 124.00
MED0225	POTASSIUM CHLORIDE 2MEQ/ML 20ML AMPULE	PHP 35.00
MED0227	PROPOFOL 1% 10MG/20ML AMPULE	PHP 85.00
MED0228	SILVER SULFADIAZINE 25G CREAM	PHP 115.00
MED0229	SODIUM BICARBONATE 8.4% 50ML VIAL	PHP 118.00
MED0230	STERILE WATER FOR INJ. 1L	PHP 99.00
MED0231	STERILE WATER FOR INJ. 20ML	PHP 27.00
MED0232	STERILE WATER FOR INJ. 50ML	PHP 30.00
MED0233	SUCCINYLCOLINE 10MG/ML 10ML VIAL	PHP 193.00
MED0234	TERBUTALINE 500MCG/ML AMP	PHP 62.00
MED0235	TERRAMYCIN OPHT OINTMENT	PHP 0.00
MED0236	TETANUS ANTITOXIN 1,500 IU AMP	PHP 82.00
MED0237	TETANUS TOXOID 0.5ML AMP	PHP 46.00
MED0238	TRANEXAMIC ACID 100MG/5ML AMP	PHP 20.00
MED0240	VITAMIN C AMP	PHP 39.00
MED0244	PARACETAMOL 300MG AMP	PHP 6.00
MED0245	BENZYL PENICILLIN SODIUM 1,000,000 UNIT VIAL – (BIOPHEN 1,000,000 UNIT)	PHP 7.00
MED0246	DIGOXIN 0.25 MCG/TAB	PHP 6.00
MED0247	CARBOPROST - EVAPROST 250 MCG/ML	PHP 510.00
MED0250	CALTRATE TAB	PHP 73.00
MED0251	RIFAMIXIN 200MG TABLET	PHP 925.00
MED0252	0.9% SODIUM CHLORIDE SOLUTION, 20ML	PHP 39.00
MED0253	ACETYLCYSTEINE 100 MG SACHET	PHP 15.00
MED0254	ACETYLCYSTEINE 200 MG SACHET	PHP 14.00



Item ID	Pangalan ng Gamot	Halaga
MED0255	ACETYLCYSTEINE 600 MG EFFERVESCENT TABLET	PHP 37.00
MED0256	ADENOSINE 3MG/ML 2ML VIAL	PHP 338.00
MED0257	ALBUMIN 20% VIAL	PHP 2,727.00
MED0258	ALUMINUM HYDROXIDE + MAGNESIUM HYDROXIDE 225MG/200ML/5ML SUSPENSION 120ML	PHP 41.00
MED0259	AMIODARONE 200MG TABLET	PHP 27.00
MED0260	ASCORBIC ACID 100MG/5ML SYRUP,60ML	PHP 21.00
MED0261	ASPIRIN, 325MG BLISTER PACK TABLET	PHP 3.00
MED0262	AZITHROMYCIN DIHYDRATE 500MG VIAL	PHP 781.00
MED0263	BCG VIAL	PHP 390.00
MED0264	BETAHISTINE 24MG TABLET	PHP 58.00
MED0265	BISACODYL 10MG SUPPOSITORY	PHP 28.00
MED0266	BISACODYL 5MG SUPPOSITORY	PHP 43.00
MED0267	BUTORPHANOL 2MG/ML AMPULE	PHP 520.00
MED0268	CARVEDILOL 25MG TABLET	PHP 5.00
MED0269	CARVEDILOL 6.25MG TABLET	PHP 2.00
MED0270	CEFALEXIN MONOHYDRATE 100MG/ML DROPS, 10ML	PHP 24.00
MED0271	CEFALEXIN MONOHYDRATE 250MG/5ML, POWDER FOR SUSPENSION 60ML	PHP 33.00
MED0272	CEFEPIME 1G VIAL	PHP 109.00
MED0273	CEFTAZIDIME PENTAHYDRATE 1 GRAM VIAL	PHP 52.00
MED0274	CEFUROXIME 250MG/5ML SUSPENSION,50ML	PHP 195.00
MED0275	CELECOXIB 100MG CAPSULE	PHP 7.00

Item ID	Pangalan ng Gamot	Halaga
MED0276	CETIRIZINE DIHYDROCHLORIDE 5MG/5ML SYRUP 30ML	PHP 93.00
MED0277	CILOSTAZOL 100 MG TABLET	PHP 17.00
MED0278	CINNARIZINE 25MG TABLET	PHP 2.00
MED0279	CLARITHROMYCIN 125MG/5ML SUSPENSION, 50ML	PHP 183.00
MED0280	CLOBETASOL PROPIONATE 0.05% OINTMENT TUBE 5 GRAMS	PHP 172.00
MED0281	CLOXACILLIN 250MG/5ML SUSPENSION,60ML	PHP 52.00
MED0282	CLOXACILLIN SODIUM 500MG, BLISTER/FOIL PACK CAPSULE	PHP 4.00
MED0283	CO-AMOXICLAV 457MG/5ML, POWDER FOR SUSPENSION 70ML	PHP 258.00
MED0285	DILTIAZEM 60MG TABLET	PHP 7.00
MED0286	DIPHENHYDRAMINE HCL 12.5MG/5ML SYRUP,60ML	PHP 22.00
MED0288	DOXYCYCLINE 100MG CAPSULE	PHP 2.00
MED0289	DYDROGESTERONE 10MG TABLET	PHP 72.00
MED0290	ENOXAPARIN SODIUM 100MG/ML 0.4ML PRE-FILED SYRINGE	PHP 284.00
MED0291	ERYTHROMYCIN 500MG TABLET	PHP 6.00
MED0292	ERYTHROMYCIN ETHYL SUCCINATE 200MG/5ML, POWDER SUSPENSION 60ML	PHP 62.00
MED0293	ESMOLOL 10MG/ML 10ML VIAL	PHP 1,320.00
MED0294	FERROUS SULFATE ELEMENTAL IRON 75MG/0.6ML ORAL DROPS BOTTLE 15ML	PHP 24.00
MED0295	FERROUS SULFATE ELEMENTAL IRON 150MG/5ML SYRUP BOTTLE 60ML	PHP 24.00



Item ID	Pangalan ng Gamot	Halaga
MED0296	FERROUS SULFATE+FOLIC ACID 60MG/400MCG,BLISTER PACK CAPSULE	PHP 1.00
MED0297	GLICLAZIDE 30MG TABLET	PHP 4.00
MED0298	HEPARIN 1,000IU/ML, 5ML VIAL	PHP 83.00
MED0299	HEPATITIS B PEDIA VIAL	PHP 197.00
MED0300	HUMAN REGULAR INSULIN 100IU/ML VIAL 10ML	PHP 229.00
MED0301	HYPROMELLOSE 10MG/ML EYE DROPS SOLUTION BOTTLE 10ML	PHP 258.00
MED0302	IBUPROFEN 200MG/5ML SUSPENSION 60ML	PHP 105.00
MED0303	INSULIN70/30 VIAL	PHP 208.00
MED0305	ISOSORBIDE DINITRATE 1MG/ML AMPULE 10ML	PHP 588.00
MED0306	ISOSORBIDE MONONITRATE 60MG BLISTER PACK TABLET	PHP 9.00
MED0307	LACTULOSE 3.3GRAMS/5ML SYRUP 120ML	PHP 96.00
MED0308	LEVOFLOXACIN 5MG/ML 100ML VIAL	PHP 235.00
MED0309	LIDOCAINE HCL 2% PLASTIC 5ML TWIST	PHP 17.00
MED0310	LOPERAMIDE 2MG CAPSULE	PHP 1.00
MED0311	LOSARTAN POTASSIUM + HCTZ 50MG/12.5MG BLISTER PACK TABLET	PHP 2.00
MED0312	MEBENDAZOLE 100MG/5ML SUSPENSION 60ML	PHP 21.00
MED0313	MEROPENEM 1G VIAL	PHP 251.00
MED0314	MONTELUKAST 10MG BLISTER PACK TABLET	PHP 13.00
MED0315	MULTIVITAMINS DROPS 15ML	PHP 25.00
MED0316	MULTIVITAMINS SYRUP 60ML	PHP 26.00

Item ID	Pangalan ng Gamot	Halaga
MED0317	NALOXONE 400MCG/ML 1ML AMPULE	PHP 440.00
MED0318	NOREPINEPHRINE BITARTRATE 1MG/ML AMPULE 2ML	PHP 156.00
MED0319	OFLOXACIN 200MG TABLET	PHP 7.00
MED0320	PARACETAMOL 10MG /ML, 100ML VIAL	PHP 226.00
MED0321	PHYTOMENADIONE 2MG/0.2ML AMPULE	PHP 29.00
MED0322	PREDNISONE 10MG/5ML SUSPENSION 60ML	PHP 147.00
MED0323	SALBUTAMOL SULFATE 2MG/5ML SYRUP 60ML	PHP 17.00
MED0325	SILVER SULFADIAZINE 15GRAMS	PHP 104.00
MED0326	SILVER SULFADIAZINE 500G JAR	PHP 1,105.00
MED0327	SIMVASTATIN 40MG BLISTER PACK TABLET	PHP 4.00
MED0328	SPIRONOLACTONE 25MG BLISTER PACK TABLET	PHP 13.00
MED0329	TOBRAMYCIN + DEXAMETHASONE EYE DROPS SOLUTION BOTTLE 5ML	PHP 221.00
MED0330	TOBRAMYCIN 0.3% EYE DROPS SOLUTION BOTTLE 5ML	PHP 251.00
MED0331	TRAMADOL HCL 50MG/ML, 2ML AMP	PHP 10.00
MED0332	TRIMETAZIDINE 35MG BLISTER PACK TABLET	PHP 12.00
MED0333	VANCOMYCIN 500MG VIAL	PHP 213.00
MED0334	VERAPAMIL 2.5MG/ML 2ML AMPULE	PHP 197.00
MED0335	ZINC SULFATE MONOHYDRATE DROPS 15ML	PHP 51.00
MED0336	ZINC SULFATE MONOHYDRATE SYRUP 60ML	PHP 56.00
MED0337	CETIRIZINE 10MG/ML DROPS 10ML	PHP 101.00



Item ID	Pangalan ng Gamot	Halaga
MED0338	DOMPERIDONE 10MG TABLET	PHP 2.00
MED0339	NIFEDIPINE 10MG SOFTGEL CAPSULE	PHP 4.00
MED0340	AMOXICILLIN TRIHYDRATE 100MG/ML DROPS, 15ML	PHP 25.00
MED0341	D5 IMB 500ML PLASTIC BOTTLE	PHP 63.00
MED0342	PLAIN NSS 500ML	PHP 58.00
MED0343	HYDROXY ETHYL STARCH 6% 500ML - VOLUVEN	PHP 630.00
MED0344	ISONIAZID + RIFAMPICIN + PYRAZINAMIDE + ETHAMBUTOL (FIXCOM 4 TABLET)	PHP 8.00
MED0345	SUCRALFATE - ISELPIN 1G TAB	PHP 39.00
MED0346	CLINDAMYCIN 600 MG/AMP 4ML	PHP 105.00
MED0347	CEFIXIME - TERGECEF 400MG	PHP 56.00
MED0348	INSULIN REGULAR - HUMULIN R VIAL INSULIN REGULAR	PHP 208.00
MED0349	NIFEDIPINE - ADALAT GITS 30MG	PHP 33.00
MED0350	ENALAPRIL 5MG TABLET	PHP 15.00
MED0351	OMEPRAZOLE - MEPRACID 40MG CAP	PHP 12.00
MED0352	VALSARTAN - TAREG 160MG TAB	PHP 25.00
MED0353	GLICLAZIDE - DIAMICRON MR 60MG TAB	PHP 17.00
MED0354	IPRATROPIUM - ATROVENT UDV NEBULE	PHP 140.00
MED0356	C - AEKNIL 150MG/2ML AMP	PHP 76.00
MED0357	C - AMPIVEX 1G VL	PHP 163.00
MED0358	C - AMPIVEX 500MG	PHP 111.00
MED0359	C - AMRACITAM 4.5G VIAL	PHP 585.00
MED0360	C - ANALGEN 50MG/ML 1ML AMP	PHP 65.00
MED0361	C - ARGIFIX 100MG/5ML	PHP 416.00
MED0362	C - ATS 1500 IU	PHP 143.00

Item ID	Pangalan ng Gamot	Halaga
MED0363	C - AUBREX 200MG	PHP 34.00
MED0364	C - AUBREX 400MG	PHP 50.00
MED0365	C - BACTACARE 750MG VIAL	PHP 501.00
MED0366	C - BRONEX 250MCG/ML NEB	PHP 98.00
MED0367	C - BUPIRIGHT 5MG/ML AMP	PHP 644.00
MED0368	C - CALCIUM GLUCONATE 20ML	PHP 115.00
MED0369	C - CATACLON 75MCG	PHP 25.00
MED0370	C - CEFEVEX 1G VL	PHP 1,625.00
MED0371	C - CEFOVEX 1G VL	PHP 975.00
MED0372	C - CEFUVEX 1.5G	PHP 644.00
MED0373	C - CEZOLE 40MG VIAL	PHP 390.00
MED0374	C - CIROK 500MG TAB	PHP 46.00
MED0375	C - CLINDAL 150MG CAP	PHP 29.00
MED0376	C - CLINDAL 150MG/ML AMP	PHP 504.00
MED0377	C - CLINDAL 300MG CAP	PHP 52.00
MED0378	C - CLOPATE 75MG TAB	PHP 20.00
MED0379	C - D 10 W 500ML	PHP 122.00
MED0380	C - D 50% 50ML	PHP 94.00
MED0381	C - D5 0.3 1L	PHP 122.00
MED0382	C - D5 0.3 500ML	PHP 122.00
MED0383	C - D5 0.9 NSS 1L	PHP 122.00
MED0384	C - D5 IMB 1L	PHP 122.00
MED0385	C - D5 IMB 500ML	PHP 122.00
MED0386	C - D5 LRS 1L	PHP 122.00
MED0387	C - D5 NM 1L	PHP 122.00
MED0388	C - D5 NR 1L	PHP 122.00
MED0389	C - D5 W 1L	PHP 122.00
MED0390	C - D5 W 250ML	PHP 176.00
MED0391	C - D5 W 500ML	PHP 122.00



Item ID	Pangalan ng Gamot	Halaga
MED0392	C - DALAMYCIN 150MG/ML 4ML AMP	PHP 455.00
MED0393	C - DORMICUM 5MG/ML AMP	PHP 221.00
MED0394	C - ELIBACTAM 750MG VIAL	PHP 468.00
MED0395	C - ELICEF 750MG VIAL	PHP 312.00
MED0396	C - EVATOCIN 10 IU AMP	PHP 156.00
MED0397	C - FENTANYL AMP	PHP 377.00
MED0398	C - FUROSAN 10MG/ML 2ML AMP	PHP 63.00
MED0399	C - FUSEM 20MG/2ML AMP	PHP 33.00
MED0400	C - GLYFORMET 500MG	PHP 7.00
MED0401	C - GOUTLESS 500MCG	PHP 6.00
MED0402	C - HEMOGEN 10MG/ML AMP	PHP 65.00
MED0403	C - HIVENT 1MG/ML NEB	PHP 21.00
MED0404	C - HYDROVEX 100MG	PHP 195.00
MED0405	C - HYDROVEX 250MG	PHP 455.00
MED0406	C - HYOSAN AMP	PHP 111.00
MED0407	C - KETOVEX AMP	PHP 128.00
MED0408	C - KINOGEN 2MG/ML VIAL	PHP 585.00
MED0409	C - LARGECEF 750MG VIAL	PHP 325.00
MED0410	C - LIDOCAINE 2% TWIST 5ML	PHP 47.00
MED0411	C - LIFERZIN 250MG VIAL	PHP 47.00
MED0412	C - LRS 1L	PHP 122.00
MED0413	C - LRS 500ML	PHP 122.00
MED0414	C - MAGNESIUM SULFATE 20ML	PHP 86.00
MED0415	C - MANNITOL 500ML	PHP 332.00
MED0416	C - MEROPEVEX 1G	PHP 2,405.00
MED0417	C - MEROSAN 1G VIAL	PHP 1,820.00
MED0418	C - METVEX AMP	PHP 46.00
MED0419	C - MORPHINE AMP	PHP 224.00
MED0420	C - MOXIKING 625MG TAB	PHP 39.00

Item ID	Pangalan ng Gamot	Halaga
MED0421	C - MYOCARD AMP	PHP 162.00
MED0422	C - MYOTIL 40MG/ML AMP	PHP 208.00
MED0423	C - NIRFOL 10MG/ML VIAL	PHP 647.00
MED0424	C - NOSTON 1.08G TAB	PHP 20.00
MED0425	C - NSS 1L	PHP 122.00
MED0426	C - NSS 20ML	PHP 71.00
MED0427	C - NSS 500ML	PHP 122.00
MED0428	C - NSS 50ML	PHP 81.00
MED0429	C - NSS FOR IRRIGATION 1L	PHP 122.00
MED0430	C - NUBAIN 10MG/ML AMP	PHP 221.00
MED0431	C - ODASYL 10MG TAB	PHP 10.00
MED0432	C - ODASYL 5MG TAB	PHP 6.00
MED0433	C - OMP 40MG VIAL	PHP 501.00
MED0434	C - ONEXITINE 1G VIAL	PHP 1,039.00
MED0435	C - PANAZOLE VIAL	PHP 119.00
MED0436	C - PANOXIL 500MG VIAL	PHP 237.00
MED0437	C - PIMAX 400 MCG TAB	PHP 43.00
MED0438	C - PLEPRA T 4.5G VIAL	PHP 650.00
MED0439	C - POTASSIUM CHLORIDE 20ML	PHP 86.00
MED0440	C - PREDSTER 20MG TAB	PHP 8.00
MED0441	C - QUINOCIP 2MG/ML 100ML VIAL	PHP 650.00
MED0442	C - RANIVEX 25MG/ML 2ML AMP	PHP 143.00
MED0443	C - SARTAN 100MG TAB	PHP 24.00
MED0444	C - SARTAN 50MG TAB	PHP 18.00
MED0445	C - SODALITE 75	PHP 12.00
MED0446	C - SODIUM BICARBONATE 50ML	PHP 195.00
MED0447	C - SWFI 1L	PHP 122.00
MED0448	C - SWFI 20ML	PHP 63.00
MED0449	C - SWFI 50ML	PHP 71.00



Item ID	Pangalan ng Gamot	Halaga
MED0450	C - TAZIVEX 1G VL	PHP 1,008.00
MED0451	C - TAZOVEX 2.25G	PHP 845.00
MED0452	C - TETANUS TOXOID AMP	PHP 130.00
MED0453	C - TRAMALIN 50MG/ML 1ML AMP	PHP 195.00
MED0454	C - TRANCE 500MG AMP	PHP 78.00
MED0455	C - TRIAGEN 1G VIAL	PHP 325.00
MED0456	C - TRIMECARD 35MG	PHP 12.00
MED0457	C - TROPIN AMP	PHP 43.00
MED0458	C - URISAM 500MG	PHP 10.00
MED0459	C - VALIUM 10MG/2ML AMP	PHP 221.00
MED0460	C - VIPEFIME 1G VIAL	PHP 715.00
MED0461	C - VITASONE 100MG VIAL	PHP 207.00
MED0462	C - ZARNAT 100MG	PHP 28.00
MED0463	C - ZARNAT 50MG	PHP 20.00
MED0464	C - ZEFTRIGEN 1G VIAL	PHP 520.00
MED0465	C -FEXONE 1G VIAL	PHP 457.00
MED0466	C - Z-FIX 100MG/5ML	PHP 501.00
MED0467	C - ZIPHANOL 2MG/ML AMP	PHP 572.00
MED0468	C - ZIROLAC 30MG/ML AMP	PHP 137.00
MED0469	C - ZYLEVO 500MG TAB	PHP 41.00
MED0470	C - KAFTAX 500MG TABLET	PHP 127.00
MED0471	C - VHERDEX 4MG/ML 2ML VIAL	PHP 166.00
MED0472	C - FEVERIN 150MG/ML 2ML AMP	PHP 78.00
MED0473	C - GENTACARE 40MG/ML AMP	PHP 81.00
MED0474	C - ADELANIN 40MG/ML 2ML AMP	PHP 166.00
MED0475	C - ATRAX 100MG CAP	PHP 27.00
MED0476	C - AZIHOLD-500 MG TAB	PHP 67.00
MED0477	C - ROFLOX 500MG TAB	PHP 39.00
MED0478	C - C-ZETT 600MG SACHET	PHP 60.00

Item ID	Pangalan ng Gamot	Halaga
MED0479	C - DECAN 4MG/2ML AMP	PHP 70.00
MED0480	C - DOMPER 10MG TAB	PHP 16.00
MED0481	C - GEOXICLAV 500MG/125MG TAB	PHP 51.00
MED0482	C - LACTUL SOLN 100ML	PHP 329.00
MED0483	C - ARTHAN 500MG CAP	PHP 17.00
MED0484	C - VESILAC 10MG SUPP	PHP 18.00
MED0485	C - VOREN FORTE 50MG CAP	PHP 26.00
MED0486	C - AMIKACIN 100MG/2ML AMP	PHP 170.00
MED0487	C - PEN G 1M VIAL	PHP 50.00
MED0488	C - AMOXICILLIN 100MG DROPS	PHP 93.00
MED0489	C - AMOXICILLIN 250MG SUSP	PHP 100.00
MED0490	C - AMOXICILLIN 500MG CAP	PHP 8.00
MED0491	C - ASCORBIC ACID 100MG 60ML	PHP 80.00
MED0492	C - CEFALEXIN 250MG/ 60ML SYRUP	PHP 144.00
MED0493	C - CETIRIZINE SYRUP 60ML	PHP 246.00
MED0494	C - DIPHENHYDRAMINE 50MG TAB	PHP 9.00
MED0495	C - MULTIVITAMINS TAB	PHP 6.00
MED0496	C - PARACETAMOL 125MG/ 60ML SUSP	PHP 71.00
MED0497	C - PARACETAMOL 250MG/ ML SYRUP	PHP 76.00
MED0498	C - PARACETAMOL 100MG/ 15ML DROPS	PHP 74.00
MED0499	C - VITAMIN B COMPLEX TAB	PHP 4.00
MED0500	C - CEFUROXIME 500MG TAB	PHP 40.00
MED0501	C - CLOXACILLIN 500MG CAP	PHP 16.00
MED0502	C - METOCLOPRAMIDE 10MG TAB	PHP 7.00
MED0503	C - OMEPRAZOLE 20MG CAP	PHP 37.00
MED0504	C - OMEPRAZOLE 40MG CAP	PHP 87.00
MED0505	C - MUPIROCIN 2% OINTMENT 5G	PHP 834.00
MED0506	C - PROPANOLOL 10MG TAB	PHP 5.00



Item ID	Pangalan ng Gamot	Halaga
MED0507	C - OMACARE 40MG VIAL	PHP 390.00
MED0508	C - MIROCID OINTMENT 10G	PHP 430.00
MED0509	C - SALBUTAMOL NEB	PHP 21.00
MED0510	C - ERYTHROMYCIN EYE OINT	PHP 273.00
MED0511	C - CARBOPROST 125MCG AMP	PHP 749.00
MED0512	C - CEFUROXIME 250MG/ 5ML	PHP 1,235.00
MED0513	C - BISACODYL 5MG SUPP	PHP 97.00
MED0514	C - SILVER SULFADIAZINE CREAM 25G	PHP 170.00
MED0515	C - MONTELUKAST 10MG TAB	PHP 83.00
MED0516	SPIRONOLACTONE - ALDACTONE 25MG TAB	PHP 21.00
MED0517	ACETYLCYSTEINE - FLUIMUCIL 200MG SACHET	PHP 23.00
MED0518	C - BUPIVACAINE ISOBARIC	PHP 845.00
MED0519	ISOSORBIDE DINITRATE - ISORDIL	PHP 30.00
MED0520	DAKTARAN ORAL GEL	PHP 338.00
MED0521	ADENOSINE - ADESAN VIAL	PHP 1,770.00
MED0522	C - APRENOL 1000/5M	PHP 215.00
MED0523	C - SORBANCE 5MG TAB	PHP 7.00
MED0524	C - SANTON 5MG/2ML AMP	PHP 860.00
MED0525	C - D5NM 500ML	PHP 122.00
MED0526	C - GLOTRAK 500MG AMP	PHP 78.00



PAGSUSURING DAYAGNOSTIKO SA RADIOLOGY DEPARTMENT

Ang Radiology Department ay responsable sa pagproseso ng mga pagsusuring medikal kung saan nalikha ng mga larawan na maipapakita ang internal na istraktura ng katawan ng pasyente. Ito ay may layunin na makapagbigay ng kalidad at wastong resulta sa itinakdang oras na magiging basehan ng doktor sa pagbibigay ng karampatang lunas sa pasyente.

OPISINA o DIBISYON		Ospital ng Imus - Radiology Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C - Government to Citizens; G2G - Government to Government		
SINO ANG NANGANGAILANGAN NG SERBISYO		Inpatient at Outpatient		
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Radiology Request Form (L3-RAD-001-1/2)		Radiology Department		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Ipakita ang Radiology Request Form (L3-RAD-001-1/2) o ang Referral Form para sa pagsusuri.	1.1 Tanggapin ang Radiology Request Form (L3-RAD-001-1/2) o ang Referral Form at alamin ang kailangang pagsusuri ng pasyente	Wala	2 minuto	Radiologic Technologist Radiology Department
	1.2 Isulat ang iskedyul ng pagsusuri kasama ang lagda ng Radiologic Technologist para matiyak ang pagiging orihinal at pagkakakilanlan ng request form.	Wala	3 minuto	
	1.3 Para sa mga agarang kaso o "emergency procedures", ito ay kinakailangan munang masuri at aprubahan ng doktor.	Wala	10 minuto	
2. Pumunta sa Cashier at magbayad sa kahera ng kaukulang babayaran.	2. Papuntahin ang pasyente sa Cashier upang magbayad ng kaukulang babayaran.	Tingnan sa Ibaba	1 minuto	Radiologic Technologist Radiology Department



3. Bumalik sa kwarto na unang pinuntahan sa Radiology Department at ipakita ang Radiology Request Form (L3-RAD-001-1/2) o referral form kalakip ang opisyal na resibo.	3.1 Tanggapin ang resibo at Radiology Request Form (L3-RAD-001-1/2) o referral form. Isulat ang radiology number at iba pang mahalagang impormasyon sa "Logbook for Radiology Examinations".	Wala	2 minuto	Radiologic Technologist Radiology Department
	3.2 Isulat ang radiology file number sa opisyal na resibo at magbigay ng maikling paliwanag sa proseso at iba pang kailangang impormasyon na dapat malaman ng pasyente.	Wala	5 minuto	
4. Pumunta sa Radiology Department sa nakaiskedyul na araw at oras at ibigay ang nakumpletong Radiology Request Form (L3-RAD-001-1/2).	4. Tanggapin at ipila ang Request Form kasama ang iba pang request.	Wala	2 minuto	Radiologic Technologist Radiology Department
5. Manatili sa upuan sa tapat ng Radiology Department at maghintay na tawagin ang pangalan.	5. Tawagin ang pangalan ng pasyente. Ihanda ang pasyente at makina na kailangan.	Wala	13 minuto	Radiologic Technologist Radiology Department
6. Sumailalim sa proseso.	6. Isagawa ang proseso.	Wala	30 minuto	Radiologic Technologist Resident Radiologist Radiology Department
7. Manatili at maghintay muli sa nakatalagang lugar na hintayan ng mga pasyente sa harap ng x-ray room.	7. Suriin ang imahe. Ulitin ang pagsusuri kung kailangan.	Wala	15 minuto	Radiologic Technologist Resident Radiologist Radiology Department
8. Balikan ang resulta sa nakatakandang araw at oras ng pagkuha.	8. Para sa Inpatient, ipaalam sa Staff Nurse na maari nang ibalik ang pasyente sa kanilang kwarto at itatawag nalang kung may resulta na.	Wala	2 minuto	Radiologic Technologist Radiology Department



	Para sa mga outpatient, sabihan na balikan ang resulta sa itinakdang araw at oras ng pagkuha.			
TOTAL		Tingnan sa Ibaba	1 oras, 25 minuto	

Pangalan ng Serbisyo	Halaga
X-RAY	
Vertebral Column	
Cervical Spine APL	PHP 450.00
Thoracic Spine APL	PHP 500.00
Thoraco-Lumbar Spine APL	PHP 700.00
Lumbar Spine APL	PHP 450.00
Lumbo Sacral APL	PHP 450.00
KUB AP	PHP 450.00
KUB IVP	PHP 1, 200.00
Scoliosis Series	PHP 900.00
T-Tube	PHP 800.00
Shoulder Girdle	
Shoulder Joint	PHP 400.00
Clavicle	PHP 400.00
Scapula	PHP 450.00
Pelvic Girdle	
Pelvis AP	PHP 300.00
Pelvis APL	PHP 450.00
Hip Joint	PHP 450.00
Pelvimetry	PHP 500.00
Sacrum APL	PHP 450.00
Lungs	

Pangalan ng Serbisyo	Halaga
Pedia Chest AP/L	PHP 350.00
Chest PA	PHP 250.00
Chest PA/ Lateral	PHP 350.00
Apicolordotic View	Php 200.00
Chest with Bucky	PHP 400.00
Chest Lateral Decubitus	PHP 300.00
Babygram	PHP 400.00
Bony Thorax	
Thoracic Cage	PHP 400.00
Rib Cage AP	PHP 400.00
Rib Cage AP/ Oblique	PHP 500.00
Skull	
Cranium/ Skull APL	PHP 450.00
Cranium/ Skull Series	PHP 450.00
Orbital	PHP 450.00
Mastoid Process	PHP 450.00
Towne's View	PHP 350.00
Water's View	PHP 350.00
Upper Extremities: Arm/ Humerus	
Elbow	PHP 300.00
Forearm/ AR	PHP 300.00
Hand	PHP 300.00



Pangalan ng Serbisyo	Halaga
Wrist	PHP 300.00
With Oblique	PHP 450.00
Lower Extremities	
Femur/ Thigh	PHP 350.00
Leg	PHP 350.00
Knee	PHP 300.00
Ankle	PHP 350.00
Ankle with Oblique	PHP 300.00
Foot	PHP 350.00
Skeletal Survey	PHP 1, 500.00
Facial Bone	
Zygomatic Bones	PHP 450.00
TMJ	PHP 450.00
Mandible	PHP 450.00
STL	PHP 400.00
Shoulder Girdle	
Paranasal Sinuses	PHP 600.00
Nasal Bone	PHP 500.00
Plain Abdomen	PHP 450.00
Plain Abdomen Upright Supine	PHP 500.00
IOC	PHP 800.00
ULTRASOUND	
Whole Abdomen	PHP 1, 300.00
Upper Abdomen	PHP 950.00
HBT	PHP 450.00
Liver	PHP 450.00
Gall Bladder	PHP 350.00
Spleen	PHP 450.00
Pancreas	PHP 450.00

Pangalan ng Serbisyo	Halaga
KUB	PHP 450.00
KUB/ Prostate	PHP 650.00
Transvaginal	PHP 600.00
BPS	PHP 600.00
Pelvic	PHP 400.00
Towne's/ Caldwell's/ Water's	PHP 800.00
Lower Abdomen	PHP 900.00
Single Organ	PHP 350.00
2 – Organ	PHP 450.00
3 – Organ	PHP 550.00
4 – Organ	PHP 650.00
Ultrasound Special Exam	
Thyroid	PHP 700.00
Neck	PHP 900.00
Chest	PHP 900.00
Breast	PHP 700.00
Scrotal	PHP 800.00
Inguinal	PHP 700.00
Inguino/ Scrotal	PHP 1, 500.00
Leg/ Thigh	PHP 800.00
Soft Tissues/ Mass	PHP 900.00
Transrectal	PHP 600.00
BPS (Bio-Physical Scoring)	PHP 600.00
Congenital Anomaly Scan	PHP 1,100.00



MEAL PREPARATION AND DISTRIBUTION

Dietary Department ensures that nutritious, attractive and palatable meals are served to patients while maintaining high standard of sanitation. It also provides nutritional care and counseling to patients to analyze various health needs in regard to diet and exercise.

OFFICE OR DIVISION	Ospital ng Imus – Dietary Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizens			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus - Inpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attending Physician's Diet Order		Hospital Information System (HIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive information regarding patient's diet.	1.1 Receiving of Diet Order from the Attending Physician.	None	5 minutes	Nutritionist/Dietitian I Dietary Department
	1.2 Prepare and cook the patient's meal.	None	1 hour	Nutritionist/Dietitian I Cook Food Supervisor Dietary Department
2. Receives the meal distributed by the Dietary Department.	2. Distribute or deliver the patient's meal.	None	10 minutes	Food Server Dietary Department
3. Return meal trays.	3. Collect meal trays from patient's room.	None	10 minutes	Food Server Dietary Department
TOTAL		None	1 hour, 25 minutes	



NUTRITION COUNSELLING o PAGPAPAYONG NUTRISYON SA MGA INPATIENT

Ang Dietary Department ay sinisigurado na ang mga pasyente na nangangailangan at mayroong referral para sa pagpapayong nutrisyon at naka-marka ng May-Go-Home ay matuturuan at mabibigyan ng payo na naayon sa kanilang pangangailangang nutrisyon para sa kanilang pag-uwi.

OPISINA o DIBISYON	Ospital ng Imus – Dietary Department			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	Ospital ng Imus - Inpatient			
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Attending Physician's referral para sa Diet Counselling/Instructions			Hospital Information System (HIS) Patient's Chart	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pagtanggap ng referral para sa pagtuturo ng diyeta sa pasyente.	1.1 Pagtanggap ng referral para sa diyeta ng pasyente mula sa doktor o Attending Physician.	Wala	5 minuto	Nutritionist/Dietitian I Dietary Department
	1.2 Paghahanda at pagpapalano ng Diet Prescription ng pasyente, kasama ang sample menu, listahan ng dami ng pagkain, at paghahanda ng pagkain sa bahay.	Wala	*2 Oras	Nutritionist/Dietitian I Dietary Department
2. Pagtanggap ng pambahay na tagubilin o reseta ng pagkain.	2. Pagtawag sa kamag-anak ng pasyente o pagpunta ng RNDs sa ward o kwarto ng pasyente. *Ang kamag-anak ng pasyente ay maaaring dumiresto sa Dietary Department o ang mga RND ay pumunta sa mga kwarto upang umpisahan ang pagtuturo ng diyeta sa bahay ng mga pasyenteng	Wala	*1 oras at 30 minuto	Nutritionist/Dietitian I Dietary Department



	mayroong instruksyon.	May-Go-Home na			
		KABUUAN	Wala	3 oras at 35 minuto	



NUTRITION COUNSELLING o PAGPAPAYONG NUTRISYON SA MGA OUTPATIENT

Ang Dietary Department ay sinisigurado na ang mga pasyente na nangangailangan at mayroong referral para sa pagpapayong nutrisyon ay matuturuan at mabibigyan ng payo na naaayon sa kanilang pangangailangang nutrisyon mula sa pagsusuri ng kanilang doktor sa Outpatient Department (OPD).

OPISINA o DIBISYON		Ospital ng Imus – Dietary Department		
KLASIPIKASYON		Simple		
URI NG TRANSAKSYON		G2C – Government to Citizens		
SINO ANG NANGANGAILANGAN NG SERBISYO		Ospital ng Imus - Inpatients		
TSEKLIST NG KAILANGANG DOKUMENTO			SAAN MAKUKUHA	
Out Patient Department's Doctors' referral for Diet Counselling/Instructions			Diet Prescription (L3-DTY-001-3/0)	
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pagtanggap ng referral para sa pagtuturo ng diyeta sa pasyente.	1.1 Pagtanggap ng referral para sa diyeta ng pasyente mula sa kanilang doktor sa OPD.	Wala	5 minuto	Nutritionist/Dietitian I Dietary Department
	1.2 Paghahanda at pagpapalano ng Diet Prescription ng pasyente, kasama ang sample menu, listahan ng dami ng pagkain, at paghahanda ng pagkain sa bahay.	Wala	*45 minuto	Nutritionist/Dietitian I Dietary Department
2. Pagtanggap ng pambahay na tagubilin o reseta ng pagkain.	2. Ang pasyente at/o kanilang kamag-anak ay maaaring dumiretso sa Dietary Department para sa pagbibigay ng payo at tagubilin patungkol sa diyeta ng pasyente sa kanilang bahay. *Ang pasyente at/o kamag-anak nila ay maaaring dumiretso sa	Wala	*1 oras at 30 minuto	Nutritionist/Dietitian I Dietary Department



	opisina ng Dietary Department o sa cafeteria.			
	KABUUAN	Wala	2 oras at 20 minuto	



LEAVE ADMINISTRATION

Leave administration is performed to be able to accommodate employees authorized leave of absence at work. Employees must accomplish Leave Application Form in order to file their leave of absence.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Employees of Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) Copies of Leave Application Form		Ospital ng Imus – Human Resources Department; Departments of Ospital ng Imus		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the three (3) copies of Leave Application Form to Human Resources Department.	1.1 Check all the necessary information needed in the Leave Application Form, if it is properly and completely accomplished.	None	3 minutes	Human Resource Management Officer I Ospital ng Imus - Human Resources Department
	1.2 Check the leave cards and leave credit balance of the employees. Accomplished necessary details for Leave Application Form.	None	10 minutes	Human Resource Management Officer I
	1.3 Submit complete leave application form for signature of the Authorized HRMO personnel	None	10 minutes	Human Resource Management Officer I Human Resource Management Officer III
	1.4 Submit signed leave application form for signature of the Department Head of the Ospital ng Imus.	None	10 minutes	Messenger Chief of Hospital II



	1.5 Submit to City Administrator the fully accomplished Leave Application Form for signatory.	None	1 day	Messenger
2. Follow-up their filed leave application form.	2.1 Claim the signed Leave Application Form of employees.	None	2 days	Messenger
	2.2 Sort the Human Resources Department copy and Employees' copy. Distribute employees' copy.	None	10 minutes	Human Resource Management Officer I Messenger
TOTAL		None	3 days, 43 minutes	



TIMEKEEPING

Timekeeping refers to the monitoring of the employees' attendance. Employees who failed to time in and out during their breaks due to reasonable cause (e.g. assisting patients, etc.) may file for exemption for their attendance. Employees who are tasked to transact on the areas outside the hospital vicinity must file the respective forms in order to be considered as official businesses.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Employees of Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of Accomplished No Log Slip Form (L3-HRD-001-1/1)		Ospital ng Imus – Human Resources Department		
One (1) Copy of Accomplished Change Schedule/ Shift Form (L3-HRD-001-6/2)		Ospital ng Imus – Human Resources Department		
Two (2) Copies of Accomplished Individual Pass Slip (L3-HRD-001-2/0)		Ospital ng Imus – Human Resources Department		
Two (2) Copies of Accomplished Group Pass Slip (L3-HRD-001-4/0)		Ospital ng Imus – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File and submit: <ol style="list-style-type: none"> No Log Slip Form (L3-HRD—001-1/1) – for missed biometric data Change Schedule/ Shift Form (L3-HRD-001-6/2) – for changes in the employees' schedule Individual Pass Slip (L3-HRD-001-2/0) – for employees who are on official business within the vicinity. Group Pass Slip (L3-HRD-001-4/0) for group of employees who are on official business within the vicinity. 	1.1 Check, record and approve submitted forms: <ol style="list-style-type: none"> No Log Slip Form (L3-HRD-001-1/1) Change Schedule/ Shift Form (L3-HRD-001-6/2) Individual Pass Slip (L3-HRD-001-2/0) Group Pass Slip (L3-HRD-001-4/0) 	None	2 minutes	Administrative Aide VI Human Resource Management Assistant I Human Resource Management Officer I Human Resource Management Officer III Human Resources Department



	1.2 Submit forms to the Authorized Personnel for signature.	None	1 day	Messenger Human Resource Management Officer III Chief of Hospital II Human Resource Management Officer V
	1.2 Submit summary of reports to City Government of Imus - Information Technology Department for reference.	None	1 day	Human Resource Management Officer I Human Resource Management Assistant I Messenger
TOTAL		None	2 days, 2 minutes	



OTHER EMPLOYEES' REQUESTS

Employees may request their records on the Human Resources Department (HRD) as a requirement for whatever legal purpose it may serve them.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Employees of Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of HRD Request Form (L3-HRD-001-7/0)		Ospital ng Imus – Human Resources Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish HRD Request Form (L3-HRD-001-7/0).	1. Issue HRD Request Form (L3-HRD-001-7/0).	None	1 minute	Human Resource Management Officer III Human Resource Management Officer I Human Resource Management Assistant I Messenger
2. Submit to Human Resources Department the accomplished HRD Request Form.	2.1 Create the requests of employees: a. Certificate of Employment b. Pay slip c. Service Record d. Certificate of Leave Credit Balance	None	1 day	Human Resource Management Officer III Human Resource Management Officer I Human Resource Management Assistant I Messenger Bookbinder IV - HRMO
	2.2 Submit the created requests to the authorized signatory: a. Certificate of Employment b. Service Record c. Certificate of Leave Credit Balance	None	1 day	Human Resource Management Officer V - HRMO Human Resource Management Officer IV - HRMO



	2.3 Release to employees the requested documents.	None	5 minutes	Messenger Messenger Ospital ng Imus - Human Resources Department
TOTAL		None	2 day, 6 minutes	



RECRUITMENT, SELECTION AND PLACEMENT OF EMPLOYEES

Recruitment, selection and placement is the process of assessing applicants in order to select and place qualified applicants in a specific position.

Vacant positions in Ospital Ng Imus are posted in any of the following areas:

- Mayor's Office Bulletin Board
- Vice Mayor's Office/ Sangguniang Panglungsod Bulletin Board
- Public Employment Service Office (PESO) Bulletin Board
- Imus Public Market Bulletin Board
- Imus Extension Office Bulletin Board
- Imus Human Resource (HR) Bulletin Board (located at the Lobby)
- Civil Service Commission (CSC) Imus Field Office Bulletin Board
- Human Resource – Ospital ng Imus (HR-ONI) Bulletin Board

Vacant positions are also posted in the City of Imus and Ospital Ng Imus pages. Application is open to all who meet the qualifications of the position to be filled. A Personnel Selection Board (PSB) screens and evaluates all qualified applicants and submits the list of candidates recommended for appointment to the appointment to Appointing Authority.

OFFICE OR DIVISION	Ospital ng Imus - Human Resources Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C - Government to Citizens; G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to apply for the desired position		Applicants		
One (1) Copy of Duly accomplished Personal Data Sheet (PDS) with passport size picture with handwritten name and signature)		Civil Service Commission (CSC) Website		
One (1) Photocopy of Eligibility (if applicable)		Civil Service Commission/ Professional Regulation Commission (PRC)		
One (1) Photocopy of Transcript of Records (TOR)		Universities/ Sate Colleges		
One (1) Photocopy of Valid Government ID		Government Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the list of vacant positions posted by the Human	1. Post the list of vacant positions in designated areas and websites.	None	15 days	Human Resource Management Officer III



Resources Department (HRD) in designated areas and websites.				
2. Submission of Pre-employment Application requirements.	2.1 Receive the submitted pre-employment application requirements.	None	1 minute	Human Resource Management Officer III Human Resource Management Officer I
	2.2 Conduct pre-screening of the documents submitted by the applicant to determine if he/she met the minimum qualifications for the position.	None	1 day	Human Resource Management Officer I
	2.3 Administer written examination of qualified applicant.	None	1 day	Human Resource Management Officer I
	2.4 Review pre-screening results of qualified applicant. Conduct interview, deliberate and evaluate the qualifications and competence of the applicant for the position.	None	1 day	Human Resource Management Officer I
	2.5 Process results of the Personnel Selection Board (PSB) Screening, conduct background investigation, and prepare the Comprehensive Evaluation Report. Submit the Comprehensive Evaluation Report to the Appointing Authority.	None	5 days	Human Resource Management Officer I
	2.6 Assess the merits of the recommendation made by the PSB	None	3 days	Local Chief Executive



	through the Comprehensive Evaluation Report.			
	2.7 Inform the candidate selected by the Appointing Authority by telephone or email and request for pre-employment requirements.	None	2 days	Human Resource Management Officer I
3. Submit all the requested pre-employment requirements.	3. After selected applicant has submitted all the requirements for appointment, process the appointment process.	None	5 days	Administrative Officer II Human Resources Department
TOTAL		None	33 days, 1 minute	



PAGSASAGAWA NG OPERASYON

Ito ay isang proseso o metodo sa pag-oopera sa katawan ng pasyente.

OPISINA o DIBISYON	Ospital ng Imus – Operating Room			
KLASIPIKASYON	Simple			
URI NG TRANSAKSYON	G2C – Government to Citizens			
SINO ANG NANGANGAILANGAN NG SERBISYO	In – patient			
TSEKLIST NG KAILANGANG DOKUMENTO		SAAN MAKUKUHA		
Intraoperative Counting Record (L3-ORD-001-2/0)		OR-DR Complex		
Surgical Safety Checklist (L3-ORD-001-3/0)		Nursing Ward		
Surgical Pathology Request (L3-ORD-001-5/1)		Nursing Ward		
Partograph (L3-ORD-001-7/0)		OR-DR Complex		
Anesthesia Chart (L3-ORD-001-8/0)		OR-DR Complex		
Record of Operation (L3-ORD-001-9/0)		OR-DR Complex		
Pre-operative Checklist (L3-ORD-001-12/1)		Nursing Ward		
Informed Consent for Surgery, Anesthesia or Other Procedures (L3-ORD-001-14/1)		Nursing Ward		
OR-DR Complex Notification Slip (L3-ORD-001-35/0)		OR-DR Complex		
Doctor's Order Sheet (L3-MED-001-4/0) kung saan nakasaad ang takdang petsa ng operasyon		Nursing Ward		
Patient's Medical Chart		Nursing Ward		
HAKBANG NG KLIYENTE	AKSYON NG AHENSYA	HALAGA NG BABAYARAN	TAGAL NG AKTIBIDAD	TAONG NAKATALAGA
1. Pumirma sa Informed Consent for Surgery, Anesthesia or Other Procedures (L3-ORD-001-14/1) at ihanda ang sarili bago ang operasyon ayon sa abiso ng mga Nurse.	1.1 Pagbibigay ng impormasyon sa oras at planong operasyon para sa pasyente. Para sa kaso ng emergency, kailangan ito gawin agad.	Wala	3 minuto	Nurse I (Nursing Ward o Emergency Room)
	1.2 Magbigay ng OR-DR Complex Notification Slip (L3-ORD-001-35/0) kalakip dito ang	Wala	5 minuto	Nurse I (Nursing Ward o Emergency Room)



	impormasyon ng pasyente at paraan ng operasyon.			
2. Bago pumasok sa Operating Room, iwanan ang mahahalagang bagay o gamit sa kasama o bantay.	2.1 Pagtanggap ng pasyente kasama ang medical chart galing sa pinagmulang yunit. Siguraduhing napapirmahan ang Informed Consent for Surgery, Anesthesia or Other Procedures (L3-ORD-001-14/1) at nagawa ang lahat nang nakasulat sa Pre-operative Checklist (L3-ORD-001-12/1).	Wala	*15 minuto	Nurse I (OR-DR Complex)
	2.2 Dalhin ang pasyente sa Operating Room.	Wala	3 minuto	Nurse I (OR-DR Complex)
	2.3 Kuhanan ang pasyente ng vital signs at ikabit sa monitor. Ipagbigay alam sa doktor kung kinakailangan.	Wala	5 minuto	Nurse I (OR-DR Complex)
	2.4 Maghanda at magbigay ng Anesthesia na nararapat sa operasyon ng pasyente.	Wala	*30 minuto	Medical Specialist I o Medical Specialist II
	2.5 Pagsasagawa ng time-out bago ang operasyon gamit ang Surgical Safety Checklist (L3-ORD-001-3/0).	Wala	15 minuto	Nurse I (OR-DR Complex) Medical Specialist I o Medical Specialist II (Surgery/OB/ Anesthesiology)
	2.6 Pagsasagawa ng operasyon. Siguraduhing naitala	Wala	*30 minuto (minor na operasyon)	Nurse I (OR-DR Complex)



	ang oras ng simula at katapusan ng operasyon.		*1 oras (major na operasyon)	Medical Officer III Medical Specialist I o Medical Specialist II (Surgery/OB/ Anesthesiology)
	2.7 Linisan at bihisan ng bago ang pasyente at dalhin sa Recovery Room.	Wala	15 minuto	Nurse I (OR-DR Complex) Midwife
	2.8 Ilipat ang pasyente sa Recovery Room at kuhanan ng vital sign tuwing ika-labinlimang (15) minuto hanggang nasa Recovery Room. Ipagbigay alam sa doktor kung kinakailangan.	Wala	*2 oras	Nurse I (OR-DR Complex)
	2.9 Pagsagawa ng order ng doktor at pagbigay ng gamot pagkatapos ng operasyon.	Wala	*30 minuto	Nurse I (OR-DR Complex)
	2.10 Siguraduhing nasulatan ng doktor ang mga sumusunod: a. Record of Operation (L3-ORD-001-9/0) b. Anesthesia Chart (L3-ORD-001-8/0) c. Surgical Pathology Request (L3-ORD-001-5/1) (kung may specimen na papahistopath)	Wala	*30 minuto	Medical Specialist / Medical Officer III (Surgery/OB Department)



	<p>d. Partograph (L3-ORD-001-7/0) (para sa Caesarean Section)</p> <p>e. Doctor's Order Sheet (L3-MED-001-4/0)</p> <p>f. Final Diagnosis</p>			
<p>3. Dalhin ng kamag-anak ang specimen na ipapaeksamin sa Laboratory Department. Ang specimen na hindi ipapaeksamin ay tatanggapin lamang at kailangang lumagda sa Receiving Logbook ng OR-DR.</p>	<p>3.1 Ibigay ang specimen sa kamag-anak o pasyente o Laboratory Department.</p>	<p>1,500 pataas depende sa laki ng specimen na ipapaeksamin.</p> <p>Wala (kung hindi na kailangang ipaeksamin)</p>	<p>*15 minuto</p>	<p>Nurse I (OR-DR Complex)</p>
	<p>3.2 Ipagbigay alam sa yunit na pinanggalingan ng pasyente ang napipintong paglabas ng pasyente sa Recovery Room.</p>	<p>Wala</p>	<p>3 minuto</p>	<p>Nurse I (OR-DR Complex)</p>
	<p>3.3 Ilipat ang pasyente mula Recovery Room papuntang kwarto sa Nursing Ward.</p>	<p>Wala</p>	<p>20 minuto</p>	<p>Nurse I (OR-DR Complex)</p> <p>Transporter Utility</p>
	<p>3.4 Pagtanggap ng pasyente at pag-endorso ng tsart sa Nurse na nakatalaga sa Nursing Ward.</p>	<p>Wala</p>	<p>*20 minuto</p>	<p>Nurse I (OR-DR Complex)</p> <p>Nurse I (Nursing Ward)</p>
KABUUAN		<p>*Depende kung mayroong ipapaeksamin na specimen</p>	<p>*6 oras at 29 minuto</p>	



*Ang kabuuang oras ay maaaring magbago depende sa klase at uri ng operasyong isasagawa, at kalagayan ng pasyente.



OSPITAL NG IMUS

INTERNAL SERVICES



DISBURSEMENTS (CLAIMS)

Settlement of government payables/ obligations by cash or by check.

OFFICE OR DIVISION	Ospital ng Imus – Accounting Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G - Government to Government; G2B - Government to Business; G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	All Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting Documents		Issuing Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1.1 Receives submitted documents by clients.	None	5 minutes	Disbursing Officer I Bookkeeper I Accountant II Accounting Department
	1.2 Check the completeness of documents and the correctness of the mathematical computation.	None	30 minutes	Accountant II Accounting Department
2. Receives the claims. Sign the receiving documents, if necessary.	2. Process the vouchers and once approved, release the claims of the client/s.	None	20 days	Disbursing Officer I Accounting Department
TOTAL		None	20 days, 35 minutes	



BUILDING MAINTENANCE

The Engineering and Maintenance Department is responsible in the overall monitoring, maintenance and repair of hospital infrastructure such as construction, plumbing, electrical, etc. The department ensures that the hospital infrastructure is safe for all patients, visitors and its personnel.

OFFICE OR DIVISION	Ospital ng Imus – Engineering and Maintenance Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	All Sections and Departments in Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form (L3-ENG-001-1/0)		Engineering and Maintenance Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call to Engineering and Maintenance Department to report the problem.	1. Receive the call from the end user and proceed to the concerned department.	None	10 minutes	Engineer II Engineer I Engineering and Maintenance Department
2. End user must fill-up the Job Order Request Form (L3-ENG-001-1/0) completely.	2. Once the request has been received, check and proceed to the concerned area or department, verify the details in the Job Order Request Form (L3-ENG-001-1/0) and inform the staff if the concern can be repaired.	None	20 minutes	Engineer II Engineer I Engineering and Maintenance Department
3. End user must wait for the details or results of the assessment performed by the Engineering and Maintenance Personnel.	3. Notify the area if its repairable and will request to Property and Supplies Department for the materials needed to purchase. Once purchase, proceed to the concerned area/ department for repair and construction.	None	60 days	Engineer II Engineer I Engineering and Maintenance Department Administrative Officer III Bookkeeper III Property and Supply Department
4. Receive the Job Order Request Form (L3-ENG-001-1/0) from the Engineering and	4. If the problem is already resolved, accomplish Job Order Request Form (L3-ENG-001-1/0). Note the following	None	15 minutes	Engineer II Engineer I Engineering and Maintenance Department



Maintenance Department for validation.	concern in the Facility Monitoring Logbook.			
TOTAL		None	60 days, 45 minutes	

NOTE: Building Maintenance - qualified for multi-stage processing



EQUIPMENT MAINTENANCE

The Engineering and Maintenance Department is responsible in the overall monitoring, maintenance and repair of machinery and equipment. The department ensures that the equipment runs smoothly to reduce the incidence of costly breakdowns through development of action plans.

OFFICE OR DIVISION	Ospital ng Imus – Engineering and Maintenance Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL THE SERVICE	All Sections and Department in Ospital ng Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form (L3-ENG-001-1/0)		Engineering and Maintenance Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a call to Engineering and Maintenance Department to report the problem.	1. Receive the call from the end user and proceed to the concerned department.	None	10 minutes	Engineer I Engineering and Maintenance Department
2. End user must fill-up the Job Order Request Form (L3-ENG-001-1/0) completely.	2. Once the request has been received, check and proceed to the concerned area or department, verify the request form and inform the staff if equipment can be repaired within the area or will be pulled out.	None	20 minutes	Engineer I Engineering and Maintenance Department
3. End user must wait for the details or results of the assessment performed by the Engineering and Maintenance Personnel.	3. Notify the area if the equipment is repairable. If repairable, verify with the Property and Supply Department if the equipment is under warranty. If yes, the Property and Supply Department Personnel will inform the supplier for repair. If not under warranty, proceed with the repair and replace the parts as needed. Request to the Property and Supply Department for equipment purchase. If the equipment is cannot be repaired, inform the Hospital Administrator for possible outsourcing of repair.	Outsourcing Price	60 days	Engineer II Engineer I Engineering and Maintenance Department Administrative Officer III Bookkeeper III Property and Supply Department



4. Receive the Job Order Request Form (L3-ENG-001-1/0) from the Engineering and Maintenance Department for validation.	4. If the problem is already resolved, accomplish Job Order Request Form (L3-ENG-001-1/0). Note the following concern in the Facility Monitoring Logbook.	None	15 minutes	Engineer I Engineering and Maintenance Department
TOTAL		Outsourcing Price	60 days, 45 minutes	

NOTE: Equipment Maintenance - qualified for multi-stage processing



BASIC HOSPITAL INFORMATION SYSTEM SUPPORT

Basic Hospital Information System (HIS) Support covers question & queries regarding the system, ask for assistance, basic tutorials and other minor problems that the end user may encounter.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report a basic system concern or ask for assistance.	1. Take the call and evaluate the concern.	None	2 minutes	Computer Operator III/ IT Staff Information Technology Department
2. Follow some instructions that will be given by the Information Technology Department (ITD) Personnel.	2. Assist the client via phone instructions or remote desktop assistance if possible.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
3. Check and validate if the concern were properly attended.	3. Note the following concern in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
TOTAL		None	12 minutes	



MODERATE HOSPITAL INFORMATION SYSTEM SUPPORT

Moderate Hospital Information System (HIS) Support covers network error or runtime of the system, actual assistance, advance tutorials and other difficult problems that the end user may encounter.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (L3-ITD-001-1/1) Service Report Form (L3-ITD-001-2/1)		Information Technology Department Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem regarding Hospital Information System.	1. Receive the call and proceed to the concerned department.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
2. Fill out Service Request Form (L3-ITD-001-1/1) and give to the Information Technology Department (ITD) Personnel.	2.1 Receive the Service Request Form (L3-ITD-001-1/1) then assess and analyze the problem encountered.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
	2.2 Assist the client and fix the existing problem encountered.	None	10 minutes	Computer Operator III/ IT Staff Information Technology Department
3. Check if the concern is fixed and properly attended.	3. Accomplish Service Report Form (L3-ITD-001-2/1).	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department



4. Validate the Service Report Form (L3-ITD-001-2/1).	4. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
TOTAL		None	30 minutes	



ADVANCE HOSPITAL INFORMATION SYSTEM SUPPORT

Advanced Hospital Information System (HIS) Support covers logical system error, bug, downtime and also updates and upgrades.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (L3-ITD-001-1/1) Service Report Form (L3-ITD-001-2/1)		Information Technology Department Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem regarding Hospital Information System (HIS).	1. Receive the call and proceed to the concerned department.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
2. Fill out Service Request Form (L3-ITD-001-1/1) and give to the Information Technology Department (ITD) Personnel.	2.1 Receive the Service Request Form (L3-ITD-001-1/1) then assess and analyze the problem encountered.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
	2.2 Assist the client and fix the existing problem encountered.	None	10 minutes	Computer Operator III/ IT Staff Information Technology Department
3. Wait for feedback regarding concern.	3.1 If the problem cannot be resolved, submit a Bizbox Helpdesk Ticket to ask for technical support.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department



	3.2 Work with the Helpdesk Team and fix the problem encountered by the client.	None	7 days	Computer Operator III/ IT Staff Information Technology Department
	3.3 If the problem is already resolved, accomplish Service Report Form (L3-ITD-001-2/1).	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
4. Validate the Service Report Form (L3-ITD-001-2/1).	4. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Computer Operator III/ IT Staff Information Technology Department
TOTAL		None	7 days and 35 minutes	



ADDING ITEM TO HOSPITAL INFORMATION SYSTEM (HIS)

The process of adding additional items to Hospital Information System (HIS) such as medicines, diagnostic examinations, medical supplies and inventory. This may include addition of employee details needed for documentation purposes.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Item Addition and Modification Form (L3-ITD-001-4/1)		Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Requisitioner Part on Hospital Information System – Item Addition and Modification Form (3-ITD-001-4/1). Submit the form for approval to Accounting Department and Office of the Chief of Hospital. Attach related document, if necessary.	1.1 Receive accomplished forms.	None	10 minutes	Chief of Hospital II Office of the Chief of Hospital Accountant II Accounting Department
	1.2 Evaluate the request and modify pricing, if necessary, and endorse the request for approval.	None	2 hours	Accountant I Accounting Department
	1.2 Approve the request, if found in order. Otherwise, disapprove or make the necessary comment and return to the requisitioner/ accountant.	None	2 hours	Chief of Hospital II Office of the Chief of Hospital
	1.3 Accomplish the necessary modification as specified on the approved request. Write on the request form the details of the work completed and advise the requisitioner to verify the accomplished task.	None	1 hour	Computer Operator II/ IT Staff Information Technology Department



2. Verify on the Hospital Information System (HIS) if the requested modifications have already taken effect. Signify job acceptance by signing on the HIS – Item Addition and Modification Logbook.	2. Log the necessary data from HIS – Item Addition and Modification Form (L3-ITD-001-4/1) to the HIS – Item Addition and Modification Logbook and file the request form.	None	1 hour	Computer Operator II/ IT Staff Information Technology Department
TOTAL		None	6 hours and 10 minutes	



BASIC EQUIPMENT REPAIRS

The process of identifying, troubleshooting and resolving simple problems and issues in a faulty computer and other Information technology (IT) related equipment.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem/concern regarding faulty device/equipment.	1. Receive the call and evaluate the concern.	None	2 minutes	Computer Operator II/ IT Staff Information Technology Department
2. Follow instructions given by the IT Personnel.	2. Assist the client via phone instructions or remote desktop assistance if possible.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
3. Check and validate the concern if properly attended.	3. Note the following concern in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
TOTAL		None	12 minutes	



MEDIUM EQUIPMENT REPAIRS

Usually, hardware fault that requires the physical review of a computer and testing for abnormalities. Suspected components may be individually checked or troubleshooted if an error is detected.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (L3-ITD-001-1/1) Service Report Form (L3-ITD-001-2/1)		Information Technology Department Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem/concern regarding faulty device/equipment.	1. Receive the call and proceed to the concerned department.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
2. Fill out the Service Request Form (L3-ITD-001-1/1) and submit to the IT Personnel.	2. Receive the Service Request Form (L3-ITD-001-1/1), assess and analyze the problem encountered by the client.	None	15 minutes	Computer Operator II/ IT Staff Information Technology Department
3. Wait for the feedback regarding concern.	3. Assist the client and fix the existing problem encountered.	None	1 day	Computer Operator II/ IT Staff Information Technology Department
4. Receive the Service Report Form (L3-ITD-001-1/1) from Information Technology Department (ITD) Personnel for validation.	4. If the problem has been resolved, accomplish a Service Report Form (L3-ITD-001-2/1). Note the concerns in the Troubleshooting and Monitoring Logbook.	None	10 minutes	Computer Operator II/ IT Staff Information Technology Department



TOTAL	None	1 day and 30 minutes	
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ADVANCE EQUIPMENT REPAIRS

Usually, hardware fault that requires the physical review of a computer and testing for abnormalities. Suspected components may be individually checked, troubleshooted or replaced if an error is detected.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form (L3-ITD-001-1/1) Service Report Form (L3-ITD-001-2/1)		Information Technology Department Information Technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to report the problem/concern regarding faulty device/equipment.	1. Receive the call and proceed to the concerned department.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
2. Fill out the Service Request Form (L3-ITD-001-1/1) and submit to the information Technology Department (ITD) Personnel.	2.1 Receive the Service Request Form (L3-ITD-001-1/1), assess and analyze the problem encountered by the client.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
	2.2 Assist the client and fix the existing problem encountered.	None	10 minutes	Computer Operator II/ IT Staff Information Technology Department
3. Wait for the feedback regarding concern.	3.If the problem is beyond repair, inform the Property and Supply Department and the end-user. Fill out the Job Order Request (L3-ITD-001-5/1).	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department



4. Submit the Job Order Request (L3-ITD-001-5/1) to the Property and Supply Department.	4. Replace the equipment if there is a spare part/unit available, otherwise, client will have to wait for the replacement. If the problem has been resolved, accomplish a Service Report Form.	None	2 weeks	Computer Operator II/ IT Staff Information Technology Department
5. Receive the Service Report Form (L3-ITD-001-2/1) from ITD Personnel for validation.	5. Note the concerns in the Troubleshooting and Monitoring Logbook.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
TOTAL		None	2 weeks and 30 minutes	



CCTV – VIDEO RECORDING USE AND DISCLOSURE

The installation, configuration, testing, maintenance and repair of Close Circuit Television (CCTV) systems, including its server, uninterruptible power supply and data storages including cameras installed within the hospital premise and peripherals. It includes but not limited to the retrieval and/or copying of video record footages for purposes of legal and administrative cases, or for any other reasons upon the approval of the Chief of Hospital.

OFFICE OR DIVISION	Ospital ng Imus – Information Technology Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CCTV Playback Request Form (L3-ITD-001-3/1)		Information technology Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Information Department Personnel (External) or Information Technology Department (ITD) Personnel (Internal) to signify request for disclosure of video recording.	1. Refer to the IT Personnel if the requisitioner is an external client.	None	5 minutes	Computer Operator II/ IT Staff Information Technology Department
	1.1 Ask the reason for the disclosure of recording and evaluate if valid. If valid, advise client to make a written request and state the reason for making such request. If not valid, explain to the client that the request is not granted.	None	30 minutes	Computer Operator II Information Technology Department
	1.2 Evaluate the written request and ask for additional documents, if necessary.	None	15 minutes	Computer Operator II/ IT Staff Information Technology Department
	1.3 If the request is found valid, submit the request and supporting documents to the Office of the Chief of Hospital for approval. If request is	None	30 minutes	Computer Operator II/ IT Staff Information Technology Department



	not valid, return it to the requisitioner and explain the reason for non-disclosure of video recording.			
	1.4 Evaluate if the request can be approved or not. If the request is not approved, return it with comments or for further completion of supporting documents.	None	2 days	Chief of Hospital II Office of the Chief of Hospital
	1.5 If the request is approved, search for the specific video recording specifically indicated on the request. If the request is not approved, inform or explain to the client the reason/s for such order.	None	2 hours	Computer Operator II/ IT Staff Information Technology Department
2. View or secure a file copy of the video recording and sign a corresponding document that he/she viewed or received a file copy of the video recording.	2. Allow the viewing or issue the file copy to the client. File the written request and attach the supporting documents.	None	1 hour	Computer Operator II/ IT Staff Information Technology Department
TOTAL		None	2 days, 4 hours and 20 minutes	



RECEIPT OF DELIVERIES OF EQUIPMENT, SUPPLIES AND MEDICINES

The Property and Supply Department ensures the completeness of delivered medications and supplies, as well as specifications required of the equipment are met based on Purchased Order issued by the General Service Office.

OFFICE OR DIVISION	Ospital ng Imus - Property and Supply Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Photocopies of Delivery Receipt		Ospital ng Imus Supplier		
Two (2) Photocopies of Sales Invoice		City Government of Imus - General Service Office		
Two (2) Photocopies of Purchase Order		City Government of Imus - General Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present required documents to Property and Supply Department Personnel.	1. Check the completeness of documents.	None	5 minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
2. Deliver items.	2. Check and receive the delivered items if complete and in accordance with the Purchase Order (PO) specifications.	None	2 hours	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
3. Receive the signed invoice/delivery receipt.	3. Acknowledge the items delivered and sign the original invoice/Delivery Receipt (DR).	None	10 minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
TOTAL		None	2 hours, 15 minutes	



INSPECTION OF DELIVERED ITEMS/ SUPPLIES

The Property and Supply Department ensures the completeness of delivered medications and supplies through inspection, as well as specifications required of the equipment are met based on Purchased Order issued by the General Service Office.

OFFICE OR DIVISION	Ospital ng Imus - Property and Supply Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	City Government of Imus Personnel (General Service Office, Commission on Audit)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Photocopies of Delivery Receipt		Ospital ng Imus Supplier		
Two (2) Photocopies of Sales Invoice		Ospital ng Imus Supplier		
Two (2) Photocopies of Purchase Order		City Government of Imus – General Service Office		
Original Copy of Warranty Certificate		Ospital ng Imus Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the completeness of documents.	1. Present the required documents to the General Service Office/Commission on Audit personnel.	None	10 minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
2. Check, receive and count the delivered items if complete and in accordance with the Purchase Order (PO) specifications.	2. Document the delivered items.	None	2 hours	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
TOTAL		None	2 hours, 10 minutes	



REQUISITION AND RELEASING OF SUPPLIES

The department ensures the completeness and accuracy of the requested items are delivered and issued to the requesting department.

OFFICE OR DIVISION	Ospital ng Imus - Property and Supply Department			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Copies of Request Slip (L3-ACC-004-4/0)		Property and Supplies Department		
Two (2) Copies of Stock/Expense Requisition Slip; Three (3) Copies for consigned items		Property and Supplies Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the needed supplies through Hospital Information System (HIS).	1. Check the Hospital Information System (HIS) for any request.	None	10 minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
2. Receive the items from Property and Supply Department Personnel.	2. Prepare and count the items to be dispensed and released to the requesting department.	None	30 Minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
3. Countercheck if the supplies received are complete.	3. Post the actual number of items that have been dispensed.	None	30 Minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
4. Sign the issued Stock/Expense Requisition Slip by the Property and Supply Department Personnel.	4. Acknowledged and signed the Stock/Expense Requisition Slip.	None	5 Minutes	Administrative Officer III Storekeeper II Storekeeper III Property and Supply Department
TOTAL		None	1 hour, 15 minutes	



CONTROL OF DOCUMENTED INFORMATION

This procedure aims that all documents are approved prior to use, changes and revisions are determined, updated versions are available, documents are understandable, documents of external origin are identified, controlled and obsolete documents are prevented from intended use.

OFFICE OR DIVISION	Ospital ng Imus - Total Quality Management Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL THE SERVICE	Ospital ng Imus: Sections and Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documents for Review and Approval		Ospital ng Imus - Sections and Department		
Document Change Request Form (L3-TQM-001-1/0)		Ospital ng Imus - Total Quality Management Department		
Document Distribution Matrix (L3-TQM-001-2/0)		Ospital ng Imus - Total Quality Management Department		
Document Distribution and Retrieval Form (L3-TQM-001-3/0)		Ospital ng Imus - Total Quality Management Department		
Document Dissemination Form (L3-TQM-001-4/0)		Ospital ng Imus - Total Quality Management Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documented information for review.	1.1 Receive the documented information for review.	None	3 minutes	Health Education and Promotion Officer II TQM Department
	1.2 Review and revise the documented information.	None	10 days	Health Education and Promotion Officer II Bookbinder I TQM Department
2. Review the documented information and notify the Total Quality Management Personnel regarding the necessary changes.	2. Verify with the process owner and departments involved in the process if there are any necessary changes to be made. If the document is for revision, apply the necessary changes.	None	3 days	Health Education and Promotion Officer II Bookbinder I TQM Department
3. Sign in the Document Change Request Form.	3.1 Acquire the signature of the process owner or the department head and let	None	1 day	Health Education and Promotion Officer II Bookbinder I



	<p>them sign in the Document Change Request Form.</p> <p>3.2 Submit the documented information to Chief Administrative Office and Office of the Chief of Hospital for their approval.</p>	None	5 minutes	TQM Department
4. Identify the departments that will be given a controlled copy.	4. Submit the Document Distribution Matrix and notify the process owner to identify the concerned departments to be given a controlled copy.	None	1 day	Health Education and Promotion Officer II Bookbinder I TQM Department
5. Sign the Document Distribution and Retrieval Form and complete the Document Dissemination Form.	5. Disseminate the controlled copy to the concerned departments.	None	1 hour	Health Education and Promotion Officer II Bookbinder I TQM Department
TOTAL		None	15 days, 1 hour and 8 minutes	



NON-CONFORMITY ACTION REPORT

This consist of the incident reports, complaints and non-compliance with regards to processes and services in the hospital. Concerns submitted will be investigated if valid. Corrective and preventive actions are taken to ensure that the problem will not happen again in the future. Monitoring of the preventive actions taken will be conducted by the Total Quality Management Department.

OFFICE OR DIVISION	Ospital ng Imus - Total Quality Management Department			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2G- Government to Government; G2C- Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Non-Conformity Action Report (L3-TQM-003-1/0)		Ospital ng Imus - Total Quality Management Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify the nonconformity and report it to the Total Quality Management.	1.1 Receive the Nonconformity Action Report.	None	3 minutes	Health Education and Promotion Officer II Bookbinder I TQM Department
	1.2 Investigate and determine if the issue or concern is valid.	None	*2 days	Health Education and Promotion Officer II TQM Department
2. Receive the nonconformity and respond to the issues and concerns appropriately.	2. Issue the nonconformity to the concerned department.	None	5 minutes	Health Education and Promotion Officer II TQM Department
3. Submit the NCAR form to TQM.	3.1 Receive the filled out NCAR Form.	None	2 minutes	Health Education and Promotion Officer II TQM Department
	3.2 Check if the corrective and preventive actions are valid.	None	10 minutes	
	3.3 Submit a copy of the NCAR report to the Office of the Chief of Hospital,	None	10 minutes	



	Chief of Administrative Office and Human Resources Department.			
4. Implement the necessary corrective and preventive actions to be taken to prevent the recurrence of the incident.	4. For services, verify if corrective and preventive actions are implemented after one (1) week, three (3) weeks and six (6) weeks from the date of implementation. For processes, verification is after one (1) month, three (3) months and six (6) months.	None	6 months	Health Education and Promotion Officer II TQM Department
TOTAL		None	6 months, 2 days and 30 minutes	

NOTE: Non-Conformity Action Report – Qualified for Multi-Stage Processing

