



ACCOUNTING DIVISION

SERVICE NAME: PREPARATION OF FINANCIAL STATEMENTS

Office or Division:	Accounting Division / Bookkeeping Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs, COA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Journal Entry Voucher Special Journals General Ledgers Trial Balance Schedules Different Statements		Bookkeeping Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cash Section - Office Staff, present Daily Report of Collections, Report of Disbursements with complete supporting documents to be received. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Received Daily Report of Collections, Report of Disbursements with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Prepares Journal Entry Vouchers of the Daily Report of Collections.	None	2 hours	Office Clerk
	Prepares Special Journals (Cash Receipt Journal, Check Disbursement Journal, Debit Credit Memo Disbursement Journal and Cash Disbursement Journal) and Journal Entry	None	10 days 1 day 2 days	Senior Bookkeeper Accounting Clerk II Office Clerk

	Vouchers of Adjustments.			
	Posting of Recapitulations of Special Journals and Journal Entry Vouchers of Adjustments to General Ledgers.	None	2 days	Senior Bookkeeper
	Prepares Monthly Trial Balance.	None	4 hours	Senior Bookkeeper
	Prepares Schedules.	None	5 days	Accounting Clerk II
	Prepares Quarterly Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flow and Statement of Analysis of Appropriation and Obligation	None	2 days	Accountant III
	Submits Financial Reports to Commission on Audit and City Accounting Office.	None	3 hours	Office Clerk
	TOTAL:	None	22 days, 9 hours 3 minutes	



SERVICE NAME: PREPARATION OF PAYROLL

Office or Division:	Accounting Division / Payroll Section
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTR Obligation Request Disbursement Voucher		PDER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives Daily Time Records of all Employees with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	20 minutes	Office Clerk
	Prepares Payroll of Permanent Employees including Payroll of RATA	None	4 days	Office Clerk
	Prepares Payroll of Contractual Employees on a 15 th and 30 th basis	None	3 days	Office Clerk
	Prepares Financial Data Entry System (FinDES) with USB Flash Drive	None	4 hours	Office Clerk
	Prepares Allotment for Obligation Request and Disbursement Voucher.	None	1 hours	Office Clerk
TOTAL:		None	11 days, 1 hour 20 minutes	



**SERVICE NAME: PROCESSING OF PURCHASE REQUEST,
PURCHASEORDER AND DISBURSEMENT VOUCHER**

Office or Division:	Accounting Division / Processing Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook Purchase Request Purchase Order PPMP Control Ledger Journal Entry Voucher BIR 2306 and 2307				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Disbursing Officers presents Purchase Request with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives and logs Purchase Request then assign Control Number. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Checks Purchase Request against Project Procurement Management Plan (PPMP) and initials.	None	30 minutes	Accountant I
	Records Purchase Request in Control Ledger and initials.	None	10 minutes	Accountant III
	Reviews Purchase Request, Checks and verifies availability of allotment and initials	None	20 minutes	Accountant IV
	Reviews and signs.	None	10 minutes	Accountant V
	Files and release Purchase Request with complete supporting documents.	None	10 minutes	Office Clerk

Disbursing Officers presents Purchase Order with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives and logs Purchase Order then assign Control Number. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Checks Purchase Order against Purchase Request and initials.	None	30 minutes	Accountant II
	Post Purchase Order and Obligation Request to Control Ledger and initials	None	20 minutes	Accountant III
	Review Purchase Order with supporting documents and initials. Records Obligation Request to Report of Allotment and Obligations.	None	20 minutes	Accountant IV
	Certifies and signs Purchase Order.	None	10minutes	Accountant V
	Files and release Purchase Order with supporting documents.	None	15 minutes	Office Clerk
From Different Departments Office Staff present Disbursement Voucher with complete supporting documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives Disbursement Vouchers with complete supporting documents, logs and assign control number. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
	Prepares Journal Entry Voucher and other required documents.	None	20 minutes	Office Clerk
	Checks supporting documents and initials.	None	30 minutes	Accountant II

	Reviews computations, records Disbursement Vouchers in Control Ledger and initials.	None	30 minutes	Accountant III
	Reviews all documents and initials	None	30 minutes	Accountant IV
	Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and other documents	None	20 minutes	Accountant V
	Files and release Disbursement Vouchers with complete supporting documents.	None	20 minutes	Office Clerk
TOTAL:		None	5 hours & 57 minutes	



BILLING & PHILHEALTH SECTION

SERVICE NAME: Preparation of Hospital Bills

Office or Division:	Accounting Division / Billing Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients for Discharge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Children – Birth Certificate, Member Data Record (MDR/PBEF) Spouse – Marriage Contract, Member Data Record (MDR/PBEF) Senior Citizen -ID Senior Citizen/PMRF/Certification Government Employees –ID, MDR/PBEF Indigent – Philhealth Certification (Sponsored) Individual Paying Member – O.R of Monthly/Quarterly Contribution MDR/PBEF Private Employee/ OFW – Certificate of Contribution from Employer MDR/PBEF 4 P's –ID, Philhealth Certification (Sponsored)		PSA Philhealth		
		PSA Philhealth		
		Philhealth		
		Philhealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives the Notice of Discharge/ Chart from NOD. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	1 minute	Billing Clerk on Duty
For Philhealth Patients: Submits Necessary Philhealth Documents	Screens the Completeness of Philhealth Documents (for COVID related documents. Wearing of PPE.)	None	8 minutes	Billing Clerk on Duty

Review Billing Statement	Prepares and Issues Statement of Service Rendered	None	5 minutes	Billing Clerk on Duty
TOTAL:		None	14 minutes	



SERVICE NAME: Transmittal of Philhealth Claims (CF2)

Office or Division:	Accounting Division / Philhealth Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Patients for Discharge who are Eligible Philhealth Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Children - Birth Certificate, Member Data Record (MDR/PBEF) Spouse – Marriage Contract, Member Data Record(MDR/PBEF) Senior Citizen - ID Senior Citizen/PMRF/Certification Government Employees – ID, MDR/PBEF Indigent – Philhealth Certification (Sponsored) Individual Paying Member- O.R. of Monthly/Quarterly Contribution MDR/PBEF Private Employee/ OFW- Certificate of Contribution from Employer MDR/PBEF 4 P's – ID, Philhealth Certification (Sponsored)		PSA Philhealth PSA Philhealth Philhealth Philhealth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits PHIC Documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives PHIC Documents. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	5 minutes	Billing Clerk
	Reviews submitted PHIC Documents	None	10 minutes	Billing Clerk
If Documents are complete: Signs the CF2 Consent portion of the member	Attaches the CF2 to the Patient's Chart	None	10 minutes	Nurse on Duty
	Signs the CF2 and put the corresponding ICD 10 or RVS Code	None	1 day	Attending Physician
		None		

	Process and records CF2		1 day	Philhealth Clerk
	Accomplishes and Signs CF2	None	30 minutes	Credit Officer
	Transmits to Philhealth	None	Within 60 days	Philhealth Clerk
TOTAL:		None	62 days 55 minutes	



SERVICE NAME: PREPARATION OF REMITTANCE REPORT

Office or Division:	Accounting Division / Remittance Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, concerned Department Heads, Division and Section Chiefs, BIR, GSIS, Philhealth, Pag-ibig			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concern Government Agency emails Electronic Billing Files	Receives, prints and checks the Electronic Billing Files if applicable	None	4 hours	Accounting Clerk II
	Prepares the Monthly Notice of Deduction from the Electronic Billing Files	None	2 hours	Accounting Clerk II
Payroll Section – Office Aide presents file copies of payrolls. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives payrolls. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	3 minutes	Office Clerk
Bookkeeping Section – Office Aide presents RCD and DV. Cashier III presents Cash Book and DV. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	Receives DV and Cash Book. (Mandatory wearing of face mask and face shield. Maintain social distancing. Use of alcohol for sanitation and disinfection)	None	6 minutes	Office Clerk
	Post all deductions to Liabilities Control Ledger	None	4 hours	Accounting Clerk II
	Prepares Monthly Remittance Reports and Disbursement Vouchers	None	10 days	Accounting Clerk II

	Release Monthly Remittance Reports to Processing Section	None	2 hrs	Accounting Clerk II
	Filing of duplicate copies	None	2 days	Accounting Clerk II
	Posting to Employees' Index Card if applicable	None	5 days	Accounting Clerk II
	TOTAL:	None	17 days 10 hours 9 minutes	



Republika ng Pilipinas
Lungsod Quezon
PANGKALAHATANG PAGAMUTAN NG LUNGSOD QUEZON
(Quezon City General Hospital)
Seminary Road, EDSA, Quezon City
Tel. No. (02) 863-0800
PhilHealth Accredited Healthcare Provider



Feedback and Complaints

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated suggestion box in front of the Billing Section and Accounts Office.</p> <p>Feedbacks can also be filed via electronic mail: qcgh_acctg@yahoo.com</p>
<p>How feedbacks are processed</p>	<p>Every Friday, the Public Relations Officer opens the suggestion box and compiles and records the feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) working days upon receipt of the feedback.</p> <p>All feedbacks and answers of the concerned offices are forwarded to the Hospital Director and is then relayed to the citizen.</p>
<p>How to file a complaint</p>	<p>The complainant shall proceed to the Public Assistance Desk.</p> <p>The Public Assistance Desk Officer (PADO) shall interview the complainant and request for a written complaint.</p> <p>Complaints can also be filed via electronic mail. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of Complainant - Contact number of Complainant - Name of person/s being complained - Incident - Evidence
<p>How complaints are processed</p>	<p>The PADO shall receive the written complaint and will forward the complaint to the Hospital Director.</p> <p>The Hospital Director calls the attention of the concerned Division Head.</p> <p>The Division Head will initiate investigation and will submit a report to the Hospital Director.</p> <p>The PADO will give the feedback to the client.</p> <p>For inquiries and follow-up, you may contact: 8-863-0800 local 122</p>
<p>Contact Information of Quezon City General Hospital, PCC, CCB</p>	<p>QCGH: www.qcgh.org qcghmisystem@gmail.com 8-863-0800</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>