



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Cash Section**  
**CITIZEN'S CHARTER**



**Collection of Payments (OPD & ER Clients)**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : OPD & ER Clients  
**Documentary Requirements** : Statement of Accounts  
 Official Receipt  
**Processing Period** : 2 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents the Statement of Accounts (SOA)/ Patient's ID Card <i>(Ipakita ang talaan ng serbisyong babayaran)</i>	Receives the Statement of Accounts/ Printing Statement of Accounts <i>(Tanggapin ang talaan ng serbisyong babayaran)</i>	10 seconds <i>(10 segundo)</i>	Cashier clerk	None <i>(Wala)</i>	Statement of Accounts <i>(Talaan ng serbisyong babayaran)</i>
2		Validates Statement of Accounts through the Hospital & Information System (HIS) and receives corresponding payments <i>(Suriin ang talaan ng serbisyong babayaran)</i>	1 minute <i>(1 minuto)</i>		Depends on clients' rendered services <i>(Depende sa nagawang serbisyo para sa kliyente)</i>	
3	Receives the official receipt <i>(Tanggapin ang opisyal na resibo)</i>	Issues official receipt <i>(Magbigay ng opisyal na resibo)</i>	30 seconds <i>(30 segundo)</i>		None <i>(Wala)</i>	Official receipt <i>(Opisyal na resibo)</i>
4		Issues patient's clearance slip and Instructs the client on what to do next <i>(Magbigay ng clearance at turuan ang pasyente sa susunod na gagawin)</i>	20 seconds <i>(20 segundo)</i>			Patient's Clearance Slip <i>(Clearance ng Pasyente )</i>
<b>END of TRANSACTION</b>						

**Note: Attachment of Price List will be based on the Quezon City Revenue Code. (Hospital Charges)**



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**Collection of Payments (Admitted Clients)**

**Schedule of Availability of Service**

- Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : Admitted Clients  
**Documentary Requirements** : Statement of Account, Official Receipt, Acknowledgement Receipt, Patient's Clearance  
**Processing Period** : 6 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents the Statements of Accounts (SOA) <i>(Ipakita ang bayarin sa ospital ng mga serbisyong natanggap)</i>	Receives the Statement of Accounts <i>(Tanggapin ang bayarin sa ospital ng mga serbisyong natanggap)</i>	20 seconds <i>(20 segundo)</i>	Cashier clerk	None <i>(Wala)</i>	Statement of Accounts (SOA) <i>(Bayarin sa ospital ng mga serbisyong natanggap)</i>
2		Validates the Statement of Account through the Hospital & Information System (HIS) and receives corresponding payments <i>(Suriin ang bayarin sa ospital ng mga serbisyong natanggap at tanggapin ang kaukalang bayarin)</i>	3 minutes <i>(3 minuto)</i>		Depends on clients' rendered services <i>(Depende sa nagawang serbisyo para sa kliyente)</i>	
3	Receives the official receipt <i>(Tanggapin ang opisyal na resibo)</i>	Issues official receipt <i>(Magbigay ng opisyal)</i>	2 minutes <i>(2 minuto)</i>		None <i>(Wala)</i>	Official receipt <i>(Opisyal na resibo)</i>



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4		Issues patient's clearance slip and discharges patients name from the Hospital Information System (HIS) <i>(Magbigay ng clearance at tanggalin ang pangalan ng pasyente sa aktibong listahan mula sa Hospital Information System)</i>	20 seconds <i>(20 segundo)</i>			Patient's clearance slip <i>(clearance ng pasyente)</i>
5		Instructs the client on what to do next <i>(Turuan ang pasyente sa susunod na gagawin)</i>	20 seconds <i>(20 segundo)</i>			None <i>(Wala)</i>
<b>END of TRANSACTION</b>						

*Note: Attachment of Price List will be based on the Quezon City Revenue Code. (Hospital Charges)*

**Issuance of Checks**

**Schedule of Availability of Service**

- Days** : Mondays – Fridays  
**Hours** : 8 am – 4 pm  
**Who May Avail of the Service** : Philhealth Members, Employees, Suppliers, Non-Government Agency, Government Agency  
**Documentary Requirements** : Valid Identification Card, Logbook Authorization Letter, Official Receipt  
**Processing Period** : 3 minutes

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents valid identification card and authorization letter	Receives valid identification card and authorization letter <i>(Tanggapin ang valid na identification letter at authorization letter)</i>	25 seconds <i>(25 segundo)</i>	Cashier II /Cashier Clerk	None <i>(Wala)</i>	Valid identification card and authorization letter



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	<i>(Magpresenta ng valid identification letter at authorization letter)</i>					
2		Verifies the authenticity of the valid identification card and authorization letter <i>(Saliksikin ang katunayan ng valid na identification letter at authorization letter)</i>	30 seconds <i>(30 segundo)</i>			
3	Signs the voucher and check registry logbook <i>(Pirmahan ang voucher at check registry logbook)</i>	Affixes the client signature on the voucher and check register logbook <i>(Papirmahan ang voucher at logbook sa kliyente)</i>	30 seconds <i>(30 segundo)</i>			Voucher and check registry logbook
4	Issues official receipt <i>(Magbigay ng opisyal na resibo)</i>	Receives official receipt <i>(Tanggapin ang opisyal na resibo)</i>	1 minute <i>(1 minuto)</i>			Official receipt <i>(Opisyal na resibo)</i>
5	Receives the check <i>(Tanggapin ang tseke)</i>	Issues the check <i>(Ibigay ang tseke)</i>	15 seconds <i>(15 segundo)</i>			Check <i>(Tseke)</i>
6		Instructs the client on what to do next <i>(Turuan ang pasyente sa susunod na gagawin)</i>	20 seconds <i>(20 segundo)</i>			None <i>(Wala)</i>
<b>END of TRANSACTION</b>						



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**Payment of Professional Fees to Consultants**

**Schedule of Availability of Service**

**Days** : Mondays – Fridays

**Hours** : 8 am – 4 pm

**Who May Avail of the Service** : Doctors,  
 Authorized Representative

**Documentary Requirements** : Official Receipt,  
 Logbook

**Processing Period** : 5 minutes

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Check if the payment of the patient is settled <i>(Tingnan kung ang pasyente ay nakapagbayad)</i>	Verifies the summary of Professional fees <i>(Saliksikin ang talaan ng mga doctor na babayaran)</i>	1 minute <i>(1 minuto)</i>	Disbursing Officer	None <i>(Wala)</i>	Statement of Account
2	Accounts the received money <i>(Bilangin ang perang natanggap)</i>	Releases the payment of Professional fees net of tax <i>(Ibigay ang perang nabawasan ng buwis)</i>	2 minutes <i>(3 minuto)</i>		Depends on the professional fees <i>(Depende sa professional fees)</i>	Summary of Professional Fee <i>(Talaan ng mga Professional Fee)</i>
3	Issues official receipt <i>(Magbigay ng opisyal na resibo)</i>	Receives the official receipt <i>(Tanggapin ang opisyal na resibo)</i>	1 minute <i>(1 minuto)</i>		None <i>(Wala)</i>	Official receipt <i>(Opisyal na resibo)</i>
4	Affix signature at the log book <i>(Pirmahan ang log book)</i>	Hand in the log book for signature <i>(Papirmahan ang log book)</i>	1 minute <i>(1 minuto)</i>		None <i>(Wala)</i>	Log Book
<b>END of TRANSACTION</b>						



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**Preparation of Reports**

**Schedule of Availability of Service**

- Days** : Mondays – Fridays  
**Hours** : 8 am – 5 pm  
**Who May Avail of the Service** : Accounting Division,  
 Bookkeeping Section  
**Documentary Requirements** : Daily Report of Collection,  
 Report of Checks Issued, Logbook  
 Cash Advances, Liquidations  
**Processing Period** : 2 hours

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1		Generates and Encode the reports <i>(Itala ang mga reports)</i>	30 minutes <i>(30 minuto)</i>	Cashier Clerk	None <i>(Wala)</i>	Daily report of collections Report of checks issued Cash advances Liquidations Logbook
2		Prepares the generated and encoded reports <i>(Ayusin ang mga natalang reports)</i>	1 hour <i>(1 oras)</i>			
3		Affixes the head signatories in the reports <i>(Papirmahan sa kinauukulan ang mga reports)</i>	10 minutes <i>(10 minuto)</i>			
4		Record the reports <i>(Idokumento ang mga reports)</i>	15 minutes <i>(15 minuto)</i>			
5	Receives the reports	Submits the report to the accounting division or bookkeeping section <i>(Ipasa ang mga reports sa accounting division o bookkeeping section)</i>	5 minutes <i>(5 minuto)</i>			
<b>END of TRANSACTION</b>						