

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 Account
Official Receipt
Processing Period : 2 minutes
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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>
END of TRANSACTION						

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

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 PROVIDER	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)</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>
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>

Payment to Doctors

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 PROVIDER	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>	Cashier Clerk	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>	3 minutes <i>(3 minuto)</i>		Depends on the professional fees <i>(Depende sa professional fees)</i>	Logbook
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>(50 minuto)</i>		None <i>(Wala)</i>	Official receipt <i>(Opisyal na resibo)</i>
END of TRANSACTION						

Days : Mondays – Fridays

Hours : 8 am – 5 pm

Who May Avail of the Service : Accounting Division,

Documentary Requirements : Daily Report of Collection,

Processing Period : 2 hours

How to avail of the Service

APPLICANT	SERVICE	DURATION	PERSON IN	FORM
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STEP	T / CLIENT	PROVIDER	of ACTIVITY	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>			
END of TRANSACTION						