



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Social Service**  
**CITIZEN'S CHARTER**



**AVAILMENT OF MEDICAL SOCIAL SERVICE (MSS) ASSISTANCE AT OUT-PATIENT DEPARTMENT (OPD)**

**Schedule of Availability of Service**

- Days** : Mondays – Fridays  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : OPD Service Patients  
**Documentary Requirements** : Health Record Card, MSS Card, Statement of Account (SOA) and Valid Identification Card  
**Processing Period** : 60 minutes  
**How to avail of the Service**

| STEP | APPLICANT / CLIENT  | SERVICE PROCESS  | DURATION OF ACTIVITY                   | PERSON IN CHARGE            | FEES                  | FORM   |
|------|---|--|--|-----------------------------|-----------------------|--|
| 1    | Presents queuing number slip, Statement of Account (SOA), hospital id and valid id.<br><i>(Ibigay ang queuing number slip at ipresenta ang iyong hospital card, at valid ID).</i> | Receives queuing number slip and checks documents<br><i>(Tanggapin ang queuing number slip at suriin ang dokumento)</i>  | 1 minute<br><i>(1 minuto)</i>          | Medical Social Worker (MSW) | None<br><i>(Wala)</i> | Queuing number slip<br>Statement of Account<br>Health Record Card<br>Valid Identification card |
| 2    | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>   | Checks category of patient at HIS.<br><i>(Tignan ang kategorya ng pasyente sa HIS)</i>   | 5 minutes<br><i>(5 minuto)</i>         |                             |                       |  |
| 3    | If new patient, participates during interview. If no, presents MSS card.<br><i>(Kung bagong pasyente, makibahagi sa panayam. Kung dating pasyente, ibigay ang MSS card)</i>       | If new patient, informs purpose of assessment and conducts interview. If old patient, receives MSS card and updates record.<br><i>(Kung bagong pasyente, ipaalam ang layunin ng pagsusuri at magpanayam Kung dating pasyente, tanggapin ang MSS card at iupdate)</i> | 15-30 minutes<br><i>(15-30 minuto)</i> |                             | None<br><i>(Wala)</i> | MSS Assessment Tool<br>MSS card  |



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|                           |   |   |                                  |  |   |   |
|---------------------------|---|---|----------------------------------|--|---|---|
| 4                         | Signs assessment tool and contract of responsibility.<br><i>(Pumirma sa dokumento)</i>  | Facilitates signing of assessment tool and contract of responsibility.<br><i>(Magpapirma ng dokumento)</i>  | 2 minutes<br><i>(2 minuto)</i>   |  |   | MSS Assessment Tool<br>Contract of Responsibility |
| 5                         | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>   | Evaluates and classify patient.<br><i>(Pagsusuri at ilagay ang klasipikasyon ng pasyente)</i>   | 3 minutes<br><i>(3 minuto)</i>   |  | None<br><i>(Wala)</i>   | MSS Assessment Tool                               |
| 6                         | Listens and/or ask clarification.<br><i>(Makinig o/at magtanong)</i>  | Orients MSS classification and inform hospital programs and services.<br><i>(Pagbibigay ng impormasyon ukol sa klasipikasyon at programa at serbisyo ng ospital)</i>        | 5 minutes<br><i>(5 minuto)</i>   |  |   | None<br><i>(Wala)</i>                             |
| 7                         | Waits for Medical Social Worker and receives MSS card.<br><i>(Maghintay at.tanggapin ang MSS kard)</i>  | Inputs classification, MSS control number and cost reduction at HIS. Issues MSS card.<br><i>(Paglalagay ng mga detalye sa HIS at pagbibigay ng MSS kard)</i>                | 8 minutes<br><i>(8 minuto)</i>   |  |   | MSS card  |
| 8                         | Listens on his or her participation and waits for Medical Social Worker.<br><i>(Makinig sa pakikibahagi sa bayarin at maghihintay sa Medical Social Worker)</i> | Informs participation, stamps SOA and Inputs patient's share at HIS. Informs to proceed to Cashier<br><i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier)</i> | 5 minutes<br><i>(5 minuto)</i>   |  | Depends on the patient's share<br><i>(Depende sa bayarin ng pasyente)</i> | Statement of Account                              |
| 9                         |   | Records and files documents.<br><i>(Itala at ifile ang mga dokumento)</i>   | 1 minute<br><i>(1 minuto)</i>    |  |   | MSS Assessment Tool<br>MSS Logbook                |
|                           |   |   | 60 Minutes<br><i>(60 minuto)</i> |  |   |   |
| <b>END OF TRANSACTION</b> |   |   |                                  |  |   |   |



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**AVAILMENT OF MEDICAL SOCIAL SERVICE (MSS) ASSISTANCE AT EMERGENCY ROOM DEPARTMENT (ER)**

**Schedule of Availability of Service**

- Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : Emergency Room Patients  
**Documentary Requirements** : Statement of Account, Valid Identification Card and MSS Card  
**Processing Period** : 25 minutes  
**How to avail of the Service**

| STEP | APPLICANT / CLIENT  | SERVICE PROCESS   | DURATION OF ACTIVITY           | PERSON IN CHARGE            | FEES                  | FORM  |
|------|---|---|--------------------------------|-----------------------------|-----------------------|---|
| 1    | Presents Statement of Account (SOA).<br><i>(Ibigay ang Statement of Account (SOA) at valid ID)</i>  | Receives and checks documents.<br><i>(Tanggapin ang dokumento)</i>  | 1 minute<br><i>(1 minuto)</i>  | Medical Social Worker (MSW) | None<br><i>(Wala)</i> | Statement of Account<br>Health Record Card<br>Valid Identification card |
| 2    | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>   | Checks category of patient at HIS.<br><i>(Tignan ang kategorya ng pasyente sa HIS)</i>  | 5 minutes<br><i>(3 minuto)</i> |                             | None<br><i>(Wala)</i> |   |
| 3    | If new patient, participates during interview. If no, presents MSS card.<br><i>(Kung bagong pasyente, makibahagi sa panayam. Kung dating pasyente, ibigay ang MSS card)</i> | If new patient, conducts interview. If no, receives MSS card.<br><i>(Kung bagong pasyente, magpanayam. Kung dating pasyente, tanggapin ang MSS card at iupdate)</i> | 5 minutes<br><i>(5 minuto)</i> |                             | None<br><i>(Wala)</i> | MSS card  |
| 4    | Listens and/or ask clarification.<br><i>(Makinig o/at magtanong)</i>  | Orients MSS classification and inform hospital programs and services.<br><i>(Pagbibigay ng kaalaman ukol sa MSS klasipikasyon, programa at serbisyo ng ospital)</i> | 5 minutes<br><i>(5 minuto)</i> |                             | None<br><i>(Wala)</i> | None<br><i>(Wala)</i>   |
| 5    | Waits for Medical Social Worker.  | Inputs classification   | 5 minutes                      |                             | None<br><i>(Wala)</i> |   |



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|                           |   |   |                                |                             |                       |                      |
|---------------------------|---|---|--------------------------------|-----------------------------|-----------------------|----------------------|
|                           | <i>(Maghintay sa Medical Social Worker)</i>   | and cost reduction at HIS.<br><i>(Paglalagay ng mga detalye sa HIS)</i>   | <i>(5 minuto)</i>              |                             |                       | <i>(Wala)</i>        |
| 6                         | Listens on his or her participation and waits for Medical Social Worker.<br><i>(Makikinig sa pakikibahagi sa bayarin at maghintay sa Medical Social Worker)</i> | Informs patient's participation and stamps classification on Statement of Account and inform to proceed to Cashier.<br><i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier.)</i> | 3 minutes<br><i>(3 minuto)</i> | Medical Social Worker (MSW) | None<br><i>(Wala)</i> | Statement of Account |
| 7                         |   | Records and files documents.<br><i>(Itala at ifile ang mga dokumento)</i>   | 1 minute<br><i>(1 minuto)</i>  |                             |                       | MSS Logbook          |
|                           |   |   | 25 Minutes                     |                             |                       |                      |
| <b>END of TRANSACTION</b> |   |   |                                |                             |                       |                      |



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**AVAILMENT OF MEDICAL SOCIAL SERVICE (MSS) ASSISTANCE AT CLINICAL WARD**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 24 hours without noon break  
**Who May Avail of the Service** : Admitted Patients at Clinical Ward  
**Documentary Requirements** : Health Record card, MSS Card and Valid Identification Card  
**Processing Period** : 60 minutes/ 1 hour  
**How to avail of the Service**

| STEP                         | APPLICANT / CLIENT   | SERVICE PROCESS   | DURATION of ACTIVITY                   | PERSON IN CHARGE            | FEEES                 | FORM   |
|------------------------------|--|---|--|-----------------------------|-----------------------|--|
| <b>A. MSS CLASSIFICATION</b> |  |   |  |                             |                       |  |
| 1                            | Stays at ER<br><i>(Maghintay sa Emergency Room)</i>  | Receives and checks patient's chart. Check case type at HIS.<br><i>(Tanggapin at suriin ang chart)</i>  | 6 minutes<br><i>(6 minuto)</i>         | Medical Social Worker (MSW) | None<br><i>(Wala)</i> | Patient's Chart  |
| 2                            | Listens and signs Affidavit of Undertaking Quit Claim Waiver and Release.<br><i>(Makinig at pumirma ng dokumento)</i>  | If pay patient, orients and facilitates signing of Affidavit of Undertaking Quit Claim Waiver and Release.<br><i>(Kung pribadong pasyente, pagbibigay ng kaalaman at pagpapapirma ng dokumento)</i> | 7 minutes<br><i>(7 minuto)</i>         |                             |                       | Affidavit of Undertaking Quit Claim Waiver and Release |
| 3                            | If new patient, participates during interview. If no, presents MSS card.<br><i>(Kung bagong pasyente, makibahagi sa interview Kung dating pasyente, magprisinta ng MSS card)</i> | If service case type, checks category of patient at HIS. If new patient, informs purpose of assessment and conducts interview. If old patient, presents MSS card and updates record.                | 15-30 minutes<br><i>(15-30 minuto)</i> |                             |                       | Assessment Tool MSS Card                               |



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|                           |  |   |                                |                                      |                       |   |  |  |
|---------------------------|--|---|--------------------------------|--------------------------------------|-----------------------|---|--|--|
|                           |  | <i>(Kung bagong pasyente, ipaalam ang layunin ng pagsusuri at magpanayam Kung dating pasyente, tanggapin ang MSS card at iupdate)</i>                               |                                |                                      |                       |   |  |  |
| 4                         | Signs assessment tool and contract of responsibility.<br><i>(Pumirma sa dokumento)</i>   | Facilitates signing of assessment tool and contract of responsibility.<br><i>(Magpapirma ng dokumento)</i>  | 4 minutes<br><i>(4 minuto)</i> | Medical<br>Social<br>Worker<br>(MSW) | None<br><i>(Wala)</i> | Assessment tool and contract of responsibility. |  |  |
| 5                         | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>  | Evaluates and classify patient.<br><i>(Pagsusuri at klasipikasyon ng pasyente)</i>  | 3 minutes<br><i>(3 minuto)</i> |                                      |                       | None<br><i>(Wala)</i>                           |  |  |
| 6                         | Listens and/or ask clarification.<br><i>(Makinig o/at magtanong)</i>   | Orients MSS classification and inform hospital programs and services.<br><i>(Pagbibigay ng kaalaman ukol sa MSS klasipikasyon, programa at serbisyo ng ospital)</i> | 3 minutes<br><i>(3 minuto)</i> |                                      |                       | None<br><i>(Wala)</i>                           |  |  |
| 7                         | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>  | Inputs classification and MSS control number at HIS.<br><i>(Paglalagay ng mga detalye sa HIS)</i>   | 3 minutes<br><i>(3 minuto)</i> |                                      |                       | MSS card and MSS checklist requirements         |  |  |
| 8                         | Receives MSS card and checklist of requirements for medical assistance.<br><i>(Tanggapin ang MSS Card at checklist requirements)</i> | Issues MSS card and checklist requirements.<br><i>(Pagbibigay ng MSS card and checklist requirements)</i>   | 2 minutes<br><i>(2 minuto)</i> |                                      |                       | Patient's Chart                                 |  |  |
| 9                         |  | Signs and input classification at patient's chart.<br><i>(Paglalagay ng klasipikasyon at pagpirma sa chart)</i>   | 1 minute<br><i>(1 minuto)</i>  |                                      |                       | MSS Assessment Tool<br>MSS Logbook              |  |  |
| 10                        |  | Records and files documents.<br><i>(Itala at ifile ang mga dokumento)</i>   | 1 minute<br><i>(1 minuto)</i>  |                                      |                       |   |  |  |
|                           |  |   | 60 minutes                     |                                      |                       |   |  |  |
| <b>END OF TRANSACTION</b> |  |   |                                |                                      |                       |   |  |  |



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| STEP                      | APPLICANT / CLIENT  | SERVICE PROCESS  | DURATION of ACTIVITY             | PERSON IN CHARGE            | FEES                  | FORM                                   |
|---------------------------|---|--|----------------------------------|-----------------------------|-----------------------|--|
| <b>B. COST-REDUCTION</b>  |   |  |                                  |                             |                       |  |
| 1                         | Presents MSS Card and Statement of Account (SOA)<br><i>(Ibigay ang SOA at MSS Card)</i>   | Receives MSS Card and Statement of Account (SOA).<br><i>(Tanggapin ang MSS Card at SOA)</i>  | 1 minute<br><i>(1 minuto)</i>    | Medical Social Worker (MSW) | None<br><i>(Wala)</i> | MSS Card<br>Statement of Account (SOA) |
| 2                         | Participates in exit interview<br><i>(Makibahagi sa exit interview)</i>   | Conducts exit interview.<br><i>(Gawin ang exit interview)</i>  | 3 minutes<br><i>(3 minuto)</i>   |                             |                       | None<br><i>(Wala)</i>                  |
| 3                         | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>   | Inputs cost-reduction at HIS.<br><i>(Paglalagay ng discount sa HIS)</i>  | 2 minutes<br><i>(2 minuto)</i>   |                             |                       | None<br><i>(Wala)</i>                  |
| 4                         | Listens on his or her participation and waits for Medical Social Worker.<br><i>(Makikinig sa pakikibahagi sa bayarin at maghintay sa Medical Social Worker)</i> | Informs patient's participation and stamps classification on Statement of Account. Inform to proceed to Cashier.<br><i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier.)</i> | 13 minutes<br><i>(13 minuto)</i> | Medical Social Worker (MSW) | None<br><i>(Wala)</i> | Statement of Account (SOA)             |
| 5                         |   | Records and files documents.<br><i>(Itala at ifile ang mga dokumento)</i>  | 1 minute<br><i>(1 minuto)</i>    |                             |                       | MSS Logbook                            |
|                           |   |  | 20 minutes                       |                             |                       |  |
| <b>END OF TRANSACTION</b> |   |  |                                  |                             |                       |  |





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**MEDICAL SOCIAL SERVICE REFERRAL FOR FINANCIAL/MEDICAL ASISTANCE OF SERVICE PATIENTS**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays

**Hours** : 8 hours, no noon break

**Who May Avail of the Service** : Service patients consulted at Emergency Room, OPD and Admitted patients

**Documentary Requirements** : MSS Service Card

a. For Medical/Financial Assistance:

- ✓ Updated Prescription of drugs and medicines
- ✓ Laboratory and Diagnostic Request Form
- ✓ Medical Abstract/Updated Medical Certificate
- ✓ Inter-Agency Referral Request Form  
(accomplished in three original copies)
- ✓ Statement of Account/Quotation/Hospital Bill

b. For PhilHealth Point-of Service (POS) enrolment:

- ✓ Patient Benefits Eligibility Form (PBEF)/Verification Slip from PCares staff
- ✓ Patient Membership Record Form (PMRF)
- ✓ Birth Certificate of member/dependent

For married woman:

- ✓ Marriage Certificate
- ✓ Valid government issued ID

For emancipated:

- ✓ Valid government issued ID of parent/ immediate relative/certificate of guardianship

**Processing Period** : 30 minutes





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**How to avail of the Service**

| STEP                      | APPLICANT / CLIENT   | SERVICE PROCESS   | DURATION of ACTIVITY             | PERSON IN CHARGE      | FEES                  | FORM  |
|---------------------------|--|---|----------------------------------|-----------------------|-----------------------|---|
| 1                         | Presents documents.<br><i>(Ipakita ang mga dokumento)</i>  | Receives documents.<br><i>(Tanggapin ang mga dokumento)</i>   | 1 minute<br><i>(1 minuto)</i>    | Medical Social Worker | None<br><i>(Wala)</i> | Please refer to documentary requirements  |
| 2                         | Waits for Medical Social Worker.<br><i>(Maghintay sa Medical Social Worker)</i>                    | Checks and verifies documents. If complete documents, process referral services to welfare agencies/other hospital. If not complete, return documents for completion.<br><i>(Kung kumpleto ang dokumento, ibigay ang referral services ayon sa pangangailangan. Kung hindi kumpleto, ibalik para kumpletuhin)</i> | 25 minutes<br><i>(25 minuto)</i> |                       |                       | A. Referral Letter Form<br>B. Social Case Summary Form<br>C. Inter-Agency Referral Request Form with Socio-Economic Evaluation<br>D. Certification of Enrolled to PhilHealth Point Of Service<br>E. MSS Logbook |
| 3                         | Receives documents and signs on Logbook.<br><i>(Tanggapin ang dokumento at pumirma sa Logbook)</i> | Issues documents and instruct to sign the receiving logbook.<br><i>(Ibigay ang mga dokumento at papirmahin sa logbook)</i>  | 4 minutes<br><i>(4 minuto)</i>   |                       |                       |   |
|                           |  | Records and files documents.<br><i>(Itala at ifile ang mga dokumento)</i>   | 1 minute<br><i>(1 minuto)</i>    |                       |                       |   |
|                           |  |   | 30 minutes                       |                       |                       |   |
| <b>END OF TRANSACTION</b> |  |   |                                  |                       |                       |   |