



REQUEST FOR MEDICAL SOCIAL SERVICE CLASSIFICATION

For indigent patients needing medical and financial assistance

Office or Division:	Medical Social Service			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All ER, OPD, In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card		Medical Records / Admitting		
Request Slip / Charge Slip		OPD Clinics ,ER, Laboratory, Radiology, Pharmacy		
Statement of Account		Billing		
Medical Social Service Card		Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to Medical Social Service Department for Assistance	Receives Requests from patient.	None	2-5 Minutes	Social Welfare Officer
Present the requests and documents needed for the assistance	Verify documents and interview the patient/ relative needing assistance	None	5-10 Minutes	Social Welfare Officer
	Classify the patient based on their financial status	None	3-5 Minutes	Social Welfare Officer
Received Certificate of Medical Assistance with the discounted charge slip and duly signed by the Social Worker and proceed to the cashier for payment	Provide Certificate of Medical Assistance with discounted charge slip duly signed by the social worker and proceed to the cashier for payment	None	1-5 Minutes	Social Welfare Officer