



PUBLIC ASSISTANCE OFFICE

SERVICE NAME: Providing Information and Public Assistance

Office or Division:	Public Assistance Desk			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Request for Assistance Form		Public Assistance Desk (PAD)		
B. Electronic mail / message		QCGH official website: www.qcgh.org QCGH email addressqcghmisystem@gmail.com		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Fill out the request form and submit.	Receives the form, analyze and give instructions to the client/patient	None	10 minutes	<i>Public Assistance Desk Officer</i>
B. Submit an electronic mail containing the specific details of the needed information / request.	Accept, acknowledge and answer the requested information.	None	10 minutes (upon receipt of the email)	<i>Public Assistance Desk Officer</i>
Total:			20 minutes	



SERVICE NAME: Receiving and Processing of Client/Patient

Office or Division:		Public Assistance Desk		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Complaint 2. Government issued ID of complainant		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits written complaint or through e-mail	- Receives complaint, logs and forward to the Hospital Director	None	1 hour	<i>Public Assistance Desk Officer</i>
	- Calls the attention of the concerned Division Head.	None	1 day	<i>Hospital Director</i>
	- Initiate investigation and refers it to the concerned office for written explanation <i>Note: complaints needing legal actions, takes more than 72 hours</i>	None	3 days	<i>Division Head</i>
	- Receives, evaluates responses and submit a report to the Hospital Director.	None	1 day	<i>Division Head</i>
	- Sends official reply to the complainant.	None	1 hour	<i>Public Assistance Desk Officer</i>
Total:			5 days 2 hours	

