LOCAL GOVERNMENT OF QUEZON CITY
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 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 *(Ipakita ang talaan ng serbisyong babayaran)*	Receives the Statement of Accounts/ Printing Statement of Accounts *(Tanggapin ang talaan ng serbisyong babayaran)*	10 seconds *(10 segundo)*	Cashier clerk	None *(Wala)*	Statement of Accounts *(Talaan ng serbisyong babayaran*
2		Validates Statement of Accounts through the Hospital & Information System (HIS) and receives corresponding payments *(Suriin ang talaan ng serbisyong babayaran*	1 minute *(1 minuto)*		Depends on clients' rendered services *(Depende sa nagawang serbisyo para sa kliyente)*	
3	Receives the official receipt *(Tanggapin ang opisyal na resibo)*	Issues official receipt *(Magbigay ng opisyal na resibo)*	30 seconds *(30 segundo)*		None *(Wala)*	Official receipt *(Opisyal na resibo)*
4		Issues patient's clearance slip and Instructs the client on what to do next *(Magbigay ng clearance at turuan ang pasyente sa susunod na gagawin)*	20 seconds *(20 segundo)*			Patient's Clearance Slip *(Clearance ng Pasyente)*
END of TRANSACTION						

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

LOCAL GOVERNMENT OF QUEZON CITY
Quezon City General Hospital
Cash Section
<u>CITIZEN'S CHARTER</u>

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) *(Ipakita ang bayarin sa ospital ng mga serbisyong natanggap)*	Receives the Statement of Accounts *(Tanggapin ang bayarin sa ospital ng mga serbisyong natanggap)*	20 seconds *(20 segundo)*		None *(Wala)*	
2		Validates the Statement of Account through the Hospital & Information System (HIS) and receives corresponding payments *(Suriin ang bayarin sa ospital ng mga serbisyong natanggap at tanggapin ang kaukalang bayarin)*	3 minutes *(3 minuto)*	Cashier clerk	Depends on clients' rendered services *(Depende sa nagawang serbisyo para sa kliyente)*	Statement of Accounts (SOA) *(Bayarin sa ospital ng mga serbisyong natanggap)*
3	Receives the official receipt *(Tanggapin ang opisyal na resibo)*	Issues official receipt *(Magbigay ng opisyal)*	2 minutes *(2 minuto)*			Official receipt *(Opisyal na resibo)*
4		Issues patient's clearance slip and discharges patients name from the Hospital Information System (HIS) *(Magbigay ng clearance at tanggalin ang pangalan ng pasyente sa aktibong listahan mula sa Hospital Information System)*	20 seconds *(20 segundo)*		None *(Wala)*	Patient's clearance slip *(clearance ng pasyente)*

5		Instructs the client on what to do next *(Turuan ang pasyente sa susunod na gagawin)*	20 seconds *(20 segundo)*			None *(Wala)*
END of TRANSACTION						

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

LOCAL GOVERNMENT OF QUEZON CITY
Quezon City General Hospital
Cash Section
<u>CITIZEN'S CHARTER</u>

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 PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents valid identification card and authorization letter *(Magpresenta ng valid identification letter at authorization letter)*	Receives valid identification card and authorization letter *(Tanggapin ang valid na identification letter at authorization letter)*	25 seconds *(25 segundo)*	Cashier II /Cashier Clerk	None *(Wala)*	Valid identification card and authorization letter
2		Verifies the authenticity of the valid identification card and authorization letter *(Saliksikin ang katunayan ng valid na identification letter at authorization letter)*	30 seconds *(30 segundo)*			
3	Signs the voucher and check registry logbook *(Pirmahan ang voucher at check registry logbook)*	Affixes the client signature on the voucher and check register logbook *(Papirmahan ang voucher at logbook sa kliyente)*	30 seconds *(30 segundo)*			Voucher and check registry logbook
4	Issues official receipt *(Magbigay ng opisyal na resibo)*	Receives official receipt *(Tanggapin ang opisyal na resibo)*	1 minute *(1 minuto)*			Official receipt *(Opisyal na resibo)*
5	Receives the check *(Tanggapin ang tseke)*	Issues the check *(Ibigay ang tseke)*	15 seconds *(15 segundo)*			Check *(Tseke)*
6		Instructs the client on what to do next *(Turuan ang pasyente sa susunod na gagawin)*	20 seconds *(20 segundo)*			None *(Wala)*
END of TRANSACTION						

LOCAL GOVERNMENT OF QUEZON CITY
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CITIZEN'S CHARTER

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

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