



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 (8:00 am – 4:00 pm)
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 PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents queuing number slip, Statement of Account (SOA), hospital id and valid id. <i>(Ibigay ang queing number slip at ipresenta ang iyong hospital card, at valid ID).</i>	Receives queuing number slip and checks documents <i>(Tanggapin ang queuing number slip at suriin ang dokumento)</i>	1 minute <i>(1 minuto)</i>	Medical Social Worker (MSW)	None <i>(Wala)</i>	Queuing number slip Statement of Account Health Record Card Valid Identification card
2	Waits for Medical Social Worker. <i>(Maghintay sa Medical Social Worker)</i>	Checks category of patient at HIS. <i>(Tignan ang kategorya ng pasyente sa HIS)</i>	5 minutes <i>(5 minuto)</i>			
3	If new patient, participates during interview. If no, presents MSS card. <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. <i>(Kung bagong pasyente, ipaalam ang layunin ng pagsusuri at magpanayam Kung dating pasyente, tanggapin ang MSS card at iupdate)</i>	15-30 minutes <i>(15-30 minuto)</i>		None <i>(Wala)</i>	MSS Assessment Tool MSS Card



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



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



	<i>(Maghintay sa Medical Social Worker)</i>	and cost reduction at HIS. <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. <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. <i>(Pagsasabi ng bayarin, pagtatak sa SOA at pagpunta sa Cashier.)</i>	3 minutes <i>(3 minuto)</i>	Medical Social Worker (MSW)	None <i>(Wala)</i>	Statement of Account
7		Records and files documents. <i>(Itala at ifile ang mga dokumento)</i>	1 minute <i>(1 minuto)</i>			MSS Logbook
			25 Minutes			
END of TRANSACTION						



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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 PROVIDER	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
A. MSS CLASSIFICATION						
1	Stays at ER (<i>Maghintay sa Emergency Room</i>)	Receives and checks patient's chart. Check case type at HIS. (<i>Tanggapin at suriin ang chart</i>)	6 minutes (<i>6 minuto</i>)	Medical Social Worker (MSW)	None (<i>Wala</i>)	Patient's Chart
2	Listens and signs Affidavit of Undertaking Quit Claim Waiver and Release. (<i>Makinig at pumirma ng dokumento</i>)	If pay patient, orients and facilitates signing of Affidavit of Undertaking Quit Claim Waiver and Release. (<i>Kung pribadong pasyente, pagbibigay ng kaalaman at pagpapapirma ng dokumento</i>)	7 minutes (<i>7 minuto</i>)			Affidavit of Undertaking Quit Claim Waiver and Release
3	If new patient, participates during interview. If no, presents MSS card. (<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 (<i>15-30 minuto</i>)			Assessment Tool MSS Card



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



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



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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 (8:00 am – 4:00 pm)
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



How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION of ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents documents. <i>(Ipakita ang mga dokumento)</i>	Receives documents. <i>(Tanggapin ang mga dokumento)</i>	1 minute <i>(1 minuto)</i>	Medical Social Worker	None <i>(Wala)</i>	Please refer to documentary requirements
2	Waits for Medical Social Worker. <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. <i>(Kung kumpleto ang dokumento, ibigay ang referral services ayon sa pangangailangan. Kung hindi kumpleto, ibalik para kumpletuhin)</i>	25 minutes <i>(25 minuto)</i>			A. Referral Letter Form B. Social Case Summary Form C. Inter-Agency Referral Request Form with Socio-Economic Evaluation D. Certification of Enrolled to PhilHealth Point Of Service E. MSS Logbook
3	Receives documents and signs on Logbook. <i>(Tanggapin ang dokumento at pumirma sa Logbook)</i>	Issues documents and instruct to sign the receiving logbook. <i>(Ibigay ang mga dokumento at papirmahin sa logbook)</i>	4 minutes <i>(4 minuto)</i>			
		Records and files documents. <i>(Itala at ifile ang mga dokumento)</i>	1 minute <i>(1 minuto)</i>			
			30 minutes			
END OF TRANSACTION						