

REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR ER-PATIENTS

For Indigent Patients needing medical and financial assistance

Office or Division:	Medical Social Service Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	ER-Patient needing financial and medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance (1 original copy)		Any Government Agency		
Request forms for Ancillary Procedures (1 copy)		Cost Centers		
Order of Payment (1 copy)		Cost Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relative proceeds to Medical Social Service Department for interview and assessment	1. Receives copy of Request Slip for Ancillary procedures and/or Order of Payment 1.1 Assess and classify the patient based on their financial status	None	10 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
2. Wait for the issuance of Certificate of Medical Assistance with the discounted order of payment	2. Issue Certificate of Medical Assistance duly signed by the Social Worker 2.1 Instruct the patient or relative to proceed to the cashier for settlement of bill	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit