

REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR IN-PATIENTS

For Indigent In-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:	For indigent In- patient needing financial and medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID or Barangay Clearance (1 original copy)		Any Government Agency		
Statement of Account (3 copies)		Billing and PhilHealth Department		
Barangay Indigency (1 original copy)		Barangay Hall		
Medical Certificate (3 copies)		Medical Records		
Medical Social Service Card (1 original copy)		Medical Social Service		
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 Statement of Account 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. Submit the required documents needed for the medical/financial assistance.	2. Verify authenticity of submitted documents.	None	5 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
3.Wait for the issuance of Certificate of Medical Assistance with the discounted charge slip	3. Issue Certificate of Medical Assistance duly signed by the Social Worker 3.1 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
4. Proceed to Medical Social Service for provision of Medical Social Service Card (for new patient)	4. Issue Medical Social Service Card (for new patient)	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit