

# REQUEST FOR MEDICAL SOCIAL SERVICE ASSISTANCE FOR OUT-PATIENTS

For Indigent Patients needing medical and financial assistance

<b>Office or Division:</b>	Medical Social Service Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Out-Patient needing financial and medical assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any Valid Government issued ID and Photo copy of the I.D or Barangay Clearance (1 original copy)		Any Government Agency		
Request Slip for Ancillary procedures (1 original copy)		Ancillary Departments		
Order of Payment (1 original copy)		Out-Patient Department		
Barangay Indigency Original (1 original copy)		Barangay Hall		
Medical Certificate (1 original copy)		OPD Doctor		
Medical Social Service Card (1 original copy) *for old patient		Medical Social Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient 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. 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	None	3 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit
4. Proceed to the Cashier to settle bill	4. Issue Official Receipt	None	2 Minutes	<i>Collecting Officer on duty</i> Cashier Unit
5.. Proceed to Medical Social Service for provision of Medical Social Service Card	5. Issue Medical Social Service Card.	None	2 Minutes	<i>Social Welfare Officer</i> Medical Social Service Unit