CITIZEN'S CHARTER Accounting Division

BILLING SECTION

Preparation and Issuance of Hospital Charges

Schedule of Availability of Service: Monday to Sunday, Holidays / 8:00 am to 5:00 pm

Who May Avail of the Service	:	Patients for Discharge
Documentary Requirements	:	Fully Accomplished PMRF - Philhealth Member Registration Form (if applicable) and attachments Children - Birth Certificate, Member Data Record (MDR/PBEF) Spouse – Marriage Contract, Member Data Record(MDR/PBEF) Senior Citizen -ID Senior Citizen/PMRF/Certification Government Employees –ID, MDR/PBEF Indigent – Philhealth Certification (Sponsored) Individual Paying Member- O.R. of Monthly/Quarterly Contribution MDR/PBEF Private Employee/ OFW- Certificate of Contribution from Employer MDR/PBEF 4 P's –ID, Philhealth Certification (Sponsored)
Processing Period	:	Generation of Statement of Account (SOA) and discharge of Patients with complete documents within 1 hour

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	Verify Doctor's Order for Discharge	Notifies patients of Doctor's Order , May Go Home Instructions	15 minutes	Nurse on Duty	None	None
2	Receives the Notice of Discharge/Ch art from NOD		1 minute	Billing Clerk on Duty	None	None
3	For Philhealth Patients: Submits Necessary Philhealth Documents	Screens the Completeness of Philhealth Documents and verify at the HIS (Hospital Information System)	10 minutes	Billing Clerk on Duty	None	CSF, CF2, CF3, MDR or PBEF, and CF4
4	Review Billing Statement	Prepares and Issues Statement of Service Rendered	10 - 15 minutes	Billing Clerk on Duty	None	Statement of Account
5	For Non Philhealth Patients:	Checks the accurate name of Patient at the	1 minute	Billing Clerk on Duty	None	Patient ID Card, Valid ID of Patient

	Presents	Hospital						
	Necessary Documents	Information System and Prints the						
	Documents							
		Statement of						
		Account						
6	Instructs		1 minute	Billing Clerk	None	Client		
	Patient/			on Duty		Satisfactory		
	Watcher to					Survey		
	proceed to							
	Public							
	Relations							
	desk to fill up							
	the Client							
	Satisfactory							
	Survey							
7		Receives payment,				Statement		
	Pay	and issues official	10	Cashier	Applic	of Account,		
	applicable	receipt and	minutes		able	OR,		
	fees	Hospital Clearance			fees	Hospital		
						Clearance		
8	Presents							
	Hospital		10	Watcher/		Hospital		
	Clearance to		minutes	Patient	None	Clearance		
	Nurse on		minutes					
	Duty and the							
	Duplicate							
	copy to							
	Security							
	Guard on							
	duty and							
	leaves							
	Hospital							
	premises							
						_		
		END OF	TRANSACT	TION				

PHILHEALTH SECTION

CITIZEN'S CHARTER

Processing of Philhealth Benefits for Hospitalization

Services Provided to: In-Patient and Out-Patient with Philhealth

Days/Hours: Monday - Friday, 8:00 a.m. - 5:00 p.m. (No Noon Break)

Step	Applicant/ Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	PhilHealth patients / members accomplish Philhealth Claim Forms with the required supporting documents.	Receive claims from Billing Section and verify discharge date and diagnosis in the Hospital Information System (HIS)	3 minutes per claim	Philhealth Section Staff	None	CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
2		Verify all the supporting documents and input all the required information to the Philhealth Information System (PIS)	5 minutes per claim	Philhealth Section Staff	None	CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
3		The Section head verifies all the information in the CSF and other supporting documents and then signs it.	2 minutes per claim	Philhealth Section Head	None	CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
4		All required documents are scanned and transmitted via the eClaims in the Philhealth Information System (PIS)	10 minutes per claim	Philhealth Section Staff		CSF, CF2, CF3, PBEF, PMRF, SOA, OPR, DRR, ANR
	l	END OF T	FRANSACT	TION	1	l

PAYROLL SECTION

Provision of Monthly compensation, remuneration and other benefits to hospital Employees

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	Personnel Division - Office Staff presents Daily Time Records of all Employees with complete supporting documents.	Receives Daily Time Records of all Employees with complete supporting documents.	30 min.	Office Staff	None	None
2		Prepares Payroll of Permanent Employees including Payroll of RATA	4 days	Office Staff	None	Payroll
		Prepares Payroll of Contractual Employees on a 15 th and 30 th basis	3 days	Office Staff	None	Payroll
3		Prepares Financial Data Entry System (FinDES) with USB Flash Drive	4 hours	Office Staff	None	None
4		Prepares Allotment for Obligation Request and Disbursement Voucher.	1 hours	Office Staff	None	Obligation Request & Disburse ment Voucher

REMITTANCE SECTION

Processing and Payment of remittances to concerned Government Agency

Schedule of Availability of Service:

Days: Monday to Friday Hours: 8:00 am to 5: 00 pm

Who may avail of the Service: Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms		
1	Concern Government Agency emails Electronic Billing Files	Receives, prints and checks the Electronic Billing Files if applicable	4 hrs	Accounti ng Clerk II	None	None		
2		Prepares the Monthly Notice of Deduction from the Electronic Billing Files	2hrs	Accounti ng Clerk II	None	Notice of Deduction		
3-а	Payroll Section – Office Aide presents file copies of payrolls	Receives payrolls	5 min	Office Staff	None	Payroll		
3-b	Bookkeeping Section – Office Aide presents RCD and DV. Cashier III presents Cash Book and DV	Receives DV and Cash Book	10 min	Office Staff	None	Disburse ment Voucher		
4		Post all deductions to Liabilities Control Ledger	4 hrs	Accounti ng Clerk II	None	Liabilities Control Ledger		
5		Prepares Monthly Remittance Reports and Disbursement Vouchers	10 days	Accounti ng Clerk II	None	Remittanc e List DV & JEV		
6		Release Monthly Remittance Reports to Processing Section	2 hrs	Accounti ng Clerk II	None	Remittanc e List DV & JEV		
7		Filing of duplicate copies	2 days	Accounti ng Clerk II	None	Remittanc e List DV & JEV		
8		Posting to Employees' Index Card if applicable	5 days	Accounti ng Clerk II	None	Index of Remittanc e		
	END OF TRANSACTION							

PAYROLL AND REMITTANCE SECTION

Provision of documentary assistance for application, processing and certification of personal transaction (loans, accreditation)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms		
1	From Different Departments Office Staff presents request for pay slip	Payroll section prepares and print pay slips	1 day	Office Staff	None	None		
2		Internal Control Unit distributes pay slips to different departments	1 day	Office Staff	None	Pay slip		
3		Hospital employees who agrees to personally receive their pay slip shall proceed to Accounting Division to claim their pay slip	30 min	Office Staff	None	Payroll		
4	From Different Departments Office Staff presents request for certificates	Remittance section prepares and print certificates	3 days	Office Staff	None	Certificate , HMDF Form, BIR Form		
5		Reviews and signs certificates and forms	1 day	Accounta nt V	None	Certificate , HMDF Form, BIR Form		
	END OF TRANSACTION							

PROCESSING SECTION

Preparation and processing of payments for Services rendered (creditors)

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Forms
1	From Different Departments Office Staff present Disbursement Voucher with complete supporting documents	Receives Disbursement Vouchers with complete supporting documents, logs and assign control number.	5 min.	Office Staff	None	Logbook
2		Prepares Journal Entry Voucher and other required documents.	20 min.	Office Staff	None	Journal Entry Voucher, BIR 2306 & 2307 and other computa- tions
3		Checks supporting documents and initials.	30 min.	Accounta nt II	None	None
4		Reviews computations, records Disbursement Vouchers in Control Ledger and initials.	30 min.	Accounta nt III	None	Control Ledger
5		Reviews all documents and initials	30 min.	Accounta nt IV	None	None
6		Reviews, certifies and signs Disbursement Vouchers, Journal Entry Voucher and other documents	20 min	Accounta nt V	None	Disburse ment Voucher, Journal Entry Voucher, BIR 2306 & 2307 and other computa- tions
7		Files and release Disbursement Vouchers with complete supporting documents.	20 min.	Office Staff.	None	Logbook
	<u>.</u>	END OF TRA	NSACTION	1	L	

BOOKKEEPING SECTION Processing and preparation of Financial Statements

Schedule of Availability of Service:

Days: Monday to Friday Hours: 8:00 am to 5: 00 pm

Who may avail of the Service: Hospital personnel, concerned Department Heads, Division and Section Chiefs Different agency

Step	Applicant/Clie nt	Service Provider	Duration of	Person In Charge	Fees	Forms
1	Cash Section - Office Staff, present Daily Report of Collections, Report of Disbursement s with complete supporting documents to be received.	Received Daily Report of Collections, Report of Disbursements with complete supporting documents.	Activity 5 min.	Office Staff	None	None
2		Prepares Journal Entry Vouchers of the Daily Report of Collections.	2 hours	Office Staff	None	Journal Entry Voucher
3		Prepares Special Journals (Cash Receipt Journal, Check Disbursement Journal, Debit Credit Memo Disbursement Journal and Cash Disbursement Journal) and Journal Entry Vouchers of Adjustments.	10 days 1 day 2 days	Senior Bookkee per Accounti ng Clerk II Office Staff	None	Special Journals and Journal Entry Vouchers
4		Posting of Recapitulations of Special Journals and Journal Entry Vouchers of Adjustments to General Ledgers.	2 days	Senior Bookkee- per	None	General Ledgers
5		Prepares Monthly Trial Balance.	4 hours	Senior Bookke- eper	None	Trial Balance
6		Prepares Schedules.	5 days	Accounti ng Clerk II	None	Schedule s
7		Prepares Quarterly Statement of Financial Position, Statement of Financial Performance, Statement of Cash Flow and Statement of Analysis of Appropriation and Obligation	2 days	Accounta nt III	None	Different Statement s
8		Submits Financial Reports to Commission on Audit and City Accounting Office.	3 hours	Office Staff	None	None
8		Analysis of Appropriation and Obligation Submits Financial Reports to Commission on Audit and City			None	9