

**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/Chart 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



## CITIZEN'S CHARTER

**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)

[illegible]

## PAYROLL SECTION

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

[illegible]

## 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

[illegible]

## PAYROLL AND REMITTANCE SECTION

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

[illegible]

## PROCESSING SECTION

### **Preparation and processing of payments for Services rendered (creditors)**

[illegible]

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

[illegible]