



Department of Health
Central Luzon Center for Health Development
Mariveles Mental Wellness and General Hospital
P. Monroe Street, Poblacion, Mariveles, Bataan, Philippines, 2105

Mariveles Mental Wellness and General Hospital

CITIZEN'S CHARTER HANDBOOK

2024
1st EDITION

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MARIVELES MENTAL WELLNESS AND GENERAL HOSPITAL

**CITIZEN'S CHARTER
2024
1st EDITION**

I. Mandate:

Under Republic Act No. 11288, an Act increasing the bed capacity of the Mariveles Mental Hospital in Mariveles, Bataan from five hundred (500) beds to seven hundred (700) beds, upgrading its services, to include the operation of a Level 1 General Ward with one hundred (100)-bed capacity, to be known as the Mariveles Mental Wellness and General Hospital.

II. Vision:

The Mariveles Mental Wellness and General Hospital is a center for specialized psychiatric care with holistic health services to the people of Central Luzon by 2023.

III. Mission:

We provide and advocate for quality mental and medical health care through promotive preventive, curative and rehabilitative services with training and research.

IV: Service Pledge:

We, the officials and employees of MARIVELES MENTAL WELLNESS AND GENERAL HOSPITAL pledge to commit to deliver mental health care as promised in the MMWGH Citizen's Charter. Specifically, we will...

- Serve with compassion
- Be prompt and timely
- Display procedures, fees and charges
- Provide adequate and accurate information
- Be consistent in applying rules
- Provide feedback mechanism
- Be friendly, accommodating and courteous
- Demonstrate sensitivity, appropriate behaviour and professionalism
- Wear proper uniform and identification
- Observe confidentiality

**MMWGH
EXTERNAL SERVICES**

PROSES SA EMERGENCY

Ang tanggapang ito ay may mga kagamitan, tauhan at serbisyong makakapagbigay at makakatugon sa mabilisang pagpapagamot ng mga taong nangangailangan ng agarang interbensyon o kritikal na karamdaman sa lahat ng mamamayan, bata man o may edad. Ang serbisyong ito ay bukas mula Lunes hanggang Linggo, 24 oras.

Office or Division:	EMERGENCY UNIT- MEDICAL			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Lahat			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Identification Card Isa (1) Original VALID ID		PWD, Senior Citizen ID, National ID, Government Issued ID		
Emergency Treatment Record (ETR) Isa (1) Orihinal na kopya		ER NOD (Nurse on Duty), Triage Recommending Agency (Ospital, Medics, RHU)		
Referral Letter (Kung mayroon man) Isa (1) Orihinal na kopya		ER POD (Physician on Duty)		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON

<p>1. Magtungo sa Triage para masuri kung may sintomas ng Covid at makuhanan ng inisyal na vital signs.</p>	<p>2.1 Tanungin ang pasyente kung sila ay mayroong sintomas.</p> <p>2.2 Alamin ang dahilan ng konsultasyon at mga pangunahing personal na detalye</p> <p>2.3 Mag alcohol ng kamay at kuhanan ng vital signs ang pasyente.</p> <p>KAPAG WALANG SINTOMAS 2.4 Magpatuloy sa Step 3</p> <p>KAPAG MAY SINTOMAS 2.5 Manatili sa holding area</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Nurse III / Triage Officer TRIAGE</p>
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<p>2. Manatili sa Triage upang masuri ang pasyente depende sa level ng pangangailangang medical ng pasyente (Emergent, Urgent, Non-Urgent)</p> <p>Ipakita kung may referral letter na galing sa ibang ospital at clinic</p>	<p>3.1 Masuring pagaassess sa pasyente.</p> <p>3.1.1 Kung emergency ang kaso ng pasyente at nangangailangan ng agarang interbensyon, ito ay maari ng ideretso sa loob ng ER.</p> <p>3.1.1.1 Itawag sa ER upang malaman agad ng ER na may emergency na pasyenteng padating at samahan ang pasyente papunta sa ER.</p> <p>3.1.2 Kung ang pasyente naman ay non urgent</p> <p>3.1.2.1 Kukuhanan ng history ang pasyente at iba pang importanteng detalye ng pagpapakonsulta at itatawag sa departamento na nararapat ang pasyente.</p> <p>3.1.2.2. Ipaliwanag sa kliyente na mga susunod na hakbang at interbensyon ay nakadepende pa rin sa assessment ng ating Doktor.</p>	<p>Wala</p>	<p>5-10 minuto</p>	<p>Nurse III / Triage Officer TRIAGE</p>
<p>3. Magtungo sa ER at magparehistro sa para punan ang form.</p>	<p>4.1 Ipaliwanag ang Pahintulot at Deklarasyon para sa pagkolekta ng impormasyon na gagamitin sa paggawa ng Emergency Treatment Record, pagkuha ng impormasyon at pahintulot sa pagprosesong personal para sa pagpapagamot.</p> <p>4.2 Papirmahan muna ng</p>	<p>Wala</p>	<p>5-10 minuto</p>	<p>ER Nurse III / Emergency Unit</p> <p>Format for CC Handbook ay Designation/ Name ng Unit</p>

	<p>pasyente o kinatawan ng pasyente kung pumayag.</p> <p>4.3 Pagsusuri ng kompletong kasaysayan at mabuting pagsusuri /pageeksamin sa pasyente bago irefer sa doctor.</p>			
<p>4. Ilaassess at iinterviewhin ng Doktor</p>	<p>5.1 Interviewhin ang pasyente</p>	<p>Wala</p>	<p>15-30 minuto</p>	<p>Medical Officer Emergency Unit</p>
	<p>5.2 Isulat sa record ng pasyente ang mga order</p>			
<p>6. Pagproseso sa mga diagnostics at laboratoryong request ng doctor para sa pasyente</p>	<p>6.1 Basahin ang order ng Doktor at icarry-out</p>	<p>Wala</p>	<p>45 minuto-1 oras</p>	<p>ER Nurse III / Emergency Unit</p>
	<p>6.2 Ipatupad ang pamamahala sa pasyente tulad ng pagaccess sa ugat sa pamamagitan ng intravenous at pagsuplay ng oxygen.</p>			
	<p>6.3 Ipaliwanag at kumuha ng Pahintulot</p> <p>6.3.1 Therapeutic Treatment, kung may procedure na kinakailangang gawin</p> <p>6.3.2 Pahintulot sa Pagpapaopera kung ooperahan ang pasyente</p>			

	<p>6.4 Ihanda ang mga request para sa mga diagnostic atlaboratoryong kailangan gawin sa pasyente.</p> <p>6.4.1 Itatawag na may pasyenteng kailangang magpalaboratoryo/ magpa-xray sa ER</p> <p>6.4.1.1 Ang mga laboratory at ang radiology personnel ay kailangang gawin ang sumusunod:</p> <p>a. Titingan at susuriin kung tama ang nakasulat sa laboratory request na ibinigay ng Emergency room nurse</p> <p>b. Iverify ang mga detalye ng pagkakakilanlan kung tama bago gawin ang procedure.</p> <p>c. Iproseso ang lahat ng specimen na kinuha sa pasyente, kailangang mag-uupdate sa mga resulta gayundin ang sa plaka ng x-ray.</p>			
	<p>PARA SA MERON NG RESULTA</p> <p>6.5. Tanggapin at siguraduhin ang pangangalaga ng resulta ng mga laboratory at x-ray ay nakalagay sa record ng pasyente.</p>			
<p>7. Reassessment ng doctor sa pasyente at pag interpret ng</p>	<p>7.1 Iinterpret ang mga resulta ng laboratory at x-ray at titingan ang lagay ng pasyente upang makapagdesisyon kung ano</p>		<p>10-15 minuto</p>	<p>Medical Officer Emergency Unt</p>

resulta ng laboratory at x-ray	ang magiging final na disposisyon sa pasyente.			
<p>8. Pinal na disposisyon sa pasyente</p> <p>A. Admission B. Treated and Discharged C. Transfer to Hospital of Choice</p>	<p>8.1 Ihahanda na at kukumpletuhin lahat ng dokumentong kinakailangan sa pinal na disposisyon</p>		5-15 minuto	Medical Officer Emergency Unit
<p>9. Pag-aadmit ng pasyente (Admission)</p>	<p>PARA SA PASYENTE NA I-AADMIT SA OSPITAL</p> <p>9.1 Ipaliwanag ang dahilan kung bakit kailangang i-admit at obserbahan ang pasyente.</p>	Wala	1 oras	Medical Officer ER Nurse III / Emergency Unit
	<p>9.2 Lahat ng order ay kailangang nakasulat sa admitting Doctors Order.</p>			
	<p>9.3 Kung pumayag na ang pasyente magpaadmit, papirmahan agad ang pahintulot sa pagpapaadmit ang pasyente.</p> <p>9.3.1 Kung walang kakayahang magdesisyon ang pasyente, o menor de edad , kailangan papirmahin ang kamag-anak na may sapat na gulang na magdesisyon.</p>			
	<p>9.4 Lahat ng nakasulat sa admitting form ay icacarry out ng ER NOD</p>			

	<p>9.5 Ipaalam sa mga sumusunod na departamento ang admission</p> <ul style="list-style-type: none"> a. Medical Ward - para maihanda ang kwarto na paglalagakan ng pasyente b. HIMU - para sa pagkumpleto ng admitting form ng pasyente c. MSW - para sa klasipikasyon ng pasyente d. Pharmacy at Billing - para sa mga charges at kailangang gamot ng pasyente 			
<p>10. Treated and Discharged</p>	<p>9.6 Ihahatid na ang pasyente sa Medical Ward at kumpletong i-endorse ang pasyente at detalye ng pasyenteng iaadmit.</p>	<p>Wala</p>	<p>30 minuto</p>	<p>Medical Officer I ER Nurse III / Emergency Unit</p>
	<p>10.1 Isusulat sa Emergency Treatment Record (ETR) idi discharge na ang pasyente at maaari ng pauwiin.</p> <p>10.2 Kakausapin at ipapaliwanag ng ER Doctor na maaari ng umuwi ang pasyente at bibilinan na lang sa tamang pag-inom ng gamot at kung kailan babalik sa follow-up ng konsulta kung kinakailangan.</p>			

	<p>10.3 Idodokumento lahat sa ETR kung ano ang mga lunas na ginawa sa pasyente. Ihahanda ang mga sumusunod:</p> <p>A. Reseta B. ER Consumption Slip C. Charge slip (kung mayroon) D. Clearance Slip</p>			
	<p>10.4 Kung HAMA ang pasyente, kailangan nilang pumirma na tumatanggi sila sa medical na inirerekomenda ng doktor.</p>			
<p>11. Transfer to Hospital Of Choice (THOC)</p>	<p>11.1 Isusulat sa ETR na ang pasyente ay ililipat sa ibang ospital o pasilidad.</p>	<p>Wala</p>	<p>15-30 minuto</p>	<p>Medical Officer I ER Nurse III / Emergency Unit</p>
	<p>11.2 Ipapaliwag mabuti ng ER Doctor ang rason kung bakit kailangan ipalipat ang pasyente at kukumpletuhin nya lahat ng dokumentong kailangan sa pagtatransfer.</p> <p>A. SDN B. Referral Form C. Kopya ng mga laboratory results D. ER Consumption Slip E. Charge Slip (kung mayroon) F. Clearance Slip</p>			
	<p>11.3 Ihahanda lahat ng nagamit na supplies at gamot sa ER</p>			
<p>12. Magpunta sa pharmacy at ilahad ang reseta ng mga gamot</p>	<p>12.1 Suriin kung mayroong gamot sa Pharmacy ayon sa resetang gamot .</p> <p>12.2 Papirmahan ang Clearance Slip</p>	<p>Ayon sa reseta ng gamot</p>	<p>5-10 minuto</p>	<p>Pharmacist/ Pharmacy Unit</p>

<p>13. Magtungo sa Billing Unit</p>	<p>13.1 Iverify lahat ng charge slip at Consumption Slip ng pasyente at kunin ang Clearance Slip</p>	<p>Wala</p>	<p>10-15 minuto</p>	<p>Supervising Administrative Officer /Billing Unit</p>
<p>14. Para sa mga qualified sa MALASAKIT Center</p> <p>Magtungo sa MALASAKIT Center at ilahad ang mga sumusunod:</p> <ul style="list-style-type: none"> • Anumang valid ID basta Government ID • Charge Slip at reseta mula sa Pharmacy • Charge Slip at X-ray request Slip form mula sa Radiology Unit • Charge Slip at Laboratory Slip form mula sa Laboratory Unit • Charge Slip, ER Consumption Slip at ECG request mula sa ER 	<p>14.1 Suriin ang mga pangunahing dokumento tulad ng charge slip, request form, ER Consumption slip, reseta at valid na ID</p> <p>14.2 Suriin kung ang kliyente ay mayroon ng dating record o chart sa MMWGH</p> <p>14.3 Suriin kung ang kliyente o kamag-anak ay nakausap at nainerbyu na gamit ang MSWU Assessment Tool</p> <p>14.4 Interbyuhin ang kliyente/kamag-anak gamit ang Unified Intake Sheet (Malasakit Center Form- Annex B)</p> <p>14.5 Ihanda ang Malasakit Center Order ng singilin</p> <p>14.6 Magkaroon ng kopya ng mga kailangan para sa Medical Certificate</p> <p>14.7 Ang kliyente o kamag-anak ay lalagda sa Malasakit Center Logbook</p> <p>14.8 Payuhan ang kliyente o kamaganak na tumungo sa seksyon ng Billing</p> <p>14.9 Pag natapos na ang transaksyon, pirmahan ang Clearance Slip ng kliyente</p>	<p>Wala</p>	<p>15-30 minuto</p>	<p>Social Welfare Officer/ Medical Social Worker Unit</p> <p>Supervising Administrative Officer/ Billing and Claims Unit</p>

<p>15. Para sa may kakayahang magbayad</p> <ul style="list-style-type: none"> • Pumunta sa Cash Unit, ipakita ang Charge Slip at ibigay ang bayad 	<p>15.1 Itsek ang charge slip at reseta ng gamot at ibigay ang Clearance Slip</p> <p>15.2 Hingin ang valid ID upang magkaroon ng discount.</p> <ul style="list-style-type: none"> • PWD ID • Senior Citizen ID <p>15.3 Ibigay ang official receipt at ibalik ang reseta ng mga gamot kasama ang charge slip. Kapag tapos na ang transaksyon, pirmahan ang Clearance Slip na dala ng kliyente.</p>	Wala	5-10 minuto	Administrative Assistant I /Cash Unit
<p>16. Muling magpunta sa Pharmacy Unit/Botika at ipakita ang charge slip/ official receipt</p>	<p>16.1 Ihanda at ibigay ang mga gamot sa kliyente. Magbigay ng mga paalala sa pag inom ng mga gamot.</p> <p>16.2 Pagkatapos ng transaksyon pirmahan ang Clearance slip na dala ng kliyente.</p>	Wala	5 minuto	Pharmacist V /Pharmacy Unit
<p>17. Muling magpunta sa ER para ibigay ang Clearance Slip na pirmado ng lahat ng Unit na dinaanan ng proseso</p>	<p>17.1 Itsek kung kumpleto lahat ng pirma ng Unit na dinaanan ng transaksyon at pirmahan kung kumpleto.</p> <p>17.2 Kunin ang isang kopya at ipaliwanag na ibigay ang isang kopya sa Security Guard</p>	Wala	5 minuto	ER Nurse III / Emergency Unit
<p>18. Iencode ang detalye ng pasyente sa Emergency Record Book at sa Google Sheet ng Patients Masterlist</p>	<p>18.1 Itsek kung kumpleto ang ETR, Clearance Slip at Transfer Form</p>	Wala	5 minuto	ER Nurse III o Administrative Assistant / Emergency Unit

KABUUANG BAYAD AT ORAS NA ILALAN	Wala	Admission- 4 oras at 40 minuto Discharged- 4 oras at 10 minuto THOC- 4 oras at 10 minuto
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KONSULTASYON PANG TUBERCULOSIS

Ito ay nagbibigay serbisyo sa mga kliyente na mayroong sakit na Tuberculosis o sa mga taong nakakaranas ng sintomas ng Tuberculosis katulad ng dalawang linggong ubo o paglalagnat, hindi maipaliwanag na pagbaba ng timbang o hindi pagtaas ng timbang o kawalan ng ganang kumain.

Office or Division:	HEALTH FACILITY TB UNIT/OFFICE OF THE MEDICAL CENTER CHIEF			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Pasyente, Kamag-anak ng pasyente, empleyado atbp.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
NTP Referral Form Identification Card (ID)		Referring Doctor		
PARA SA DATI NG PASYENTE FORM 5. TB and TPT Patient Booklet		TB Facility		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Magtungo sa TB Nurse on-duty at magbigay ng impormasyon tungkol sa konsultasyon at iabot ang transaksyon slip.	1.1 Kausapin and kliyente o kamag-anak o awtorisadong kinatawan ng kliyente. (Para sa Dating Kliyente) Kuhanin ang <i>health record</i> ng kliyente	Wala	2 minuto	Nurse I/ HFTBU
2. Maghintay na tawagin ng TB Nurse para sa panayam, pagkuha ng vital signs, timbang at sukat ng taas.	2.1 Suriin ang vital signs ng kliyente, vital signs, timbang at sukat ng taas 2.2 Pag screening para sa E-konsulta	Wala	5 minuto	Nurse I/ HFTBU
3. Konsultasyon sa doktor o TB Physician on-duty (POD).	3.1 Isagawa ang panayam sa kliyente/kamag-anak o awtorisadong kinatawan ng kliyente tungkol sa medikal na pangangailangan.	Wala	20 minuto	Medical Specialist / Medical Officer

<p>4. Magtungo sa Nurse pagkatapos ang konsultasyon sa Doctor.</p>	<p>4.1 Abisuhan ang kliyente sa mga utos ng Doctor – ipaliwanag ang tagubilin sa pag-inom ng gamot, mga kinakailangang <i>laboratory</i> o <i>xray procedures</i>.</p> <p>Ibalik sa kliyente /kamag-anak ang reseta, Form 5. TB AND TPT Patient Booklet para sa mga dati ng pasyente.</p> <p>Pirmahan at sulatan ng petsa ng kasunod na konsultasyon ang transaksyon receipt at ibalik sa pasyente.</p>	<p>Wala</p>	<p>15 minuto</p>	<p>Nurse I/ HFTBU</p>
<p>KABUUANG BAYAD AT TAGAL NA INILAAAN</p>		<p>Wala</p>	<p>42 minuto</p>	

SERBISYO NG LABORATORYO

Nagbibigay ng dekalidad at abot kayang serbisyo ng Laboratoryo na kailangan para tamang gamutan ng mga pasyente. Nagbibigay serbisyo 24 oras mula Lunes hanggang Linggo at maging may mga espesyal na araw.

Office or Division:	Allied Health Professional Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outpatient Service-Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request Form Isa (1) orihinal para sa walk-in clients na galing sa ibang ospital o klinika Dalawa (2) orihinal para sa Outpatient ng MMWGH			Ibinigay ng Nurse on duty/Attending Physician	
ID na gagamitin para sa pagkakakilanlan ng pasyente			Valid ID tulad, at hindi limitado sa mga sumusunod: PhilHealth, GSIS, SSS, National ID, PagiBIG, Senior Citizen, PWD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Laboratory Unit dala ang Laboratory Request Forms na pirmado ng doktor. PARA SA MGA MAGPAPAKUHA NG DUGO: -Kumuha ng numero para sa pila sa entrance ng laboratory reception area at hintayin na matawag ang hawak na numero	1.1 Tawagin ang kliyente base sa numero at kanilang klasipikasyon Red number - <i>Prayoridad (Buntis, may kapansanan at may edad na 60 at higit pa)</i> Black number -Regular <i>na mga pasyente</i>	Wala	2 minuto	Medical Technologists Medical Laboratory Technician/ Laboratory Unit

<p>PARA SA MGA MAGPAPASURI NG SAMPLES AT IBANG PAKAY SA LABORATORY</p> <p>-Magdiretso sa harap ng Receiving and Releasing window</p>	<p>1.2 Tanggapin at suriin ang Laboratory Request Forms at tingnan ng staff on- duty ang test requests kung ito ay kumpleto at available sa laboratory o ipapadala sa ibang laboratory (outsource).</p>	Wala	3 minuto	<p>Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit</p>
	<p>1.3 Para sa COVID-19 rapid antigen test ipaliwanag na ang swab collection at testing ay tuwing 7:00 ng umaga at 3:00 ng hapon lamang (<i>Lunes hanggang Linggo at holidays</i>).</p> <p>Paalala: Ang RT-PCR testing para sa COVID-19 ay hindi natin ginagawa sa mga outpatient clients.</p>	Wala	2 minuto	
<p>2. Maghanda sa kaukulang eksaminasyon at ipakita ang sumusunod:</p> <ul style="list-style-type: none"> • Laboratory Request Forms • Identification Card (ID) • Numero ng pila 	<p>2.1 Tanggapin/ kuhanin ang kaukulang specimen o kuhanan ng dugo ang kliyente.</p> <p>2.2 Pagkatapos kuhanan ng dugo, papuntahin ang kliyente sa receiving window ng Laboratory para mabigyan ng charge slip</p>	Wala	15 minuto	<p>Medical Technologists Medical Laboratory Technician / Laboratory Unit</p>
<p>3. Pagkatapos makuhanan ng eksaminasyon, magtungo sa Receiving and Releasing Window ng</p>	<p>3.1 Kuhanin ang laboratory request forms at transaction receipt</p>	Ang listahan ng halaga ng mga eksaminasyon ay nakapaskil sa harap ng	2 minuto	<p>Medical Technologists Medical Laboratory Technician Administrative Assistant I</p>

<p>Laboratory ipakita ang sumusunod:</p> <ul style="list-style-type: none"> • Laboratory Request Forms • Transaction Receipt <p>PARA SA MGA KLIYENTE NA HIHINGI NG TULONG SA MALASAKIT CENTER.</p> <p>-Magtungo sa Malasakit Center ipakita ang mga sumusunod:</p> <p>MALASAKIT CENTER CHECKLIST</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Medical Certificate (% HIMU) <i>(valid sa loob ng isang taon)</i> <input checked="" type="checkbox"/> Isa (1) orihinal na kopya ng Laboratory Request Form <input checked="" type="checkbox"/> Charge slip <p>PARA SA MGA KLIYENTE NA NAIS MAGBABAYAD NG CASH</p> <p>-Magtungo sa Cash Unit ipakita ang charge slip at magbayad</p>	<p>3.2 Gawin at ibigay ang charge slip at ipaliwanag kung kailan at anong oras pwedeng balikan o kuhanin ang resulta na depende sa eksaminasyon na ipinagawa at payuhan na ibalik ang Malasakit Slip na ibibigay sa kanila ng Billing Unit.</p>	<p>tanggapan ng laboratory.</p>	<p>10 minuto</p>	<p>Laboratory Aide/ Laboratory Unit</p>
	<p>3.3. I-proseso ang nakuhang specimen.</p>		<p>12 oras (depende sa routine laboratory test na nais ipapagawa)</p> <p>14 na araw (depende sa outsourced laboratory test na nais ipagawa)</p>	<p>Medical Technologists/ Laboratory Unit</p>
<p>4. Magtungo sa Laboratory Unit at ibigay ang Malasakit slip na ibinigay ng Billing Unit</p>	<p>4.1 Tanggapin, siyasatin at itala sa charge logbook ang Malasakit slip na ibinigay ng Billing Unit sa kliyente.</p> <p>4.2 Ipaalala sa kliyente na balikan ang kanilang resulta sa itinalagang oras o araw.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/Laboratory Unit</p>

<p>5. Balikan ang resulta sa laboratory ayon sa nasabing oras.</p> <p>PARA SA MGA KLIYENTE NA COVERED NG MALASAKIT FUND</p> <p>-Ipakita ang transaction receipt</p> <p>PARA SA MGA NAGBAYAD NG CASH</p> <p>-Ipakita ang resibo at transaction receipt</p>	<p>5.1</p> <p>PARA SA MGA KLIYENTE NA COVERED NG MALASAKIT FUND</p> <p>Hingin ang transaction receipt.</p> <p>PARA SA MGA NAGBAYAD NG CASH</p> <p>Hingin ang resibo at itala ang OR number sa Charge/Billing Logbook.</p>	Wala	3 minuto	<p>Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit</p>
	<p>5.2 Papirmahin ang kukuha ng resulta sa Outpatient Receiving/Releasing logbook.</p>	Wala		
	<p>5.3 Pirmahan ang transaction receipt at ibalik sa kliyente.</p>	Wala		
<p>KABUUANG BAYAD AT INILAANG ORAS</p>		<p>(Tingnan ang listahan ng halaga ng mga eksaminasyon na nakapaskil sa harap ng tanggapan ng laboratory)</p>	<p>15 na araw, 4 oras at 42 minuto (depende sa routine at outsourced laboratory test na ipapagawa)</p>	

SERBISYO NG LABORATORYO-IN PATIENT

Nagbibigay ng dekalidad at abot kayang serbisyo ng Laboratoryo na kailangan para tamang gamutan ng mga pasyente. Ang Mariveles Mental Wellness and General Hospital ay bukas 24 oras mula Lunes hanggang Linggo at maging sa mga espesyal na araw.

Office or Division:	Allied Health Professional Service			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Inpatient Service-Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory Request Forms (2) Dalawang orihinal na kopya			Ibinigay ng Nurse on duty/Attending Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Laboratory Unit dala ang 2 Laboratory Request Forms ng pasyente na pirmado ng doktor.	1.1 Tanggapin at suriin ang Laboratory Request Forms.	Wala	5 minuto	Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit

	<p>1.2 Siyasin ang test requests kung ito ay kumpleto at available sa laboratory o ipapadala sa ibang laboratory (outsource).</p> <p>Paalala: Para sa COVID-19 RT-PCR specimen collection: -Ang nurse on-duty ay kinakailangang magpasa ng CIF, Impormasyon ng Pasyente at valid ID's ng pasyente, dalawang (2) araw bago ang itinalagang araw ng koleksyon.</p> <p>Para sa COVID-19 Antigen Testing</p> <p>- Ang nurse on-duty ay kinakailangang magpasa ng CIF at Laboratory Request Forms ng pasyente dalawang (2) oras bago mag-7:00 AM o 8:00 PM ng itinalagang araw ng koleksyon.</p> <p>Schedule ng RAT: 7:00 AM Daily 8:00 PM Daily</p>	Wala	3 minuto	
	<p>1.3 Ipaliwanag sa nurse-on duty kung kailan at anong oras mairi-release ang resulta ng laboratory tests na depende sa eksaminasyon na ipinagawa</p>	Wala	5 minuto	Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit
<p>2. Maghanda sa kaukulang eksaminasyon.</p>	<p>2.1 Tanggapin ang specimen na ipapasuri.</p>	Wala	2 minuto	Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit

	2.2 Kuhanan ng dugo ang pasyente		15 minuto	Medical Technologists / Medical Laboratory Technician /Laboratory Unit
	2.3 I-proseso ang nakuhang specimen.		5 oras (depende sa routine laboratory test na nais ipagawa) 14 na araw (depende sa outsourced laboratory test na nais ipagawa)	Medical Technologists /Laboratory Unit
3. Hintayin ang resulta na dadalihin ng kawani ng laboratory sa mga itinalagang ward ng pasyente	3.1 Dalhin ang mga resulta ng laboratory tests sa mga itinalagang ward ng mga pasyente	Wala	15 minuto	Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit
	3.2 Papirmahin sa Inpatient Receiving/Releasing Logbook ang mga awtorisadong tao na tumanggap ng resulta (doktor, nurse, nursing attendant)	Wala	2 minuto	Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit
4. Alamin ang bill sa Billing Unit sa araw ng paglabas ng ospital o sa araw na kinakailangan.	4.1 Ibigay ang mga charge slips ng pasyente sa Billing Unit sa araw na ginawa ang eksaminasyon.	Ang listahan ng halaga ng mga eksaminasyon ay nakapaskil sa harap ng tanggapan ng laboratory.	10 minuto	Medical Technologists Medical Laboratory Technician Administrative Assistant I Laboratory Aide/ Laboratory Unit

KABUUANG BAYAD AT TAGAL NA INILAAN	<i>(Tingnan ang listahan ng halaga ng mga eksaminasyon na nakapaskil sa harap ng tanggapan ng laboratory)</i>	14 na araw, 5 oras at 57 minuto (depende sa routine at outsourced laboratory test na ipapagawa)	
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LABORATORY PROCEDURES	
Activated Partial Thromboplastin Time	500.00
Actual Platelet Count	70.00
Albumin	150.00
Biliburin (TB, DB, IB)	272.00
Bleeding Time	60.00
Blood Typing	129.00
BUN	100.00
CBC	130.00
Cholesterol	90.00
CKMB	315.00
Clotting Time	60.00
Creatinine	100.00
Dengue Duo (Ag- IgM, IgG)	850.00
FBS	80.00
Fecal Occult Blood Tests	150.00

Fecalysis	50.00
FT3	786.00
FT4	786.00
HBA1C	929.00
HBSAg Screening	185.00
HDL/LDL	250.00
Hematocrit And Platelet	105.00
Hemoglobin And Hematocrit	85.00
Inorganic Phosphorus	250.00
KOH scraping	100.00
Lipid Profile	480.00
Lithium	700.00
Magnesium	250.00
OGTT 75 GMS	400.00
Pregnancy Test	100.00
Prothrombin Time	500.00
Rbc Indices	210.00
Salmonella Typhi (IgM, IgG)	500.00
Serum Electrolytes (Sodium, Potassium, Chloride) (each)	190.00
SGOT	150.00
SGPT	150.00
Total Calcium	150.00
Total Protein	150.00
Total Protein Albumin Globulin	300.00
Triglyceride	150.00

Troponin I (Qualitative)	500.00
TSH	786.00
Uric Acid	100.00
Urinalysis	50.00
OUTSOURCED LABORATORY PROCEDURES	
Alkaline Phosphatase	85.00
Alph Feto Protein (AFP)	520.00
Amylase	145.00
ANA w/ Titer	910.00
ANTI-dsDNA	6,110.00
Anti-HBc IgG	250.00
Anti-HBc IgM	250.00
Anti-HBc Total	300.00
Anti-HBe Titer	260.00
Anti-HBs Titer	170.00
Anti-Hbs Ag Titer	195.00
Anti-HCV TITER	520.00
ASO Titer	235.00
CA 19-9	1,950.00
CEA	710.00
CKMB	520.00
CRP Titer	315.00
Dengue Ns1 Ag/Ab	1,105.00
Drug Tests	300.00
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ESR	65.00
Gram's Stain	130.00
H. Pylori	1,430.00
Hbe Ag Titer	260.00
Hbs Ag Screening-Qualitative	185.00
Hbs Ag Titer -Quantitative	210.00
Hepa A & B Profile	1,560.00
Hepa A IgM & IgG	585.00
Hepa A,B,C Profile	1,950.00
Hepa B Profile	1,170.00
Hepa B Virus-Dna	7,800.00
Ionized Calcium	390.00
Lipase	185.00
Lithium	1,030.00
Peripheral Blood Smear	235.00
Phenobarbital Assay	975.00
Pregnancy Test	130.00
Prolactin Level	715.00
PSA	965.00
RPR	325.00
Sputum Culture	520.00
T3	220.00
T4	220.00
TIBC w/ Iron	585.00

Troponin I (Qualitative)	910.00
Troponin I (Quantitative)	1,950.00
Typhidot	585.00
Urine Culture	520.00
Urine Micral Test	390.00
Valproic Acid Assay	1,100.00
Wound Culture	520.00
CA-125	1,390.00
Beta-HCG	520.00
Cortisol	715.00
D- dimer	2,990.00
Ferritin	715.00
LDH	195.00
Parathyroid Hormone/ Intact Parathyroid Hormone (Each)	2,860.00
Procalcitonin	5,850.00
Rheumatoid Factor Titer	455.00
Serum Osmolality	6,500.00
Stool Culture and Sensitivity Test	520.00
TPPA Titer	480.00
Urine Chloride	156.00
Urine Creatinine	156.00
Urine Osmolality (24 Hour/ Random)	6,500.00
Urine Potassium	156.00
Urine Sodium	156.00

Vaginal Discharge Culture and Sensitivity Test	520.00
Vitamin D Assay	2,860.00
Urine Magnesium	845.00
Urine Calcium	845.00
Urine Ketone (Qualitative)	65.00
Serum Ketone	1,950.00
Urine Glucose	780.00
Urine Urea Nitrogen	780.00
Urine Creatinine	156.00

ADMISYON NG PASYENTE MULA SA IBAT-IBANG DEPARTAMENTO (ER, OR/DR, OPU-MEDICAL)

Ang proseso na ito ay sumasaklaw sa admisyon ng pasyente mula sa isang unit (ER, OR/DR, OPU-MEDICAL) papuntang medical ward. Ito ay nagbibigay ng 24 oras na serbisyo.

Opisina o Dibisyon:		MEDICAL WARD UNIT/ NURSING SERVICE		
Klasipikasyon:		Simpleng Transaksyon		
Uri ng Transaksyon:		G2C- Government to Citizen		
Maaring Kumuha ng Serbisyo:		Relative of Service User		
HAN NG MGA REQUIREMENTS/ HIHINGIN		SAAN KUKUNIN		
Nakasulat na order ng doktor para sa pag pasok		Hospitalist Medical Specialist		
Tsart ng mga pasyente		Nurse		
MGA DAPAT GAWIN NG KLIYENTE	HAKBANG NG AHENSYA	KAUKULANG BAYAD	TAGAL NG PROSESO	NAKATALAGANG KAWANI
1. Manghingi ng order para sa admisyon.	<p>1.1 Tumangap ng kahilingan at beripikahin ang nakasulat na order para sa admisyon.</p> <p>1.2 Magbigay paunawa sa pasyente o kamag-anak ukol sa paraan ng admisyon.</p> <p>1.3. Ihanda ang mga kinakailangang dokumento.</p> <p>1.4. Ipagbigay alam sa nars ng medical ward ang nakatakdang admisyon</p> <p>1.5. Ipag bigay alam ang mahahalagang impormasyon at mga importanteng pag-iingat ukol sa pasyente sa nars ng medikal ward.</p>	Wala	25 na minuto	Hospitalist Medical Specialist Nurse Emergency Room
2. Ligtas na tumangap ng pasyente	2.1. Tumangap ng pasyente at ilipat sa takdang higaan.	Wala	10 na minuto	Nurse III Medical Ward Unit

3. Magbigay ng nakaraang medikal na karamdaman	3.1 Nagsasagawa ng pagsusuri sa pagkuha ng kasaysayan at mga paunang mahahalagang palatandaan.	Wala	20 na minuto	Nurse on duty
4. Unawain at pakingan ang mga tuntunin at patakaran kasama ang tungkol sa kaligtasan ng pasyente.	4.1. Ituro sa pasyente at bantay ang mga tuntunin at patakaran ng pasilidad kabilang ang kaligtasan ng pasyente.	Wala	minuto	Nurse on duty
TOTAL		Wala	1 Oras at 15 Minuto	

SERBISYONG OUTPATIENT DENTAL UNIT

Ang tanggapang ito ay pangunahin sa pangangalaga ng problemang pang-bibig/ngipin ng kliyente. Dito isinasagawa ang konsultasyon, paggagamot at pag-papayo sa mga kliyente kaugnay sa kanilang kalusugang pang-bibig.

Office or Division:	Allied Health Professionals Service			
Classification:	Simple			
Type of Transaction:	G2C – (Government to Citizen)			
Who may avail:	Lahat ng tao ay sineserbisyohan sa tanggapang ito			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID o pagkakakilanlan Isa (1) (orihinal na kopya)			PWD, Senior Citizen's ID, Government Issued ID	
Mensahe ng iskedyul o kompirmasyon ng araw ng iskedyul			Out-Patient Dental Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>PARA SA MGA KLIYENTE NA MAYROON NG MEDICAL CHART:</p> <ul style="list-style-type: none"> Magtungo na sa dental clinic at magpakita sa Dental Aide para sa pangangailangang kagamutan <p>PARA SA MGA KLIYENTE NA WALA PANG MEDICAL CHART:</p> <ul style="list-style-type: none"> Maari pong pumunta muna sa HIMU para magawa ang chart at pagkatapos ay sa MSWU para makausap ng sosyal worker para sa inyo pong klasipikasyon 				
1. Magtungo na sa Dental Unit - OPU	1.1 Interbyuhin ang kliyente ng mabuti para sa detalye ng kanyang Dental Health Record	Wala	10 minuto	Dental Aide

	<p>1.2 Magsimula na sa eksaminasyon at paggagamot sa kliyente</p> <p>(Sa kasalukuyan, ang aming serbisyong X-RAY ay hindi pa inaalok. Maghintay sa mga susunod na anunsyo.)</p>	Wala	30-60 minuto (Depende sa kung anong kagamutan ang gagawin)	Dentista
	<p>1.3 Ibigay ang resibo/charge slip na babayaran sa kliyente</p> <p>1.4 Magbigay ng Medical/Dental Certificate para magamit sa Malasakit Center</p>	Wala	5 minuto	Dentista o Dental Aide
<p>Dala ang resibo ng babayaran, magtungo sa Malasakit Center</p> <p>PARA SA MGA KLIYENTE NA HIHINGI NG TULONG SA MALASAKIT CENTER.</p> <ul style="list-style-type: none"> - Ipakita ang mga sumusunod; <ul style="list-style-type: none"> ✓Charge slip ✓Medical Certificate (valid sa loob ng isang taon) <p>PARA SA MGA KLIYENTE NA NAIS MAGBAYAD NG CASH</p> <ul style="list-style-type: none"> - Magtungo sa Cash Unit ipakita ang charge slip at magbayad 		Wala		
			<p>Dental Extraction PHP 210.00</p> <p>Dental X-Ray (Periapical) PHP 250.00</p> <p>Oral Prophylaxis PHP 350.00-450.00</p>	
2. Bumalik sa Dental Unit at ipakita ang resibo	2.1 Ibigay ang reseta ng gamot at iba pang mga payo sa kliyente	Wala	10 minuto	Dentista
3. Ibigay ang <i>transaction slip</i>	3.1 Pirmahan ang <i>transaction slip</i> at ibalik sa kliyente	Wala	1 minuto	Dentista o Dental Aide

Kabuuang Babayaran	Dental Extraction PHP 210.00	1 oras at 26 minutos	
	Dental X- Ray (Periapical) PHP 250.00		
	Oral Prophylaxis PHP 350.00- 450.00		

AVAILING MEDICAL SOCIAL WORK UNIT SERVICES FOR OUTPATIENT AND IN-PATIENT

This process covers availment of MSWU services for outpatient and inpatient. The Medical Social Worker will conduct an eligibility assessment using the MSWU Psychosocial Assessment Tool on patients to assess their financial capability and social functioning which could directly affect their ability to meet their basic needs. The MSWs are located at MSWU-OPU satellite office, OPU Building. The service is available 24 hours daily with no noon time break.

Office or Division:	Medical Social Work Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All MMWGH patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For admission: (1) photocopy of Birth Certificate or, (1) photocopy of Valid ID (PWD ID, Senior Citizen ID, Voter’s ID, any Government Issued ID)	Philippine Statistics Authority, M/CSWDO, Barangay, Government Agency
For unknown patients: (1) original copy of Referral Letter (1) original copy of Social Case Study Report	M/CSWDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Medical Social Work Unit for the psychosocial assessment.	1.1 Check the patient’s health record if there is a signed consent form attached for the processing of his/her information.	None	1 minute	Social Welfare Officer I Medical Social Work Unit

<p>2. For admission: Presents any (1) valid ID or (1) photocopy of birth certificate.</p> <p>For unknown patient: Representative shall provide (1) original copy of Referral Letter and (1) original copy of Social Case Study Report.</p> <p>For outpatient: Proceeds to step 3</p>	<p>2.1 Receive filled-out PMRF from HIMU and check the completeness of requirements for PhilHealth POS Enrollment.</p> <p>2.2 Identify if the patient is old or new:</p> <p>For Old Patients:</p> <p>Retrieve and update the patient's record and conduct a reassessment of the patient's classification if the last admission/consultation is more than one year</p> <p>For New Patients: Proceed to step 3.1</p>	None	1 minute	Social Welfare Officer I Medical Social Work Unit
<p>3. Provides the needed information for their psychosocial assessment</p>	<p>3.1 Orient the patient/relative on the purpose of assessment and facilitates consent signing using the Consent/Responsibility Slip</p>	None	15 minutes	Social Welfare Officer I Medical Social Work Unit
	<p>3.2 Interview the patient/relative and conduct psychosocial assessment using the MSWU Assessment Tool</p>			

	<p>3.3 Inform the patient/relative on their classification</p>			
	<p>3.4 Sign and indicate classification at patient's health record, and affix the classification label (colored stamp) on the cover page of the health record.</p>			
	<p>3.5 Conduct orientation on hospital policies and availment of MSWU services; and provide appropriate MSW intervention as needed</p>	None	1 minute	Social Welfare Officer I Medical Social Work Unit
<p>4. Proceeds to the waiting area and wait for their turn to be called by the Physician on Duty.</p>	<p>4.1 Instruct the patient/relative to proceed to the next step/concerned office</p> <p>4.2 Forward the patient's health record to Nurse on-Duty in the Triage/Psychiatry/GMS/Wellness.</p> <p>4.3 Register the patient's information in the IHOMIS and MSWU General Registry.</p>	None	1 minute	Social Welfare Officer I Medical Social Work Unit
	TOTAL	None	20 minutes	

AVAILING SERVICES AT MALASAKIT CENTER

The Malasakit Center serves as a one-stop shop for underprivileged patients seeking medical/financial help from agencies such as the Department of Social Welfare and Development (DSWD), PhilHealth, Philippine Charity Sweepstakes Office (PCSO) and Department of Health (DOH). The service is available 24 hours daily with no noon time break.

Office or Division:	Medical Social Work Unit/Malasakit Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All MMWGH patients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(1) photocopy of Birth Certificate or (1) Valid ID (PWD ID, Senior Citizen ID, Voter's ID, any Government Issued ID)	Philippine Statistics Authority, M/CSWDO, Barangay, Government agency
(1) original copy of Request form/Prescription	MMWGH Doctor
(1) original copy of Medical Certificate (with Malasakit Center purpose, valid for 1 year)	HIMU
(1) original copy of Charge Slip	Pharmacy Unit/ Laboratory Unit/ X-ray Unit, Dental Care Unit/ New Infirmary/ Psychology Unit/ Wellness Unit
(1) original copy of Statement of Account (for ER/Medical Ward patients)	Billing Unit
Clearance Slip <i>(for ER/Medical Ward patients)</i>	Emergency Unit/ Medical Ward Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Malasakit Center and present the following documents to navigator: <ul style="list-style-type: none"> • Charge Slip and Prescription from Pharmacy Unit 	1.1. Check the needed requirements such as Charge Slip, Request Form/Prescription/ Medical Certificate and Identification Card/ Statement of Account/Clearance Slip	None	1 minute	Navigator Medical Social Work Unit

<p><i>(original copy)</i></p> <ul style="list-style-type: none"> • Charge Slip and Laboratory Request Form from Laboratory Unit <i>(original copy)</i> • Charge Slip and Procedure Request Form from Radiology Unit <i>(original copy)</i> 	1.2 Check thru IHOMIS if the patient has a Health Record and MSS Number indicating that the client/relative has been interviewed using MSWU Assessment Tool	None	1 minute	Social Welfare Officer I/Social Welfare Officer II/ Social Welfare Officer III Medical Social Work Unit
	1.3 Interview the client/relative using Unified Intake Sheet (Malasakit Center Form – Annex B) and forward to other concerned participating agencies within Malasakit Center	None	5-8 minutes	Social Welfare Officer I/Social Welfare Officer II/ Social Welfare Officer III Medical Social Work Unit
	1.4 Assess the patient/client and make recommendation on the type and/or amount of assistance needed and forward for approval to the MSW in the Malasakit Center	None	2 minutes	Representatives from PhilHealth, PCSO and DSWD
	1.5 Prepare Malasakit Center Order of Charging and Certificate of Eligibility/Indigency and facilitate the signing of acknowledgement receipt	None	2 minutes	Social Welfare Officer I/Social Welfare Officer II/ Social Welfare Officer III Medical Social Work Unit
	1.1.6 Signed the clearance slip for discharge patients			
	1.1.7 Photocopy the submitted requirements for Medical Assistance and let the client/relative to sign the logbook	None	2 minutes	Social Welfare Officer I/Social Welfare Officer II/ Social Welfare Officer III

	1.1.8 Instruct the client/relative to proceed in the Billing Section/ Unit to give the charge slip	None	1 minute	Medical Social Work Unit Social Welfare Assistants Medical Social Work Unit
		NONE	15 MINUTES	

GENERAL MEDICAL CONSULTATION

Ang serbisyong ito ay para sa medikal na konsultasyon ng mga pasyente na hindi nangangailangan ng agarang atensyong medikal. Ang konsultasyon ay bukas mula Lunes hanggang Biyernes, 8am – 5pm.

Office or Division:	OUTPATIENT MEDICAL / NURSING SERVICE			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Pasyente, Kamag-anak ng pasyente atbp.			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Kopya ng Sertipiko ng Kapanganakan Kung wala, sertipikasyon mula sa barangay Alinman sa 2 sa mga sumusunod kung maaari. Isang (1) photocopy		Philippine Statistics Authority (PSA) Barangay		
Wastong pagkakakilanlan (Kliyente/ Kamag-anak) Isang (1) orihinal		PWD, Senior Citizen's ID, Government Issued ID		
Appointment ng konsultasyon (Nakaraang Transaction Slip, text message na galing sa numero ng Outpatient medical) Isang (1) orihinal		OUTPATIENT MEDICAL		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. (Para sa bagong kliyente). Magtungo sa Gawaan ng Medical health record Magparehistro. Punan ang form.	1.1 Ipaliwanag ang Pahintulot sa Pagkolekta Pagprosesong Personal na Impormasyon para sa Pagpapagamot na papel bago kumuha ng mga personal na detalye, pirmahan muna ng kliyente (kung pinahihintulutan). 1.2 Ibigay ang Patient Information Sheet form na pupunan ng kliyente/ kamag-anak	Wala	30 minuto	Administrative Assistant I/ Health Information Management Unit Staff

	<p>or awtorisadong kinatawan.</p> <p>1.3 Ipaliwanag at kumuha ng pahintulot para sa terapyutikang paggamot.</p> <p>1.4 Paggawa ng rekord ng kalusugan at ipaliwanag ang proseso ng konsultasyon.</p>			
<p>2. Magtungo sa Outpatient Medical Unit at sabihin ang pakay.</p>	<p>2.1 Kausapin ang kliyente o kamag-anak o awtorisadong kinatawan ng kliyente.</p> <p>(Para sa Dating Kliyente) Kuhanin ang <i>health record</i> ng kliyente.</p>	Wala	2 minuto	Nurse III/ OPU Medical
<p>3. Maghintay na tawagin ng Outpatient Medical Nursing Attendant para sa vital signs, timbang, sukat ng taas at pagscreen para sa E-Konsulta</p>	<p>3.1 Suriin ang vital signs ng kliyente, vital signs, timbang, sukat ng taas at sukat ng tiyan.</p> <p>3.2 Pagscreening para sa E-consulta para sa mga bagong kliyente</p>	Wala	5 minuto	Nurse III/ OPU Medical
<p>4. Konsultasyon sa doktor o Physician on-duty (POD).</p>	<p>4.1 Isagawa ang panayam sa kliyente/kamag-anak o awtorisadong kinatawan ng kliyente tungkol sa medikal na pangangailangan.</p>	Wala	15 minuto - 20 minuto	Medical Specialist / Medical Officer
<p>5. Magtungo sa waiting area at hintayin ang Nurse pagkatapos ng konsultasyon sa Doctor.</p>	<p>5.1 Abisuhan ang kliyente sa mga utos ng Doctor – ipaliwanag ang tagubilin sa pag-inom ng gamot, mga kinakailangang <i>laboratory</i> o <i>xray procedures</i>.</p>	Wala	5 minuto	Nurse III/ OPU Medical

<p>6. Magtungo sa Medical Social Work Unit para sa klasipikasyon.</p>	<p>6.1 Gawin ang panayam sa kliyente/ kamag-anak o awtorisadong kinatawan.</p>	<p>Wala</p>	<p>10 minuto</p>	<p>Social Welfare Officer/ Medical Social Work Unit</p>
<p>7. Para sa Bagong Kliyente, Maghintay sa HIMU staff para sa Medical Certificate na kakailanganin sa Malasakit</p> <p>Para sa Lumang Kliyente mayroon na silang Medical Certificate na may bisa sa loob ng 1 taon</p>	<p>7.1 Ibigay ang form ng <i>“Request for Copy of Health Information”</i> na pupunan at lalagdaan ng pasyente or awtorisadong kinatawan na may katunayan ng pagkakakilanlan o valid ID.</p> <p>7.2 Maghanda ng dalawang kopya ng medical certificate na may diagnosis at kasalukuyang gamot ng kliyente. Pirmahan ng kliyente ang tatanggapin kopya.</p>	<p>Wala</p>	<p>10 minuto</p>	<p>Administrative Assistant I/ Health Information Management Unit Staff</p>
<p>8. Magpunta sa Botika at ilahad ang reseta ng mga gamot.</p> <p>PARA SA MGA KLIYENTE NA HIHINGI NG TULONG SA MALASAKIT CENTER. -Magtungo sa Malasakit Center ipakita ang mga sumusunod:</p> <p>MALASAKIT CENTER CHECKLIST</p> <ul style="list-style-type: none"> <input type="checkbox"/> Medical Certificate (% HIMU) <i>(valid sa loob ng isang taon)</i> <input checked="" type="checkbox"/> Isa (1) orihinal na kopya ng reseta ng gamot <input checked="" type="checkbox"/> Charge slip 	<p>8.1 Suriin kung mayroong gamot sa Botika ayon sa resetang gamot.</p>	<p>Tignan ang listahan ng halaga ng gamot na nakapaskil sa harap ng tanggapan ng Pharmacy</p>	<p>5 minuto</p>	<p>Pharmacist V/ Pharmacy</p>

<p>PARA SA MGA KLIYENTE NA NAIS MAGBABAYAD NG CASH -Magtungo sa Cash Unit ipakita ang charge slip at magbayad</p>				
<p>9. Muling magtungo sa Seksyon ng Botika, ipakita ang slip ng bayad at opisyal na resibo.</p>	<p>9.1 Ihandang at ibigay ang mga gamot sa kliyente. Magbigay ng mga paalala sa paginom ng mga gamot.</p> <p>9.2 Ibigay ang Transaction Receipt at isulat dito ang petsa at oras ng follow up check up ng kliyente (kung mayroon).</p> <p>9.3 Ibigay ang opisyal na resibo at ibalik ang reseta ng mga gamot kasama ang slip ng bayad.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Pharmacist (Pharmacy Unit)</p>
<p>KABUANG BAYAD AT INILAAN NA ORAS</p>		<p>Wala</p>	<p>1 oras at 32 minuto</p>	

GENERAL MEDICAL TELE KONSULTASYON

Ang serbisyong ito ay ginagawa sa pamamagitan ng pagtawag sa kliyente para sa mga nangangailangan ng medikal na konsultasyon. Ang konsultasyon ay bukas mula Lunes hanggang Biyernes, depende sa araw ng konsultasyon ng espesialista.

Office or Division:	OUTPATIENT MEDICAL UNIT - NURSING SERVICE			
Classification:	Simple			
Type of Transaction:	G2C, Government to Citizen			
Who may avail:	Patients, Relative of Patients and Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D (Kliyente/Kamag-Anak) Isang(1) Orihinal na Kopya		PWD, Senior Citizen's ID, Government-issued ID		
Birth Certificate (kung mayroon) Barangay Certification Isang(1) Photocopy		Philippine Statistics Authority (PSA) Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtanong sa opisyal na numero ng Outpatient Medical 0917-125-8905 upang magpatala para sa konsultasyon.	1.1. Itanong sa kliyente ang kanyang ipapakonsulta upang maitala sa araw ng konsultasyon ng espesialista. Family Medicine– Mondays-Fridays (1pm-5pm) Internal Medicine– Mondays-Fridays (8am-12pm) Pediatrics – Mondays-Fridays (8am-12nn) OB – Mondays - Wednesday - Fridays (1pm-5pm)	Wala	5 minuto	Outpatient medical unit staff on duty

	<p>1.2. (Para sa Bagong Kliyente) Ipadala ang <i>Google link</i> sa kliyente/kamag-anak upang makuha ang mga personal na impormasyon na kinakailangan sa paggawa ng Health Record.</p> <p>1.3. Ipadala ang kopya ng Privacy Notice gamit and Google form.</p> <p>1.4. Payuhan ang kliyente/kamag-anak sa araw ng naitalang konsultasyon at paraan ng komunikasyon (tawag o video call).</p>		10 minuto	Outpatient medical unit staff on duty
<p>2. Sa araw ng konsultasyon, hintayin ang tawag ng OPU medical staff para sa komfirmasyon ng inyong <i>schedule</i>.</p>	<p>2.1. Tawagan ang kliyente/kamag-anak at abisuhan na hintayin ang tawag ng doctor sa oras ng naitalang <i>schedule</i>. (Ang kliyente ay tatawagan lamang ng tatlong beses, at kung hindi masagot ang tawag, kinakailangan muling magpatala para sa bagong araw ng konsultasyon.)</p> <p>2.2. (Para sa Dating Kliyente) Kuhanin ang <i>health record</i> ng kliyente.</p>	Wala	5 minuto	Outpatient medical unit staff on duty
<p>3. Makipag-ugnayan at kumunsulta sa Doctor.</p>	<p>3.1. Isagawa ang panayam sa kliyente/kamag-anak o awtorisadong kinatawan ng kliyente</p>	Wala	30 minuto	Medical Specialist / Medical Officer

	tungkol sa medikal na pangangailangan.			
4. Pagkatapos ng konsultasyon.	<p>4.1. Ipaliwanag sa kliyente/kamag-anak sa proseso ng pagbibigay ng reseta o magsadya sa MMWGH <i>Outpatient Medical</i> (mula 8am - 5pm) o <i>MMWGH Triage Unit</i> (5pm onwards) para makuha ang orihinal na kopya ng reseta.</p> <p>4.2. Kapag ang pasyente ang kukuha ng reseta, magdala ng valid ID at ipakita sa OPU/Triage medical staff</p> <p>Kung authorized representative, magdala ng mga sumusunod:</p> <ol style="list-style-type: none"> a. Pirmadong authorization letter na ipinapadala sa kanilang messenger b. Valid ID ng pasyente c. Valid ID ng kinatawan <p>4.3. Payuhan ang kliyente/kamag-anak na maaaring pumunta sa MMWGH kung nais mabili ang niresetang gamot sa ospital.</p> <p>4.4. Ipaliwanag sa kliyente/kamag-anak ang paraan ng pag-inom ng gamot at abisuhan sa araw ng <i>follow up</i> (kung kailangan) at itala sa</p>	Wala	5 minuto	Outpatient medical unit staff on duty

	listahan ng mga konsultasyon.			
	4.5 Ipadala ang Customer Survey Form			
KABUUANG INILAAAN NA ORAS		Wala	55 na minuto	

PROSESO NG PAGLABAS/ PAGPAPALABAS NG PASYENTE MULA SA MEDICAL WARD

Sinasaklaw ng prosesong ito ang proseso ng paglabas na ibinibigay sa lahat ng pasyente at mga kinatwan ng Pasyente na inutusan para sa paglabas mula sa Medical Ward.

Opisina o Dibisyon:	MEDICAL WARD UNIT/ NURSING SERVICE			
Klasipikasyon:	Simpleng Transaksyon			
Uri ng Transaksyon:	G2C- Government to Citizen			
Maaring Kumuha ng Serbisyo:	Pasyente, Patient's Representative: Kamag-anak (mga), ng pasyente o Legal na Tagapangalaga ng Pasyente			
LISTAHAN NG MGA REQUIREMENTS/ HIHINGIN			SAAN KUKUNIN	
Dalawa (2) Clearance Slip (Orihinal na kopya)			Nurse I/ Nurse II	
Isa (1) Alagang Tagubilin (Paglabas ng Pasyente)			Nurse I/ Nurse II	
Isa (1) Valid ID (Orihinal)			Sariling Pag-aari/ Ahensya ng Gobyerno	
MGA DAPAT GAWIN NG KLIYENTE	HAKBANG NG AHENSYA	KAUKULANG BAYAD	TAGAL NG PROSESO	NAKATALAGANG KAWANI
1. Kukunin ang papel na ukol sa Paglabas/ Pagpapauwi ng Pasyente	1.1 Ipaalam ang tungkol sa Pagpapauwi ng Pasyente 1.2 Kumpletuhin ang Nilalaman ng papel sa Pag-uwi 1.3 Magbigay ng Gabay sa Proseso ng Pag-uwi ng Pasyente 1.4 Pagbibigay ng Kumpletong Papel sa Pagpapauwi at dahilin ito Papuntang Billing unit	Wala	1 Oras	Hospitalists Medical Specialist Nurse I/ Nurse II Medical Ward
2. Pumunta sa Billing Unit	2. Tignan at Siguraduhin ang mga dapat Singilin at nagamit ng Pasyente	Wala	5 minuto	Administrative Assistant Billing Section

	2.1 May Nakasulat na Tamang Pangalan at Pirma sa Papel ukol sa Pag-uwi			
3. Magtungo sa Malasakit	3. Tignan at beripikahin ang mga dapat bayaran ng Pasyente 3.1 Maglagay ng Buong Pangalan at Pumirma sa Papel na ukol sa Pag-uwi	Wala	5 Minuto	Medical Social Worker MSW Unit
4. Magtungo sa Parmasya	4. Tignan at beripikahin ang mga dapat bayaran ng Pasyente 4.1 Maglagay ng Buong Pangalan at Pumirma sa Papel na ukol sa Pag-uwi	Wala	5 Minuto	Pharmacists Pharmacy Unit
5. Magtungo sa laboratory	5. Tignan at beripikahin ang mga dapat bayaran ng Pasyente 5.1 Maglagay ng Buong Pangalan at Pumirma sa Papel na ukol sa Pag-uwi	Wala	5 Minuto	Medical Technologist Laboratory Unit
6. Magtungo sa Radiology Unit	6. Tignan at beripikahin ang mga dapat bayaran ng Pasyente 6.1 Maglagay ng Buong Pangalan at Pumirma sa Papel na ukol sa Pag-uwi	Wala	5 Minuto	Radiologist Technologists Radiology Unit
7. Magtungo sa Laundry at Linen Unit	7. Suriin ang mga Silid ng Pasyente kung ang lahat ng Linen, Uniporme, at kobrekama ay Maayos na Naisaoli 7.1 Maglagay ng Buong Pangalan at	Wala	5 Minuto	Administrative Assistant III Nursing Attendant I/II

	Pumirma sa Papel na ukol sa Pag-uwi			
8. Ipakita ang Clearance slip sa Nurse' Station	8. Tumanggap ng kumpletong Clearance Slip 8.1 Suriin at Bineberipika ang Pagka-kumpleto ng mga Lumagda (Billing, MSW, Pharmacy, Laboratory, Radiology, Laundry) sa Clearance Slip	Wala	5 Minuto	Nurse I Nurse II Medical Ward
9. Tanggapin ang Alagang Tagubilin at Papel ukol sa Pag-uwi	9. Ipaliwanag at Pag-usapan ang lahat ng Impormasyon na Nakasulat sa Papel ukol sa Pag-uwi at Lagyan ng tatak na may Pangalan at Pirmahan sa Ibabaw	Wala	5 Minuto	Medical Ward
10. Ipakita ang discharge clearance slip sa guwardiya at Lumabas ng Hospital	10. Ibigay ang discharge clearance slip at ihatid ang pasyente sa Paglabas ng Hospital	Wala	5 Minuto	Nurse I Nurse II Medical Ward
TOTAL		Wala	2 Oras at 22 minuto	

HIV/STI COUNSELING AND TESTING

Ang serbisyong ito ay tumutugon para sa pagpapayo at pagsusuri sa HIV/STI. Ang serbisyo ay bukas mula Lunes hanggang Biyernes 8:00am-5:00pm maliban tuwing Sabado, Linggo at Pista Opisyal.

Office or Division:	Lazareto Hub/ Office of the Medical Center Chief			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or ID		Government-issued ID, person with disability (PWD) ID, senior citizen ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Lazareto Hub. Ipakita ang valid ID sa Lazareto staff.	1.1 Isagawa ang pre-test counseling.	Wala	30 minuto	Nurse on Duty/ Trained HIV Counselor
	1.2 Kung wala nang katanungan ang kliyente, magpapirma ng <i>Consent Form</i> para sa pagsusuri at punan ang <i>HTS Form</i> (Personal Information Sheet).			
2. Mgatungo sa Laboratory Unit.	2.1 Ibigay sa <i>Proficient Medical Technologist</i> ang <i>Consent Form</i> at <i>HTS Form</i> (Personal Information Sheet) ng kliyente.	Wala	1 oras	Nurse on Duty/ Trained HIV Counselor
	2.2 Itatanong ng <i>Proficient Medical Technologist</i> ang pangalan ng kliyente at tingnan kung tugma ang nakasulat sa mga forms.			Proficient Medical Technologist
	2.3 Kukuhanan ng dugo ng Proficient Medical			Proficient Medical Technologist

	Technologist ang kliyente at susuriin sa HIV/STI.			
3. Bumalik sa Lazareto Hub matapos kuhanan ng dugo.	3.1 Kunin ang resulta sa Laboratory Unit. 3.2 Ibibigay ang resulta sa kliyente at isagawa ang post-test counseling. 3.3 Magbibigay ng schedule para sa re-testing kung ang kliyente ay mayroong latest exposure.	Wala	20 minuto	Nurse on Duty/ Trained HIV Counselor
		Wala	1 oras at 50 minuto	

SEXUALLY TRANSMISSIBLE INFECTION (STI) COUNSELLING, SCREENING, AND MANAGEMENT

Ang serbisyong ito ay tumutugon para sa mga kliyenteng may sintomas ng sexually transmissible infection na nais magpakonsulta.

Office or Division:	Lazareto Hub/ Office of the Medical Center Chief			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Empleyado, Kamag-anak ng Empleyado, at iba pang Kliyente			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or ID Isang (1) orihinal		Government Issued ID, Person with Disability (PWD) ID, Senior Citizen ID		
Kopya ng Sertipiko ng Kapanganakan Kung wala, sertipikasyon mula sa barangay Alinman sa 2 sa mga sumusunod kung maaari. Isang (1) photocopy		Philippine Statistics Authority (PSA) Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Lazareto Hub. Ipakita ang valid ID sa Lazareto staff.	1.1 Kapanayamin ang kliyente ukol sa medikal na pangangailangan. 1.2 Gawan ng health record ang kliyente. Kunin ang vital signs, timbang, sukat ng taas.	Wala	20 minuto	HACT Nurse
2. Konsultasyon sa Physician on Duty	2.1 Gawin ang panayam sa kliyente para sa history, physical assessment. 2.2 Isagawa ang counselling ukol sa posibleng sexually transmissible infection at gamutan nito.	Wala	45 minuto	Physician on Duty
3. Magtungo sa Nurse pagkatapos	3.1 Abisuhan ang kliyente sa mga order ng Doctor. Ipaliwanag ang tagubilin sa	Wala	30 minuto	HACT Nurse

<p>ang konsultasyon sa Doctor.</p>	<p>pag-inom ng gamot at mga kinakailangang laboratory tests.</p> <p>3.2 Bigyan ng laboratory request form ang kliyente upang masuri ang specimen at masiguro ang sanhi ng impeksyon</p> <p>3.3 Pagkatapos masumite ang resulta, ito ay iinterpret ng Doctor. Bibigyan ng reseta ang pasyente at papayuhan kung pano iaadminister o iinumina ang gamot. Bibigyan ng payo ng petsa ng pagbalik, mga maaring adverse o side effects ang pasyente patungkol sa mga gamot na ibinigay.</p> <p>3.4 Abisuhan ang kliyente sa petsa ng susunod na gamutan o follow up consultation kung kinakailangan.</p>			
<p>KABUUNANG BAYAD AT TAGAL NA INILAAN</p>		<p>Wala</p>	<p>1 oras at 35 minuto</p>	

ANTI-RETROVIRAL THERAPY ENROLLMENT

Ang serbisyong ito ay tumutugon para sa mga bagong diagnose at trans-in na Person Living with HIV (PLHIV) na nais sumailalaim sa pamamahala at paggamot sa Lazareto Hub. Ang serbisyo ay bukas mula Lunes hanggang Biyernes 8:00am-5:00pm maliban tuwing Sabado, Linggo at Pista Opisyal.

Office or Division:	Lazareto Hub/ Office of the Medical Center Chief			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Person Living with HIV (PLHIV) – bagong diagnosed o nais magpalipat sa Lazareto mula sa naunang treatment Hub			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card o ID		Government Issued ID, Person with Disability (PWD) ID, Senior Citizen ID		
Para sa bagong diagnosed PLHIV: <ul style="list-style-type: none"> • rHIVda Confirmatory test Para sa PLHIV na nais magpalipat sa Lazareto: <ul style="list-style-type: none"> • referral letter galing sa naunang treatment hub • consent for release of information • kopya ng laboratory results (kung mayroon) 		Treatment hub/primary HIV clinic/RHU kung saan nagpatest ang kliyente Treatment hub/primary HIV clinic kung saan unang nagpagamot and kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Lazareto Hub. Ipakita ang valid ID at kaukulang dokumento sa Lazareto staff.	1.1 Kapanayamin ang kliyente ukol sa serbisyo. 1.2 Kung ang kliyente ay bagong diagnosed PLHIV, isagawa ang counselling kaugnay sa magiging kurso ng pamamahala at gamutan. Kung ag kliyente ay galing sa ibang treatment hub/primary HIV clinic, isagawa ang counseling	Wala	45 minuto	Nurse on Duty

	<p>kaugnay sa pagpapatuloy ng gamutan.</p> <p>1.3 Gawin ng health record ang kliyente. Kunin ang vital signs, height, weight, abdominal girth.</p>			
2. Konsultasyon sa HACT Physician	<p>2.1 Gawin ang panayam sa kliyente para sa history, physical assessment.</p> <p>2.2 Isagawa ang counselling ukol sa treatment plan at gamutan.</p>	Wala	1 oras	HACT Physician
3. Magtungo sa HACT Nurse para sa ART enrollment.	<p>3.1 I-enroll ang kliyente sa Anti-Retroviral Therapy at bigyan ng karampatang anti-retroviral medication at prophylaxis.</p> <p>3.2 Bigyan ng Health Regimen Booklet para sa monitoring ng mga gamot at schedule ng pagrefill.</p> <p>3.3 Magbigay ng schedule para sa susunod na pagbisita sa Lazareto Hub.</p>	Wala	30 minuto	HACT Nurse/ Lazareto staff
		Wala	2 oras at 15 minuto	

PAGKUHA NG GAMOT

Pagbibigay ng gamot para sa *Psychiatric* at *General Medical Consultation* na kliyente ng Mariveles Mental Wellness at General Hospital.

ORAS NG SERBISYO : BENTE KWATRO (24) ORAS ARAW-ARAW KAHIT PISTA OPISYAL

Office or Division	PHARMACY UNIT ALLIED HEALTH PROFESSIONAL SERVICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Lahat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Reseta Isang (1) orihinal na kopya para sa ordinaryong reseta.</p> <p><i>Yellow Prescription</i> para sa <i>regulated</i> o <i>controlled drug</i>.</p>		<p><i>Nurse-on-Duty</i> sa <i>Out-patient Unit/New Infirmary</i> pagkatapos ng check-up o konsultasyon o Mula sa isang doktor na ang konsultasyon ay ginawa (<i>Outside client</i>)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa <i>Pharmacy Unit</i> . Ipakita ang mga reseta	<p>1 Suriin ang kaayusan ng mga detalye ng Reseta.</p> <p>2 Ipaalam sa kliyente kung meron o wala ang gamot na kailangan</p> <p>3 Ihanda at gawin ang <i>Charge Slip</i> para sa mga gamot na maibibigay.</p> <p>4 Ipaalam na magtungo sa susunod na hakbang</p>	Wala	3 minuto	<i>Pharmacist I/II Pharmacy Unit</i>

<p>PARA SA MGA KLIYENTE NA HIHINGI NG TULONG SA MALASAKIT CENTER.</p> <p>-Magtungo sa Malasakit Center ipakita ang mga sumusunod:</p> <p>MALASAKIT CENTER CHECKLIST</p> <p><input type="checkbox"/> Medical Certificate (% HIMU) <i>(valid sa loob ng isang taon)</i></p> <p><input checked="" type="checkbox"/> Isa (1) orihinal na kopya ng Reseta</p> <p><input checked="" type="checkbox"/> Charge slip</p> <p>PARA SA MGA KLIYENTE NA NAIS MAGBABAYAD NG CASH</p> <p>-Magtungo sa Cash Unit ipakita ang charge slip at magbayad</p>				
<p>2. Bumalik sa <i>Pharmacy Unit</i>, ipakita ang resibo ng binayaran kasama ang pangalawang kopya ng <i>charge slip</i> at ang reseta, Para sa bagong kliyente ng OPU</p>	<p>Ihanda ang mga gamot</p> <p>Ibigay ang gamot sa kliyente at ipaliwanag o gabayan sa tamang pag inom o paggamit sa gamot na ibinigay.</p> <p>Para sa bagong kliyente. Pagpapaliwanag sa paraan at kahalagahan ng pag inom o paggamit ng bago</p> <p>Pirmahan at ibalik sa kliyente, ang <i>transaction receipt</i> katunayang tapos</p>	<p>Wala</p>	<p>2 minuto</p> <p>3 minuto</p> <p>15 minuto</p>	<p><i>Pharmacist I or II</i> <i>Pharmacy Unit</i></p>

	na ang transakyon.			
Kabuuang babayaran at oras na inilaan:		<i>Tignan ang listahan ng halaga ng gamot na nakapaskil sa harap ng tanggapan ng Pharmacy</i>	23 minuto	

X-RAY

OPERATION HOURS: Lunes – Linggo , Bente-kwatro oras

Office or Division:	Allied Health Professional Service			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	In Patient, Out-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>X-Ray Request</p> <p>Isa (1) orihinal na kopya - Para sa mga request na hindi galing sa MMWGH</p> <p>Dawala (2) orihinal na kopya - Galing sa MMWGH ang request</p>		Issued by the Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Radiology Office at ibigay ang X-ray request.	1.1 Tanggapin ang request at interbyuhin ang pasyente.	Wala	2 minuto	Radiologic Technologist I Radiology Unit
2. Pumasok sa X-ray Room para sa eksaminasyon.	2.1 Gawin ang kaukulang eksaminasyon at bigyan ng charge slip ang kliyente.	Wala	10 minuto	Radiologic Technologist I Radiology Unit
3. Magtungo sa Cash Unit, ipakita ang charge slip at magbayad.	<p>3.2 Suriin ang Charge slip.</p> <p>3.3 Hingin at suriin ang mga kaukulang ID para sa diskwento:</p> <p>a. PWD ID</p> <p>b. Senior Citizen ID</p> <p>c. at iba pa</p> <p>3.4 Tanggapin ang bayad at ibigay ang resibo.</p> <p>Ibalik ang pangalawang kopya ng charge slip.</p>	Depende sa eksaminasyon na gagawin.	5 minuto	Administrative Assistant I Cash Clerk
3.1 Magtungo sa Medical Social Worker Unit at	3.4 Interbyuhin ang kliyente. Hingin at suriin	(Tingnan ang pahina 3 para sa batayan ng presyo.)	15 minuto	

Malasakit Center at ipakita ang charge slip	ang mga kaukulang dokumento. Bigyan ng klasipikasyon at Charge slip			Social Work Officer I MSWU
4. Bumalik sa Reception ng Radiology Office at ipakita ang Official Receipt / Malasakit Slip	<p>4.1 Kunin ang Official Receipt Number o ang Malasakit Slip at sabihan ang kliyente na makukuha ang resulta (optional: plaka) sa loob ng dalawang araw Resulta: makukuha sa loob ng dalawang araw</p> <p>4.2 Pirmahan ang transaction slip at at Ibilin sa pasyente na ibalik ito sa Security guard paglabas ng Hospital</p>	Wala	10 minuto Dalawa (2) araw	Radiologic Technologist I Radiology Unit
5. Ibigay ang resulta sa kliyente. 5.2 Kunin ang transaction slip ng kliyente.	<p>5.3 Papirmahin ang kliyente sa X-ray Receiving of result logbook.</p> <p>5.4 Pirmahan ang transaction slip ng pasyente at ibilin na ibalik ito sa Security guard paglabas ng Hospital.</p> <p>5.5 Pasagutan ang kliyente sa hospital client experience survey form</p>	Wala	15 minuto	Radiologic Technologist I Radiology Unit
KABUUANG ORAS O BAYAD NA INILAN		Pumunta sa susunod na pahina para sa presyo ng mga eksaminasyon.	Dalawa (2) araw at 57 minuto	

MGA MAGAGAWANG PROCEDURE SIMULA JANUARY 19, 2023

RADIOGRAPHIC PROCEDURE	PRICE
ANKLE AP-LATERAL	200
APICOLORDOTIC	160
CHEST PA ADULT	170
CHEST PA - LATERAL ADULT	350
CHEST PA (CHILD)	170
CHEST PA-LATERAL (CHILD)	300
ELBOW AP-LATERAL	200
FOOT AP-OBLIQUE	200
FOREARM AP-LATERAL	200
FEMUR AP- LATERAL	250
HAND PA-OBLIQUE	200
HAND PA-OBLIQUE-LATERAL	250
HUMERUS AP-LATERAL	200
KNEE AP-LATERAL	200
LEG AP-LATERAL	250
NASAL BONE	200
SHOULDER AP	200
SKULL AP-LATERAL	300
T-CAGE AP	250
T-CAGE AP-OBLIQUE	300
WATER'S VIEW	350
WRIST APL	200
SPECIAL VIEW	300

MGA HINDI MAGAGAWANG PROCEDURE SIMULA JANUARY 19, 2023

RADIOGRAPHIC PROCEDURE	PRICE
ABDOMEN AP	250
ABDOMEN UPRIGHT SUPINE	380
ABDOMEN DECUBITUS	250
CALCANEUS PLANTODORSAL-LATERAL	170
CERVICAL SPINE AP-LATERAL	300
CERVICAL SPINE AP-LATERAL-OBLIQUE	480
LUMBOSACRAL AP-LATERAL	350
LUMBOSACRAL AP-LATERAL-OBLIQUE	480
MANDIBLE AP-OBLIQUE	300
PELVIS AP	250
SACRUM AP - AXIAL	300
THORACIC SPINE AP-LATERAL	350
THORACIC SPINE AP-LATERAL-OBLIQUE	480
THORACOLUMBAR AP-LATERAL	350
THORACOLUMBAR AP-LATERAL-OBLIQUE	480
ZYGOMA SMV	300
TOWNE'S VIEW	280

X-ray Procedure Price List

RADIOGRAPHIC PROCEDURE	PRICE
ANKLE AP-LATERAL	200
APICOLORDOTIC	160
CHEST PA ADULT	170
CHEST PA - LATERAL ADULT	350
CHEST PA (CHILD)	170
CHEST PA-LATERAL (CHILD)	300
ELBOW AP-LATERAL	200
FOOT AP-OBLIQUE	200
FOREARM AP-LATERAL	200
FEMUR AP- LATERAL	250
HAND PA-OBLIQUE	200
HAND PA-OBLIQUE-LATERAL	250
HUMERUS AP-LATERAL	200
KNEE AP-LATERAL	200
LEG AP-LATERAL	250
NASAL BONE	200
SHOULDER AP	200
SKULL AP-LATERAL	300
T-CAGE AP	250
T-CAGE AP-OBLIQUE	300
WATER'S VIEW	350
WRIST APL	200
SPECIAL VIEW	300

ULTRASOUND

Schedule: Biyernes 1:00pm – 5:00pm

Office or Division:	Allied Health Professional Services			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	In Patient, Outpatient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p style="text-align: center;">Ultrasound Request</p> <p>Isa (1) orihinal na kopya - Para sa mga request na hindi galing sa MMWGH</p> <p>Dalawa (2) orihinal na kopya- Galing sa MMWGH ang request</p>		<p>Issued by Physician</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Magtungo sa Radiology Unit at ipakita ang request.</p>	<p>1.1 Tanggapin ang request. Interbyuhin at lischedule ang pasyente sa available na araw. Bigyan ng slip na naglalaman ng petsa, oras at preparasyon sa gagawing procedure.</p>	Wala	10 minuto	Radiologic Technologist I Radiology Unit
<p>2. Bumalik sa araw ng schedule. Magtungo sa Radiology Office waiting area at maghintay ng tawag .</p>	<p>2.1 Tawagin ang mga pasyente upang maayos ang pagkakasunod-sunod nito. (Unang dumating-unang gagawin)</p> <p>Prayoridad ang mga senior citizen, buntis, at PWD)</p> <p>Gawin ang kaukulang eksaminasyon at bigyan ng charge slip ang kliyente.</p>	Wala	30 minuto	Radiologic Technologist I Radiology Unit

<p>3. Magtungo sa Cash Unit, ipakita ang charge slip at magbayad.</p> <p>3.2 Magtungo sa Medical Social Worker Unit at Malasakit Center at ipakita ang charge slip.</p>	<p>3.3 Suriin ang Charge slip.</p> <p>3.4 Hingin at suriin ang mga kaukulang ID para sa diskwento:</p> <p>a. PWD ID b. Senior Citizen ID c. at iba pa</p> <p>3.5 Tanggapin ang bayad at ibigay ang resibo.</p> <p>3.6 Ibalik ang pangalawang kopya ng charge slip.</p> <p>3.7 Interbyuhin ang kliyente. Hingin at suriin ang mga kaukulang dokumento. Bigyan ng Klasipikasyon at Malasakit slip .</p>	<p>Depende sa eksaminasyon na gagawin.</p> <p>Tingnan ang pahina 3 para sa presyo.</p>	<p>5 minuto.</p> <p>15 minuto</p>	<p>Administrative Assistant I Cash Clerk</p> <p>Social Work Officer I MSWU</p>
<p>4. Bumalik sa Radiology Office at ipakita ang Official Receipt o Malasakit Slip</p>	<p>4.1 Kunin ang Official Receipt Number o Malasakit Slip at sabihan ang kliyente na makukuha ang resulta at ang Ultrasound image sa loob ng 2 oras.</p>	<p>Wala</p>	<p>2 oras</p>	<p>Radiologic Technologist I Radiology Unit</p>
<p>5. Ibigay ang resulta sa kliyente makalipas ang dalawang oras at kunin ang transaction slip.</p>	<p>5.1 Papirmahan ang kliyente sa ultrasound releasing of result logbook.</p> <p>5.2 Pirmahan ang transaction slip ng pasyente at ibilin na ibalik ito Security guard paglabas ng Hospital.</p>	<p>Wala</p>	<p>15 Minuto</p>	<p>Radiologic Technologist I Radiology Unit</p>

	5.3 Pasagutan ang kliyente sa hospital client experience survey form.			
KABUUANG BAYAT AT TAGAL NG PROSESO		Pumunta sa susuhod na pahina para sa presyo ng iba't-ibang procedure	3 oras at 13 minuto	

ULTRASOUND PROCEDURE	PRICE
Breast (BOTH)	700.00
Single breast	500
Chest Bilateral	700.00
Chest unilateral	500.00
Chest with mapping	800.00
Hepatobiliary Tree	500.00
Inguino Scrotal/Inguinolabial	1,400.00
Scrotal	1,100.00
Kidney / Renal	400.00
KUB	700.00
Single organ	400.00
Soft Tissue	500.00
Thyroid	500.00
Neck	600.00
Upper / Lower Abdomen	600.00
Kub/pelvic	
Kub/prostate	
Whole Abdomen	850.00
Transvaginal / Transrectal	800.00
Transabdominal (pregnancy evaluation)	600.00
Transabdominal (gynecologic evaluation)	600.00
Biophysical scoring	750.00

2D ECHO

OPERATION HOURS: Huwebes at Sabado 8:00am- 5:00 pm

DAPAT TANDAAN:

ISKEDYUL PARA SA PAGKUHA NG RESULTA

ARAW NG 2D ECHO	PAG-ISSUE NG RESULTA
Huwebes	Huwebes ng susunod na linggo.
Sabado	Biyernes ng susunod na linggo

Office or Division:	ALLIED HEALTH PROFESSIONAL SERVICES			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	In Patient, Outpatient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Isa (1) orihinal na kopya - Para sa mga request na hindi galing sa MMWGH		Issued by Physician		
Dalawa (2) orihinal na kopya- Galing sa MMWGH ang request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Radiology Unit at ipakita ang request. 1.1 Ang request ay kailangan naaprobahan o galing sa in-house cardiologist bago mabigyan ng iskedyul	1.3 Tanggapin ang request at itsek kung ito ay kumpleto at aprobado ng in-house cardiologist. Interbyuhin at liskedyul ang pasyente sa available na araw. Bigyan ng slip na naglalaman ng petsa, oras at preparasyon sa gagawing procedure. 1.4 Pirmahan ang transaction slip ng	Wala	15 minuto	Radiology Staff

<p>1.2 Tanggapin ang transaction slip ng pasyentw</p>	<p>pasyente at ibilin na ibalik ito Security guard paglabas ng Hospital</p>			
<p>2. Bumalik sa araw ng schedule sa Radiology Office at maghintay ng tawag .</p>	<p>2.1 Tawagin ang mga pasyente upang maayos ang pagkakasunod-sunod nito. Gawin ang kaukulang eksaminasyon at bigyan ng charge slip ang kliyente.</p> <p>Ayusin ang mga eksaminasyon na nagawa para sa pagbabasa ng cardiologist</p>	<p>Wala</p>	<p>45 minuto</p> <p>Limang (5) opisyal na araw.</p>	<p>2d- Echo Technologist</p> <p>2d-echo Technologist / Cardiologist</p>
<p>3. Gawan ang pasyente ng charge slip.</p>	<p>3.1 Sabihan ang pasyente na magtungo sa Cashier o sa Malasakit Center para maiproseso ang pagbabayad.</p>	<p>Wala</p>	<p>2 minuto</p>	<p>Administrative Assistant/ 2d-echo technologist</p>
<p>4.1 Magtungo sa Cash Unit, ipakita ang charge slip at magbayad.</p> <p>4.2 Magtungo sa Medical Social Worker Unit at Malasakit Center at</p>	<p>4.4 Suriin ang Charge slip.</p> <p>4.5 Hingin at suriin ang mga kaukulang ID para sa diskwento:</p> <ul style="list-style-type: none"> a. PWD ID b. Senior Citizen ID c. at iba pa <p>4.6 Tanggapin ang bayad at ibigay ang resibo.</p> <p>4.7 Ibalik ang pangalawang kopya ng charge slip.</p> <p>4.8 Interbyuhin ang kliyente. Hingin at suriin ang mga kaukulang dokumento.</p>	<p>2800</p>	<p>5 minuto.</p> <p>15 minuto</p>	<p>Cash Clerk (Cash Clerk /</p> <p>Medical Social Worker</p>

ipakita ang charge slip.	Bigyan ng Klasipikasyon at Malasakit slip .			
5. Bumalik sa 2d-echo room at ipakita ang Official Receipt o Malasakit Slip	5.1 Kunin ang Official Receipt Number o ang Malasakit Slip at sabihan ang kliyente na makukuha ang resulta sa loob ng 5 opisyal na araw.	Wala	5 minuto	2d-Echo Technologist/Radiology Unit
6. Bumalik sa araw ng pagkuha ng resulta matapos ang lima (5) opisyal na araw. 6.2. Tanggapin ang transaction Slip .	6.3. Papirmahin ang pasyente sa 2d-echo releasing of result logbook. 6.4 Pirmahan ang transaction slip ng pasyente at ibilin na ibalik ito Security guard paglabas ng Hospital. 6.5 Pasagutan ang kliyente sa hospital client experience survey form.	Wala	15 minuto	Administrative Assistant/ 2d-echo technologist
KABUUNANG ORAS O BAYAD NA INILAAN	2800		Lima (5) opisyal na raw 1 oras at 39 minuto.	

KONSULTASYON PANG PSYCHIATRIC / NEUROLOGIC (BAGONG KLIYENTE)

Para sa Psychiatric na konsultasyon, ito ay nagbibigay serbisyo sa mga kliyente na nakakaranas ng depression, psychosis at anxiety disorder.

OPERATING HOURS NG PSYCHIATRY CONSULTATION -Lunes - Miyerkules at Biyernes 8:00AM-3:00PM maliban lamang sa Huwebes, Sabado, Linggo at araw ng Pista.

Para sa Neurologic na konsultasyon, ito ay nagbibigay ng serbisyo para sa mga pasyenteng nakakaranas ng Alzheimer's, dementia, seizure, epilepsy, Parkinson's Disease, migraine at iba pang neurologic problems .

OPERATING HOURS NG NEUROLOGY CONSULTATION -Lunes at Miyerkules 8:00AM-3:00PM maliban lamang sa Martes, Huwebes, Biyernes Sabado, Linggo at araw ng Pista.

Office or Division:	OUT-PATIENT UNIT PSYCHIATRY / MEDICAL SERVICE	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Pasyente, Kamag-anak ng pasyente atbp.	
CHECKLIST REQUIREMENTS	WHERE TO SECURE	
Birth Certificate Kung wala, sertipikasyon mula sa barangay Alinman sa 2 sa mga sumusunod kung maaari. Isang (1) photocopy	Philippine Statistics Authority (PSA) Barangay	
Referral Letter (kung mayroon man) Isang (1) orihinal	Recommending Agency (Ospital, DSWD, Barangay, School, Private Company)	
Identification Card o ID (Kliyente/ Kamag-anak) Isang (1) orihinal	Person With Disability (PWD), Senior Citizen's ID, Government Issued ID	
PARA SA OPISYAL NG KULUNGAN (JAIL OFFICER): <ul style="list-style-type: none"> • Recommendation Letter mula sa Korte, Order Isang (1) kopya <ul style="list-style-type: none"> • Kamag-anak/Legal Authorized Representative • Judicial Affidavit/ Salaysay, mga dokumento na may kaugnayan sa kaso 	Court / Korte	

Isang (1) orihinal • Social Case Study from DSWD Isang (1) orihinal				
Social Case Study from DSWD for 'UNKNOWN' Clients		DSWD		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Tumawag at mag-text sa sumusunod na numero para sa scheduling ng konsultasyon OPU Psychiatry - 0953-197-0146 OPU Neurology- 09948377565 (Lunes-Biyernes 8 ng umaga hanggang 5 ng hapon maliban sa holidays at Sabado, Linggo)	1. Kontakin at sagutin ang mga kliyenteng nag-inquire sa mga official na number. 2. Ipaalam sa pasyente or kamag-anak (informant) na inencode o nire-record ang mga mapag-uusapan sa call and text. 3. Interbyuhin ang kamag-anak at i-assess ang pasyente. 4. Magbigay ng tagubilin sa kamag-anak ukol sa ibinigay na schedule ng konsultasyon at mga requirements or dokumentong dadalin	Wala	1-2 araw (working days) 20 minuto	Nurse III/ Outpatient Unit - Psychiatry/ Neurology

<p>2. Ipaalam sa guwardiya nakatalaga sa OPU ang tungkol sa konsultasyon.</p> <p>QUEUEING:</p> <p>P-Priority</p> <ul style="list-style-type: none"> • Senior Citizen • Buntis • Pisikal na kapansanan <p>S-Scheduled U-Unauthorized</p>	<p>2.1 Ibigay ang numero ng queuing.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>OPU Security Guard</p>
<p>3. Magtungo sa OPU Nurse -on-duty at magbigay ng impormasyon tungkol sa konsultasyon.</p>	<p>Kapanayamin ang kliyente/ kamag-anak o legal authorized representative</p>	<p>Wala</p>	<p>10 minnuto</p>	<p>Nurse III Out-Patient Unit - Psychiatry/ Neurology</p>
<p>4. PARA SA BAGONG KLIYENTE/ PASYENTE:</p> <p>Magparehistro sa Health Information and Management Unit. Punan ang form.</p>	<p>Ipaliwanang ang Pahintulot sa Pagkolekta Pagprosesong Personal na Impormasyon para sa Pagpapagamot na papel bago kumuha ng mga personal na detalye, papirmahan muna sa kliyente (kung pinahihintulutan).</p> <p>2</p> <p>Ibigay ang <i>Patient Information Sheet Form</i> ng pasyente na pupunan ng kliyente/ kamag-anak o legal authorized representative</p>	<p>Wala</p>	<p>40 minuto</p>	<p>Administrative Officer /Administrative Assistant I Health Information Management Unit</p>

	<p>4.3 Ipaliwanag at kumuha ng pahintulot para sa Therapeutic Treatment.</p> <p>4.4 Paggawa ng record ng kalusugan at ipaliwanag ang proseso ng konsultasyon.</p>			
<p>5. Maghintay na tawagin ng OPU Nurse para sa vital signs, weight, height at abdominal girth.</p>	<p>Suriin ang vital signs ng kliyente, vital signs, weight, height at abdominal girth.</p> <p>5.2 PARA SA BAGONG KLIYENTE Bigyan ng Psychiatry Outpatient Booklet at ipaliwanag ang mga nilalaman o magbigay ng Health Teachings.</p>	Wala	15 minuto	Nurse III Out-Patient Unit - Psychiatry
<p>6. Konsultasyon sa doktor o Physician on duty (POD)</p>	<p>6.1 Gawin ang panayam sa 6kliyente/ kamag-anak legal authorized representative para sa history, mental examination ng kliyente.</p> <p>6.2 Ilista ang mga gamot sa reseta at ang susunod na konsultasyon ng kliyente.</p>	Wala	45 minuto	Medical Specialist / Medical Officer Nurse III

Psychiatry Outpatient Booklet	<p>Booklet/ talaan, at magbigay ng tagubilin tungkol sa kanilang susunod na konsultasyon.</p> <p>7.2 Para sa kliyenteng walang injection, ibigay ang Transaction Receipt at Hospital Client Experience Survey Form. Sagutan kung matapos na ang mga transaction at ihulog sa Suggestion Box or ibigay sa PACU staff.</p>			
8. Magtungo sa Medical Social Work Unit para sa klasipikasyon/ classification.	8.1 Gawin ang panayam sa kliyente/ kamag-anak o legal authorized representative.	Wala	20 minuto	Social Welfare Officer I Medical Social Work Unit
9. Pumunta sa OPU-HIMU para sa Medical Certificate Maghintay na tawagin ng Health Information Management Unit (HIMU) Staff	<p>9.1 I-refer sa OPU-HIMU para sa issuance ng Medical Certificate para sa Malasakit.</p> <p>9.2 Ibigay ang kopya ng Request for Copy of Health Information na pupunan at lalagdaan ng pasyente o authorized representative na may katunayan ng pagkakakilanlan o valid ID.</p>	Wala	10 minuto	Nurse III Out-Patient Unit - Psychiatry Administrative Officer o Administrative Assistant I (OutPatient Unit) (Health Information Management Unit)

	<p>9.3 Maghanda ng dalawang kopya ng medical certificate na may diagnosis at kasalukuyang gamot ng kliyente. Pirmahan ng kliyente ang receiving copy.</p>			
<p>10. Magpunta sa Pharmacy at ilahad ang reseta ng mga gamot.</p> <p>PARA SA MGA KLIYENTE NA HIHINGI NG TULONG SA MALASAKIT CENTER PARA SA GAMOT, LABORATORY AT MGA AVAILABLE NA DIAGNOSTIC PROCEDURES.</p> <p>-Magtungo sa Malasakit Center at ipakita ang Charge Slip</p> <p>PARA SA MAY KAKAYAHANG MAGBAYAD, PUMUNTA SA CASH UNIT, IPAKITA ANG CHARGE SLIP</p>	<p>10.1 Suriin kung mayroong gamot sa Pharmacy ayon sa reseta ng gamot at nagbigay ng charge slip.</p>	<p>Tignan ang listahan ng halaga ng gamot na nakapaskil sa harap ng tanggapan ng Pharmacy</p>	<p>4 minuto</p>	<p>Pharmacist/ Pharmacy Unit</p>
<p>11. Muling magtungo sa Pharmacy Section/ Botika, ipakita ang charge slip/ official receipt.</p>	<p>11.1 Ihanda at ibigay ang mga gamot sa kliyente. Magbigay ng mga paalala sa paginom ng mga gamot.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Pharmacist /Pharmacy Unit</p>

<p>12. Magtungo sa OPU Nurse para sa mga gamot na for injection.</p>	<p>12.1 Sa mga kliyente na para sa injection, ipaliwanag ang proseso sa kliyente, ihanda at i-administer ang gamot through injection.</p>	<p>Wala</p>	<p>10 minuto</p>	<p>Nurse III Out-Patient Unit - Psychiatry</p>
<p>KABUUANG BAYAD AT ORAS NA ILALAN</p>		<p>Wala</p>	<p>2 araw (working days), 4 oras at 44 minuto</p>	

KONSULTASYON PANG PSYCHIATRIC / NEUROLOGIC (LUMANG KLIYENTE)

Para sa Psychiatric na konsultasyon, ito ay nagbibigay serbisyo sa mga kliyente na nakakaranas ng depression, psychosis at anxiety disorder.

OPERATING HOURS NG PSYCHIATRY CONSULTATION -Lunes - Miyerkules at Biyernes 8:00AM-3:00PM maliban lamang sa Huwebes, Sabado, Linggo at araw ng Pista.

Para sa Neurologic na konsultasyon, ito ay nagbibigay ng serbisyo para sa mga pasyenteng nakakaranas ng Alzheimer's, dementia, seizure, epilepsy, Parkinson's Disease, migraine at iba pang neurologic problems .

OPERATING HOURS NG NEUROLOGY CONSULTATION -Lunes at Miyerkules 8:00AM-3:00PM maliban lamang sa Martes, Huwebes, Biyernes Sabado, Linggo at araw ng Pista.

Office or Division:	OUTPATIENT UNIT (PSYCHIATRY) /MEDICAL SERVICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Pasyente, Kamag-anak ng pasyente atbp..			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Psychiatry Outpatient Booklet		Outpatient Unit		
AlagangTagubilin (Discharged Patient) Isa(1) photocopy		Ibibigay ng MMWGH Nurse bago mapauwi ang pasyente.		
Confirmed schedule mula sa Text Message, Messenger, Paraan ng Pag-Inom ng Gamot Form		Psychiatry Outpatient Booklet Unit/ Botika		Pharmacy
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Tumawag at mag-text sa sumusunod na numero para sa scheduling ng konsultasyon OPU Psychiatry - 0953-197-0146 OPU Neurology- 09948377565	1. Kontakin at sagutin ang mga kliyenteng nag-inquire sa mga official na number. 2. Ipaalam sa pasyente or kamag-anak (informant) na in-encode o nire0record ang mga mapag-	Wala	1-2 araw (working days) 20 minuto	Nurse III/ Outpatient Unit Psychiatry/ Neurology

(Lunes-Biyernes 8 ng umaga hanggang 5 ng hapon maliban sa holidays at Sabado, Linggo)	<p>uusapan sa call and text.</p> <p>3. Interbyuhin ang kamag-anak at i-assess ang pasyente.</p> <p>4. Magbigay ng tagubilin sa kamag-anak ukol sa ibinigay na schedule ng konsultasyon at mga requirements or dokumentong dadalin</p>			
<p>SA ARAW NG KONSULTASYON</p> <p>2. Ipaalam sa guwardiya ng OPU ang tungkol sa konsultasyon.</p> <p><u>QUEUEING:</u></p> <p>P-Priority</p> <ul style="list-style-type: none"> • Senior Citizen • Buntis • Pisikal na kapansanan <p>S-Scheduled U-Unexpected</p>	2.1 Ibigay ang numero ng queuing.	Wala	5 minuto	OPU Security Guard
3. Magtungo sa OPU Nurse -on-duty at magbigay ng impormasyon tungkol sa konsultasyon.	3.1 Kapanayamin ang kliyente/ kamag-anak o legal authorized representative	Wala	10 minnuto	Nurse III Out Patient Unit - Psychiatry/ Neurology
4. Maghintay na tawagin ng OPU Nurse para sa vital signs, weight, height at abdominal girth at ipakita ang Psychiatry OPU Booklet.	<p>4.1 Suriin ang vital signs ng kliyente, vital signs, weight.</p> <p>PARA SA NAWALA O NASIRA ANG OPU</p>	<p>Wala</p> <p>P50.00</p>	15 minuto	<p>Nurse III Out-Patient Unit - Psychiatry/ Neurology</p> <p>Supervising Administrative</p>

	PSYCHIATRY BOOKLET, KAILANGANG MAGBAYAD NG P50.00			Officer Billing Unit / Cash Unit
<p>5. Konsultasyon sa doktor Physician-on-duty (POD).</p> <p>PARA SA KLIYENTENG NA-ASSESS PARA SA PSYCHIATRIC ADMISSION</p> <p>Magtungo sa Medical Social Work Unit para sa klasipikasyon/ classification (kung meron ng isang taon)</p> <p>PARA SA KLIYENTENG NA-ASSESS PARA SA AGARANG LUNAS (MEDICAL)</p>	<p>5.1 Gawin ang panayam sa kliyente/ kamag-anak o legal authorized representative para sa history, mental examination ng kliyente.</p> <p>5.2 Ilista ang mga gamot sa reseta at ang susunod na konsultasyon ng kliyente.</p> <p>5.3 Kumpletuhin ang mga dokumento tulad ng laboratory and diagnostic requests at reseta</p> <p>5.4 Ipabago ang forms (Consultation Form to Admission Form)</p> <p>5.5 Gawin ang panayam sa kliyente/ kamag-anak o legal authorized representative.</p> <p>5.6 I-transfer ang pasyente sa Admission and Intervention Crisis Unit</p> <p>5.7 Dalhin ang pasyente sa Emergency Room</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p> <p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>45 minuto</p> <p>20 minuto</p> <p>20 minuto</p> <p>20 minuto</p> <p>20 minuto</p> <p>5-10 minuto</p>	<p>Medical Specialist / Medical Officer</p> <p>Nurse III Out-Patient Unit - Psychiatry</p> <p>Administrative Officer /Administrative Assistant I Health Information Management Unit</p> <p>Social Welfare Officer I Medical Social Work Unit</p> <p>Nurse III Out-Patient Unit - Psychiatry</p> <p>Nurse III Out-Patient Unit - Psychiatry/Neurology</p>
PARA SA OUTPATIENT	6.1 Isulat ang petsa ng susunod na konsultasyon	Wala	10 minuto	Nurse III

<p>6. Pagkatapos ng konsultasyon sa doctor. Muling bumalik sa waiting area at hintaying tawagin ng nurse at ibigay ang Psychiatry Outpatient Booklet.</p>	<p>sa Psychiatry Outpatient Booklet. Ibalik sa kliyente /kamag-anak ang reseta, Psychiatry Outpatient Booklet / talaan, at magbigay ng tagubilin tungkol sa kanilang susunod na konsultasyon.</p> <p>6.2 Para sa kliyenteng walang injection, ibigay ang Transaction Receipt at Hospital Client Experience Survey Form. Sagutan kung matapos na ang mga transaction at ihulog sa Suggestion Box or ibigay sa PACD.</p>			<p>Out-Patient Unit - Psychiatry/ Neurology</p>
<p>7. Magtungo sa Medical Social Work Unit para sa klasipikasyon/ classification (kung meron ng isang taon)</p>	<p>7.1 Gawin ang panayam sa kliyente/ kamag-anak o legal authorized representative.</p>	<p>Wala</p>	<p>20 minuto</p>	<p>Social Welfare Officer I Medical Social Work Unit</p>
<p>Pumunta sa OPU-HIMU para sa Medical Certificate</p> <p>Maghintay na tawagin ng Health Information Management Unit Staff</p>	<p>I-refer sa OPU-HIMU para sa issuance ng Medical Certificate for Malasakit (kung mayroon ng isang taon na o validity expired).</p> <p>Ibigay ang kopya ng Request Copy ng impormasyong Pangkalusugan na pupunan at lalagdaan ng pasyente o authorized representative na may katunayan ng pagkakakilanlan o valid ID.</p> <p>Maghanda ng dalawang kopya ng medical</p>	<p>Wala</p>	<p>10 minuto</p>	<p>Nurse III Out-Patient Unit - Psychiatry</p> <p>Administrative Officer / Administrative Assistant I (Out Patient Staff (Health Information Management Unit) Staff</p>

	certificate na may diagnosis at kasalukuyang gamot ng kliyente. Pirmahan ng kliyente ang receiving copy.			
<p>Magpunta sa Pharmacy at ilahad ang reseta ng mga gamot.</p> <p>PARA SA MGA KLIYENTE NA HIHINGI NG TULONG SA MALASAKIT CENTER PARA SA GAMOT, LABORATORY AT MGA AVAILABLE NA DIAGNOSTIC PROCEDURES.</p> <p>-Magtungo sa Malasakit Center at ipakita ang Charge Slip at Medical Certificate</p> <p>PARA SA MGA KLIYENTE NA NAIS MAGBABAYAD NG CASH</p> <p>-Magtungo sa Cash Unit ipakita ang charge slip at magbayad</p>	Suriin kung mayroong amot sa Pharmacy ayon a reseta ng gamot at magbigay ng charge slip.	Tignan ang listahan ng halaga ng gamot na nakapaskil sa harap ng tanggapan ng Pharmacy	4 minuto	Pharmacist/ Pharmacy Unit
<p>1. Muling magtungo sa Pharmacy Section/ Botika, ipakita ang charge slip o official receipt.</p>	1 Ihanda at ibigay ang mga gamot sa kliyente. Magbigay ng mga paalala sa paginom ng mga gamot.	Wala	5 minuto	Pharmacist Pharmacy Unit

Magtungo sa OPU Nurse para sa mga gamot na for injection.	Sa mga kliyente na para sa injection, ipaliwanag ang proseso sa kliyente, ihanda at i-administer ang gamot through injection.	Wala	10 minuto	Nurse III Outpatient Psychiatry
KABUUANG ORAS AT BAYAD NA INILAAAN		PHP 50.00 kung nawala o nasira ang Psychiatry Outpatient Booklet	2 araw (working days), 4 oras and 4 minuto	

PROSESO PARA SA PSYCHIATRIC TELE KONSULTASYON (LUMANG KLIYENTE)

Ang Telekonsultasyon sa OPU Psychiatry ay nagbibigay serbisyo sa mga dati ng kliyente na nakakaranas ng depression, psychosis at anxiety disorder.

OPERATING HOURS NG PSYCHIATRY UNIT -Lunes - Miyerkules at Biyernes 8:00AM-3:00PM maliban lamang sa Huwebes, Sabado, Linggo at araw ng Pista.

Ang Telekonsultasyon sa OPU Neurology ay nagbibigay ng serbisyo para sa mga dati ng kliyente na nakakaranas ng Alzheimer's, dementia, seizure, epilepsy, Parkinson's Disease, migraine at iba pang neurologic problems .

OPERATING HOURS NG NEUROLOGY UNIT -Lunes hanggang Miyerkules 8:00AM-3:00PM maliban lamang sa Huwebes, Biyernes Sabado, Linggo at araw ng Pista.

Office or Division:	OUT-PATIENT UNIT PSYCHIATRY/ MEDICAL SERVICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pasyente, Kamag-anak ng pasyente atbp..			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Photocopy ng Birth Certificate Kung wala, sertipikasyon mula sa barangay Alinman sa 2 sa mga sumusunod kung maaari Isa(1) orihinal na kopya		Philippine Statistic Authority (PSA) Government Issued ID Barangay		
Recommendation Letter (kung mayroon man) Isa(1) orihinal na kopya		Recommending Agency (Ospital, DSWD, Barangay, School, Private Company)		
Wastong pagkakakilanlan o ID (Pasyente/Kamag-anak) na mayroong petsa ng kapanganakan, gitnang pangalan Isa(1) orihinal na kopya		PWD, Senior Citizen's ID, Government Issued ID		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON

<p>1. Magtanong sa Facebook Page ng MMWGH tungkol sa proseso ng Tele-konsultasyon.</p> <p>1.1 Maaari ding magtanong sa sumusunod na numero.</p> <p>OPU Psychiatry - 0953-197-0146 OPU Neurology-09948377565 (Lunes-Biyernes 8 ng umaga hanggang 5 ng hapon maliban sa holidays at Sabado, Linggo)</p>	<p>1. Kontakin ang mga kliyenteng nag-inquire sa page.</p> <p>2. Interbyuhin ang kamag-anak at i-assess ang pasyente.</p> <p>3. Magbigay ng tagubilin sa kamag-anak ukol sa iskedyul ng telekonsultasyon.</p> <p>1. Paraan ng Komunikasyon ng telekonsultasyon</p> <p>1.3.1.1 OPU Psychiatry Messenger Phone call Zoom</p> <p>1.3.1.2 OPU Neurology Viber (09948377565)</p> <p>I-encode ang lahat ng mga tanong/query na matatanggap</p>	Wala	1-2 araw 2 minuto	Nurse III/ Outpatient Unit
<p>Hintayin ang tawag ng OPU staff sa umaga ng itinakdang iskedyul ng telekonsultasyon.</p>	<p>Tawagan ang kamag-anak upang ipaalala ang iskedyul ng telekonsultasyon</p> <p>Tanungin sa kamag-anak kung anong account (FB/messenger) ang gagamitin para sa tele konsultasyon para sa OPU Psychiatry client.</p> <p>Para sa OPU Neurology, kunin ang viber number ng kliyente</p> <p>Abisuhan na manatiling online sa hapon</p>	Wala	2 minuto	Nurse III/ Outpatient Unit
<p>Konsultasyon sa doktor</p>	<p>Interbyuhin ang pasyente/kamag-anak o authorized representative para sa mental status examination ng pasyente</p>	Wala	1 oras	Medical Specialist/ Medical Service
<p>Pagkatapos ng tele-konsultasyon, maghintay sa tawag ng OPU staff</p>	<p>Abisuhan ang pasyente/kamag-anak kung</p>	Wala	2 minuto	Nurse III/ Outpatient Unit

	<p>sa paanong paraan kukunin ang reseta .</p> <p>Kung pupunta sa ospital: Kapag si pasyente ang kukuha ng reseta, magdala ng valid ID at ipakita sa OPU staff</p> <p>Kung authorized representative , magdala ng mga sumusunod,</p> <ol style="list-style-type: none"> a. Pirmadong authorization letter na ipinapadala sa kanilang messenger b. Valid ID ng pasyente c. Valid ID ng kinatawan <p>Ilista ang gamot na nireseta ng doctor at iskedyul sa susunod ng konsultasyon ng pasyente. Abisuhan ang pasyente o kamag-anak para sa susunod na konsulta</p> <p>4.4 Ipadala ang Customer Survey Form</p>			
KABUUANG BAYAD AT ORAS NA ILALAN		Wala	2 araw, 1 oras at 6 na minuto	

PSYCHOLOGICAL ASSESSMENT FOR OUTPATIENT

Ang Psychology Unit ay magbibigay ng mga psychological tests para makakalap ng mga impormasyon na kaugnay sa kanilang kakayahang pangkaisipan, katangian ng personalidad, ugali, pagpapahalaga, interes, emosyon, motibasyon at ayon sa referral ng tumingin na medical officer/specialist sa pasyente. Bukas ang Psychology Unit para sa mga serbisyong ito mula Lunes hanggang Biyernes, 8:00 AM – 5:00 PM.

Office or Division:	Psychology Unit MEDICAL SERVICE - Advanced Comprehensive Center for Mental Health			
Classification:	G2C & G2G			
Type of transaction:	Highly Technical			
Who may avail:	Out Patients na may layunin para sa: Diagnostic/Treatment; Court Order upang masuri ang kakayahan upang humarap sa paglilitis; checklist para sa requirements			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule Slip Isa (1) Orihinal na kopya			Manggagaling sa Psychology Unit Staff	
Referral Letter Isang (1) Orihinal na kopya			Mula sa ahensya at opisina ng kliyente.	
Wastong pagkakakilanlan o ID na mayroong petsa ng kapanganakan, gitnang pangalan Isang (1) Orihinal na kopya			Person With Disability (PWD) ID, Senior Citizen's ID, at iba pang Government Issued ID	
SA ARAW NG TESTING DATE KAPAG NABIGYAN NA NG SCHEDULE SLIP:				
Charge Slip Isang (1) Orihinal na kopya			Manggagaling sa Psychology Unit Staff	
Official Receipt Isang (1) Orihinal na kopya			Makukuha sa Billing/Cashier Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 (Scheduling)			1 araw	
1. Pumunta sa psychology unit.	1.1 Ang nurse-on-duty ay sasamahan ang pasyente papuntang Psychology Unit at ibibigay ang referral slip kasama ang chart ng pasyente. 1.2 I-skedyul ang nirefer na pasyente para sa	Wala	5 minuto	Nurse on Duty Out-patient Unit

	<p>assessment at bigyan ito ng schedule slip kasama ang Psychological Evaluation Schedule Waiver.</p> <p>1.3 Ipaalam sa pasyente ang tungkol sa proseso ng testing.</p> <p>1.4 Abisuhan ang pasyente at/o gardyan na bibigyan lamang sila ng 30 minuto na palugit sa kanilang schedule at kung lumagpas ay hindi na itutuloy ang psychological evaluation.</p> <p>Kapag hindi nakarating sa nasabing oras sa itinakdang petsa, ang ibibigay sa pasyente ay ang susunod na iskedyul.</p> <p>1.5 Ang psychometrician ay magpapadala ng mensahe sa pasyente sa huling linggo ng buwan bago ang iskedyul para kumpirmahin ang pagpunta sa nakatakdang araw ng psychological evaluation. Kapag hindi sumagot o nag kumpirma ng iskedyul ang pasyente sa loob ng 72 na oras, tatawagan siya ng psychometrician. Kapag hindi pa rin sumagot ang pasyente, hindi na itutuloy ang iskedyul at ibibigay ito sa susunod na pasyente. Kapag sumagot ang pasyente at nais humingi ng panibagong iskeydul, ang pinakamaagang petsa ay ibibigay.</p>			<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
STEP 2 (Psychological Assessment Proper)			1-2 araw	
2. Bumalik sa araw ng iskedyul sesyon ng psychological testing. Isulat ang	2.1 Magbigay ng Transaction Receipt at itala ang pagkakakilanlan sa Logbook.	Wala	1 minuto	Security Guard

<p>pagkakakilanlan sa Transaction Slip at Logbook.</p>	<p>KAPAG WALANG SINTOMAS 2.2 Magpatuloy sa Step 3.</p> <p>KAPAG MAY SINTOMAS 2.3 Sa kliyenteng may sintomas ng sakit, i-endorse ang kliyente sa Triage para suriin ang kanyang kalusugan.</p> <p>Maaaring bigyan ng panibagong iskedyul o ituloy ang testing para sa kliyente depende quarantine o isolation guidelines na sinabi ng Triage Unit.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Nurse on duty TRIAGE</p>
<p>3. Sabihin sa Public Assistance and Complaints Unit (PACU) ang magiging transaction upang ma-assist sa pakay.</p>	<p>Isulat sa Transaction Receipt ang pakay at opisina ng pupuntahan.</p>	<p>Wala</p>	<p>1 minuto</p>	<p>Administrative Assistant o Administrative Officer Public Assistance and Complaints Unit (PACU)</p>
<p>4. Sa araw ng iskedyul na assessment, ipasa ang schedule slip</p>	<p>4.1 I-verify ang pangalan ng pasyente sa listahan ng mga naka-iskedyul na magsusulit.</p> <p>4.2 Ibigay ang battery of psychological tests base sa referral.</p>	<p>Wala</p>	<p>5-6 oras (Nakadepende sa klase ng psychological test na sasagutan at sa kakayahan ng pasyenteng magsagot.)</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) and/or Psychologist Psychology Unit</p>
<p>5. Kuhanin ang charge slip ng psychological examination fee.</p>	<p>Ibigay ang Charge Slip.</p>	<p>Wala</p>	<p>2 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) and/or Psychologist Psychology Unit</p>
<p>6. Pumunta sa Billing/Cash Unit o Malasakit Center para sa pagbabayad.</p>	<p>PARA SA KLIYENTENG NAIS KUMUHA NG MEDICAL ASSISTANCE SA MALASAKIT CENTER</p>	<p>Ang presyong babayaran ay nakadepende sa mga klase ng</p>	<p>15 minuto</p>	<p>Social Welfare Officer o Social Welfare Assistant Malasakit Center</p>

	<p>7.1 Magtungo sa Malasakit Center at ilahad ang mga sumusunod:</p> <ul style="list-style-type: none"> Anumang balid na Government ID Slip ng bayad at Psychological Assessment, liham ng pagrerekomenda mula sa Sikolohiyang Unit. <p>PARA SA MAY KAKAYAHANG MAG-BAYAD</p> <p>Pumunta sa Cash Unit, pakita ang slip ng bayad, at bigay ang bayad.</p>	psychological test na sinagutan.		Administrative Assistant o Administrative Officer o Cash Clerk Billing/Cash Unit
<p>8. Bumalik sa Psychology Unit at ipakita ang Official Receipt upang maitala.</p>	<p>8.1 Itala ang Official Receipt Number sa logbook.</p> <p>8.2 Ipaalam sa pasyente na ang Psychological Test Result o Psychological Evaluation Report ay kadalasang handa na sa loob ng 20 na araw ng trabaho at ipapasa sa HIMU.</p> <p>Ang pag-aayos ng Psychological Test Result o Psychological Evaluation Report ay maaaring mas tumagal, depende sa dami ng pagsusuring naibigay at sa dami ng pasyenteng nakalaan sa buwan.</p>	Wala	3 minuto	Administrative Assistant o Administrative Officer (Psychometrician) and/or Psychologist Psychology Unit
STEP 3 (Report write up of Administrative Assistant/Officer na mga Registered Psychometrician/s)			11 araw	
<p>9. Pagsasagawa ng Psychological Test Result o Psychological Evaluation Report.</p>	<p>9.1 Pag-interpret at pagsusuri sa resulta ng mga test na isinagawa ng pasyente.</p>	Wala	Nakadepende sa klase ng psychological test na sinagutan ng pasyente.	Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit
STEP 4 (Validation of reports of Registered Psychologists)			33 araw	

10. Pagsusuri ng naisagawang Psychological Test Result o Psychological Evaluation Report	10.1 Muling susuriin at i-interpret ang mga nasabing reports.	Wala	Nakadepende sa klase ng psychological test na sinagutan ng pasyente.	Registered Psychologist Psychology Unit
STEP 5 (Releasing of report)			1 araw	
11. Pagsusumite ng Psychological Test Result o Psychological Evaluation Report sa Health and Information Management Unit (HIMU)	11.1 Pag-isyu ng Psychological Test Result o Psychological Evaluation Report.	Wala	3 minuto	Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit Administrative Assistant o Administrative Officer Health and Information Management Unit (HIMU)
END OF TRANSACTION	TOTAL	Ang presyong babayaran ay nakadepende sa mga klase ng psychological test na sinagutan.	Maaring dumepende sa dami ng kliyente at pasyenteng kumukuha ng serbisyo. 45 days. 6 hours . 27 mins	END OF TRANSACTION

Citation of the rulings under the Implementing Rules Regulations of Republic act of RA. 10029 known as the Philippine Psychology Act of 2009, defining the following as a support in the working days of the preparation of the said reports.

Psychological Assessment: gathering and integration of psychology-related data for the purpose of: (A) making a psychological evaluation accomplished through a variety of tools including individual tests, projective tests, clinical interviews and other psychological assessment tools, or (B) assessing diverse psychological functions including cognitive abilities, aptitudes, personality characteristics, attitudes, values, interests, emotions, and motivations, among others, in support of psychological counseling, psychotherapy and other psychological interventions.

Psychological evaluation shall include the making of diagnostic interpretations, reports, and recommendations (a) as part of a case study, or (b) in support of diagnostic screening, placement, management decisions, psychiatric evaluation, legal action, psychological counseling, psychotherapy or change intervention.

and, all these activities shall at all times be conducted under the supervision of a licensed professional psychologist. All the assessment reports prepared and done by the psychometrician shall always bear the signature of the supervising psychologist who shall take full responsibility for the integrity of the report.

PSYCHOLOGICAL ASSESSMENT FOR INPATIENT

Ang Psychology Unit ay magbibigay ng mga psychological tests para makakalap ng mga impormasyon na kaugnay sa kanilang kakayahang pangkaisipan, katangian ng personalidad, ugali, pagpapahalaga, interes, emosyon, motibasyon at ayon sa referral ng tumingin na medical officer/specialist sa pasyente. Bukas ang Psychology Unit para sa mga serbisyong ito mula Lunes hanggang Biyernes, 8:00 AM – 5:00 PM.

Office or Division:	Psychology Unit MEDICAL SERVICE - Advanced Comprehensive Center for Mental Health			
Classification:	G2C & G2G			
Type of transaction:	Highly Technical			
Who may avail:	Inpatients na may layunin para sa Diagnostic at/o Treatment.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Schedule Slip Isa (1) Orihinal na kopya			Manggagaling sa Psychology Unit Staff	
Referral Slip Isa (1) Orihinal na kopya			Manggagaling sa Medical Officer/Specialist	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 (Scheduling)			1 araw	
1. Ang nurse o nursing attendant ay pupunta sa Psychology Unit.	1.1 Ang nurse o nursing attendant ay magbibigay ng referral slip kasama ang chart ng pasyente. 1.2 Iskedyul ang nirefer na pasyente para sa assessment at ibigay ang schedule slip.	Wala	5 minuto	Nurse o Nursing Attendant Ward/Dorm/CCU/ACIU Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit
2. Bumalik sa araw ng iskedyul sesyon ng psychological testing.	KAPAG WALANG SINTOMAS 2.1 Magpatuloy sa Step 3.	Wala	1 minuto	Nurse o Nursing Attendant Ward/Dorm/CCU/ACIU

	<p>KAPAG MAY SINTOMAS 2.2 Sa kliyenteng may sintomas ng sakit, i-endorse ang kliyente sa Triage o medical doctor ng unit para suriin ang kanyang kalusugan.</p> <p>Maaaring bigyan ng panibagong iskedyul o ituloy ang testing para sa kliyente depende quarantine o isolation guidelines na sinabi ng Triage Unit o medical doctor ng unit.</p>	Wala	5 minuto	Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit
STEP 2 (Psychological Assessment Proper)			1-2 araw	
<p>3. Sa araw ng assessment, pupunta ang Administrative Assistant o Administrative Officer (Psychometrician) at/o Psychologist sa open area malapit sa ward ng pasyente para maisagawa ang testing. <i>*sa tulong ng nurse o nursing attendant</i></p>	<p>3.1 Hanapin ang pangalan ng pasyente sa listahan ng mga naka-iskedyul na magsusulit.</p> <p>3.2 Ibigay ang battery of psychological tests base sa referral.</p>	Wala	<p>5-6 oras</p> <p>(Nakadepende sa klase ng psychological test na sasagutan at sa kakayahan ng pasyenteng magsagot.)</p>	<p>Nurse o Nursing Attendant Ward/Dorm/CCU/ACIU</p> <p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>

<p>4. Ang pasyente ay babalik sa ward sa tulong ng nurse o nursing attendant.</p>	<p>4.1 Ipaalam sa nurse o nursing attendant na ang Psychological Test Result o Psychological Evaluation Report ay kadalasang magagawa sa loob ng 20 na araw ng trabaho.</p> <p>Ang pag-aayos ng Psychological Test Result o Psychological Evaluation Report ay maaring mas tumagal, depende sa dami ng pagsusuring naibigay at sa dami ng pasyenteng nakalaan sa buwan.</p>	<p>Wala</p>	<p>3 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
<p>STEP 3 (Scoring and interpretation of reports of psychological tests of Administrative Assistant/Officer na mga Registered Psychometrician/s)</p>			<p>11 araw</p>	
<p>5. Pagsasagawa ng Psychological Test Result o Psychological Evaluation Report.</p>	<p>5.1 Pag-interpret at pagsusuri sa resulta ng mga test na isinagawa ng pasyente.</p>	<p>Wala</p>	<p>Nakadepende sa klase ng psychological test na sinagutan ng pasyente.</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
<p>STEP 4 (Validation of psychological reports of Registered Psychologists)</p>			<p>33 araw</p>	
<p>6. Pagsusuri ng naisagawang Psychological Test Result o Psychological Evaluation Report</p>	<p>6.1 Muling susuriin at i-interpret ang mga nasabing reports.</p>	<p>Wala</p>	<p>Nakadepende sa klase ng psychological test na sinagutan ng pasyente.</p>	<p>Registered Psychologist Psychology Unit</p>
<p>STEP 5 (Releasing of report)</p>			<p>1 araw</p>	

5. Pagsusumite ng Psychological Test Result o Psychological Evaluation Report sa unit na nagrefer.	5.1 Pag-isyu ng Psychological Test Result o Psychological Evaluation Report.	Wala	3 minuto	Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit
KABUANG ORAS AT BAYAD NA INILAAN		Ang presyong babayaran ay nakadepende sa mga klase ng psychological test na sinagutan.	Maaring dumepende sa dami ng kliyente at pasyenteng kumukuha ng serbisyo. 44minutes, 7 hours and 1 minute	

Citation of the rulings under the Implementing Rules Regulations of Republic act of RA. 10029 known as the Philippine Psychology Act of 2009, defining the following as a support in the working days of the preparation of the said reports.

Psychological Assessment: gathering and integration of psychology-related data for the purpose of: (A) making a psychological evaluation accomplished through a variety of tools including individual tests, projective tests, clinical interviews and other psychological assessment tools, or (B) assessing diverse psychological functions including cognitive abilities, aptitudes, personality characteristics, attitudes, values, interests, emotions, and motivations, among others, in support of psychological counseling, psychotherapy and other psychological interventions.

Psychological evaluation shall include the making of diagnostic interpretations, reports, and recommendations (a) as part of a case study, or (b) in support of diagnostic screening, placement, management decisions, psychiatric evaluation, legal action, psychological counseling, psychotherapy or change intervention.

and, all these activities shall at all times be conducted under the supervision of a licensed professional psychologist. All the assessment reports prepared and done by the psychometrician shall always bear the signature of the supervising psychologist who shall take full responsibility for the integrity of the report.

NEUROPSYCHOLOGICAL TESTING

Ang Psychology Unit ay nagbibigay ng mga Neuropsychological Test para sa pangangalap ng impormasyon na may kaugnayan sa kakayahang pangkaisipan, personalidad at pag-uugali ng isang indibidwal o grupo ng mga kliyente. Bukas ang Psychology Unit para sa mga serbisyong ito mula Lunes hanggang Biyernes, 8:00 AM – 5:00 PM.

Office or Division:	Psychology Unit MEDICAL SERVICE - Advanced Comprehensive Center for Mental Health			
Classification:	G2C & G2G			
Type of transaction:	Highly Technical			
Who may avail:	Lahat ng kliyenteng nangangailangan ng Neuropsychological Testing.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter o Slip Isang (1) Orihinal na kopya	Mula sa ahensya at opisina ng kliyente.			
Schedule Slip Isa (1) Orihinal na kopya (Para sa walk-in na representative ng ahensya)	Manggagaling sa Psychology Unit Staff			
Wastong pagkakakilanlan o ID na mayroong petsa ng kapanganakan, gitnang pangalan Isang (1) Orihinal na kopya	Person With Disability (PWD) ID, Senior Citizen's ID, at iba pang Government Issued ID			
SA ARAW NG TESTING DATE KAPAG NABIGYAN NA NG SCHEDULE:				
2x2 ID Picture na may puting background Isang (1) piraso	Manggagaling mula sa kliyente			
Wastong pagkakakilanlan o ID na mayroong petsa ng kapanganakan, gitnang pangalan Isang (1) Orihinal na kopya	Person With Disability (PWD), Senior Citizen's ID, at iba pang Government Issued ID			
Charge Slip Isang (1) Orihinal na kopya	Manggagaling sa Psychology Unit Staff			
Official Receipt Isang (1) Orihinal na kopya	Makukuha sa Billing/Cash Unit			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Psychology Unit upang ipakita ang referral letter o mag-email sa	1.1 Tanggapin ang referral letter.	Wala	5 minuto	Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit

<p>mmwghpsychology@gmail.com</p> <p>Ang referral letter ay kinakailangang mayroon ng mga sumusunod:</p> <ul style="list-style-type: none"> ✓ Dahilan ng referral ✓ Buong pangalan at edad ng kliyenteng ni-refer at mga datos tungkol sa posisyon na ina-applyan, pinakamataas na antas na nakamit, atbp. ✓ Email address at contact number ng ahensya na nag-refer. 	<p>1.2 Ibigay ang schedule slip sa walk-ins o ipadala sa pamamagitan ng email ang schedule slip para sa ahensya na nag-email.</p>			<p>Human Resource Management Unit (HRMU) Unit Staff at Authorized Personnel ng ibang ahensya</p>
<p>2. Magpasa ng mga kinakailangan tulad ng:</p> <ul style="list-style-type: none"> • 2x2 ID Picture na may puting background. • Wastong pagkakakilanlan o ID. 	<p>2.1 Ipaalam sa kliyente o ahensya na nagrefer ang tungkol sa klase ng test na ibibigay, kung kailan ang iskedyul at oras ng pagsusulit, mga babayaran, at mga kinakailangang dalhin sa araw ng pagsusulit.</p> <p>2.2 Abisuhan ang kliyente at/o ahensya na bibigyan lamang sila ng 30 minuto na palugit sa kanilang iskedyul at kung lumagpas ay hindi na itutuloy ang neuropsychological evaluation.</p> <p>Kapag hindi nakarating sa nasabing oras</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>

	sa itinakdang petsa, ang ibibigay sa kliyente ay ang susunod na iskedyul.			
3. Bumalik sa araw ng iskedyul na sesyon ng neuropsychological testing. Isulat ang pagkakakilanlan sa Transaction Slip at Logbook.	<p>3.1 Magbigay ng Transaction Receipt at itala ang pagkakakilanlan sa Logbook.</p> <p>KAPAG WALANG SINTOMAS</p> <p>3.2 Magpatuloy sa Step 4.</p> <p>KAPAG MAY SINTOMAS</p> <p>3.3 Sa kliyenteng may sintomas ng sakit, i-endorse ang kliyente sa Triage para suriin ang kanyang kalusugan.</p> <p>Maaaring bigyan ng panibagong iskedyul o ituloy ang testing para sa kliyente depende sa quarantine o isolation guidelines na sinabi ng Triage Unit.</p>	<p>Wala</p> <p>Wala</p>	<p>1 minuto</p> <p>5 minuto</p>	<p>Security Guard</p> <p>Nurse on duty TRIAGE</p>
4. Sabihin sa Public Assistance and Complaints Unit (PACU) ang magiging transaction upang ma-assist sa pakay.	4.1 Isulat sa Transaction Receipt ang pakay at opisina ng pupuntahan.	Wala	1 minuto	Administrative Assistant o Administrative Officer Public Assistance and Complaints Unit (PACU)

<p>5. Pupunta ang kliyente sa opisina ng Psychology Unit at ipapakita ang mga kinakailangang dokumentong nabanggit.</p>	<p>5.1 Suriin ang dokumento ng kliyente.</p> <p>5.2 Ibigay ang battery of Neuropsychological Tests.</p>	<p>Wala</p>	<p>4 oras</p> <p>(Nakadepende sa klase ng neuropsychological test na sasagutan at sa kakayahan ng kliyenteng magsagot.)</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
<p>6. Tanggapin ang Charge Slip para sa pagbabayad ng Neuropsychological exam fee.</p>	<p>6.1 Ibigay ang Charge Slip.</p>	<p>Wala</p>	<p>2 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
<p>7. Pumunta sa Billing/Cash Unit at magbayad ng kinakailangang halaga.</p>	<p>7.1 Iproseso ang bayad at ibigay ang Official Receipt.</p>	<p>Ang presyong babayaran ay nakadepende sa mga klase ng neuropsychological test na sinagutan.</p>	<p>3 minuto</p>	<p>Administrative Assistant o Administrative Officer Billing/Cash Unit</p>
<p>8. Ang kliyente ay babalik sa Psychology Unit. Ipapakita ang Official Receipt at Transaction Slip.</p>	<p>8.1 Irecord ang Official Receipt number at ipapaalam sa kliyente na ang Neuropsychological Report ay kadalasang magagawa sa loob ng 20 na araw ng trabaho.</p> <p>Ang pag-aayos ng Neuropsychological Report ay maaaring mas tumagal, depende sa dami ng pagsusuring naibigay at sa dami ng kliyenteng nakalaan sa buwan.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>

	<p>8.2 Ipaalam sa kliyente o sa ahensya ang harap harapan o online interview schedule. (Ito ay nakadepende kung mayroon ng medical specialist.)</p> <p>8.3 Lagdaan ang transaction slip.</p>			
<p>9. Bumalik sa Psychology Unit o maglog-in sa Zoom platform para sa iskedyul na Neuropsychological Interview.</p>	<p>9.1 Ang psychiatrist on duty ay magsasagawa ng interview via Zoom o ng harap harapan. Ipaalam sa ahensya na maaari nang kuhanin ang neuropsychological report matapos ang interview.</p>	Wala	<p>15 minuto – 1 oras</p> <p>(Nakadepende sa iskedyul ng medical specialist kung kailan maiskedyul ang kliyente matapos maiproseso ang report.)</p>	<p>Medical Specialist Psychiatry Unit</p>
<p>10. Ang awtorisadong staff ng ahensyang nag refer ay babalik sa Psychology Unit upang kuhanin ang Neuropsychological Report.</p>	<p>10.1 Ipakita ang isang (1) valid Government ID at procurement letter na nagsasaad ng pangalan ng kliyente at pangalan ng awtorisadong personnel ng ahensya.</p> <p>10.2 Pag-isyu ng Neuropsychological Report.</p>	Wala	10 minuto	<p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
<p>KABUUNANG ORAS AT BAYAD NA INILAAN</p>		<p>Ang presyong babayaran ay nakadepende sa mga klase ng</p>	<p>20 na araw ng trabaho, 5 oras, at 37 minuto (Maaring dumepende sa dami ng kliyente at pasyenteng kumukuha ng serbisyo)</p>	

	neuropsychological test na sinagutan.	
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UNAWA PSYCHOTHERAPY CLINIC

Ang Psychology Unit ay magsasagawa ng individual Psychotherapy or Talk Therapy gamit ang holistic na approach. Ito ay makakatulong sa pasyente na matutunan kung paano kontrolin ang kanyang mga pang-araw-araw na gawain at tumugon sa mga hamon ng buhay sa pamamagitan ng coping skills. Ang interbensyon na ito ay nakabase sa referral ng tumingin na medical officer/specialist. Bukas ang Psychology Unit para sa mga serbisyong ito mula Lunes hanggang Biyernes, 8:00 AM – 5:00 PM.

Office or Division:	Psychology Unit MEDICAL SERVICE - Advanced Comprehensive Center for Mental Health			
Classification:	G2C & G2G			
Type of transaction:	Highly Technical			
Who may avail:	Out-Patients at in-patients: May layunin para sa sikolohikal na interbensyon para sa mga kabataan at matatanda na hrap sa mga pang-araw-araw ng gawain, nakakaranas ng anxiety, depresyon, trauma, anger management, problema sa pagtulog, at iba pang mga katulad nito.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Schedule Slip Isa (1) Orihinal na kopya		Manggagaling sa Psychology Unit Staff		
Referral Letter Isang (1) Orihinal na kopya		Mula sa ahensya at opisina ng kliyente.		
Wastong pagkakakilanlan o ID na mayroong petsa ng kapanganakan, gitnang pangalan Isang (1) Orihinal na kopya		Person With Disability (PWD) ID, Senior Citizen's ID, at iba pang Government Issued ID		
SA ARAW NG SESSION KAPAG NABIGYAN NA NG SCHEDULE SLIP:				
Charge Slip Isang (1) Orihinal na kopya		Manggagaling sa Psychology Unit Staff		
Official Receipt Isang (1) Orihinal na kopya		Makukuha sa Billing/Cash Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Pumunta sa Psychology Unit.</p>	<p>1.1 Sasamahan ng nurse-on-duty ang pasyente papuntang Psychology Unit at ibibigay ang referral slip kasama ang chart ng pasyente.</p> <p>1.2 I-skedyul ang pasyenteng nirefer para sa psychotherapy at magbigay ng schedule slip.</p> <p>1.3 Ipaliwanag sa pasyente ang proseso ng psychotherapy.</p> <p>1.4 Abisuhan ang pasyente at/o gardyan na bibigyan lamang sila ng 30 minuto na palugit sa kanilang iskedyul at kung lumagpas ay hindi na itutuloy ang psychotherapy.</p> <p>Kapag hindi nakarating sa nasabing oras sa itinakdang petsa, ang ibibigay sa pasyente ay ang susunod na iskedyul.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Nurse o Nursing Attendant Out-patient Unit o Ward</p> <p>Administrative Assistant o Administrative Officer (Psychometrician) Psychology Unit</p>
<p>2. Bumalik sa araw ng iskedyul ng sesyon ng psychotherapy. Isulat ang pagkakakilanlan sa Transaction Slip at Logbook.</p>	<p>2.1 Magbigay ng Transaction Receipt at itala ang pagkakakilanlan sa Logbook.</p> <p>KAPAG WALANG SINTOMAS</p> <p>2.2 Magpatuloy sa Step 3.</p> <p>KAPAG MAY SINTOMAS</p> <p>2.3 Sa kliyenteng may sintomas ng sakit, i-endorse ang kliyente sa Triage para suriin ang kanyang kalusugan.</p> <p>Maaaring bigyan ng panibagong iskedyul o ituloy ang sesyon para sa kliyente depende sa quarantine o isolation guidelines na sinabi ng Triage Unit.</p>	<p>Wala</p> <p>Wala</p>	<p>1 minuto</p> <p>5 minuto</p>	<p>Security Guard</p> <p>Nurse on duty TRIAGE</p>

<p>6. Sabihin sa Public Assistance and Complaints Unit (PACU) ang magiging transaction upang ma-assist sa pakay.</p>	<p>Isulat sa Transaction Receipt ang pakay at opisina ng pupuntahan.</p>	<p>Wala</p>	<p>1 minuto</p>	<p>Administrative Assistant o Administrative Officer Public Assistance and Complaints Unit (PACU)</p>
<p>4. Ipakita ang schedule slip.</p>	<p>4.1 Hanapin ang pangalan ng pasyente sa listahan ng iskedyul para sa psychotherapy sesyon.</p> <p>4.2 Isagawa ang initial consultation o follow-up psychotherapy na sesyon base sa referral.</p>	<p>Wala</p>	<p>45-60 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) at/o Psychologist Psychology Unit</p>
<p>5. Kunin ang charge slip para sa Psychotherapy session fee.</p>	<p>Ibigay ang Charge Slip.</p>	<p>Php500.00 para sa paunang konsultation; Php400.00 para sa mga susunod na sesyon ng psychotherapy</p>	<p>5 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) at/o Psychologist Psychology Unit</p>
<p>6. Pumunta sa Cash unit o Malasakit Center para sa pagbabayad.</p>	<p>PARA SA KLIYENTENG NAIS KUMUHA NG MEDICAL ASSISTANCE SA MALASAKIT CENTER</p> <p>6.1 Magtungo sa Malasakit Center at ilahad ang mga sumusunod:</p> <ul style="list-style-type: none"> • Anumang balid na Government ID • Slip ng bayad at Psychotherapy, liham ng pagrerekomenda mula sa Sikolohiyang Unit. <p>PARA SA MAY KAKAYAHANG MAG-BAYAD</p> <p>Pumunta sa Billing/Cash Unit, ipakita ang slip ng bayad, at ibigay ang bayad.</p>	<p>Wala</p>	<p>15 minuto</p>	<p>Social Welfare Officer o Social Welfare Assistant Malasakit Center</p> <p>Administrative Assistant o Administrative Officer o Cash Clerk Billing/Cash Unit</p>

<p>7. Bumalik sa Psychology Unit at ipakita ang Official Receipt para sa pagrerekord.</p>	<p>7.1 Irekord ang Official Receipt Number sa logbook.</p> <p>7.2 Ipaalam sa pasyente ang susunod niyang iskedyl ng psychotherapy sesyon.</p>	<p>Wala</p>	<p>5 minuto</p>	<p>Administrative Assistant o Administrative Officer (Psychometrician) at/o Psychologist Psychology Unit</p>
<p>KABUUNANG ORAS AT BAYAD NA INILAAN</p>		<p>Php500.00 para sa paunang konsultation; Php400.00 para sa mga susunod na sesyon ng psychotherapy</p>	<p>1 oras at 37 minuto</p>	

PROSESO SA PAGKUHA NG MEDICAL CERTIFICATE, CERTIFICATE OF CONFINEMENT, CLINICAL CASE SUMMARY AT PSYCHIATRIC REPORT

Ang proseso na ito ay ang pag-iisyu ng Medical Certificate , Certificate of Confinement , Clinical Case Summary at Psychiatric Report para sa mga kliyente na na-admit/ nagpakonsulta sa Mariveles Mental Wellness and General Hospital. Para sa kliyente na nagpapakonsulta sa Out-Patient Unit (General Medical Service/ Psychiatry) , maaaring magrequest mula Lunes- Biyernes (8:00 ng umaga- 5: 00 ng hapon). Para sa kliyente na nakaadmit sa Ward, maaaring magrequest mula Lunes-Linggo (walang nakatalagang oras).

Office or Division:	HEALTH INFORMATION AND MANAGEMENT UNIT			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	In-Patient, Out-Patient , Kamag-anak/ Awtorisadong Kinatawan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Kliyente (Upang Lagdaan “Request for Copy of Health Information”)		Health Information Management Unit (HIMU) Out-Patient Unit (Lunes-Biyernes 8:00 am-5:00 pm)		
Valid I.D. (Kliyente, Kamag-anak/ Awtorisadong Kinatawan at Empleyado) Isa (1) orihinal na kopya		PWD, Senior Citizen ID, Government Issued ID		
Court Order (para sa may kaso) Isa (1) orihinal na kopya		Respective Trial Court		
PAALALA: Kinakailangan ang presensya ng kliyente sa pagkuha ng Medical Certificate, Certificate of Confinement, Clinical Case Summary at Psychiatric Report				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Out-Patient - General Medical Service/Psychiatry</i> Magtungo sa Out-Patient Unit at lumapit sa Nurse na nakaduty	1.1. Kuhanin ang “referral” mula sa Nurse on Duty tungkol sa hinihinging “certificate” o dokumento.	Wala	5 minuto	(Health Information Management Unit) Staff-Administrative Officer /Administrative

<p>upang sabihin ang kailangan na “<i>certificate</i>” o dokumento.</p> <p><i>In Patient -General Medical Service/Psychiatry</i> Magtungo kung saan nakaadmit ang pasyente at sabihin sa Nurse na nakaduty ang kailangang certificate o dokumento.</p>	<p>1.2 Humingi ng anumang patunay ng pagkakakilanlan / Valid ID mula sa pasyente o awtorisadong kinatawan. Itanong kung saan gagamitin ang hiniling na certificate at kung saan ito ipapasa.</p>		<p>Assistant I/ Administrative Assistant II</p> <p>(Admission and Information Section Staff)</p>
	<p>1.3 Ibigay ang “<i>Request for Health Information form</i>” sa pasyente/awtorisadong kinatawan.</p> <p>Gabayan ang kliyente/ awtorisadong kinatawan sa pagsagot ng form at suriin kung tama ang impormasyong nakasulat at tiyaking pipirmahan ng pasyente ang form</p>		
	<p>1.4 Gawin ang certificate/ document and dalhin ito sa Attending Physician upang pirmahan ito.</p>	20 minuto	
	<p>1.5 Bigyan ang pasyente/ awtorisadong kinatawan ng charge slip para sa kaukulang bayad ng certificate o dokumento.</p>	<p><u>Php100.00</u></p> <p>Medical Certificate/Certificate of Confinement</p> <p><u>Php150.00</u></p> <p>Clinical Case Summary (1 buwan matapos ang araw ng request)</p> <p>Psychiatric Report</p> <p>(pagkatapos ng Psychological Examination at ilang sesyon ng konsulatasyon)</p> <p><u>Php 5.00</u></p> <p>Certified True Copy of Medical Certificate , Laboratory Examination/ Radiology Results, Discharge Summary at iba pang dokumento.</p>	<p>Assistant I/ Administrative Assistant II</p> <p>(Admission and Information Section Staff)</p>

<p>2. Bumalik sa Out-Patient Unit- HIMU matapos mabayaran ang certificate o dokumento.</p>	<p>2.1 Ibigay ang certificate/ dokumento sa kliyente/awtorisadong kinatawan.</p> <p>Hayaang lagdaan ng pasyente/</p> <p>awtorisadong kinatawan ang kopya ng certificate o dokumento na magisisilbing patunay na ang impormasyong nakasulat ay napatunayang tama.</p>	<p>wala</p>		
	<p>TOTAL:</p>	<p><u>Php100.00</u></p> <p>Medical Certificate/Certificate of Confinement</p> <p><u>Php150.00</u></p> <p>Clinical Case Summary (1 buwan matapos ang araw ng request)</p> <p>Psychiatric Report</p> <p>(pagkatapos ng Psychological Examination at ilang sesyon ng konsulasyon)</p> <p><u>Php 5.00</u></p> <p>Certified True Copy of Medical Certificate , Laboratory Examination/ Radiology Results, Discharge Summary at iba pang dokumento.</p>	<p>30 minuto</p>	

CREATION OF PATIENT'S HEALTH RECORD

Office or Division:	HEALTH INFORMATION AND MANAGEMENT UNIT			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Patients, Relative of Patients and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D. - One (1) Original Copy			Client, Nearest Relative, Employees	
Referral Form			Client, Nearest Relative, Referring Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Consultation and Admission: New Client</p> <p>Proceed to the Receiving Area of Health Information Management Unit and state the purpose of your visit.</p> <p>Fill out the form.</p>	<p>1.1. Explain the forms that need to be filled up with Patient Information Sheet.</p> <p>2. Guide the relative or the patient in filling out the forms.</p> <p>3. Have the patient sign the consent (if able to sign) or the authorized representative. <i>(Pahintulot sa Pagpapatala at Pagproseso ng Impormasyon)</i></p> <p>Review the filled-up forms and create the patient's health record.</p>	None	<p>10 minutes</p> <p>20 minutes</p> <p>10 minutes</p>	<p>(Health Information Management Unit) Staff-Administrative Officer /Administrative Assistant I/ Administrative Assistant II</p> <p>(Admission and Information Section Staff)</p>
<p>2. Admission: Old Client</p>	<p>4. Endorsed created patient health record to the unit designated for patient consultation.</p> <p>Get the patient's health record and make sure from the relative or authorized representative that the information written in the</p>		<p>20 minutes</p>	

	<p>patient's health record is still the same as of today.</p> <p>If the information written on patient's health record has changes, let the authorized representative fill up the Patient Information Sheet.</p> <p>1.3 Have the relative or authorized representative sign the consent (Patient unable to decide on his/her own). (Pahintulot sa Pagpapagamot)</p> <p>After verifying the information is the same, create the patient's health record.</p> <p>1.5 Endorsed created patient health record to the designated unit for admission.</p>			
	TOTAL	None	Consultation and Admission: New Client- 30 minutes Admission: Old Client- 30 minutes	

SERBISYO NG ELECTROENCEPHALOGRAM LABORATORY

Nagbibigay ng abot kayang serbisyo ang *EEG Laboratory* na kailangan para sa tamang gamutan ng mga pasyente na may *neurologic* na kondisyon. Nagbibigay serbisyo mula Lunes hanggang Biyernes, alas-8 ng umaga hanggang alas-5 ng hapon. Maliban sa mga *Holidays* at Pistang Opisyal

Office or Division:	<i>Medical Service</i>			
Classification:	<i>Complex</i>			
Type of Transaction:	<i>G2C- Government to Citizen</i>			
Who may avail:	<i>In-patient and Outpatient Service-User</i>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>EEG Request Form</i></p> <p>Isang (1) orihinal – para sa <i>scheduled clients</i> na galing sa ibang ospital o klinika</p> <p>Dalawang (2) orihinal - para sa <i>In-patient</i> at <i>Outpatient</i> ng MMWGH</p>		<i>Mula sa Nurse on Duty o Attending Physician</i>		
<i>Valid I.D (Client/Relatives)</i>		<i>PWD, Senior Citizen's ID, Government Issued ID</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Pumunta sa <i>EEG Laboratory</i> dala ang <i>EEG Request Form</i> na napirmahan ng doktor</p> <ul style="list-style-type: none"> Para sa magpapaschedule na <i>Outpatient</i>, kunin ang impormasyon ng kliyente, pangalan, edad, <i>contact number</i> at <i>requesting physician</i> Para sa magpapaschedule na <i>In-patient</i>, ang <i>Nurse on duty</i> ay makikipag-ugnayan 	<p>1.1 Makipag ugnayan sa kliyente kung ano ang kanilang pakay.</p>	Wala	5 minuto	<i>EEG Technician</i>
	<p>1.2 Itakda ang araw at oras kung kailan babalik ang kliyente para sa eksaminasyon.</p>		2 minuto	
	<p>1.3 Ipaliwanag ang mga <i>preparation</i> na dapat sundin bago ang <i>EEG</i></p>		2 minuto	

<p>sa <i>EEG Technician</i> at maaring mag-message sa opisyal na <i>Viber number (0994-837-7565)</i> o magtungo sa <i>EEG Laboratory</i> para mabigyan ng <i>schedule</i></p>				
<p>2. Pagsasailalim sa eksaminasyon</p> <ul style="list-style-type: none"> • Ibigay ang mga sumusunod sa <i>EEG Technician</i>: <ul style="list-style-type: none"> • <i>EEG Request Form</i> • <i>Identification card</i> • <i>Transaction slip</i> 	<ol style="list-style-type: none"> 1. Tanggapin at suriin ang <i>request form</i> 2. Ihanda ang <i>EEG machine</i> at ang kliyente para sa eksaminasyon 3. Ipaliwanag ang <i>procedure</i> sa kliyente at papirmahin ng <i>consent form</i> kung sumasang-ayon ito sa gagawin na eksaminasyon. <p style="text-align: center;">2.3.1 Ang <i>guardian</i> o tagapangalaga naman ang pipirma kung ang kliyente ay may edad na <i>18</i> pababa</p> <ol style="list-style-type: none"> 4. Pahigain ng komportable ang kliyente at isagawa ang eksaminasyon 5. I-save ang <i>EEG recording</i> para sa interpretasyon ng resulta 	<p style="text-align: center;">Wala</p>	<p style="text-align: center;">10 minuto</p> <p style="text-align: center;">1-2 oras</p>	<p style="text-align: center;"><i>EEG Technician</i></p>
<p>3. Pagkatapos ng Eksaminasyon</p>	<p>3.1 Ibigay ang isang (1) orihinal na kopya ng <i>EEG Request Form</i>, gawin at Ibigay ang <i>charge slip</i></p>	<p style="text-align: center;">Wala</p>	<p style="text-align: center;">5 minuto</p>	<p style="text-align: center;"><i>EEG Technician</i></p>

<p>Para sa mga kliyenteng lalapit sa Malasakit Center - Magtungo sa Malasakit Center at ipakita ang mga sumusunod:</p> <ul style="list-style-type: none"> • <i>Medical Certificate c/o HIMU</i> • Isang (1) orihinal na kopya ng <i>EEG Request Form</i> • <i>Charge slip</i> <p>Para sa mga pribadong pasyente na nais magbayad ng cash</p> <p>- Magtungo sa <i>cash/billing unit</i> at ipakita ang <i>charge slip</i> at bayad</p> <p>Para sa mga In-patient na kliyente</p>	<p>2. Ibigay ang araw at oras ng pagkuha ng resulta ng <i>EEG</i></p> <p>3. Payuhan na ibalik ang Malasakit <i>slip</i> na ibinigay sa kanila ng <i>billing unit</i></p> <p>3.4 Ang <i>EEG Technician</i> ang magbibigay ng charge slip sa <i>billing unit</i></p>	<p>Php2,000 - procedure</p> <p>Php500 - reading fee</p>	<p>8 minuto</p> <p>5 minuto</p>	<p><i>Administrative Assistant/ Cashier Billing/Cash Unit</i></p> <p><i>EEG Technician</i></p>
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PROSESO SA PAGSUSUMITE NG REKLAMO

Office or Division:	OMCC Public Assistance and Complaints Unit			
Classification:	Complex			
Type of Transaction:	G2G & G2B			
Who may avail:	Lahat			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital Clients Experience Survey (HCES) o salaysay ng concern / complain			Public Assistance and Complaints Unit (PACU)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Ipagbigay alam sa Public Assistance and Complaints Desk Staff on-duty ang Concern na nais iparating. Maaari din ilahad sa "Hospital Clients Experience Survey Form" ang buong pangyayari</p>	<p>1.1 Kapanayamin ang kliyente ast kunin ang detalye hinggil sa konsern na natanggap</p>	Wala	5-20 minuto	Administrative Assistant I / PACU
	<p>1.2 Kung maari, tawagin ang atensyon ng <i>concern unit/employee</i> para sa agarang pagbibigay ng resolusyon.</p> <p>KUNG TUMANGGI ANG UNIT O CONCERN EMPLOYEE *i-dokumento ang naging tugon</p> <p>KUNG TUMANGGI ANG KLIYENTE NA HUMARAP SA CONCERN UNIT/EMPLOYEE,</p>	Wala	5 minuto	Administrative Assistant I / PACU

	*i-dokumento ang naging tugon at Ipaalam sa <i>concern unit/employee</i> na tumangging makipag-usap ang kliyente. Payapain at ipaliwanag ang polisiya at proseso sa kanyang transaksyon			
	1.3 Kunin ang contact number ng nagreklamo upang maipabatid ang naging aksyon.			
	1.4 Magpadala ng komunikasyon sa unit o empleyado upang kunin ang kanilang panig patungkol sa konsern ng kliyente, Laman ng Notice na ito ang sumusunod; a. Petsa ng pangyayari b. Pangalan ng mayroon Koncern c. Uri ng Koncern d. Paksa ng konsern e. Detalye ng Konsern Hintayin ang kanilang isususmiteng salaysay sa loob ng 24 oras mula ng maipadala ang notice Mag <i>copy furnish</i> sa Division Concern at QAC para sa kanilang impormasyon	Wala	1 araw	Concern Unit o Empleyado na inireklamo
	1.5 Gumawa ng Ulat tungkol dito para sa kaalaman ng Quality Assurance Committee Chairperson (QAC) at Division Head ng <i>concern unit o employee</i> , talakayin ang <i>resolution at action taken</i>	Wala	1 araw	Administrative Officer II PACD Quality Assurance Committee Chairperson

				Division Head ng Concern Unit / Employee
2. Hintayin at i- <i>acknowledge</i> ang mensahe o update mula sa Public Assistance and Complaints Desk hingil sa naging aksyon sa reklamong isinumite sa PACD.	2.1 Kung naresolba ang concern, ipaalam sa Kliyente ang <i>resolution at action taken</i>	Wala	2 minuto	Administrative Officer II PACD
	2.2 Kung hindi naresolba ang concern, Ang Quality Assurance Committee Chairperson (QAC) ang siyang magrerekomenda ng papapataw ng Corrective Action Report (CAR) sa Medical Center Chief.	Wala	1 araw	Quality Assurance Committee Chairperson
	2.3 Medical Center Chief ang siyang mag-aapruba ng pagpapataw sa Corrective Action Report (CAR) sa empleyado /unit na inirereklamo (depende sa antas ng reklamo)	Wala	3 araw	Medical Center Chief II OMCC
3 Hintayin ang mensahe o update mula sa Public Assistance and Complaints Desk hingil sa naging aksyon sa reklamong isinumite sa PACD.	3.1 Ipagbigay alam sa kliyenteng nag reklamo ang ang status, aksyon sa naging reklamo. Sa loob ng talong araw ay hindi nag bigay ng saot ang nag reklamo ito ay ituturing na sarado na. 3.2 Itala ito sa “Complaints Monitoring Sheet”	Wala	5 minutes	Administrative Officer II PACD

<p>KABUUANG BAYAD O ORAS NA INILAAAN</p>	<p>WALA</p>	<p>PARA SA AGARANG RESOLUSYON (SIMPLE) 25 minuto</p>	<p>PARA SA HINDI NA RESOLUSYONAN (COMPLEX) 6 days 27 minutes</p>
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MMWGH INTERNAL SERVICE

PROSESO PARA SA KOLEKSYON

Ito ay katibayan o nagpapatunay na nakuha na ng mga tagapagtustos/suplayer ang kani-kanilang tseke o bayad para sa mga pangunahing pangangailanga't kagamitan ng ospital at sa mga nakapagbayad ng bidding documents at sa affiliation fee ng bawat eskwelahan. Ito rin ay para sa mga empleyadong nagnanais humingi ng kopya ng kanilang payslip at sertipikasyon ng Philhealth.

Office or Division:		CASH UNIT		
Classification:		Complex		
Type of Transaction:		G2B - Government to Business		
Who may avail:		Employees, Suppliers, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Kaukulang Pagkakakilanlan (Kliyente) Isa(1) kopya		Kompanya ng Tagapagtustos o Suplayer		
Sulat ng Awtorisasyon Isa(1) kopya		Kompanya ng Tagapagtustos o Suplayer		
Opisyal na Resibo Isa(1) kopya		Kompanya ng Tagapagtustos o Suplayer		
Liham ng Kahilingan Isa(1) kopya		Empleyadong Humihingi		
Slip ng Babayaran / Notice of Award Isa(1) kopya		MMWGH-Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Cashier at sabihin ang intension/pakay	1.1 TAGAPAGTUSTOS 1.1.1 Kung tseke ang kukunin, tanungin ang kliyente kung anong ahensiya o kumpanya at hingan ng kaukulang pagkakakilanlan (I.D.) at sulat na pinahihintulutan siyang kumulekta/kumuha. Ibigay ang Disbursement Voucher kasama ng tseke at BIR Form (2 kopya).	Wala	10 Minuto	Supervising Administrative Officer / Cash Unit

	<p>Ang isa ay para sa kolektor at ang naiwang kopya ay para sa opisina ng tagapagtuos. Ituro kung saan dapat pumirma at hingan ng kaukulang opisyal na resibo.</p> <p>1.1.2 Kung magbabayad ng performance / surety bond at bid docs, kailangan magpakita ng Notice of Award para sa performance/surety bond at charge slip naman para sa bid docs galing sa Procurement Unit, upang sa magawan ng kaukulang resibo.</p>	<p>Limang Porsyento (5%) ng kabuuang kontrata o ng NOA para sa performance /surety bond at P1,000.00- P25,000.00 sa aprubadong pondo naman para sa Bid Docs.</p>	<p>10 Minuto</p>	<p>Administrative Assistant II / Cash Unit</p>
	<p>1.2 EMPLEYADO Kung empleyado ang kukuha ng panibagong kopya ng Payslip o sertipikasyon ng Philhealth kontribusyon, hingan ng liham ng kahilingan. Papirmahin sa isang kopya at ibigay ang para sa empleyado.</p>	<p>Wala</p>	<p>15 minuto para sa Payslip Isang (1) araw para sa sertipikasyon Philhealth Kontribusyon</p>	<p>Administrative Officer I / Cash Unit</p>
	<p>1.3 KAAKIBAT NA PAARALAN Kung magbabayad ng Affiliation Fee ng mga</p>	<p>Kung narses (P60.00 kada Estudyante).</p>	<p>10 Minuto</p>	<p>Administrative Assistant II/Cash Unit</p>

	estudyante, tanungin kung anong eskwelahan at itsek kung may naibigay na ang PETRU ng Billing of Students Affiliates kalakip ang slip ng babayaran at listahan ng mga estudyante. Pagkatanggap ng kanilang bayad, isyuhan ng kaukulang opisyresibo.	Praktikal Narses o Caregiver (P100.00 kada Estudyante)		
2. Ibigay ang transaction slip	2.1 Pirmahan ang transaction slip at ibalik sa kliyente.	Wala	1 minuto	Administrative Assistant II/Cash Unit
KABUUANG ORAS AT BAYAD NA INILAAN		PHP 60.00 - P25,000.00 + Limang Porsyento (5%) ng kabuuang kontrata o ng NOA	15 minuto - 1 araw depende sa pamamaraang ginawa	

ARCHITECTURAL DRAWING REQUEST

MMWGH Employees can utilize the Drawing Request Form (MMH-HFD-04-05-01) to request technical and architectural detailed drawings needed for or related to the improvement and modification of healthcare facilities, physical hospital plants, and other architectural matters.

Office or Division:	PLANNING - HEALTH FACILITY DEVELOPMENT SECTION			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	MMWGH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Drawing Request Form Two(2) original copy		Planning - Health Facility Development Section (Planning - HFDS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up Drawing Request Form (Must be reviewed and signed by the Division Head of the requestee)	1.1 Receive and check the request form if it is properly accomplished	None	5 Minutes	Administrative Assistant II - HFDS
	1.2 Review the request	None	30 Minutes	HFDS Head and Planning Officer
	1.3 Inform the employee about the approved Drawing Requests	None	10 minutes	Administrative Assistant II - HFDS
2. Coordinate and discuss the expected drawing output and purpose.	2.1 Prepare the Drawing Request with close coordination to the requestee.	None	7-15 Working Days	Administrative Assistant II - HFDS
	2.2 Once finalized, print and sign the requested drawing (2 copies)	None	5-10 Minutes (Depending on the availability of the signatory)	Administrative Assistant II - HFDS, HFDS Head and Planning Officer

3. Review and sign the drawing	3.1 Receive the signed drawing.	None	15-30 Minutes (Depending on the availability of the signatory)	Administrative Assistant II / OMCC Secretary
	3.2 Forward the Drawing Request to the Office of Chief Administrative Officer for recommending approval	None	4-8 hours (Depending on the availability of the signatory)	Chief Administrative Officer /OCAO
	3.3 Forward the Drawing Request to the Office of the Medical Center Chief for approval	None	1-2 days (Depending on the availability of the signatory)	Medical Center Chief /OMCC
	3.4 Receive the approved drawing from OMCC staff 3.5 Advise the staff that drawing is ready for pick up	None	8 hours upon approval	Administrative Assistant II / OMCC Secretary
4. Claim the approved Drawing Request	4.1 Hand the approved drawing (original) to the client and ask for acknowledgment on the receiving copy.	None	10-15 minutes	Administrative Assistant II - HFDS
TOTAL PROCESSING TIME		19 days, 1 hour, and 40 minutes		

EQUIPMENT REPAIR/SERVICE

MMWGH Employees can utilize the Equipment Repair/Service Form (MMH-HTM-04-03-00) to request for repair/service of biomedical equipment and auxiliary electronics.

Office or Division:	PLANNING - HEALTHCARE TECHNOLOGY MANAGEMENT SECTION			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	MMWGH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment Repair /Service Form One(1) original copy		Planning - Healthcare Technology Management Section (Planning - HTMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up Equipment Repair/Service Form (Must be reviewed and signed by the Division Head of the requestee)	1.1 Receive and check the repair/service form if it is properly accomplished	None	5 Minutes	Administrative Assistant I - HTMS
	1.2 Review the repair/service form and check the priority level of the equipment for repair/service	None	5 Minutes	Administrative Assistant II, MET I, and HTMS Head - HTMS
	1.3 Pre- inspection and assessment of the equipment for repair/service.	None	10-20 minutes	Administrative Assistant II, MET I, HTMS Head - HTMS

	<p>1.4 Check if the equipment repair/service process is for in-house or out-source.</p> <p>1.4.1 If the equipment is to be repaired by in-house Engineers / Technicians, prepare the necessary PR form for the defective parts to be replaced</p> <p>1.4.2 If the equipment is for repair and does not require replacement of parts, in-house Engineers/ Technicians will troubleshoot the equipment.</p> <p>1.4.3 If the equipment repair will be outsourced, prepare the necessary PR for the servicing of the defective equipment.</p>	None	<p>5-20 Minutes (Depending on the process of the signatory)</p> <p>1-5 days (Depending on the extent of repair)</p> <p>5-30 Minutes (Depending on the availability of the signatory)</p> <p>5-20 Minutes (Depending on the availability of the signatory)</p>	<p>Administrative I, Administrative Assistant II, HTMS Head and Planning Head - HTMS</p> <p>Administrative Assistant II, MET I, HTMS Head- HTMS</p> <p>Administrative Assistant II, MET I, HTMS Head, Planning Head – HTMS</p> <p>Requestee, HTMS Head - HTMS</p>
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	1.5 If the equipment is beyond repair, recommend the request for condemnation of equipment to the end-user. The return slip will be accomplished by the end-user. The end-user is responsible for returning the equipment to MMU	None	5-10 Minutes (Depending on the availability of the signatory)	Administrative Assistant II, MET I, HTMS Head-HTMS
	1.6 Post - inspection and assessment of equipment (if the equipment was repaired) Fill up the post - inspection form and indicate if the equipment is functional and ready to use, etc.	None	5-10 Minutes (Depending on the availability of the signatory)	Administrative Assistant II, MET I, HTMS Head-HTMS
2. Acknowledge post-inspection result	2.1. Endorse the Equipment to the end-user and discuss the status of the equipment.	None	5-20 mins (Depending on the availability of the signatory)	Administrative Assistant II, MET I, HTMS Head-HTMS
	2.2. Hand the approved Form (original) to the client and ask for acknowledgement on the receiving copy.	None	10-20 minutes (Depending on the availability of the signatory)	Administrative Assistant II, MET I, HTMS Head-HTMS
	2.3. Forward the Equipment Repair/Service Form to the Planning Head for checking approval	None	5-10 minutes	Administrative Assistant I, Planning Head - HTMS

	2.4. Hand the approved Form (original) to the Accounting Unit and ask for acknowledgement on the receiving copy if it requires to purchase part/s or service/s.	None	5-10 minutes	Accounting Unit, Administrative Assistant I, - HTMS
	2.5 Secure copy (original) for safekeeping.	None	5 minutes	Administrative Assistant I - HTMS
TOTAL PROCESSING TIME			5 days,3 hours and 5 minutes	

CCTV FOOTAGE REQUEST

MMWGH Employees can utilize the CCTV Footage Request Form (MMH-HTM-04-01-03) to request for CCTV footage.

Office or Division:	PLANNING - HEALTHCARE TECHNOLOGY MANAGEMENT SECTION			
Classification:	G2G			
Type of Transaction:	Highly Technical			
Who may avail:	MMWGH Employees and Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CCTV Footage Request Form One (1) original copy, one (1) photocopy		Planning - Healthcare Technology Management Section (Planning - HTMS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up and approved CCTV Footage Request Form (Which includes the date of request, date and time of the footage to be requested, purpose of requisition, brief description of the incident, signature of the requesting party and request access)	1.1 HTMS staff will check and receive the approved request. CCTV operator will retrieve the footage requested from the system and either.	None	30 mins. - 4 hours (Depending on the length of time of incident to be retrieve)	Administrative Assistant I HTMS Head, CCTV Operator
	1.1.1. Store the footage with encryption to secure the access of the footage; or	None	5-10 minutes	Engineer II HTMS
	1.1.2. Print the screenshot with timestamp	None	3-5-minutes	Administrative Assist I HTMS
	1.2 Hand over the signed and approved copy of request to the requestor together with the footage	None	3-5 minutes	Administrative Assist I HTMS

2. Receive the footage and acknowledge footage request forms (2 copies). Then return the acknowledged request form (1 copy) to HTMS staff and keep the other copy.	2.1. Receive the acknowledged request form	None	5 minutes	Administrative Assistant I HTMS
	2.2. The HTMS Head will sign the request.	None	3-5 minutes	Engineer II HTMS
	2.3. File the request form for safekeeping.	None	3-5 minutes	Administrative Assistant I HTMS
TOTAL PROCESSING TIME			4 hours and 35 minutes	

ISSUANCE OF SUPPLIES

To issue supplies/semi-expendable equipment to the end-users.

Office or Division:	HOPSS SERVICE			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	All MMWGH Units/ Committees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip Form (RIS) Four (4) Original Copies One (1) copy of Supplies Availability Inquiry (SAI) Form			MATERIALS MANAGEMENT UNIT	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user submits the approved Requisition and Issue Slip (RIS) form with attached SAI to assigned MMU Staff	1.1. Assigns RIS control number and records in the RIS logbook and stock cards and prepares Inventory Custodian Slip (ICS) for semi-expendable equipment	None	20 minutes	Administrative Assistants I & II / MMU

	1.2. Issues supplies and/or semi-expendable equipment and records issuance in the bin/stock cards and/or property cards, then fills up and signs the “Issuance” portion of RIS and ICS.	None	1-2 hours (Depending on the quantity/ volume requested by the end-user)	Warehouseman III, Storekeepers, Administrative Assistants I&II, SAO / MMU
2. The end-user receives supplies/semi-expendable equipment and signs the “Received by” portion of the RIS and ICS	2.1. Receives a copy of RIS and ICS.	None	20 minutes	Assistant I & II, Warehouseman III, Storekeepers / MMU
	TOTAL PROCESSING TIME		2 hours and 40 minutes	

RECEIPT, INSPECTION AND ACCEPTANCE OF DELIVERIES

Taking possession of goods for inspection. Inspection is the examination (including testing) of goods to determine the conformity to contract requirements. It is a pre-requisite to acceptance.

Office or Division:	HOPSS SERVICE			
Classification:	SIMPLE			
Type of Transaction:	G2B			
Who may avail:	EXTERNAL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sales Invoice One (1) Original Copy		Supplier		
Purchase Order One (1) Original Copy		Procurement Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs Warehouseman/ Storekeeper at building #22 about the delivery before unloading all supplies and/or equipment at the MMU receiving area.	1.1 The Inspector, End-user, and MMU representative check the conformity of the items delivered with the quantities, specifications, and other requirements indicated in the Purchase Order. Request and conduct testing if applicable.	None	1 hour to 4 hours (depending on the quantity/volume/ type of supplies/ materials/ equipment)	End-User Inspection Officer Supervising Administrative Officer/ MMU Warehouseman III/ MMU

2. Submits Sales Invoice and receives the signed duplicate copy of the sales invoice/receiving copy	2.1 Signs the "Received" portion on the Sales Invoice (SI) indicating the date of receipt after verifying conformity of the deliveries with the contract requirements.	None	5 minutes	Supervising Administrative Officer, Administrative Officer III / MMU
	2.2 If applicable, prepares Goods Return Form to document the rejected items and/ or Discrepancy Report for the items indicated in the Sales Invoice (SI) but undelivered.	None	5 minutes	Warehouseman III/ ADAS II/ ADAS I/ Storekeepers / MMU
TOTAL PROCESSING TIME			4 hours & 10 minutes	

PROCUREMENT OF GOODS, INFRASTRUCTURE AND CONSULTING SERVICES UNDER COMPETITIVE BIDDING

Competitive Bidding – refers to a method of procurement which is open to participation by any interested party and which consists of the following processes: advertisement, pre-bid conference, eligibility screening of prospective bidders, receipt and Republic Act No. 9184 3 opening of bids, evaluation of bids, post-qualification, and award of contract, the specific requirements and mechanics of which shall be defined in the IRR to be promulgated under this Act.

Office or Division:	PROCUREMENT UNIT - HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICE			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	Employees/ End-users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved PPMP/WFP One (1) photocopy			End-users	
Approved Mancom Resolution (if applicable) One (1) photocopy			Office of the Medical Center Chief	
Approved Purchase Request Three (3) original copies			End- users	
Terms of Reference / Scope of Work / Detailed Architectural and Engineering Design (DAED) / Approved Budget of the Contract One (1) original copy			End- users	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (3 copies) to Procurement Unit	1.1. Review and Ensure that all required documents are complete before accepting and processing the approved Purchase Request	None	15 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit

	Purchase Requests with ABC that are worth Php 1,000,000.00 above shall be processed through Competitive Bidding. Otherwise, if the Purchase Request with Php 1,000,000.00 below, the Purchase Request will be processed through Alternative Mode of Procurement.			
	1.2. Conduct Pre-procurement Conference with the end-users.	None	1 day	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.3. Prepares Public Bidding Documents	None	3 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.4. Forward Public Bidding Documents to Bids and Award Committee for approval.	None	1 day	Bids and Awards Committee
	1.5. Post the Approved Public Bidding Documents to PhilGEPS and newspaper.	None	1 day	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.6. Conduct Pre-Bid Conference with the prospective bidder/s.	None	1 day	Bids and Awards Committee
	1.7. Prepares Addendum and post to PhilGEPS, if there is a correction in the Public Bidding Documents.	None	Within 3 days	Administrative Assistant I - Administrative Officer III / Procurement Unit

	1.8. Conducts Bid Opening.	None	1 day	Bids and Awards Committee
	1.9. Administer Bid Evaluation	None	Maximum 7 days	Bids and Awards Committee and TWG
	2.0. Managing Post-Qualification	None	1-14 days	Bids and Awards Committee, TWG, and End-users
	2.1. Prepares BAC Resolution (2 copies) to be signed by the BAC and Head of the Procuring Entity (HoPE)	None	1-5 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.2. Prepares Notice of Post-Qualification (2 copies) to be signed by the BAC Chairperson	None	1-5 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.3. Prepares Notice of Award (NOA) to be signed by the BAC Chairperson and Head of Procurement Entity (HoPE) and issuance to the winning bidder.	None	1-5 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.4. Prepares and Issuance of Contract Agreement to the winning bidder	None	1-5 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.5. Prepares and Issuance of Notice to Proceed (2 copies) to the winning bidder	None	1-5 days	Administrative Assistant I - Administrative Officer III / Procurement Unit

	2.6. Create a Purchase Order/Job Order (6 copies) for the winning supplier.	None	1-2 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.7. Forward the PO/JO to the Budget Unit for obligation. After being obligated, the PO/JO will be forwarded by the Budget Unit to Accounting for the certification by the Accountant. Then the Accounting Unit will endorse the PO/JO with its supporting documents to the Division Chief of the Requestor. After getting signed by the Division Chief, the documents will be forward to HoPE for approval. The HoPE staff will return the approved PO/JO with supporting documents to the Procurement Unit.	None	1-4 days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.8. The Procurement Staff will inform the Supplier that they are the winning bidder and receive the approved PO/JO.	None	1 day	Administrative Assistant I - Administrative Officer III / Procurement Unit
	2.9. Give the Material Management Unit (MMU) a copy of the PO/JO received by the winning Supplier.	None	15 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit
TOTAL PROCESSING TIME			64 days, 30 minutes	

****This service is cover under RA 9184 Government Procurement Policy Board****

PROCUREMENT OF GOODS, INFRASTRUCTURE, AND CONSULTING SERVICES UNDER ALTERNATIVE MODE OF PROCUREMENT

Procurement of Goods, Infrastructure Projects, and Consulting Services, where the amount involved does not exceed the amount of One Million Pesos (P1,000,000.00)

Office or Division:	PROCUREMENT UNIT - HOSPITAL OPERATIONS AND PATIENT SUPPORT SERVICE			
Classification:	SIMPLE			
Type of Transaction:	G2G			
Who may avail:	Employees/ End-users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved APP One (1) photocopy		Procurement Unit		
Approved PPMP/WFP One (1) photocopy		End-users		
Approved Mancom Resolution (if applicable) One (1) photocopy		Office of the Medical Center Chief		
Approved Purchase Request Three (3) original copies		End- users		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Purchase Request (3 copies) to Procurement Unit	1.1 Review and Ensure that all required documents are complete before accepting and processing the approved Purchase Request	None	15 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit
	Purchase Requests with ABC that are worth more than Php 50,000.00 shall be posted to Philgeps. Otherwise, if the Purchase Request with Php 50,000.00 below, proceed with preparing BAC Resolution.	None	1 hour	Administrative Assistant I - Administrative Officer III / Procurement Unit

	1.2 Prepares BAC Resolution (2 copies) to be signed by the BAC and Head of the Procuring Entity (HoPE)	None	1-3 working days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.3 After the BAC Resolution is approved, make a Request for Quotation (3 copies) and have it approved by the Chief Administrative Officer.	None	30 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.4 Submit the approved RFQ to the Canvasser to start canvassing to three qualified suppliers. Wait not more than seven (7) days for the submission of quotations from the qualified supplier/s.	None	7 working days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.5 Create an Abstract of the Bids of Quotation (3 copies) to determine who has the lowest and most responsive quotation. End-users will sign the ABQ as proof of their approval of the canvassed item/s.	None	30 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.6 After the ABQ is approved, prepare a BAC resolution (2 copies) recommending the award of the contract to the winning supplier. Get this approved by all BAC members and the Head of Procurement Entity (HoPE).	None	1-3 working days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.7 ABQ and BAC Resolution recommending the award of the contract to the winning bidder will be signed by the	None	1-7 working days	Administrative Assistant I - Administrative Officer III /

	BAC members and get approved by the Head of the Procuring Entity (HoPE).			Procurement Unit
	1.8 Create a Purchase Order/Job Order (6 copies) for the winning supplier. For PRs worth more than Php50,000.00, The Purchase Order /Job Order obtained by the winning supplier will be posted and awarded in the PhilGeps as well as on the agency's official website	None	30 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.9 Complete documentary requirements to be attached in the Purchase Order before forwarding to the Finance and OMCC for approval	None	3 working days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.10 Forward the PO/JO to the Budget Unit for obligation. After being obligated, the PO/JO will be forwarded by the Budget Unit to Accounting for certification by the Accountant. Then the Accounting Unit will endorse the PO/JO with its supporting documents to the Division Chief of the Requestor. After getting signed by the Division Chief, the documents will be forwarded to HoPE for approval. The HoPE staff will return the approved PO/JO with supporting documents to the Procurement Unit.	None	1-5 working days	Administrative Assistant I - Administrative Officer III / Procurement Unit
	1.11 The Procurement Staff will inform the Supplier that they are the winning bidder and receive the approved PO/JO.	None	1 working day	Administrative Assistant I - Administrative Officer III /

				Procurement Unit
	1.12 Give the Material Management Unit (MMU) a copy of the PO/JO received by the winning Supplier.	None	15 minutes	Administrative Assistant I - Administrative Officer III / Procurement Unit
TOTAL PROCESSING TIME			29 days, 3 hours	

**This service is covered under RA 9184 Government Procurement Policy Board*

PREPARATION OF APPOINTMENT

This service covers the preparation of Appointment for successful applicant/s.

Office or Division:	Human Resource Management Unit	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens - G2C	
Who may avail:	Successful Applicant/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Personal Data Sheet (PDS) & Work Experience Sheet Two (2) Original Copies	Can be downloaded at www.csc.gov.ph	
Medical Certificate Two (2) Original Copies	Shall be accomplished by a licensed government physician	
Urinalysis One(1) Original & Two(2) photocopies		
Hematology One (1) Original & Two (2) photocopies		
Drug Test One (1) Original & Two (2) photocopies		
X-ray Result One (1) Original & Two (2) photocopies		
Neuro-Psychiatric Screening Result One (1) Original Copy	MMWGH -Psychology Unit	
NBI Clearance Two (2) Original copies	National Bureau of Investigation	
Diploma Two(2) copies Certified True Copy	From the school you graduated	
Transcript of Records Two(2)copies, Certified True Copy	From the school you graduated	
PRC Certification & Board Rating Two (2) copies, Certified True Copy	Professional Regulatory Commission	
PRC License /Certificate of Civil Service Eligibility Two(2) copies, Certified True Copy	Professional Regulatory Commission/ Civil Service Commission	
PSA Birth Certificate/ Marriage Contract/Children's Birth Certificate One(1) original & 2 photo copy	Philippine Statistics Authority	
Documentary Stamp	Bureau of Internal Revenue or Post Office	

Two(2) pieces				
For Doctors: of Residency Training Certificate or Diplomate /Fellowship Certificate (if applicable) Two (2) Certified True Copies		From the hospital you graduated from residency /diplomate /fellowship training		
Clearance from last employment- One(1) Certified True Copy)		From the previous employment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-employment meeting	Conduct pre-employment meeting	None	1 hour – 1 hour & 30 minutes	Administrative Officer IV - Human Resource Management Unit
2. Completion of Appointment Requirements	Follow-up the successful applicant/s on their Appointment Requirements	None	12 working days	Administrative Officer II - Human Resource Management Unit
3. Submit a complete list of requirements for preparation of appointment.	Receive the documents and review for correctness and completeness of requirements.	None	15 Mins – 30 Mins	Administrative Assistant II / Administrative Officer II - Human Resource Management Unit
	Prepare and review the draft appointment	None	1-3 working days after the receipt of complete documents.	Administrative Assistant II / Administrative Officer IV- Human Resource Management Unit
	Sign and Approve the Appointment papers.	None	1-3 working days	Supervising Administrative Officer - HRMU HRMPSB Chairperson/CAO

				Medical Center Chief II- OMCC
TOTAL PROCESSING FEES and TIME			18 working days, 2 hours	

LEAVE APPLICATION

Civil Service Form No. 6 Revised 2020 is used to document an employee's leave of absence.

Office or Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2G or Government to Government
Who may avail:	Mariveles Mental Wellness and General Hospital Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CSC Form No. 6 (for all types of Leave)	HRMU Office
Sick Leave (Sec. 43, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <ul style="list-style-type: none"> • Medical Certificate if half-day or more than 5 days One (1) original or photocopy • Fit to work (if applicable) One (1) original/photocopy • CS Form No.7 s. 2018 Clearance Form (if sick leave will be for 30 days or more leave of absences) Four (4) original copies 	Attending Physician Attending Physician HRMU Office
Vacation Leave (Sec. 51, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <ul style="list-style-type: none"> • Travel Authority - (if vacation will be spent abroad) Two (2) original copies • CS Form No.7 s. 2018 Clearance Form (if vacation will be spent abroad and or for 30 days or more leave of absences) Four (4) original copies • Notarized Affidavit of Undertaking - if vacation will be spent abroad and or for 30 days or more leave of absences) One (1) original copy • Notarized Affidavit of Guarantee: employee with outstanding loan - (if vacation will be spent abroad and or for 30 days or more leave of absences) One (1) original copy 	
Union Leave Privilege/Special Privilege Leave (Sec. 21, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <ul style="list-style-type: none"> • N/A 	
Mandatory/Forced Leave (Sec. 25, Rule XVI, Omnibus Rules Implementing E.O. No. 292) <ul style="list-style-type: none"> • Work schedule (leave must be plotted on schedule) One(1) Original copy 	Designated Office
Parental Leave for Solo Parent (RA No. 8972 / CSC MC No. 8, s. 2004) <ul style="list-style-type: none"> • Solo Parent ID One (1) certified true Copy 	Municipal/City/Social Welfare Office

<ul style="list-style-type: none"> • Birth Certificate of child One (1) original/photocopy • Medical Certificate (if child/children is sick) One (1) original/photocopy 	Registrar's Office / PSA Office Attending Physician
Paternity Leave (R.A. No. 8187 / CSC MC No. 71, s. 1998, as amended) <ul style="list-style-type: none"> • Marriage contract One (1) certified true Copy • Birth Certificate of the newly born child One (1) original/photocopy • Medical certificate with pathological reports in case of miscarriage of spouse One (1) original/photocopy 	Registrar's Office / PSA Office Registrar's Office / PSA Office Attending Physician
Special Leave Benefits for Women (RA No. 9710 / CSC MC No. 25, s. 2010) <ul style="list-style-type: none"> • One (1) original/photocopy of the following report : <ul style="list-style-type: none"> • Medical Certificate (reflecting the estimated period of recuperation) • Clinical Summary (reflecting gynecological disorder) • His-pathological report • Operative Technique used surgery • Duration of Surgery • Fit to Work (upon return to work) One (1) original/photocopy • CS Form No.7 s. 2018 Clearance Form (for 30 days or more leave of absences) Four (4) original copies 	HRMU Office
Expanded Maternity Leave (R.A. No. 11210 / IRR issued by CSC, DOLE and SSS) <ul style="list-style-type: none"> • Medical Certificate (with estimated date of delivery) One (1) original/photocopy • CS Form No.7 s. 2018 Clearance Form Four (4) original copies • Letter of Extension of Maternity Leave (for live child birth) One (1) original copy • Letter of allocation to child's Father or Alternative Caregiver (for live child birth) One (1) original copy • CS Form No. 6a s.2020 (Notice of Allocation of Maternity Leave) One (1) original copy • Fit to Work (upon return to work) One (1) original/photocopy 	Attending Physician HRMU Office Employee (who will extend Maternity Leave) Employee (who will allocate seven (7) days of Leave) HRMU Office Attending Physician HRMU Office

<ul style="list-style-type: none"> Notarized Affidavit of undertakings and computation of Loan and TLB (if applicable) One (1) original copy 	
<p>Rehabilitation Leave (Joint Circular No. 01 S. 2006-CSC & DBM) Job-related injuries incurred in the performance of duty (upto 6 months)</p> <ul style="list-style-type: none"> Letter of Absence due to Accident One (1) original copy Police Report/Incident Report One (1) original copy Medical Certificate One (1) original/photocopy CS Form No.7 s. 2018 Clearance Form (for 30 days or more leave of absences) Four (4) original copies 	<p>Employee</p> <p>National Police Attending Government Physician HRMU Office</p>
<p>Ten-Day Leave Under R.A. 9262 (Anti-Violence Against Women and Their Children Act of 2004)</p> <ul style="list-style-type: none"> Barangay Protection Order One (1) original/photocopy Temporary / Permanent Protection Order from the court One (1) original/photocopy Certification that BPO, TPO, PPO has been filed One (1) original/photocopy Police Report One (1) original/photocopy Medical Certificate (may be considered upon discretion of supervisor) One (1) original/photocopy 	<p>Barangay Hall/Office</p> <p>Supreme Court</p> <p>Barangay Hall/Office and Supreme Court</p> <p>Philippine National Police Attending Physician</p>
<p>Study Leave (CSC MC No. 21 S. 2004)</p> <ul style="list-style-type: none"> Letter requesting for Study Leave One (1) original copy Contract between the head of office and Employee Six (6) original notarized copy CS Form No.7 s. 2018 Clearance Form (for 30 days or more leave of absences) Four (4) original copies 	<p>Employee HRMU Office</p> <p>HRMU Office</p>
<p>Adoption Leave (R.A. No. 8552)</p> <ul style="list-style-type: none"> Pre-Adoptive Placement Authority One (1) authenticated copy The Decree of Adoption One (1) authenticated copy 	<p>DSWD</p> <p>Proper Court</p>

Special Emergency Leave Affected by Natural Calamities/Disasters (CSC Resolution 1200289 dated February 8, 2012) <ul style="list-style-type: none"> • Certification from the Municipal/City/Baranggay Office that the current area of residence is declared under state of calamity One (1) original/photocopy • Other proofs as may be necessary (ex. picture) One (1) original/photocopy 		Barangay Hall/Office		
		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit documentary requirements and apply for leave of absence thru: formal letter, walk-in, e-mail, viber, and or via google link : https://docs.google.com/forms/d/e/1FAIpQLSfolql8Cylh-Y1mUofxSY3dmV-Hs3Btr1ZWWSkaenjgJAaW3w/vi ewform	1.1 Check the employee's requirement if complete.	None	5-10 minutes	Administrative Assistant II HRMU-Leave Administration
2. Inform HRMU staff the inclusive dates of leave of absence. *Check the details, leave the application form and receive it in the logbook.	2.1 HRMU will process leave applications and update employee leave records.	None	8-10 minutes	Administrative Assistant II HRMU-Leave Administration
	2.2. Print leave application form and will be reviewed by two (2) leave administrative staff before issuance to employee.	None	5-10 minutes	Administrative Assistant II HRMU-Leave Administration
	2.3. Instruct the client/employee to submit a leave application to their respective unit head and or division head for approval.	None	2 minutes	Administrative Assistant II HRMU-Leave Administration
	Prepare for applicable types of Leave only:	None	5-10 minutes	Administrative Assistant II

	2.4. Prepare clearance form (clearance from money, property and legal accountability) in four (4) copies.			HRMU-Leave Administration HRMU-Leave Administration
	2.5. Prepare affidavit of undertakings and computation of remaining leave credits and outstanding loan (if applicable).	None	5-10 minutes	Administrative Officer II HRMU-Leave Administration HRMU-Payroll Officer
	2.6. Prepare authority to travel abroad documents in three (3) copies.	None	12-15 minutes	Administrative Assistant II HRMU-Leave Administration
	2.7. Prepare a service contract between the head of office and employee.	None	5-10 minutes	Administrative Officer III / HRMU-Learning and Development
	2.8 Instruct the client/employee to submit their leave application to their respective unit head and or division head for approval.	None	2 minutes	Administrative Assistant II HRMU-Leave Administration
3. Submit leave application form and required attachment to the following for signature: <ul style="list-style-type: none"> • Unit head/Supervisor • Division head • Head of the agency if 30 days or more 	3.1 Sign the leave application form for approval or disapproval by the unit Head and Division Head	None	1-2 working days	Supervising Administrative Officer, Administrative Officers, Chief Administrative Officer, Nurse III, Nurse VI, Medical Officer IV, Medical Center Chief

<p>4. Return properly accomplished leave application to Human Resource Management Unit (HRMU).</p>	<p>4.1 Received the properly accomplished Leave Application Form, stamp date of receipt and received in the logbook.</p>	<p>None</p>	<p>5-60 minutes <i>(Depends on the number of leave application)</i></p>	<p>Administrative Assistant II HRMU-Leave Administration</p>
<p>TOTAL PROCESSING TIME</p>			<p>2 days, 2 hours and 19 minutes</p>	

SUBMISSION OF JOB APPLICATION POSITION UNDER JOB ORDER / CONTRACT OF SERVICE

This service covers the submission of job applications for posted/published vacant positions.

Office or Division:	Human Resource Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent One (1) Original Copy	Applicant			
Personal Data Sheet (PDS) & Work Experience Sheet One (1) Original Copy	Can be downloaded at www.csc.gov.ph			
Diploma One (1) Photocopy	From the school you graduated			
Transcript of Records (if applicable) One (1) Photocopy	From the school you graduated			
PRC Certification & Board Rating (if applicable) One (1) Photocopy	Professional Regulatory Commission			
PRC License /Certificate of Civil Service Eligibility (if applicable) - One (1) Photocopy	Professional Regulatory Commission/ Civil Service Commission			
Certificate of Trainings and Seminars attended (if any) One (1) Photocopy	From the training provider			
Certificate of Employment/Service Record (if any) One (1) Photocopy	Previous Employer, Agency or Company			
TESDA NC II (if applicable) One (1) Photocopy	TESDA			
For Doctors: Certificate of Residency/ Diplomate/Fellow (if applicable) One (1) Photocopy	From the hospital you graduated from residency /diplomate /fellowship training			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements.	1.1. Receive the application for screening and review.	None	5 Mins – 10 Mins	Administrative Assistant / Administrative Officer II / Human Resource Management Unit

	<p>1.2. Upon review, the HR Staff shall give a Receipt of Application</p> <p>1.3. If qualified: the applicant shall be scheduled for HRMU interview.</p> <p>1.4. If not qualified: the applicant will be informed accordingly based on the minimum Qualification Standards.</p>	None	5 Mins – 10 Mins	Administrative Assistant / Administrative Officer II / Human Resource Management Unit
2. Attend the scheduled HRMU Interview with the concerned Unit / Division Head	2.1. Conduct the HRMU Interview.	None	1 – 5 Hours	Administrative Officer IV / Human Resource Management Unit / Concerned Unit / Division Head
3. Attend Pre-employment meeting	3.1. Conduct pre-employment meeting	None	2 – 3 hours	Administrative Officer II - Human Resource Management Unit Administrative Officer IV / Human Resource Management Unit, Accounting Staff
4. Completion of Appointment Requirements	Follow-up the successful applicant/s on their Appointment Requirements	None	10 working days	Administrative Officer II / Human Resource Management Unit
5. Submit a complete list of requirements for preparation of contract.	Receive the documents and review for correctness and completeness of requirements.	None	15 Mins – 30 Mins	Administrative Assistant / Administrative Officer II - Human Resource Management Unit
	Prepare and approve Obligation Request Status (ORS)	None	1-2 working days	Administrative Assistant / Administrative Officer IV/ Supervising Administrative Officer/ Concerned Division Head/In-Charge of Budget Unit/ Chief Administrative Officer Administrative Assistant / Administrative Officer

	Prepare and review the draft contract	None	1-2 working days after the receipt of complete documents.	IV- Human Resource Management Unit Supervising Administrative Officer - HRMU Accountant Financial and Management Officer II Concerned Division Head
	Sign and Approve the Contract.	None	1-4 working days	Legal Unit Medical Center Chief II-OMCC
TOTAL PROCESSING TIME			19 working days and 50 minutes	

SUBMISSION OF JOB APPLICATION PLANTILLA POSITION

This service covers the submission of job applications for posted/published vacant positions.

Office or Division:	Human Resource Management Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent One (1) Original Copy		Applicant		
Personal Data Sheet (PDS) & Work Experience Sheet One (1) Original Copy		Can be downloaded at www.csc.gov.ph		
Diploma One (1) Photocopy		From the school you graduated		
Transcript of Records (if applicable) One (1) Photocopy		From the school you graduated		
PRC Certification & Board Rating (if applicable) One (1) Photocopy		Professional Regulatory Commission		
PRC License /Certificate of Civil Service Eligibility (if applicable) - One (1) Photocopy		Professional Regulatory Commission/ Civil Service Commission		
Certificate of Trainings and Seminars attended (if any) One (1) Photocopy		From the training provider		
Certificate of Employment/Service Record (if any) One (1) Photocopy		Previous Employer, Agency or Company		
TESDA NC II (if applicable) One (1) Photocopy		TESDA		
For Doctors: Certificate of Residency/ Diplomate/Fellow (if applicable) One (1) Photocopy		From the hospital you graduated from residency /diplomate /fellowship training		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements.	1. Receive the application for screening and review.	None	5 Mins – 10 Mins	Administrative Assistant II / Administrative Officer II / Human Resource Management Unit

	<p>2. Upon review, the HR Staff shall give a Receipt of Application</p> <p>3. If qualified: the applicant shall be scheduled for pre-qualifying exam.</p> <p>4. If not qualified: the applicant will be informed accordingly based on the minimum Qualification Standards.</p>	None	5 Mins – 10 Mins	Administrative Officer IV / Human Resource Management Unit
2. Attend the scheduled pre-qualifying exam	1. Conduct the pre-qualifying exam.	None	1 – 2 Hours	Administrative Officer II / Human Resource Management Unit
	2. Notify the applicant/s regarding the result of pre-qualifying exam through SMS notification	None	1 – 3 working days after the receipt of approved exam result of the pre-qualifying exam	Administrative Officer II / Human Resource Management Unit
3. Attend the scheduled HRMPSB Interview	1. Conduct the HRMPSB Interview	None	1 – 5 Hours	Administrative Officer IV / Human Resource Management Unit, HRMPSB Member, Medical Center Chief II
	2. Consolidate the applicant’s rating using Comparative Assessment Report	None	1 – 3 working days after the receipt of complete HRMPSB Assessment Form	Administrative Officer IV / Human Resource Management Unit, HRMPSB Member, Medical Center Chief II
	3. Release of Memorandum of Successful Applicant/s	None	1 – 3 working days once Comparative Assessment Report and HRMPSB Board Resolution are approved	Supervising Administrative Officer / Human Resource Management Unit, HRMPSB Chairperson, Medical Center Chief II
	4. Notify the applicant/s regarding the result of their job application		1 – 3 working days after the release of Memorandum of Successful Applicant/s	Administrative Officer II / Human Resource Management Unit
TOTAL PROCESSING TIME			12 working days, 7 hours and 20 minutes.	

ISSUANCE OF SERVICE RECORD

A service record is issued to clients relative to their services as an employee of the Mariveles Mental Wellness and General Hospital.

Office or Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All active and inactive human resource of the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal: Proof of Identification <i>(shall be presented upon claiming of Service Record)</i> One (1) original copy		Any Valid Government-issued IDs		
Authorized representative: Proof of Identification of the principal and authorized representative; and Two (2) original copy Authorization letter <i>(Item 1 and 2 shall be submitted upon claiming of Service Record)</i>		Any Valid Government-issued IDs of requesting party (principal) and its authorized representative Requesting party (principal)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logbook "Issuance of Document" for the request of Service Record	1.1 Entertain client's request and advice to Log in the Service Record Logbook	None	2 minutes	Administrative Officer/ Human Resource Management Unit (AO/HRMU)
	1.2 Receive the filled out form in the log book for the request of Service Record and advise the schedule of release of the Service Record	None	1 minutes	(AO/HRMU)
	1.3 Reconcile Service Records from old files	None	30 minutes	(AO/HRMU)
	1.3.1. For active human resource	None	1 day	(AO/HRMU)
	1.3.2. For inactive human resource	None	2 hours	(AO/HRMU)

	<p>1.4 Update and encode of Service Record</p> <p>1.5 Print the Service Record and initial upon review</p> <p>1.6 Review and sign the Service Record</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 day</p>	<p>(AO/HRMU)</p> <p>(AO/HRMU)</p> <p>Supervising Administrative Officer/ Human Resource Management Unit</p> <p>Chief Administrative Officer/ Office of the Chief Administrative Officer</p>
2. Return on the scheduled date and claim the requested Service Record	2.1 Prepare to release the signed Service Record	None	2 minutes	(AO/HRMU)
3. Received the Service Record by affixing the claimant's name and signature on the Issuance of Document Logbook	3.1 Assist the claimant in filling-out the logbook and released once process is completed	None	2 minutes	(AO/HRMU)
	TOTAL		2 days, 2 hours and 39 minutes	

ISSUANCE OF HOSPITAL PERSONNEL ORDER

Mariveles Mental Wellness and General Hospital Form MMH-HOP-04-74-01 is used to authorize personnel travel outside hospital premises / attend activity / designation or additional assignment / reconstitution of committee.

Office or Division:	Human Resource Management Unit			
Classification:	G2G			
Type of Transaction:	Simple			
Who may avail:	MMWGH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form for Issuance of Hospital Personnel Order (HPO) One(1) original copy	Human Resource Management Unit (HRMU)			
Approved Learning and Development Request Form One (1) photocopy	Professional Education Training and Research Unit (PETRU)			
Nomination Form One (1) photocopy	Professional Education Training and Research Unit (PETRU)			
Approved Facilitator Request Form One (1) original copy	Professional Education Training and Research Unit (PETRU)			
Letter /Excerpts of the Minutes of the Meeting for designation /Re-assignment / Reconstitution One (1) photocopy	Management Committee Secretariat			
Request for Transportation One (1) original copy	Engineering and Facilities Management Unit (EFMU)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for issuance of Hospital Personnel Order to HRMU (<i>Must be submitted within five (5) working days prior to the date of activity / travel</i>)	1. Receive and check the request form if it is properly accomplished	None	10 Minutes	Administrative Assistant II Human Resource Management Unit
	2. Prepare the HPO	None	4-6 Hours	Administrative Assistant II Human Resource Management Unit

	3. Forward the HPO (Official Travel, training, workshop, meeting, seminar, convention, and other LDIs) to Supervising Administrative Officer and Chief Administrative Officer for review and approval	None	6 Hours <i>(Depending on the availability of the signatory)</i>	Supervising Administrative Officer HRMU / Chief Administrative Officer OCAO
	4. Forward the HPO (Reconstitution, Designation, and Cash Advance) to Medical Center Chief for approval	None	4 Hours <i>(Depending on the availability of the signatory)</i>	Administrative Assistant II Human Resource Management Unit / Office of the Medical Center Chief
	5. Return the approved HPO to HRMU	None	5-10 Minutes	Administrative Assistant III/Office of the Medical Center Chief
	6. Inform the employee about the availability of approved HPO	None	15-30 Minutes	
2. Claim the approved HPO	1. Log and forward the HPO to the employee	None	4-6 Hours	Administrative Assistant II / Human Resource Management Unit
<i>Ensure that Annex A was signed by the authorized Personnel she / he transacted. If not, Certificate of Appearance issued by the concerned office may be attached in lieu of the Annex A Part I.</i> <i>Fill-up all the necessary information for Annex A Part II</i>	2. If the concerned is the whole workforce, various units or majority of the human resource, forward it to the Service Secretaries	None	30-45 Minutes	Administrative Assistant II / Human Resource Management Unit

3. Return the original HPO together with the required photocopies of it to HRMU	1. Receive and check the HPO if it is properly filled-up	None	10-15 Minutes	Administrative Assistant II / Human Resource Management Unit
TOTAL PROCESSING TIME			2 Days, 7 hours and 50 Minutes	

ISSUANCE OF CERTIFICATE OF EMPLOYMENT

This certificate is issued to a requesting client relative to their services rendered as an employee of Mariveles Mental Wellness and General Hospital.

Office or Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All active and inactive human resource			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal: Government-issued IDs One (1) photocopy Official receipt (if applicable) One (1) original copy		GSIS UMID, SSS, any government-issued ID MMWGH - Cashier		
Authorized representative: Proof of Identification of the principal and authorized representative Authorization letter One(1) original copy Official receipt (if applicable) One (1) original copy		Any Government-issued IDs Requesting party (principal) MMWGH - Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logbook of Certificate of Employment (COE) Request Submit the filled out logbook of Certificate of Employment (COE) Request and	1. Entertain client's request and advice to fill-out the COE Logbook	None	2 minutes	Administrative Assistant I Human Resource Management Unit - Records Section (HRMU-RS)

receive scheduled date of release of the COE				
	1.1 Receive and check the filled-out logbook/request form/request slip if properly accomplished. Advise the schedule of release of the COE	None	5 minutes	Administrative Assistant I - HRMU-RS
	1.2 Prepare, verify and print the COE	None	1 day	Administrative Assistant I - HRMU-RS
	1.3 Review and sign the COE by the designated signing authority	None	1 day	Administrative Officer III HRMU-RS Supervising Administrative Officer HRMU and Chief Administrative Officer
2. Return on the scheduled date and claim the COE	2. Release the signed COE	None	2 minutes	Administrative Assistant I HRMU-RS
2.1 Sign Receiving QSCopy of the COE	2.1 Photocopy the COE and have the receiving copy signed by the employee	None	2 minutes	Administrative Assistant I HRMU-RS
	TOTAL:		2 days and 11 minutes	

INTERNAL TRAINING REQUEST

Office or Division:	Professional Education, Training and Research Unit			
Classification:	Simple			
Type of Transaction:	G2G or Government to Government			
Who may avail:	Mariveles Mental Wellness and General Hospital Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nomination Form One(1) original copy		PETRU Office (can be downloaded at https://mmwgh.gov.ph/forms.php)		
Training Request Form One(1) original copy		PETRU Office (can be downloaded at https://mmwgh.gov.ph/forms.php)		
Training Acitivity Plan One(1) original copy		Resource Person		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Prepare a Nomination Form (MMH-PET-04-13-05) attach the Training Acitivity Plan and quotation for the training (if there are training fees to be paid) and proceed to HRMU.	1.1 The HRMU staff will verify if the training has a corresponding Return Service Agreement (RSA) or Length of Service Obligation.	None	5-10 minutes	Supervising Administrative Officer/ Learning and Development Officer/HRMU
2. Distribute the nomination form to the service secretary/ies of the target participants.	2.1 Disseminate the information regarding the training and should accomplish the nomination form on or before the submission date and have it signed by the participant as proof of his/her confirmation.	None	2-4 working days	Administrative Assistant Nursing/Medical/ HOPSS/OMCC/ Finance Service- Service Secretary

3. Collect the nomination form and check if it is accomplished properly. Attach the Nomination Form together with the other pre-training documents to PETRU	3.1 The PETRU Staff will check the pre-training requirements and register it to the database. After registration, the PETRU Head will approve the Learning and Development Request Form. (MMH-PET-04-02-10).	None	5-10 minutes	Administrative Assistant I or Training Specialis/PETRU
	IF THE TRAINING DOES NOT REQUIRE ANY FUNDING 3.2 Submit the pre training requirements to the MCC for final approval	None	5-10 minutes	Administrative Assistant I or Training Specialis/PETRU
	IF THE TRAINING REQUIRES ANY FUNDING 3.3 Attach the Work and Financial Plan to the pre-training requirements and submit it to the budget office and wait for the approval of the Budget Officer.	None	7 minutes	OIC-Budget Unit
	3.4 Submit the pre-training documents to MCC for approval	None	2 hours	Administrative Assistant
	3.5 Once approved, the service secretary of the OMCC will forward the approved Pre-Training Requirements to PETRU.	None	5 minutes	Administrative Assistant III/OMCC Service Secretary
	3.6 Once the approved documents are received, PETRU staff will facilitate the request for the Hospital Personnel Order.	None	6 hours and 35 minutes	Administrative Assistant II/HRMU
TOTAL PROCESSING TIME			5 days, 1 hour and 17 minutes.	

EXTERNAL TRAINING REQUEST

Office or Division:	Professional Education, Training and Research Unit			
Classification:	Simple			
Type of Transaction:	G2G or Government to Government			
Who may avail:	Mariveles Mental Wellness and General Hospital Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nomination Form One(1) original copy		PETRU Office (can be downloaded at https://mmwgh.gov.ph/forms.php)		
Training Request Form One(1) original copy		PETRU Office (can be downloaded at https://mmwgh.gov.ph/forms.php)		
Training Acitivity Plan One(1) original copy		Resource Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a Nomination Form (MMH-PET-04-13-05) attach the Training Acitivity Plan and quotation for the training (if there are training fees to be paid) and proceed to HRMU.	1.1 The HRMU staff will verify if the training has a corresponding Return Service Agreement (RSA) or Length of Service Obligation.	None	5-10 minutes	Supervising Administrative Officer/ Learning and Development Officer/HRMU
2. Distribute the nomination form to the service secretary/ies of the target participants.	2.1 Disseminate the information regarding the training and should accomplish the nomination form on or before the submission date and have it signed by the participant as proof of his/her confirmation.	None	2-4 working days	Administrative Assistant Nursing/Medical/H OPSS/OMCC/ Finance Service-Service Secretary
3. Collect the nomination form and check if it is	3.1 The PETRU Staff will check the pre-training	None	5-10 minutes	Administrative Assistant I or

<p>accomplished properly. Attach the Nomination Form together with the other pre-training documents to PETRU</p>	<p>requirements and register it to the database. After registration, the PETRU Head will approve the Learning and Development Request Form. (MMH-PET-04-02-10).</p> <p>IF THE TRAINING DOES NOT REQUIRE ANY FUNDING</p> <p>3.2 Submit the pre training requirements to the MCC for final approval</p> <p>IF THE TRAINING REQUIRES ANY FUNDING</p> <p>3.3 Attach the Work and Financial Plan to the pre-training requirements and submit it to the budget office and wait for the approval of the Budget Officer.</p> <p>3.4 Submit the pre-training documents to MCC for approval</p> <p>3.5 Once approved, the service secretary of</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5-10 minutes</p> <p>7 minutes</p> <p>2 hours</p> <p>5 minutes</p> <p>6 hours and 35 minutes</p>	<p>Training Specialis/PETRU</p> <p>Administrative Assistant I or Training Specialis/PETRU</p> <p>OIC-Budget Unit</p> <p>Administrative Assistant</p> <p>Administrative Assistant III/OMCC Service Secretary</p> <p>Administrative Assistant II/HRMU</p>
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	<p>the OMCC will forward the approved Pre-Training Requirements to PETRU.</p> <p>3.6 Once the approved documents are received, PETRU staff will facilitate the request for the Hospital Personnel Order.</p>			
<p>TOTAL PROCESSING TIME</p>			<p>5 days, 1 hour and 17 minutes.</p>	

FACILITATOR'S TRAINING REQUEST

Office or Division:	Professional Education, Training and Research Unit			
Classification:	Simple			
Type of Transaction:	G2G or Government to Government			
Who may avail:	Mariveles Mental Wellness and General Hospital Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Facilitator's Training Request Form One(1) original copy		PETRU Office (can be downloaded at https://mmwgh.gov.ph/forms.php)		
Invitation Letter One(1) original copy		Requesting Unit/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek the approval of the MCC/Service Head by submitting the letter of request that you have received.	1.1 The service secretary will forward	None	5-10 minutes	Supervising Administrative Officer/ Learning and Development Officer/HRMU
2. Distribute the nomination form to the service secretary/ies of the target participants.	2.1 Disseminate the information regarding the training and should accomplish the nomination form on or before the submission date and have it signed by the participant as proof of his/her confirmation.	None	2-4 working days	Administrative Assistant Nursing/Medical/HOPSS/OMCC/ Finance Service-Service Secretary
3. Collect the nomination form and check if it is accomplished properly. Attach the Nomination Form together with the other pre-training documents to PETRU	3.1 The PETRU Staff will check the pre-training requirements and register it to the database. After registration, the PETRU Head will approve the Learning and Development Request Form. (MMH-PET-04-02-10). IF THE TRAINING DOES NOT REQUIRE ANY FUNDING	None	5-10 minutes	Administrative Assistant I or Training Specialis/PETRU
		None	5-10 minutes	Administrative Assistant I or Training Specialis/PETRU

	<p>3.2 Submit the pre training requirements to the MCC for final approval</p> <p>IF THE TRAINING REQUIRES ANY FUNDING</p> <p>3.3 Attach the Work and Financial Plan to the pre-training requirements and submit it to the budget office and wait for the approval of the Budget Officer.</p> <p>3.4 Submit the pre-training documents to MCC for approval</p> <p>3.5 Once approved, the service secretary of the OMCC will forward the approved Pre-Training Requirements to PETRU.</p> <p>3.6 Once the approved documents are received, PETRU staff will facilitate the request for the Hospital Personnel Order.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>7 minutes</p> <p>3 hours</p> <p>5 minutes</p> <p>6 hours and 35 minutes</p>	<p>OIC-Budget Unit</p> <p>Administrative Assistant</p> <p>Administrative Assistant III/OMCC Service Secretary</p> <p>Administrative Assistant II/HRMU</p>
TOTAL PROCESSING TIME			5 days, 1 hour and 17 minutes.	

PROCESS FOR AUDIOVISUAL SERVICES REQUEST

The procedure provides end-users the process for Audiovisual Services.

Office or Division:	HOPSS / Integrated Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	MMWGH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Audiovisual Services Request Form One(1) original copy		Integrated Management Information System Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for copy of Audiovisual Services Request Form 1.1 Fill in the following details: full name, unit/division, signature, type of audiovisual assistance and/or output requested, the requested date, time and duration of the coverage. Must request assistance at least one (1) week in advance.	Give one (1) copy of Audiovisual Services Request Form	None	1 minute 5-10 minutes	Administrative Assistant I or Administrative Assistant II / IMISU
2. Forward the accomplished form to the IMISU.	1. Forward the form to Unit Head for checking of possible conflict of schedule and subsequent approval or disapproval.	None	5-10 minutes 2-3 working days	Administrative Assistant I and Computer Maintenance Technologist II / IMISU Administrative Assistant II and Computer

<p>3. End users will input the time and date that the request is accomplished and the name and signature of the receiving staff.</p>	<p>2. Inform end users upon approval or disapproval of their request.</p> <p>3. Input the estimated accomplishment of the request and turnover of files (if any) to the end users.</p> <p>4. Provide assistance and/or coverage and/or files to requesting end users.</p>			<p>Maintenance Technologist III / IMISU</p> <p>Administrative Assistant I</p> <p>Administrative Assistant I</p>
<p>4. Provide service feedback and satisfaction surveys.</p>	<p>5. IMISU staff will forward the duly accomplished request form to the Unit Head for signature.</p>	<p>None</p>	<p>5-10 minutes</p>	<p>Administrative Assistant I/ Computer Maintenance Technologist II</p>
	<p>TOTAL</p>	<p>NONE</p>	<p>2 days 16 minutes – 3 days 31 minutes</p>	

	2. Authorized IMISU personnel must check the existing whitelist to check for any duplicates or similar devices. If none, IMISU personnel shall whitelist the approved devices.			
	TOTAL	NONE	11-21 minutes	

PROCESS FOR IT COMPUTER PROGRAM OR SYSTEM REQUEST

The procedure provides end-users the process for IT Computer Program or System Request.

Office or Division:	HOPSS / Integrated Management Information System Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	MMWGH Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IT Computer Program or System Request One(1) original copy List of Features and Functionality One(1) original copy Software Flowchart and Process Flow One(1) original copy IT Program or System Transfer Report One(1) original copy		Integrated Management Information System Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for copy of IT Computer Program or System Request 1.1 Provide software description, list of features and functionality, and software flowchart and process flow. 1.2 Forward the accomplished form to their immediate supervisor for review and approval. 1.3 Immediate supervisor will forward the list to the division head for review and approval	1.1 Give one (1) copy of IT Computer Program or System Request	None	1 minute	Administrative Assistant I Integrated Management Information System Unit

<p>2. Duly accomplished form will be forwarded to IMISU staff.</p>	<p>2.1 Receiving staff must forward the list to the Unit Head.</p>	None	1 minute	Administrative Assistant I Administrative Assistant I, Computer Maintenance Technologist II
	<p>2.2 Unit Head will assess requested software with programmers and identify the state of connectivity, whether the system will be conducted in house or outsourced.</p>	None	5 working days	Computer Maintenance Technologist II
	<p>2.2.1 If it is to be conducted in-house, Unit Head and programmers will also discuss the timeline of the system and identify the difficulty of the system.</p>	None	2-3 days	Administrative Assistant I / Computer Maintenance Technologist II
	<p>2.3 Review the assessment of the system.</p>	None	5 minutes	

	2.4 Forward end user's request to the OCAO for their review and approval. 3.1	None	5 minutes	Administrative Assistant I / Computer Maintenance Technologist II
	2.5 Forward the form to the OMCC after review and approval of the CAO.	None	5 minutes	Administrative Assistant I / Computer Maintenance Technologist II
	2.6 Once approved by the OMCC, IMISU staff shall inform end users of its approval.	None	5 minutes	Administrative Assistant I / Computer Maintenance Technologist II
	2.6.1 If development is in-house, programmers shall create a Gantt Chart of the development of the system.	None	5 minutes	Administrative Assistant I / Computer Maintenance Technologist II
	2.6.1 Gantt Chart will be forwarded to the Unit Head for review and approval.	None	6 months to 5 years (Maximum of 1 year per software development phase)	Administrative Assistant I / Computer Maintenance Technologist II

	2.6.7 Programmers shall start software development per phase upon approval of the Gantt Chart	None		
	2.6.8 Once the system is finished, IMISU staff must accomplish an IT Program or System Transfer Report to be acknowledged by the end users.	None	5 minutes	Administrative Assistant I / Computer Maintenance Technologist II
3. Acknowledgement and signing of IT Program or System Transfer Report	<ol style="list-style-type: none"> 1. Conduct photo documentation of system transfer. 2. Regularly conduct system maintenance as long as the system is in operation. 		5 minutes	Administrative Assistant I / Computer Maintenance Technologist II
	TOTAL	NONE	6 ½ months – 5 ½ years	

*This service is cover under RA 9184 Government Procurement Policy Board - Out Source Software

PROCESS FOR IT SERVICE REQUEST

The procedure provides end-users the process for the IT Service Request Form.

Office or Division:	HOPSS / Integrated Management Information System Unit			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	MMWGH Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
IT Service Request Form One(1) original copy			Integrated Management Information System Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request troubleshooting assistance from IMISU staff.	1. Assess whether the troubleshooting request is a hardware, software, local network, or internet issue.	None	5-10 minutes	Administrative Assistant I, Computer Maintenance Technologist II
2. Fill in the full name, unit/division, request description, signature, and request category.	2.1 Provide basic troubleshooting assistance to requesting staff. 2.2 Assess whether the troubleshooting request requires pulling out, parts replacement, software installation, or is unserviceable. If it surpasses basic troubleshooting, units must be pulled out and the necessary additional forms must be accomplished. 2.3 For software installation with license keys, IMISU staff must accomplish a software installation report and input the form control number.	None	5-30 minutes 1-3 days	Administrative Assistant I, Computer Maintenance Technologist II

	2.4 IMISU staff must input the date and time forwarded, action taken, the date and time finished, if the problem was resolved and whether follow up is necessary.			
3. End users must provide service feedback and satisfaction survey.	3.1 Provided assistance must forward the form to the unit head for signature.	None	5-10 minutes	End Users
	TOTAL	NONE	15 minutes-3 days	

PROCESS FOR THE ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS

All supporting documents, payrolls, and contracts from other units/ committees/ sections of the hospital for the issuance of Certificate of Availability Funds in the budget unit shall be received by the Unit's incoming clerk. This service is available 8:00-5:00 pm only, Monday to Friday, except holidays at the Budget Office, Finance Management Building (Building 5), MMWGH.

This process includes the preparation and issuance of Certificate of Availability of Funds for the Request of Goods, Supplies, and Services.

Office or Division:	BUDGET UNIT	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	Suppliers, Service Providers, Contractors and MMWGH Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Procurement through: <ul style="list-style-type: none"> • Competitive Bidding • Alternative Methods (Basic Requirements Common to All Purchases) <ul style="list-style-type: none"> • <i>Negotiated Procurement - Agency-to-Agency</i> • <i>Negotiated Procurement - Small Value Procurement</i> 		
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit	
Agency One (1) Certified True Copy	End Users c/o Procurement Unit	
Division / Unit PPMP One (1) Certified True Copy		
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary	
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users	
Direct Contracting <i>(Procurement of Goods of proprietary nature which can be obtained only from the proprietary source, i.e. when patents, trade secrets, and copyrights prohibit others from manufacturing the same item)</i>		
A copy of the Letter of Patent, Copyright or any other document establishing proprietary nature and exclusivity of the source of the items/goods intended to be procured One (1) Photocopy	Procurement Unit	
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit	
Agency One (1) Certified True Copy	End Users c/o Procurement Unit	
Division / Unit PPMP One (1) Certified True Copy		
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary	
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users	
Direct Contracting <i>(Those sold by an exclusive dealer or manufacturer which does not have sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the GoP)</i>		

Proof of exclusive dealership/manufacture of the specific items sought to be procured; and a list of sub-dealers, if any, and their sale prices for the said items One (1) Photocopy	Procurement Unit
Certificate of Exclusive Distributor for foreign suppliers One (1) Photocopy	
Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale One (1) Photocopy	
Certification from the agency that there are no sub-dealers selling at lower prices One (1) Original copy	
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit
Agency One (1) Certified True Copy	End Users c/o Procurement Unit
Division / Unit PPMP One (1) Certified True Copy	
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users
<i>Shopping (When there is an unforeseen contingency requiring immediate purchase)</i>	
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit
Agency One (1) Certified True Copy	End Users c/o Procurement Unit
Division / Unit PPMP One (1) Certified True Copy	
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary
Duly accomplished Purchase Request (PR), indicating the urgency to address an identified need of the PE and the unforeseen contingency that caused its necessity Three (3) Original Copy	End Users
<i>Shopping (For ordinary or regular office supplies and equipment not available in the DBM-PS)</i>	
Copy of Certificate of Non-Availbilty of Suppiles One (1) Copy	Materials Management Unit
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit
Agency One (1) Certified True Copy	End Users c/o Procurement Unit
Division / Unit PPMP One (1) Certified True Copy	
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users
<i>Negotiated Procurement - Emergency Cases</i>	
Proof of the official declaration of a state of calamity by the President or the Local Chief Executive concerned, if applicable; or proof of the occurrence of a natural or man-made calamity or of other causes by reason of which,	End-User/s c/o Procurement Unit

immediate action by the PE is necessary to prevent damage to or loss of life or property, or to restore vital public services, infrastructure facilities and other public utilities One (1) Photocopy	
Justification as to the necessity of purchase One (1) Original copy	End-User/s c/o Procurement Unit
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit
Agency One (1) Certified True Copy	End Users c/o Procurement Unit
Division / Unit PPMP One (1) Certified True Copy	
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users
Supplies, Materials, Equipment and Motor Vehicles	
<i>For procurement of drugs and medicines:</i> a. Certificate of product registration from Food and Drug Administration (FDA) b. Certificate of good manufacturing practice from FDA c. Batch Release Certificate from FDA d. If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the products/items One (1) Photocopy	Procurement Unit
<i>For procurement of Motor Vehicles:</i> Authority to purchase from agency head and Secretary of DBM or OP depending on the type of vehicle being provided, One (1) Photocopy	
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit
Agency One (1) Certified True Copy	End Users c/o Procurement Unit
Division / Unit PPMP One (1) Certified True Copy	
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users
Catering Services	
Approved Learning and Development Request Form, <i>for training</i> One (1) Original copy One (1) Certified True Copy	End-User % PETRU
Approved Training Program, <i>for training</i> One (1) Original copy One (1) Certified True Copy	End-User
Hospital Personnel Order / Notice / Memorandum One (1) Original copy One (1) Certified True Copy	End-user % HRMU
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit

Agency One (1) Certified True Copy	End Users c/o Procurement Unit			
Division / Unit PPMP One (1) Certified True Copy	End Users c/o Procurement Unit			
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary			
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users			
Repairs and Maintenance				
Cost Estimate One (1) Original copy	Engineering and Facilities and Maintenance Unit (EFMU)			
Division / Unit WFP One (1) Certified True Copy	End Users c/o Planning and Management Unit			
Agency One (1) Certified True Copy	End Users c/o Procurement Unit			
Division / Unit PPMP One (1) Certified True Copy	End Users c/o Procurement Unit			
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	Office of the Medical Center Chief (OMCC) c/o MANCOM Secretary			
Duly accomplished Purchase Request (PR) Three (3) Original Copy	End Users			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the supporting documents required for the processing of Purchase Request (PR) and issuance of Certificate of Availability of Funds (CAF).	1.1 Before receiving, review the completeness of all required supporting documents in accordance with the relevant guidelines. Then, record/encode in the Budget Documents Monitoring Tool (google sheet).	None	10 minutes	Incoming Documents Receiver / Budget Unit
	1.2 Review the accuracy of supporting documents and thier computaion. Then, assigns PR number and prepare the CAF.	None	1 hour	In-charge for PR processing/ Budget Unit
	1.3 Checks and certify the PR as to Funds Availability, and record/encode to WFP/PPMP Monitoring tool.	None	1 hour	Unit Head / Budget Unit
	1.4 Scanning of signed PR as to Funds availability, then save the scanned copy to the Budget Google Drive.	None	10 minutes	In-charge for PR processing/ Budget Unit
	1.5 Release the CAF together with the PR and supporting documents to the concerned Division Head (HOPSS, Finance, Nursing, Medical) or to the OMCC for the approval of the PR.	None	10 minutes	Outgoing Documents Forwarder / Budget Unit

		TOTAL	2 hours and 30 minutes	
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PROCESS FOR THE ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS

This process includes the preparation and issuance of Certificate of Availability of Funds for the MMWGH Employees' salaries, allowances and other compensation and benefits.

Office or Division:	BUDGET UNIT	
Classification:	Simple, Complex	
Type of Transaction:	G2G - Government to Government Employees	
Who may avail:	MMWGH Employees, Contract of Service, and Job Order	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
General Claims through the ATM		
Salary Payroll Three (3) Original Copy (General Payroll) Two (2) Original Copy (other than General Payroll)	HRMU	
Approved DTR Two (2) Original Copy		
First Salary of Newly Hired Employees		
Duly approved Appointment Two (2) Certified True Copy	HRMU	
Assignment Order, if applicable Two (2) Certified True Copy		
Oath of Office Two (2) Certified True Copy		
Certificate of Assumption Two (2) Certified True Copy		
Approved DTR Two (2) Original copy	Employee c/o HRMU	
Statement of Assets, Liabilities, and Net Worth (SALN) Two (2) Certified True Copy		
BIR Forms 1902 One (1) Original copy		
Additional documents as required by HRMU Two (2) Certified True Copy	HRMU	
Approved Payroll or Computation of First Salary Two (2) Original copy		
Additional for Transferees		
Clearance from money, property and legal accountabilities from the previous office One (1) Original copy One (1) Photocopy	Employee c/o HRMU	
Certificate of last salary One (1) Original copy One (1) Photocopy		
BIR Form 2316 One (1) Original copy		
Certificate of Available Leave Credits One (1) Original copy One (1) Photocopy		
Service Record One (1) Original copy One (1) Photocopy		

Salary (if deleted from Payroll)	
Approved Application for Leave, Clearances and Medical Certificate, if on Sick Leave for five days or more One (1) Original copy One (1) Photocopy	Employee % HRMU
Approved DTR Two (2) Original Copy	
Notice of Assumption One (1) Original Copy	HRMU
Last Salary	
Approved Clearance from money, property, and legal accountabilities One (1) Original copy One (1) Photocopy	Employee % HRMU
Approved DTR Two (2) Original Copy	
Approved Payroll and/or Computation of Last Salary Two (2) Original Copy	HRMU
Terminal Leave Benefits (TLB)	
Employee's leave card as at last date of service Two (2) Certified True Copy	HRMU
Complete service record One (1) Original copy One (1) Photocopy	
Appointment / Notice of Salary Adjustment (NOSA) Two (2) Certified True Copy	
Computation of Terminal Leave Benefits One (1) Original copy One (1) Photocopy	
Approved Payroll Two (2) Original Copy	
Clearance from money, property, and legal accountability One (1) Original copy One (1) Photocopy	
Approved leave application One (1) Original copy One (1) Photocopy	Employee c/o HRMU
SALN Two (2) Certified True Copy	
Applicant's authorization to deduct all financial obligations with employer, <i>if any</i> One (1) Original copy One (1) Photocopy	
Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her One (1) Original copy One (1) Photocopy	
Additional documents as required by HRMU Two (2) Certified True Copy	
Additional requirements in case of resignation	
Employee's letter of resignation One (1) Original copy	Employee c/o HRMU

One (1) Photocopy	
Additional requirements in case of death of claimant	
Death Certificate One (1) Authenticated by NSO One (1) Photocopy	c/o HRMU
Marriage contract One (1) Authenticated by NSO One (1) Photocopy	
Birth certificates of all surviving legal heirs One (1) Authenticated by NSO One (1) Photocopy	
Designation of next-of-kin One (1) Original copy One (1) Photocopy	
Waiver of rights of children 18 years old and above One (1) Original copy One (1) Photocopy	
Salary of Job Order/ Contractual Personnel	
Additional requirements in case of resignation	
Employee's letter of resignation One (1) Original copy One (1) Photocopy	Employee c/o HRMU
Additional requirements in case of death of claimant	
For First Claim	
Accomplishment Report One (1) Original Copy	Employee % HRMU
Approved/Summary of DTR One (1) Original Copy	
Pertinent Contract / Appointment / Job Order One (1) Original Copy	HRMU
Copy of the Report of Personnel Actions (ROPA) of the pertinent Contract / Appointment / Job Order One (1) Original Copy	
Certification by the Personnel Officer that the activities / services cannot be provided by regular / permanent personnel of the agency One (1) Original Copy	
Approved Payroll Two (2) Original Copy	
Overtime Pay	
Approved/Summary of DTR One (1) Original Copy	Employee % HRMU
Overtime work program One (1) Original Copy	
Overtime authority stating the necessity and urgency of the work to be done, and duration of overtime work One (1) Original Copy	
Quantified overtime accomplishment duly signed by the employee and supervisor One (1) Original Copy	
Approved Payroll Two (2) Original Copy	HRMU

Longevity Pay	
Service Record One (1) Photocopy	HRMU
Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay One (1) Original Copy	HRMU
Approved Payroll Two (2) Original Copy	
Night Shift Differential	
Approved/Summary of DTR One (1) Original Copy	Employee % HRMU
Approved Work Schedule One (1) Photocopy	HRMU
List of Absences One (1) Original Copy	
Approved Payroll Two (2) Original Copy	
Salary Differential	
Approved appointment, in case of promotion One (1) Certified true copy	Employee % HRMU
Notice of Salary Adjustment, in case of step increment / salary increase One (1) Certified true copy	
Certificate of Assumption One (1) Certified true copy	
Approved/Summary of DTR One (1) Original Copy	
Approved Payroll Two (2) Original Copy	HRMU
Cellphone and Communication Allowance	
Certificate of Entitlement One (1) Original Copy	HRMU
Approved Payroll Two (2) Original Copy	
Representation and Transportation Allowance	
Individual Claims	
Office Order/Appointment One (1) Photocopy	HRMU
Certificate of Assumption One (1) Certified true copy	
Certification that official/employee did not use government vehicle and is not assigned any government vehicle One (1) Original Copy	
Certificate or evidence of service rendered or approved DTR One (1) Original Copy	
Approved Payroll Two (2) Original Copy	
Subsistence and Laundry Allowance	
Approved/Summary of DTR One (1) Original Copy	Employee % HRMU
Approved Payroll Two (2) Original Copy	HRMU

Hazard Pay	
Approved/Summary of DTR One (1) Original Copy	Employee % HRMU
Approved Payroll Two (2) Original Copy	HRMU
Clothing / Uniform Allowance	
Approved Appointment of new employees One (1) Certified true copy	Employee % HRMU
Certificate of Assumption of new employees One (1) Certified true copy	
Certificate of non-payment from previous agency, <i>for transferees</i> One (1) Certified true copy	
Approved Payroll Two (2) Original Copy	HRMU
Monetization	
Approved leave application (ten days) with leave credit balance One (1) Original Copy	HRMU
Request for leave covering more than ten days duly approved by the Head of Agency One (1) Original Copy	
For monetization of 50% or more:	
Clinical abstract / medical procedures to undertaken in case of health, medical and hospital needs One (1) Certified true copy	Employee % HRMU
Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. One (1) Original Copy	
Approved Payroll Two (2) Original Copy	HRMU
Approved Appointment of new employees One (1) Certified true copy	Employee % HRMU
Mid-Year Bonus (MYB), Year-End Bonus (YEB) and Cash Gift (CG)	
Clearance from money, property and legal accountabilities, <i>for Individual Claims</i> One (1) Certified true copy	Employee % HRMU
Certification from the head of Office that the employee is qualified to receive the MYB, YEB and CG, <i>for Individual Claims</i> One (1) Original Copy	HRMU
Approved Payroll Two (2) Original Copy	
Collective Negotiation Agreement (CNA) Incentive	
Resolution signed by both parties incorporating the guidelines / criteria for granting CNA incentive One (1) Original Copy	HRMU / OMC
Comparative statement of DBM approved level of operating expenses and actual operating expenses One (1) Original Copy	HRMU / OMC
Copy of CNA One (1) Original Copy	
Certificate issued by the Head of the Agency on the total amount of unencumbered savings generated from cost-cutting measures identified in the CNA which resulted from joint efforts of labor and management and systems / productivity / income improvement	

One (1) Original Copy				
Proof that the planned programs / activities / projects have been implemented and completed in accordance with targets for the year				
One (1) Original Copy				
Approved Payroll		HRMU		
Two (2) Original Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the payroll and supporting documents required for the processing of Obligation Request and Status (ORS) or Budget Utilization Request and Status (BURS), and issuance of Certificate of Availability of Funds (CAF).	1.1 Receives all required supporting documents. Then, record/encode in the Budget Documents Monitoring Tool (google sheet).	None	5 minutes	Incoming Documents Receiver / Budget Unit
	1.2 Review the accuracy of supporting documents and their computation. Prepares the ORS/BURS and CAF, then records/encodes to the Unpaid Monitoring Tools.	None	10 minutes	Fund Custodian/ Budget Unit
	1.3 Certify as to the Allotment available and obligated for the purpose/adjustment necessary as indicated in the purpose.	None	10 minutes	Unit Head / Budget Unit
	1.4 Release the CAF together with the ORS/BURS and supporting documents to the Accounting Unit for the preparation of the Disbursement Voucher.	None	5 minutes	Outgoing Documents Forwarder / Budget Unit
		TOTAL	30 minutes	

PROCESS FOR THE ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS

This process includes the preparation and issuance of Certificate of Availability of Funds for the payment of replenishment of Petty Cash Fund, grant of cash advances and liquidation, reimbursements and honoraria.

Office or Division:	BUDGET UNIT	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	End-Users/Program Coordinators, Personnels, MMWGH Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Petty Cash Replenishment - Miscellaneous		
Report on Paid Petty Cash Vouchers One (1) Original Copy	MMU	
Petty Cash Voucher One (1) Original Copy		
Approved Purchase Requests One (1) Original Copy		
Certificate of Emergency Purchases One (1) Original Copy		
Official Receipts/ Invoice One (1) Original Copy		
Reimbursement Expense Receipt (RER) (for more than P300.00 but not exceeding P1,000.00), or Certification of Expenses Not Requiring Receipts (for P300.00 or less) for expenses without ORs One (1) Original Copy		
Certificate of Inspection and Acceptance One (1) Original Copy		
Approved trip ticket for gasoline expenses One (1) Original Copy		
Canvass from at least 3 suppliers for purchases involving P1,000. and above One (1) Original Copy		
Waste Materials Report (WMR), in case of replacement/repair One (1) Original Copy		
Job Request Order/ Accomplishment Report One (1) Original Copy		
Toll Receipts, Monitoring and Trip Tickets One (1) Original Copy		
Petty Cash Replenishment - Marketing		
Report on Paid Petty Cash Vouchers One (1) Original Copy	NDU	
Official Receipts/ Invoice One (1) Original Copy		
Reimbursement Expense Receipt (RER) (for more than P300.00 but not exceeding P1,000.00), or Certification of Expenses Not Requiring Receipts (for P300.00 or less) for expenses without ORs One (1) Original Copy		

Approved Summary of Daily Purchases One (1) Original Copy	
Canvass from at least 3 suppliers for purchases involving P1,000. and above One (1) Original Copy	NDU
Petty Cash Voucher One (1) Original Copy	
Report in Number of Patients Subsisted One (1) Original Copy	
Menu for today One (1) Original Copy	
Petty Cash Replenishment - Pharmacy	
Report on Paid Petty Cash Vouchers One (1) Original Copy	Pharmacy
Certificate of Emergency Purchases One (1) Original Copy	
Official Receipts/ Invoice One (1) Original Copy	
Reimbursement Expense Receipt (RER) (for more than P300.00 but not exceeding P1,000.00), or Certification of Expenses Not Requiring Receipts (for P300.00 or less) for expenses without ORs One (1) Original Copy	
Certificate of Inspection and Acceptance One (1) Original Copy	
Doctor's Prescription One (1) Original Copy	
Canvass from at least 3 suppliers for purchases involving P1,000. and above One (1) Original Copy	
Petty Cash Voucher One (1) Original Copy	
Petty Cash Replenishment - Representation	
Report on Paid Petty Cash Vouchers One (1) Original Copy	Cash
Bills, Receipts, Sales Invoices One (1) Original Copy	
Official Receipts/ Invoice One (1) Original Copy	
Reimbursement Expense Receipt (RER) (for more than P300.00 but not exceeding P1,000.00), or Certification of Expenses Not Requiring Receipts (for P300.00 or less) for expenses without ORs One (1) Original Copy	
Certificate of Inspection and Acceptance One (1) Original Copy	
Canvass from at least 3 suppliers for purchases involving P1,000. and above One (1) Original Copy	
Certificate of Attendance, <i>for meetings/ activities</i> One (1) Original Copy	

Petty Cash Voucher One (1) Original Copy	
Granting of Cash Advances	
Authority of the accountable officer issued by the Head of the Agency or his duly authorized representative indicating the maximum accountability and purpose of cash advance <i>(for initial cash advance)</i> One (1) Original Copy	Cash Unit
Approved application for bond and/or Fidelity Bond for the year for cash accountability of P5,001.00 or more One (1) Original Copy	Cash Unit
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books One (1) Original Copy	Accounting Unit
Approved Letter of Request or estimates of petty expenses <i>(for one month for Petty Cash Fund)</i> One (1) Original Copy	End Users
Hospital Personnel Order One (1) Original Copy	End Users % HRMU
Request for Training / Registration Fees (Cash Advance)	
Approved Training Request Form One (1) Original Copy	End Users
Approved Training Program/ Invitation One (1) Original Copy	
Approved Purchase Request, if applicable One (1) Original Copy	
Statement of Account/Bill or if any documents indicating amount of registration fee One (1) Original Copy	
Approved Work Financial Plan One (1) Photocopy	
Hospital Personnel Order / Department Memorandum One (1) Original Copy	End Users % HRMU
Request for Training / Registration Fees (Liquidation)	
Liquidation Report One (1) Original Copy	End Users
Expense Summary Report One (1) Original Copy	
Official Receipts/ Invoice One (1) Original Copy	
Reimbursement Expense Receipt (RER) for more than P300.00 but not exceeding P1,000.00, or Certification of Expenses Not Requiring Receipts for P300.00 or less - for expenses without ORs One (1) Original One (1) Photocopy	
Duly signed attendance sheets One (1) Original Copy	
Photos taken during the conduct of seminar / training One (1) Original Copy	
Certificate of Appearance / Attendance / Participation One (1) Original Copy	

Training Feedback Form acknowledged by PETRU One (1) Original Copy	
Local Travel (Cash Advance)	
Hospital Personnel Order / Travel Order One (1) Original One (1) Photocopy	Employee
Duly approved itinerary of travel One (1) Original One (1) Photocopy	
Certification from the accountant that the previous cash advance has been liquidated One (1) Original	Accounting Unit
Local Travel (Liquidation)	
Liquidation Report One (1) Original One (1) Photocopy	Employee
Plane, boat or bus tickets, boarding pass, terminal fee One (1) Original One (1) Photocopy	
Certificate of appearance / attendance One (1) Original One (1) Photocopy	
Certificate of participation Two (2) Photocopies	
Previously approved itinerary of travel One (1) Original One (1) Photocopy	
Revised or supplemental Office Order or any proof supporting the change of schedule One (1) Original One (1) Photocopy	
Revised Itinerary of Travel (if different from original IOT) One (1) Original One (1) Photocopy	
Reimbursement Expense Receipt (RER) for more than P300.00 but not exceeding P1,000.00, or Certification of Expenses Not Requiring Receipts for P300.00 or less - for expenses without ORs One (1) Original One (1) Photocopy	
OR in case of refund of excess cash advance One (1) Original One (1) Photocopy	
Certificate of Travel Completed One (1) Original One (1) Photocopy	
Hotel room / lodging bills and ORs One (1) Original One (1) Photocopy	
Honoraria for Government Personnel involved in Government Procurement	
Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	BAC Secretariat

One (1) Original Copy		BAC Secretariat		
Minutes of BAC Meeting One (1) Certified True Copy				
Notice of award to the winning bidder of procurement activity being claimed One (1) Original Copy				
Certification that the procurement involves competitive bidding One (1) Original Copy				
Attendance Sheet listing names of attendees to the BAC meeting One (1) Original Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the supporting documents required for the processing of Obligation Request and Status (ORS) or Budget Utilization Request and Status (BURS), and issuance of Certificate of Availability of Funds (CAF).	1.1 Before receiving, review the completeness of all required supporting documents in accordance with the relevant guidelines. Then, record/encode in the Budget Documents Monitoring Tool (google sheet).	None	10 minutes	Incoming Documents Receiver / Budget Unit
	1.2 Review the accuracy of supporting documents. Prepares the ORS/BURS and CAF, then records/encodes to the Unpaid Monitoring Tools.	None	1 hour	Fund Custodian/ Budget Unit
	1.3 Certify as to the Allotment available and obligated for the purpose/adjustment necessary as indicated in the purpose.	None	1 hour	Unit Head / Budget Unit
	1.4 Release the CAF together with the ORS/BURS and supporting documents to the Accounting Unit for the preparation of the Disbursement Voucher.	None	10 minutes	Outgoing Documents Forwarder / Budget Unit
		TOTAL	2 hours and 30 minutes	

PROCESS FOR THE ISSUANCE OF CERTIFICATE OF AVAILABILITY OF FUNDS

This process includes the preparation and issuance of Certificate of Availability of Funds for the Expenditures with MOA (payment subject to goods delivered and services rendered), and other expenditures.

Office or Division:	BUDGET UNIT	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business G2G - Government to Government	
Who may avail:	Suppliers, Service Providers, Contractors and MMWGH Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Gasoline, Oil and Diesel		
Statement of Account and Sales Invoices One (1) Original Copy	Supplier c/o EFMU	
Approved Trip Tickets One (1) Original Copy	EFMU	
Summary of Daily Totals of Requisition One (1) Original Copy		
Monthly Consumption Report One (1) Original Copy		
Fuel, Oil and Lubricants Order Slip/ Purchase Request One (1) Original Copy		
Other Professional / General Services		
Service Invoice/ Billing/ Statement of Account One (1) Original Copy	Service Provider c/o End Users	
Request Form One (1) Original Copy	End Users	
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof One (1) Original Copy/ Photocopy	Procurement Unit	
Security Services		
Mancom Resolution, <i>for IGI Funding</i> One (1) Certified True Copy	OMCC c/o MANCOM Secretary	
Service Invoice/ Billing/ Statement of Account One (1) Photocopy	Service Provider	
Signed DTRs One (1) Original Copy		
Summary of DTRs/ Record of Attendance/ Service One (1) Original Copy	Security Agency/ Security Unit	
Computation for Payment/ Schedule of Deductions One (1) Original Copy		
Accomplishment Report One (1) Original Copy		
Certificate of Acceptance One (1) Original Copy		
Proof of remittance to concerned government agency (BIR/SSS/Pag-Ibig) One (1) Original Copy		
Additional documents required under COA Circular-2009-001		
Approved documents indicating the following;		Security Agency/ Security Unit

<p>a. the number and the corresponding rates/salary of personnel involved b. schedule of work and places of assignment or station One (1) Photocopy</p>				
<p>The group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate One (1) Photocopy</p>				
<p>Approved documents indicating the minimum requirements of the agency on the number of security personnel to be involved in the project in accordance with the applicable Rules Implementing R.A. 6727 One (1) Photocopy</p>				
<p>The population of the agency where the services is rendered One (1) Photocopy</p>				
Other Expenditures				
Utility Expenses/ Telephone/ Communication Services				
<p>Statement of Account/Bill (for pre-audit purposes) One (1) Original Copy</p>		<p>Service Provider c/o EFMU (Utilities) & IMISU (Telephone & Communication Services)</p>		
<p>Invoice/ Official Receipt or machine validated statement of account/bill (for post-audit purposes) One (1) Original Copy</p>				
<p>ManCom Resolution (for IGI funding) One (1) Certified True Copy</p>		<p>OMCC c/o MANCOM Secretary</p>		
Honoraria to Lecturers/ Coordinators				
<p>Hospital Personnel Order One (1) Original Copy</p>		<p>PETRU</p>		
<p>Coordinator's report on lecturer's schedule One (1) Original Copy</p>				
<p>Course Syllabus / Program of Lectures One (1) Original Copy</p>				
<p>Computation of Honoraria/ Professional Fee One (1) Original Copy</p>				
<p>Duly approved DTR, in case if claims by the coordinator and facilitators One (1) Original Copy</p>				
<p>Proof of salary rate or copy of appointment/Notice of Salary Adjustment (NOSA), if from government agency One (1) Certified True Copy</p>				
<p>Curriculum Vitae One (1) Original Copy</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the supporting documents required for the processing of Obligation Request and Status (ORS) or Budget Utilization Request and</p>	<p>1.1 Before receiving, review the completeness of all required supporting documents in accordance with the relevant guidelines. Then, record Budget Documents Monitoring Tool (google sheet).</p>	None	15 minutes	Incoming Documents Receiver / Budget Unit

Status (BURS), and issuance of Certificate of Availability of Funds (CAF).	1.2 Review the accuracy of supporting documents and thier computation.	None	15 minutes to 1 hour	Fund Custodian/ Budget Unit
	1.3 Prepares the ORS/BURS, then records to the Unpaid Monitoring Tools.	None	1 hour to 4 hours	Fund Custodian/ Budget Unit
	1.4 Certify as to the Allotment available and obligated for the purpose/adjustment necessary as indicated in the purpose.	None	1 hour to 4 hours	Unit Head / Budget Unit
	1.5.1 For expenditures with Purchase Order/Job Order: Records to Budget Documents Monitoring Tool (google sheet), before releasing the CAF together with the ORS/BURS and supporting documents to the concerned Division Head (HOPSS, Finance, Nursing, Medical) for their certification as to the necessity of expenses, legality of the supporting documents, and the expenses incurred are under their direct supervision.	None	15 minutes	Outgoing Documents Forwarder / Budget Unit
	1.5.2 For expenditures without Purchase Order/Job Order: Records to Budget Documents Monitoring Tool (google sheet), before releasing the CAF together with the ORS/BURS and supporting documents to the Accounting Unit for the preparation of the Disbursement Voucher.			
	TOTAL		1 day 1 hour and 30 minutes	