



**OFW
Hospital**



OFW HOSPITAL

CITIZEN'S CHARTER



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Hospital**



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**CITIZEN'S CHARTER
2025 1st EDITION**



I. Mandate:

The OFW Hospital was created under Executive Order No. 154 in December 7, 2021. It is a 100-bed capacity hospital located in San Fernando City, Pampanga. The provincial government of Pampanga donated the land where it was built and Bloomberry Cultural Foundation Inc. funded the construction of the hospital. The hospital started operation as polyclinic on May 2, 2022 and began full operation on June 2022, under the Department of Labor and Employment (DOLE). Starting April 2023, the operation of the hospital was placed under the administrative control of the Department of Migrant Workers (DMW) by virtue of Republic Act No. 11641 or the Department of Migrant Workers Act. Currently, the hospital is accredited as a Level I hospital, with 50 authorized bed capacity.

The hospital was created to cater primarily to the health care needs of Filipino migrant workers. RA 11641 defines Overseas Filipino Workers (OFW) as a Filipino who is to be engaged, is engaged, or has been engaged in remunerated activity in a country of which they are not an immigrant, citizen or permanent resident, or is awaiting naturalization, recognition or admission, whether land-based or sea-based regardless of status; excluding a Filipino engaged under a government recognized exchange visitor program for cultural and educational purposes. Qualified dependents of OFWs refers to the following:

- a. Married OFW
 - Spouse
 - Children 17 years old and below
 - Parents
- b. Unmarried OFW
 - Parents
 - Siblings 17 years old and below
 - PWD siblings regardless of age

II. Vision:

To be the center of excellence hospital for the health care needs of Filipino Overseas Workers and their dependents, and the best workplace for healthcare workers.

III. Mission:

To meaningfully improve the health and welfare of OFWs, their families and the country.

IV. Service Pledge:

We Pledge:

- To treat patients, their families and colleagues with empathy, kindness and dignity while striving to alleviate suffering and provide compassionate care that addresses their physical, emotional and spiritual needs;



- To pursue the highest standards of quality and performance in all aspects of healthcare delivery, administrative practices and personal development;
- To provide patient-centered service and treat each patient with respect and dignity;
- To continuously update our knowledge and skills so that we use innovated approaches to health care and customer service;
- To listen to our patients, hear their issues, continuously examine our services and look for loopholes in the systems, fill them and improve them to serve better our customers.

V.Documentary Requirements to Avail of OFW Hospital Services

▪ OFW

- Passport or any valid government issued ID

▪ Spouse of the OFW

- Passport or any valid government issued ID of OFW
- Marriage Certificate or Certificate of Cohabitation from the barangay if common law partner
- Valid government issued ID of spouse

▪ Children of OFW

- Passport or any valid government issued ID of OFW
- Birth certificate of Child
- Valid ID or School ID

▪ Parents of OFW

- Passport or any valid government issued ID of OFW
- Birth certificate of the OFW
- Valid government issued ID of Parents

▪ Siblings of the Unmarried OFW

- Passport or any valid government issued ID of OFW
- PSA/LCR Birth certificate of the OFW
- PSA CENOMAR of OFW
- PSA/LCR Birth certificate of siblings
- Valid government issued ID of siblings

▪ “Solo Parent” of the OFW’s minor child/children (RA 8972)

- Solo Parent ID



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	1.2 Availment of Electrocardiogram (ECG) for Outpatient	

D. Pulmonary

1. External Services

- 1.1 Availment of Arterial Blood Gas (ABG) for Outpatient
- 1.2 Availment of Simple Pulmonary Function Test 2(PFT) for Outpatient
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E. Pharmacy

1. External Services

- 1.1 Dispensing of Drugs and Medicine for Outpatient

2. Internal Services

- 2.1 Dispensing of Drugs and Medicine for Emergency Room and Inpatient
- 2.2 Emergency Purchase of Drugs and Medicine
- 2.3 Return/Refund of Unused Drugs and Medicine

F. Dietary

1. External Services

- 1.1 Inpatient Meal Provision

G. Health Information Management System

1. External Services

- 1.1 Issuance of Medical Records (Medical Certificate, Medical Abstract, Discharge Summary, Operation Record and Laboratory/Radiology Result)
- 1.2 Issuance of Confinement Certificate
- 1.3 Issuance of Certificate of Live Birth
- 1.4 Issuance of Certificate of Live Birth (Unmarried Parents)
- 1.5 Issuance of Certificate of Death

H. Admitting Section

1. External Services

- 1.1 Inpatient Admission Process
- 1.2 Admission Process for Patients from Urgent Care

I. Medical Social Work

1. External Services

- 1.1 Malasakit Center Assistance for Outpatient Procedures
- 1.2 Malasakit Center Assistance for Inpatient and Urgent Care
- 1.3 Philhealth Point of Service (POS) Enrollment
- 1.4 Issuance of Medical Social Service Card/Booklet

IV. NURSING SERVICE

A. Outpatient Department

1. External Services
 - 1.1 New Patient Consultation
 - 1.2 Follow-up Consultation
 - 1.3 Telemedicine Consultation

B. Emergency Room

1. External Services
 - 1.1 Admission of Patients at the Emergency Room

C. Operating Room

1. External Services
 - 1.1 Procedure for Surgical Operation

D. Clinical Ward

1. External Services
 - 1.1 Trans-in/Trans-out of patients from Other Unit/Ward
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V. ADMINISTRATIVE AND FINANCE SERVICE

A. Human Resources Department

1. External Services
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2. Internal Services
 - 1.1 Recruitment, Selection and Placement (Internal Applicants)
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 - 1.3 Application of Sick Leave, Special Privilege Leave Vacation Leave within the Country
 - 1.4 Application of Maternity Leave and Vacation Leave Abroad
 - 1.5 Request for Certificate of Employment and Payslip
 - 1.6 Hospital Order Request for Trainings/Seminar

B. Engineering and Facilities Management

1. Internal Services
 - 1.1 Job Order Request for Engineering and Maintenance
 - 1.2 Conduction of Employees



C. Billing and Claims

1. External Services
 - 1.1 Issuance of Patient Statement of Account for Day Surgery
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 - 1.2.1 OFWs and Dependents with Sufficient OWWA Benefits
 - 1.2.2 OFWs and Dependents with Insufficient OWWA Benefits

D. Accounting Section

1. Internal Services
 - 1.1 Processing of Disbursement Voucher (DV)

E. Budget Section

1. Internal Services
 - 1.1 Processing and Preparation of Obligation Request and Status (ORS)

F. Property and Supply Section

1. Internal Services
 - 1.1 Receipt and Inspection of Delivery
 - 1.2 Issuance of Common Goods and Supplies
 - 1.3 Issuance of Property and Equipment

G. PROCUREMENT SECTION

1. Internal Services
 - 1.1 Processing and Preparation of Obligation Request and Status (ORS)

VI. Feedbacks and Complaints

VII. List of Offices



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OFFICE OF THE MEDICAL CENTER CHIEF



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Information and Communication Technology Department

Internal Services



1. Request for Information Technology Technical Support Services

This is a step-by-step process to avail IT Technical Support Services. The scope of the services provided is troubleshooting of computers, printers, network, and hospital information systems. This service can be availed from Monday to Friday, 8:00 AM to 5:00 PM.

Office or Division:	Information and Communications Technology Office
Classification:	Simple
Type of Transaction:	G2G (Government to Government), G2C (Government to Citizen)
Who may avail:	OFW Hospital operation offices/staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of ICT Service Request Form		Information and Communications Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial local 2072 or 2071, proceed to ICTO Office and accomplish the Service Request Form	1. Discuss the details Concerned end user Service Request Form. (5 minutes)	None	5 minutes	
2. Submit the Service Request Form	Upon receipt of the service request form, IT Personnel shall assess the software and/or hardware status/condition of the unit of concerned end user.	None	30 minutes	<i>Computer Maintenance Technologist I</i>

3. Troubleshooting Hardware/Software / Network Problems	<p>HARDWARE:</p> <p>3.1 In case the equipment is unserviceable, it will be recommended for condemn</p> <p>3.2 In case of hardware problem and needs replacement and there is available part/s, replacement will be done and return to the end user.</p> <p>3.3 In case of hardware problem and needs replacement and there is no available part/s for replacement</p> <p>ICT Personnel will prepare the purchase request form and other necessary requirements</p> <p>3.4 When the part/s procured</p>	None	3 days	Computer Maintenance Technologist I

	becomes available, IT personnel will install/replace the part/s and return the unit to the end-user.			
	SOFTWARE 3.5 In case of software problems, immediate troubleshooting should be applied; checking the presence of computer viruses; re-installation of the operating system or specific software needed that malfunctioned. 3.6 In case of problem in Hospital Information System and other Information System, check the error message and investigate the cause of the problem and implement appropriate solutions. 3.7 In case of problem with printer, laptop or computer,		2 hours	<i>Computer Maintenance Technologist I</i>

	investigate the cause of the problem and implement appropriate solutions.			
4. Write feedback/remarks in the service rendered using the Client Satisfaction Measurement (CSM) Survey form.	Document the service rendered.	None	5 minutes	<i>Computer Maintenance Technologist I</i>
5. Sign the Service Request form for resolved issues/concerns.	Sign and file the filled out Service Request Form.	None	5 minutes	<i>Computer Maintenance Technologist I</i>
Total			Hardware - 3 Days and 45 mins Software – 3 hours and 45 mins	

2. Posting of Articles on OFW Website and Social Media Platform

Created and designed for a government hospital to communicate information, update the public, provide their departmental contact details, roles and responsibilities, and other information for the operation of the hospital and information members of the public need to access and be aware of.

Office or Division:	Information and Communications Technology Office
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All OFW Hospital Employees and Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Softcopy of Files One (1) copy of ICT Service Request Form 		Information and Communications Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial local 2072 or 2071, proceed to ICTO Office and request for Service Request Form for Website and Social Media Platform Posting	ICT Staff will issue Website and Social Media Platform Posting Request Form	None	5 minutes	<i>Computer Maintenance Technologist I</i>
1. Accomplish and submit the Service Request Form	Upon receipt of the service request form, IT Personnel shall assess the request	None	5 minutes	<i>Computer Maintenance Technologist I</i>
2. Submit documents for uploading	ICT Staff will receive the copy of	None	10 minutes per file (depending on the file size)	<i>Computer Maintenance Technologist I</i>

	files and/or layout to upload.			
3. Write feedback/remarks in the service rendered using the Client Satisfaction Measurement (CSM) Survey form	Document the service rendered.	None	5 minutes	<i>Computer Maintenance Technologist I</i>
4. Sign the Service Request form for resolved issues/concerns	Sign and file the filled out Service Request Form	None	5 minutes	<i>Computer Maintenance Technologist II / I</i>
Total			30 minutes	



3. Request for Hospital Information System Transactions

The scope of the service is to provide technical/system assistance for Hospital Information System. This service can be availed from Monday to Friday, 8:00 AM to 5:00 PM.

Office or Division:	Information and Communications Technology Office
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	All OFW Hospital Employees and Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of ICT Service Request Form		Information and Communications Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dial local 2072 or 2071, proceed to ICTO Office and Fill up the Service Request Form	1. Receive request and assign the request to an IT staff.	None	3 minutes	Computer Maintenance Technologist II / I
	2. Assess the request for IHOMIS concerns and take action.	None	2 minutes	Computer Maintenance Technologist II / I

	2.1 If the request is a technical concern, the System Administrator/IT staff will access the database.	None	30 minutes	<i>Computer Maintenance Technologist II / I</i>
	2.2 If the concern is complex, the IT staff will direct it to the Department of Health (DOH) Technical staff.	None	Not applicable	<i>Computer Maintenance Technologist II / I</i>
Total			30 minutes	

4. Production of Information Education Communication Materials

Developed and produced materials for information education and communication to spread knowledge about health campaigns, environmental awareness, disaster preparedness, and other topics. With a variety of media, including posters, videos, brochures, and social media content, the goal is to make sure the message effectively reaches the intended audience.

Office or Division:	Information and Communications Technology Office			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All OFW Hospital Offices, Activities, Training Facilitators, and Focal Persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of IEC Production Request Form		Information and Communications Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ICTO Office and Fill up the printed IEC Production Request Form or via Google Form	Receive the request form	None	2 minutes	<i>Computer Maintenance Technologist II and I</i>
	Evaluate request	None	5 minutes	<i>Computer Maintenance Technologist II and I/ StratComms</i>
	Inform designated staff of action required	None	2 minutes	<i>Head of ICTO</i>

	Present concept / prototype to client/requestor	None	1 – 5 hours	<i>Computer Maintenance Technologist II and I / Creative Director</i>
	Implement revisions and secure approval from client/requestor	None	1-5 days	<i>Computer Maintenance Technologist II and I/ Creative Director</i>
	Preproduction meeting with the client/requestor	None	1 – 4 hours	<i>Computer Maintenance Technologist II and I /Creative Director/ Production Team/StratComms</i>
	Produce the IEC material	None	10 days - RC 20 days – AVP (Pure Editing only e.g. slideshow of photos, provided video clips) 20 – 40 days – AVP (In-house shoot) 40 – 50 days - AVP (Outside shoot) 30 days – Annual report book Design	<i>Computer Maintenance Technologist II and I/Creative Director/ Production Team/StratComms</i>

			10 days – Brochure 10 days – poster (18x24 in), flyer (2 folds back to back), tarpaulin	
	Present IEC material to client/requestor for approval	None	1 – 3 hours	<i>Computer Maintenance Technologist II and I/Creative Director/ Production Team/StratComms</i>
	Implement agreed-upon revisions	None	1 day	<i>Computer Maintenance Technologist II and I/Creative Director/ Production Team/StratComms</i>
	Submit approved IEC materials to concerned office/department/requestor	None	1 day	<i>Head of ICTO/Creative Director/ Production Team/StratComms Chairperson</i>
Total		None	19 – 50 days, 12 hours, 2 minutes	Depending on the IEC materials



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24/7 OFW Hospital Operation Center

External Services



1. OFW Hospital Medical Repatriation Operation Center

MEDICAL REPATRIATION PROGRAM

The OFW Hospital shall cater only to cases of medical repatriation which are duly coordinated with the hospital and endorsed by relevant government agencies at least three (3) working days prior to arrival in the Philippines.

This process covers enrollment, redirection and admission of patients in the OFW Hospital Medical Repatriation Program. The service is open Monday-Sunday and headquarters is located at the Ground Floor.

Office or Division	MEDICAL REPATRIATION OPERATION CENTER			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail?	OFWs seeking accepting hospital for medical repatriation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• IMRAP form		OWWA		
• Clinical abstract, discharge papers, laboratory results and other pertinent documents		Hospital/Hospice/Patient documents		
• Clearance for travel		Hospital/Hospice/Clinic from country of origin		
• Flight itinerary		Referring agency OR Patient		
• ID/OWWA Card/ Malasakit Card		Patient		
PRE-ARRIVAL AND REFERRAL				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral received from relevant agencies and coordinating bodies	1.1 Referrals acknowledged 1.2 Evaluation and review of supporting documents such as medical abstract, medical certificate, laboratory results, complete medication list. 1.3 Identification of medical assistance and services needed	None	Within 24 hours	Admin Staff Receiving Nurse EM Specialist
2. Coordination with the next of kin and patient's contact number	2.1. Takes thorough history and identifies the current status of patient for repatriation	None	1-2days	EM Specialist Attending Physician

	<p>2.2 Aligns family expectations and goals of treatment in relation to the level status of the hospitals and services catered</p> <p>2.3. Referrals to specialty services and attendings</p> <p>2.4 If both parties agrees to a decision, response letter will be sent back to the referring agency.</p>			
3.Pre pares the flight itinerary and coordinates with referring agency regarding transportation	<p>3.1 Prepares for the arrival and arranges the needs of the patient</p> <p>3.2Coordinates with family while on transit</p>	None	2 hours	Nurse EM Specialist Attending Physician
PATIENT ARRIVAL AT THE HOSPITAL'S EMERGENCY ROOM				
4. Arrives in the triage area and relatives to proceed to OWWA and malasakit center	<p>4.1 Interview the patient, takes brief history and chief complaint. Accomplish the patient contact form</p> <p>4.2 Takes the vital sign and anthropometrics and record it in the patient contact form</p> <p>4.3 Encodes patient data in the Hospital information system</p> <p>4.4 Instruct patient relative to proceed to OWWA desk and Malasakit Center</p> <p>4.5 Endorsed patient to the treatment area</p>	None	10 minutes	Triage Nurse
5. Proceed to the treatment area for management.	<p>5.1 Takes thorough history and physical examination of the patient.</p> <p>5.2 Initiate management of the patient</p> <p>5.3 Make the order for ancillary diagnostic procedure</p>	None	20 minutes	Nurse EM Specialist

6 Disposition	6.2 Informs the patient Disposition (Discharge, Admission, or Transfer) 6.3 Prepares documents for the final disposition the patient and advice on arranging all the necessary documents.	None	1-2 hours	Nurse EM specialist
7 Follow step on the decided disposition of the doctor	7.2 Discharge or Admit the patient 7.3 Instruct patient to proceed to Billing or Admitting (Refer to Billing/Admitting Citizen Charter)	None	1 hour	Nurse
		TOTAL	Within 3 – 4 working days	



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Dental Department

External Services

1. Availment of Dental Services (Dental check up, Cleaning and Tooth Extraction)

The Dental Services is available on Mondays and Wednesdays from 8:00 AM to 5:00 PM, and Fridays from 8:00 AM to 12:00 NN. The services offered include dental check-ups, cleaning, and tooth extraction.

OFFICE OR DIVISION:	MEDICAL SERVICES – Dental Department			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN (G2C)			
Who may avail:	ALL OFW AND THEIR DEPENDENTS (ACTIVE OR INACTIVE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Out Patient Discharge Checklist 		Security Guard Assigned at OPD Entrance		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get an OPD stub from the assigned at OPD information desk	1. Verify patients' appointment thru discharge check list and issued OPD blue stub	NONE	5 MINUTES	OPD information desk at OPD Entrance
2. Fall in line for the OWWA verification	2. OWWA staff will verify the patients account	NONE	10 MINUTES	OWWA Staff
4. Proceed to Vital signs area	3. Nursing attendant will assess the patients Vital Signs	NONE	5 MINUTES	Nursing Attendant/ Nurse
4.1 Inactive OFW proceed to Social Service	4.1 Medical Social Worker will conduct client's interview	NONE	10 MINUTES	Social Service Staff
4.2 Active OFW with Zero Balance and Parents of Active married OFW proceed to Social Service	4.2 Medical Social Worker will conduct client's interview	NONE	10 MINUTES	Medical Social Service
5. Proceed to Triage area, patients whose number is	5.1 Triage Nurse will check the dental schedule	NONE	10 MINUTES	Nurse

called will be interviewed	5.2 Encodes the information of the patient in google sheet and EMR system			
6. Patients whose name will follow the nurse of nurse attendant to 2 nd floor waiting area once the patient's chart is available	6. Assist patient whose name is called to clinic area	None	15 MINUTES	Nursing attendant
7. While at the clinic area, wait for your name to be called by the dental aide	7. Provides quality dental services	None	30 MINUTES	Dentist in respective clinic
8. Discharge Checklist, home instructions, date of follow up and clinic to consultation	8. Advise home instructions, the date of follow up schedule	None	15 MINUTES	Dental aide
TOTAL:			1 hour and 50 minutes	



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ANCILLARY SERVICE



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Department of Laboratory and Transfusion Medicine

External Services



1. Extraction of Blood And Receiving of Specimen for Laboratory Examination from Out Patient Department

To provide clear guidelines and set expectations for patients undergoing blood extraction and specimen submission for laboratory examination at the outpatient department. The service is available from Monday to Friday excluding holidays, 06:00 AM. to 5:00 P.M. The extraction, scheduling, and release of results are handled by the Laboratory Department, which is located on the 3rd floor of the OFW Hospital.

Office or Division:	DEPARTMENT OF LABORATORIES AND TRANSFUSION MEDICINE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Overseas Filipino Workers (OFWs) and their qualified dependent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of OFW Hospital Laboratory Request 2. One (1) copy of OFW Hospital Discharge Completion Checklist		<ul style="list-style-type: none">• Requesting Physician• Out-patient Department located at the 2nd floor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>SCHEDULED DATE OF LABORATORY PROCEDURE</p> <p>3. Laboratory Request Form should be photocopied</p>	<p>3.1 Verify Patient's Full name, Age, Date of Birth. Check the completeness of laboratory request form and OPD Discharge Checklist is to be stamped on the date of procedure.</p> <p>3.2 Provide queuing number to the patient and instruct patient to wait for his/her number to be called by the Clerk/Medical Technologist</p> <p>3.3 Wait for the number to be called and proceed to blood extraction area.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Medical Technologist/Clerk</p>
<p>4. Proceed to the Laboratory once the queue number is called and present the OPD Checklist and Laboratory Request</p>	<p>4.1 Receive request and prepares materials needed for the blood extraction</p> <p>4.2 Performs the blood extraction to the patient</p>	<p>NONE</p>	<p>5 Minutes</p>	<p>Medical Technologist/Clerk</p>

	4.3 Informs the patient the release date of test results.			
Active/Inactive/Non Dependents	OFW's and	Total	7 Minutes	

2. Releasing of Laboratory Examinations

To provide clear guidelines and set expectations for patients for patient that will get their examination test results. Laboratory examination test results are available for patients from Monday to Friday, excluding holidays, between 06:00 AM and 05:00 PM. The release of results is handled by the Laboratory Department, which is located on the 3rd floor of OFW Hospital.

Office or Division:	DEPARTMENT OF LABORATORIES AND TRANSFUSION MEDICINE
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Overseas Filipino Workers (OFWs) and their qualified Dependent

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. One (1) copy of OFW Hospital Discharge Completion Checklist 6. One (1) of Charge Slip Invoice from billing department		<ul style="list-style-type: none"> Out-patient Department located at the 2nd floor Billing Department located at the 1st floor 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RELEASING OF RESULT 1. Present the Charge slip invoice given by the Billing Clerk and OPD Discharge Checklist to the Laboratory Department	a. Verify the name on the OPD Discharge Checklist and the date of the procedure b. Log Patient name to Releasing Log book c. Releasing of Results	None	5 Minutes	Medical Technologist/Clerk
		Total	5 Minutes	

3. Laboratory Schedule for Blood Extraction from Out Patient Department

To provide clear guidelines and set expectations for patients undergoing schedule blood extraction and specimen submission for laboratory from outpatient department Laboratory examination test are available for patients from Monday to Friday, excluding holidays, between 06:00 AM and 05:00 PM. Laboratory Extraction is located on the 3rd floor of OFW Hospital.

Office or Division:	DEPARTMENT OF LABORATORIES AND TRANSFUSION MEDICINE	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Overseas Filipino Workers (OFWs) and their qualified dependent	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. One (1) copy of OFW Hospital Laboratory Request 2. One (1) copy of OFW Hospital Discharge Completion Checklist		<ul style="list-style-type: none"> • Requesting Physician • Out-patient Department located at the 2nd floor 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SCHEDULING OF LABORATORY EXAMINATION 3. Present the Laboratory Request Form and OPD Discharge Checklist to the Department Laboratories and Transfusion Medicine	3.1 Receive and verify the request form and OPD Discharge checklist, then record the scheduled date and time for the laboratory procedure. 3.2 Provide the patient with instructions on the necessary preparations for the laboratory procedure on the scheduled date.	NONE	5 minutes	Medical Technologist/Clerk



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Active/Inactive/Non Dependents	OFW's and	Total	5 Minutes	



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Department of Radiology

External Services

1. Availment of X-Ray for Outpatient

This is a step-by-step process to request for x-ray procedure as an outpatient. The process covers from scheduling of procedure to the release of result. The Radiology Department is located at the ground floor of the OFW Hospital and the services are available from Monday to Saturday, 8 AM to 5PM.

Office or Division:	DEPARTMENT OF RADIOLOGY			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Overseas Filipino Workers (OFWs) and their qualified dependent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of OFW Hospital Radiology Request 2. One (1) copy of OFW Hospital Discharge Completion Checklist		<ul style="list-style-type: none"> Requesting Physician Out-patient Department Nurse 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SCHEDULING OF RADIOLOGY EXAMINATION 1. Present the Radiology Request Form and OPD Checklist to Radiology Department	1.1 Receive and verify the request form if the data is complete; with diagnosis and signature of requesting physician. 1.2 Check follow-up date and give the date and time of schedule of procedure 1.3 Advise the patient on the needed preparation for the procedure and that they need to get charge slip from the Billing and Claims Section on the date of procedure	NONE	2 minutes	Radiology Technologist
ON THE SCHEDULED DATE OF PROCEDURE 2. Approach the information staff and get queuing number for Billing and Claims	2.1 Provide queuing number to the patient and instruct patient to wait for his/her number to be called by the Billing Clerk	NONE	1 Minute	Front Desk Clerk



<p>3. Proceed to the Billing and Claims Section once the queue number is called and present the OPD Checklist</p>	<p>3.1 Check the request form and OPD Discharge Checklist and issue charge slip.</p> <p>3.2 Instruct patient to go to the Malasakit Center if the OWWA benefit is insufficient or if the patient is inactive OFW and to the Radiology Department if the OWWA benefit is sufficient</p>	NONE	5 Minutes	Billing Clerk
<p>FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT</p> <p>4. Proceed to Malasakit Center and present the charge slip</p>	<p>4.1 Receive the Charge Slip, interview the patient and prepare the intake sheet.</p> <p>4.2 Ask the patient to sign the intake sheet Advise the patient to proceed the Radiology Department</p>	None	5 Minutes	Medical Social Worker
<p>5. Proceed to the Radiology Department and present copy of Charge Slip and wait for the number to be called.</p>	<p>5.1 Call the patient's queuing number; receive and check the Discharge Completion Checklist and the radiology request form.</p> <p>5.2. Verify the patient details (Name, age, birth date) and encode patients' data in the control console.</p> <p>5.3. Performs the x-ray procedure</p> <ul style="list-style-type: none"> • Single organ 5 minutes • Multiple organs 15 minutes <p>5.4. Informs the patient the release date of test result. (Result is available after 3 days)</p>	None	5 – 15 minutes	Radiologic Technologist
		None	1 minute	Radiologic Technologist

Active OFW with sufficient OWWA benefits		Total	14 - 24 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	19 - 29 Minutes	
RELEASING OF RESULT 6. Present the OPD Discharged Checklist	6.1 Check the name on the OPD Checklist and release the results	None	2 Minutes	Radiologic Technologists
Active OFW with sufficient OWWA benefits		Total	16 -26 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total		

2. Availment of Ultrasound Procedure for Outpatient

This is a step-by-step process to request for ultrasound procedure as an outpatient. The process covers from scheduling of procedure to the release of result. The Radiology Department is located at the ground floor of the OFW Hospital and the services are available from Monday to Saturday, 8 AM to 5PM.

Office or Division:	DEPARTMENT OF RADIOLOGY				
Classification:	Simple				
Type of Transaction:	Government to Citizen (G2C)				
Who may avail:	Overseas Filipino Workers (OFWs) and their qualified dependent				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
<ul style="list-style-type: none"> One (1) copy of OFW Hospital Radiology Request One (1) copy of OFW Hospital Discharge Completion Checklist 			<ul style="list-style-type: none"> Requesting Physician Out-patient Department Nurse 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	

SCHEDULING OF RADIOLOGY EXAMINATION 1. Present the Radiology Request Form and OPD Checklist to Radiology Department	1.1 Receive and verify the request form if the data is complete; with diagnosis and signature of requesting physician. 1.2 Check follow-up date and give the date and time of schedule of procedure 1.3 Advise the patient on the needed preparation for the procedure and that they need to get charge slip from the Billing and Claims Section on the date of procedure	NONE	2 minutes	Radiology Technologist
ON THE SCHEDULED DATE OF PROCEDURE 2. Approach the information staff and get queuing number for Billing and Claims	2.1 Provide queuing number to the patient and instruct patient to wait for his/her number to be called by the Billing Clerk	NONE	1 Minute	Front Desk Clerk
3. Proceed to the Billing and Claims Section once the queue number is called and present the OPD Checklist	3.1 Check the request form and OPD Discharge Checklist and issue charge slip. 3.2 Instruct patient to go to the Malasakit Center if the OWWA benefit is insufficient or if the patient is inactive OFW and to the Radiology Department if the OWWA benefit is sufficient	NONE	5 Minutes	Billing Clerk

FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT 4. Proceed to Malasakit Center and present the charge slip	4.1 Receive the Charge Slip, interview the patient and prepare the intake sheet. 4.2 Ask the patient to sign the intake sheet Advise the patient to proceed the Radiology Department	None	5 Minutes	Medical Social Worker
5. Proceed to the Radiology Department and present copy of Charge Slip and wait for the number to be called.	5.1 Call the patient's queuing number; receive and check the Discharge Completion Checklist and the radiology request form. 5.2. Verify the patient details (Name, age, birth date) and encode patients' data in the ultrasound machine 5.3. Performs the ultrasound procedure <ul style="list-style-type: none"> • Single organ 5 minutes • Multiple organs 15 minutes 5.4. Informs the patient the release date of test result. (Result is available after 24 hours)	None	3 minutes	Radiologic Technologist
		None	5- 20 minutes	Radiologic Technologist
Active OFW with sufficient OWWA benefits		Total	16 - 21 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	21 - 36 Minutes	
RELEASING OF RESULT 6. Present the OPD Discharged Checklist	6.1 Check the name on the OPD Checklist and release the results	None	2 Minutes	Radiologic Technologist
Active OFW with sufficient OWWA benefits		Total	16 -23 Minutes	

Active with insufficient OWWA benefits and Inactive OFW	Total	21 - 38 Minutes
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3. Availment of CT Scan Procedure for Outpatient

This is a step-by-step process to request for CT Scan procedure as an outpatient. The process covers from scheduling of procedure to the release of result. The Radiology Department is located at the ground floor of the OFW Hospital and the services are available from Monday to Saturday, 8 AM to 5PM.

Office or Division:	DEPARTMENT OF RADIOLOGY			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Overseas Filipino Workers (OFWs) and their qualified dependent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> One (1) copy of OFW Hospital Radiology Request One (1) copy of OFW Hospital Discharge Completion Checklist 		<ul style="list-style-type: none"> Requesting Physician Out-patient Department Nurse 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SCHEDULING OF RADIOLOGY EXAMINATION				
1. Present the Radiology Request Form and OPD Checklist to Radiology Department	1.1 Receive and verify the request form if the data is complete; with diagnosis and signature of requesting physician. <ul style="list-style-type: none"> For CT Scan procedure with contrast, get the medical history of the patient 	NONE	2 minutes	Radiology Technologist

<p>ON THE SCHEDULED DATE OF PROCEDURE</p> <p>2. Approach the information staff and get queuing number for Billing and Claims</p>	<p>1.2 Check follow-up date and give the date and time of schedule of procedure</p> <p>1.3 Advise the patient on the needed preparation for the procedure and that they need to get charge slip from the Billing and Claims Section on the date of procedure</p> <ul style="list-style-type: none"> Advise patient for CT Scan with contrast to have creatinine test <p>2.1 Provide queuing number to the patient and instruct patient to wait for his/her number to be called by the Billing Clerk</p>	<p>NONE</p>	<p>1 Minute</p>	<p>Front Desk Clerk</p>
<p>3. Proceed to the Billing and Claims Section once the queue number is called and present the OPD Checklist</p>	<p>3.1 Check the request form and OPD Discharge Checklist and issue charge slip.</p> <p>3.2 Instruct patient to go to the Malasakit Center if the OWWA benefit is insufficient or if the patient is inactive OFW and to the Radiology Department if the OWWA benefit is sufficient</p>	<p>NONE</p>	<p>5 Minutes</p>	<p>Billing Clerk</p>
<p>FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS,</p>	<p>4.1 Receive the Charge Slip, interview the patient and prepare the intake sheet.</p>	<p>None</p>	<p>5 Minutes</p>	

INACTIVE OFW AND THEIR DEPENDENT 4. Proceed to Malasakit Center and present the charge slip	4.2 Ask the patient to sign the intake sheet Advise the patient to proceed the Radiology Department			Medical Social Worker
5. Proceed to the Radiology Department and wait for the number to be called and present copy of Charge Slip and if the procedure is with contrast, provide copy of Creatinine result	5.1 Call the patient's queuing number; receive and check the Discharge Completion Checklist and the radiology request form. 5.2. Verify the patient details (Name, age, birth date), check Creatinine result, if the procedure is with contrast and encode patients' data in the 5.3. Performs the CT Scan procedure <ul style="list-style-type: none"> • For plain CT scan 5 minutes • For CT Scan with contrast 20-40 minutes 5.4. Informs the patient the release date of test result. (Result is available after 5 days)	None	5 – 40 minutes	Radiologic Technologist
		None	1 minute	Radiologic Technologist
Active OFW with sufficient OWWA benefits		Total	14 – 49 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	19 - 54 Minutes	
RELEASING OF RESULT 6. Present the OPD Discharged Checklist	6.1 Check the name on the OPD Checklist and release the results	None	2 Minutes	Radiologic Technologist
Active OFW with sufficient OWWA benefits		Total	16 -51 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	21 – 56 Minutes	



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HEART STATION

External Services

1. Availment of 2D Echocardiogram for Outpatient

This is a step-by-step process to avail of 2D Echocardiogram as an outpatient from scheduling of procedure to the release of result. The Heart Station is located at the ground floor of the OFW Hospital and the services can be availed from Monday to Friday, 8 AM to 5PM.

Office or Division:	HEART STATION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Overseas Filipino Workers (OFW) active/inactive and their qualified dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of 2D Echocardiogram Request OPD Discharge Checklist		OFW OPD unit/Referring Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SCHEDULING OF THE PROCEDURE 1. Present the 2D Echocardiogram request and OPD Discharge Checklist to Heart Station.	1.1 Check the request form presented by the patient. <ul style="list-style-type: none"> Patent details Chief Complaint Requesting Doctor Contact Number 1.2 Write the date and time when the procedure to be done on the OPD Discharge Checklist 1.3 Advise the patient about the preparation before the procedure and that the patient need to get charge slip from Billing on the day of procedure before going to the Heart Station	NONE	5 mins	Admin Assistant

<p>ON THE SCHEDULED DATE PROCEDURE</p> <p>2. Patient to proceed to Billing and Claims unit and present OPD discharge checklist.</p> <p>FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT</p> <p>Proceed to Malasakit Center and present charge Slip</p>	<p>2.1 Check the request form and OPD Discharge Checklist of the patient Issue charge slip, if the OWWA benefits is insufficient, advise patient to go to Malasakit Center, if the benefit is sufficient proceed to Heart Station</p> <p>2.2 Receives Charge Slip, interview the patient and prepare the intake sheet.</p> <p>2.3 Ask the patient to sign the intake sheet Advise the patient to proceed to Heart Station</p>	<p>NONE</p> <p>None</p>	<p>5 mins</p> <p>5 minutes</p>	<p>Billing Clerk</p> <p>Medical Social Worker</p>
<p>3. Proceed to Heart Station and present the 2D Echocardiogram request, Hospital Charge Slip and OPD Discharged Checklist</p>	<p>3.1 Receives the Hospital Charge Slip, Request, OPD Discharge Checklist and encode it to the system before performing the procedure.</p> <p>3.2 Advise the patient to return 7-14 working days for the official result of the 2D-Echo procedure.</p>	<p>NONE</p>	<p>1 hour</p>	<p>Cardiovascular Technologist</p>
<p>Active OFW with sufficient OWWA benefits</p>	<p>TOTAL</p>	<p>1 hour & 10 mins</p>		
<p>Active with insufficient benefits and Inactive OFW</p>	<p>TOTAL</p>	<p>1 hour & 15 mins</p>		

Releasing of results				
Present the OPD Discharged Checklist to Heart Station.	4 Check the name and date of procedure on OPD Discharge checklist, then print, release the result.	NONE	5 mins	Admin Assistant / Cardiovascular Technologist
Active OFW with sufficient OWWA benefits		TOTAL	1 hour & 15 mins	
Active with insufficient benefits and Inactive OFW		TOTAL	1 hour & 20 mins	

2. Availment of Electrocardiogram – ECG for Outpatient

This is a step-by-step process to avail ECG as an outpatient; from scheduling of patient to the release of result. The Heart Station is located at the ground floor of the OFW Hospital and the services can be availed from Monday to Friday, 8 AM to 5PM.

Office or Division:	HEART STATION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) –			
Who may avail:	Overseas Filipino Workers (OFW) ACTIVE/INACTIVE and their qualified Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of ECG Request OPD Discharge Checklist		OFW OPD unit/Referring Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SCHEDULING OF THE PROCEDURE 1. Present the ECG request to Heart Station.	1.1 Check the request form presented by the patient. <ul style="list-style-type: none"> Patent details Chief Complaint Requesting Doctor Contact Number 1.2 Write the date and time when the	NONE	5 minutes	Admin Assistant

	<p>procedure to be done on the OPD Discharge Checklist</p> <p>1.3 Advise the patient about the preparation before the procedure and that the patient need to get charge slip from Billing on the day of procedure before going to the Heart Station.</p>			
<p>ON THE SCHEDULED DATE PROCEDURE</p> <p>2. Patient to proceed to Billing and Claims unit and present OPD discharge checklist.</p>	<p>2.1 Check the request form and OPD Discharge Checklist of the patient Issue charge slip, if the OWWA benefits is insufficient, advise patient to go to Malasakit Center, if the benefit is sufficient proceed to Heart Station</p>	NONE	5 mins	Billing Clerk
<p>FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT</p> <p>3. Proceed to Malasakit Center and present charge Slip</p>	<p>3.1 Receives Charge Slip, interview the patient and prepare the intake sheet.</p> <p>3.2 Ask the patient to sign the intake sheet Advise the patient to proceed to Heart Station</p>	None	5 minutes	Medical Social Worker
<p>4. Present the ECG request, HCharge Slip and OPD Discharged Checklist to Heart Station.</p>	<p>4.1 Receives copy of the Charge Slip, OPD Discharge Checklist and encode it to the system before performing the procedure.</p>	NONE	15 mins	ECG Technician

	4.2 Perform ECG procedure			
	4.3 Advise the patient to return 7 working days for the official result of the ECG procedure.			
Active OFW with sufficient OWWA benefits		TOTAL	25 minutes	
Active with insufficient benefits and Inactive OFW		TOTAL	30 minutes	
Releasing of results				
Present the OPD Discharged Checklist to Heart Station.	5. Check the name and date of procedure on OPD Discharge checklist, then release the result.	NONE	5 mins	Admin Assistant / ECG Technician
Active OFW with sufficient OWWA benefits		TOTAL	30 minutes	
Active with insufficient benefits and Inactive OFW		TOTAL	35 minutes	



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RESPIRATORY THERAPY SECTION

External Services

1. Availment of Arterial Blood Gas (ABG) for Outpatient

This process covers the conduct of ABG procedure from requesting of schedule to the releasing of results. Patient must secure prior schedule for the procedure. The procedure is available 24 hours every day at the Respiratory Therapy Section located at the second floor of the OFW Hospital.

Office or Division:	RESPIRATORY THERAPY SECTION			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	OFW and their Qualified Dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of ABG Request form OPD Discharge Checklist		Out-Patient Department Out-Patient Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUESTING FOR SCHEDULE 1. Proceeds to Respiratory Therapy Section for scheduling	1.1 Receives and checks ABG request form and OPD Discharge checklist 1.2 Check available schedule and informed the patient schedule date and preparation for the procedure. Also, informed patient that on the day of the scheduled test. they need to secure Charge Slip from the Billing and Claims Unit	None	10 minutes	Respiratory Therapist
ON THE SCHEDULED DAY OF PROCEDURE				

<p>2. Proceed to Billing on the scheduled date of procedure and submit the ABG Request form</p> <p>FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT</p> <p>Proceed to Malasakit Center and present charge Slip</p>	2.1 Receives the request form. Checks all the documents submitted. Verifies the patient data and checks the patient's eligibility. Generates the charge slip	None	5 minutes	Billing Clerk
	2.3 Issue charge slip to patient and instructs the patient to go to the Malasakit Center, if the OWWA benefit is not enough; if the OWWA benefit sufficient instruct the patient to proceed to Respiratory Therapy Section.	None	5 Minutes	Medical Social Worker
	2.4 Receives Charge Slip, interview the patient and prepare the intake sheet. 2.5 Ask the patient to sign the intake sheet Advise the patient to proceed			
3. Proceed to Respiratory Therapy Section and present the Request form and Charge Slip	3.1 Receives and checks request form 3.2 Discuss the process flow and performs the procedure 3.3 Informs the patient on the date of release of results	None	15 minutes	Respiratory Therapist
Active OFW with sufficient OWWA benefits		Total	30 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	35 Minutes	

RELEASING OF RESULT 4.Claim official result and sign in the release portion of the result logbook	4.1 Release official result	none	5 minutes	Respiratory Therapist
Active OFW with sufficient OWWA benefits		Total	30 Minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	35 Minutes	

Request for Simple Pulmonary Function Test (PFT) for Outpatient

This is a step-by-step process to avail of Simple Pulmonary Function Test as an outpatient from requesting of schedule to the releasing of results. The procedure is available 8AM to 5PM every day at the Respiratory Therapy Section located at the 2nd floor of the OFW Hospital

Office or Division:	RESPIRATORY THERAPY SECTION			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C) –			
Who may avail:	OFW and their qualified dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of PFT Request form One (1) Copy of negative swab result within 72 hours One (1) copy of COVID-19 Investigation form OPD Discharge Checklist		Out-Patient Department OFW Hospital Laboratory or any registered Molecular Laboratory Out-Patient Department Out-Patient Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUESTING FOR SCHEDULE 1. Proceeds to Respiratory Therapy Section for scheduling	1.1 Receives and checks PFT request form and OPD Discharge checklist 1.2 Check available schedule and informed the patient. Also discuss the following preparation/ documents needed on the schedule date of the test.. • Patient fill-up COVID-19 form	None	10 minutes	Respiratory Therapist



	<ul style="list-style-type: none"> Secure RAT form filled by his/her Attending Physician and schedule the COVID test with Laboratory 72 hours before the scheduled PFT Informed patient that on the day of the scheduled test. they need to secure Charge Slip from the Billing and Claims Unit 			
ON THE SCHEDULED DAY OF PROCEDURE 2. , Proceed to Billing and present PFT request form and OPD Discharge Checklist	2.1 Receives and check the request form and OPD Checklist. 2.2 Issue charge slip and instruct the patient to go to the Malasakit Center if the OWWA benefit is not enough; if the OWWA benefit sufficient instruct the patient to proceed to Respiratory Therapy Section.	None	5 minutes	Billing Clerk
FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT Proceed to Malasakit Center and present charge Slip	2.3 Receives Charge Slip, interview the patient and prepare the intake sheet. 2.4 Ask the patient to sign the intake sheet Advise the patient to proceed to the Respiratory Unit	None	5 minutes	Medical Social Worker

3. Proceed to Respiratory Therapy Section for the Procedure	3.1 Receive doctor's prescription and PFT request form stamped by Malasakit and Billing, along with a negative Rapid Antigen Test result. 3.2 Orient and prepare the patient for the Procedure; 3.3 Perform the procedure. 3.4 Monitor patient for adverse effects, if there is any 3.5 Instruct the patient unto the date of release of result.	None	40 minutes	Respiratory Therapist
Active OFW with sufficient OWWA benefits		Total	55 minutes	
Active OFW with insufficient OWWA Benefits and inactive OFW		Total	1 hour	
RELEASING OF RESULT				
4..Claim official result and sign in the release portion of the result logbook	4.1 Release official result	none	5 minutes	Respiratory Therapist
Active OFW with sufficient OWWA benefits		Total	1 hour	
Active with insufficient OWWA benefits and Inactive OFW		Total	1 hour & 5 minutes	

2. Availment of Complete Pulmonary Function Test Lung Volume Studies (PFT) for Outpatient

This is a step-by-step process to avail of the Pulmonary Function Test from requesting of schedule to the releasing of results. The procedure is available from 8AM to 5PM every day at the Respiratory Therapy Section located at the 2nd floor of the OFW Hospital

Office or Division:	RESPIRATORY THERAPY SECTION			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	OFW and their qualified dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of PFT Request form One (1) Copy of negative swab result within 72 hours One (1) copy of COVID-19 Investigation form OPD Discharge Checklist		Out-Patient Department OFW Hospital Laboratory or any registered Molecular Laboratory Out-Patient Department Out-Patient Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUESTING FOR SCHEDULE 1. Proceeds to Respiratory Therapy Section for scheduling	1.1 Receives and checks PFT request form and OPD Discharge checklist 1.2 Check available schedule and informed the patient. Also discuss the following preparation/ documents needed on the schedule date of the test. <ul style="list-style-type: none"> • Patient fill-up COVID-19 form • Secure RAT form filled by his/her Attending Physician and schedule the COVID test with Laboratory 72 hours before the scheduled PFT 	None	10 minutes	Respiratory Therapist



	<ul style="list-style-type: none"> Informed patient that on the day of the scheduled test. they need to secure Charge Slip from the Billing and Claims Unit 			
ON THE SCHEDULED DAY OF PROCEDURE 2. , Proceed to Billing and present PFT request form and OPD Discharge Checklist	2.1 Receives and check the request form and OPD Checklist. 2.2 Issue charge slip and instruct the patient to go to the Malasakit Center if the OWWA benefit is not enough; if the OWWA benefit sufficient instruct the patient to proceed to Respiratory Therapy Section.	None	5 minutes	Billing Clerk
FOR ACTIVE OFW WITH INSUFFICIENT OWWA BENEFITS, INACTIVE OFW AND THEIR DEPENDENT Proceed to Malasakit Center and present charge Slip	2.4 Receives Charge Slip, interview the patient and prepare the intake sheet. 2.4 Ask the patient to sign the intake sheet Advise the patient to proceed to the Respiratory Unit	None	5 minutes	Medical Social Worker
3. Proceed to Respiratory Therapy Section for the Procedure	3.1 Receive doctor's prescription and PFT request form stamped by Malasakit and Billing, along with a negative Rapid Antigen Test result. 3.2 Orient and prepare the patient for the Procedure;	None	1 hour	Respiratory Therapist

	3.3 Perform the procedure. 3.4 Monitor patient for adverse effects, if there is any 3.5 Instruct the patient unto the date of release of result.			
Active OFW with sufficient OWWA benefits		Total	1 hour and 15 minutes	
Active OFW with insufficient OWWA Benefits and inactive OFW		Total	1 hour and 20 minutes	
RELEASING OF RESULT				
4..Claim official result and sign in the release portion of the result logbook	4.1 Release official result	none	5 minutes	Respiratory Therapist
Active OFW with sufficient OWWA benefits		Total	1 hour and 20 minutes	
Active with insufficient OWWA benefits and Inactive OFW		Total	1 hour and 25 minutes	



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Pharmacy External Services

1. Dispensing of Drugs and Medicines for Outpatient

This process covers dispensing of drugs and medicines to Outpatient. The Pharmacy is open from 8AM-5PM, Monday to Friday, excluding holidays.

Office or Division:	PHARMACY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	All OFWH Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) copy of Prescription with complete information		Physician		
Discharged Completion Checklist		Patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Patient submits prescription to the Pharmacy Division.	1.1 Receive and verify the prescription submitted, and check the availability of the requested item.	None	10 minutess	Pharmacist On Duty
	1.2 Prepare the charge slip. Instruct the patient/patient's relative to present the prescription and charged slip.			Pharmacist On Duty
2.Patient proceed to Billing office if Active Patient and to Malasakit Center if Inactive Patient	1.3 Billing Officer/Medical Social worker approves release of medicines and instruct patient to present the			Billing Officer/Medical Social Worker
				Pharmacist On Duty

3. Patient presents the validated charge slip to the pharmacy	validated charge slip to Pharmacy			
4. Patient receives medicines	1.3 Check the approved charged slip 1.4 Prepares the medicines and dispense to patient and provide patient medication instruction			Pharmacist On Duty
Total		None	13 minutes	



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Pharmacy

Internal Services

1. Dispensing of Drugs and Medicines for Emergency Room and Inpatient

This process covers dispensing of drugs and medicines to patients at the Emergency Room and admitted patients at the ward. The Pharmacy is open 24 hours daily from Monday to Sunday.

Office or Division:		PHARMACY DIVISION		
Classification:		Simple		
Type of Transaction:		G2C – for government services whose client is the transacting public		
Who may avail:		All OFWH Patients		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription with complete information of patient(1 original copy, 1 duplicate copy)			Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ward/Urgent care Nurse/Nursing Attendant - present prescription	1.1 Receive prescription from Urgent care/Ward nurse and verify and check the availability of the requested items.	None	5 minutes	Pharmacist On Duty
	1.2 Encode and record the sales order on the prescription for charging to patient's bill.			Pharmacist On Duty
	1.3 Prepare the drugs and medicines to be used by the patient.			Pharmacist On Duty
	2.1 Dispense the drugs and medicines to the nurses/nursing attendant.	None	2 minutes	Pharmacist On Duty
Total		None	7 minutes	

2. Emergency Purchase of Drugs and Medicine

Out of stock drugs and medicines are purchased using the petty cash fund exclusively for the consumption of admitted patients.

Office or Division:	PHARMACY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	Inpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid prescription of Philippine National Formulary Drugs and Medicines 2. Two (2) Original Copies Requisition Slip 3. Updated Project Procurement Management Plan (if not included previous PPMP)		Physician Nurse-on-Duty Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify inclusion to Philippine National Formulary (PNF) and PPMP of the medicine to be purchased.	1. Informs availability of stocks or out of stock	None	1 minute	Nurse/Physician
2. Prepare the RIS and secure the prescription from the attending physician.	2. Instruct clients on the process of filling up	None	2 minutes	Pharmacist On Duty
3. Submission of prescription and RIS of the	3. Accept RIS and prescription and verify if included in	None	2 hours and 18 minutes	Pharmacist On Duty

medicines to be purchased to Pharmacy Section. (Updated PPMP is needed in case it is not yet on the PPMP.)	<p>the Philippine National Formulary.</p> <p>3.1. Call nearby hospitals pharmacies and drugstores to compare prices and check availability of stocks.</p> <p>3.2. Request for an ambulance conduction.</p> <p>3.3. Procure the needed drugs and medicines through petty cash.</p> <p>3.4. Inform the inspector for drugs and medicined purchased.</p> <p>3.5. Record to cash book</p> <p>3.6. Count cash on hand and tally with the cash book</p> <p>3.7. Forward RIS and prescription to encoder for charging to patient's bill.</p>			
4. Receive drugs and medicines	<p>4. Issue the procured drugs and medicines to nurse on duty.</p> <p>4.1. Prepare petty cash voucher (PCV).</p> <p>4.2. Print petty cash voucher and attached to RIS with prescription and then file</p>	None	22 minutes	Pharmacist On Duty
Total		None	2 hour and 42 minutes	

3. Returned of Unused Drugs/Medicines

Drugs and medicines not used by the patient is returned to the Pharmacy with valid reasons for deduction in the patient's bill.

Office or Division:	PHARMACY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2G – for government services whose client is a government employee or another government agency			
Who may avail:	Inpatient and Emergency Room Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Original Copies of Credit Memo Returned Items Form		Pharmacy Division		
Items to be returned		Nurse-On-Duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure credit memo returned item form at the Pharmacy	1. Instruct clients on the process of filling up.	None	1 minute	Pharmacist On Duty
2.Proceed to Physicians for the filling up of the credit memo form.	2. Physician writes down reason for the return items	None	10 minutes	Physician
3. Submits the filled-up credit memo form at the Pharmacy	3. Verify the credit memo form, checks and accepts the items to be returned in good condition 3.1. For Inpatient and Emergency Room, deduct to patient's bill	None	15 minutes	Encoder-on-Duty
4.Proceed to one of the following offices:	4. Verify at the HOMIS for the items to be returned	None	15 minutes	Encoder-on-Duty

4.1 Encoder-on-duty of Pharmacy, if returned items is within the day for Outpatients 4.2. Accounting Office, if returned items is within 7 days for Outpatients	4.1. Makes voucher for refund			
5.Proceeds to Cashier to get refund	5. Issues refund form and instruct patient to proceed to Pharmacy for acceptance of item.	None	10 minutes	Cashier Staff
6. Proceed to Pharmacy	6. Accepts items for return in good condition and instructs patient to proceed to cashier for refund	None	10 minutes	Cashier Staff
7.Proceed to Cashier's Office for refund	7. Refund payment	None	10 minutes	Cashier Staff
Total		None	1 hour and 21 minutes	



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Dietary Services

External Services

1. Request for Patient Meal Provision

This is a step-by-step process to avail safe, nutritious, and timely meal services for in-patients at OFW Hospital through the Nutrition and Dietetics Unit's outsourced dietary services.

Office or Division:	Nutrition and Dietetics Unit (Outsourced Services)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen (Providing dietary services to patients)			
Who may avail:	All in-patients of OFW Hospital requiring regular or therapeutic meals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctor's Dietary Orders (if applicable)		Issued by attending physician		
Patient Admission Details		Admitting Unit, OFW Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission and Dietary Assessment: Provide doctor's orders and dietary needs.	1. Nurse Station updates the diet list for every meal and provides it to the Nutrition and Dietetics Unit.	None	15 minutes	Nurse
2. Meal Service Ordering: The food server collects the diet list and orders meals from the outsourced supplier.	2. Outsourced supplier prepares meals according to the order.	None	10 minutes for order placement	Food Server, Outsourced Provider
3. Meal Pickup and Delivery: Food server picks up meals from the outsourced supplier and delivers them to patients.	3. Nutritionist-Dietitian double checks meals before delivery. The food server sets up trays and delivers food.	None	Pickup: 1-1.5 hours Meal Check: 10 minutes Delivery: 30-45 minutes	Nutritionist-Dietitian, Food Server



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Total		Approximately 125 - 170 minutes per meal service (from order to delivery)	
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Health Information Management System

External Services

1. Requesting of Medical Records (Medical Certificate, Medical Abstract, Discharge Summary, Operation Record and Laboratory/Radiology Result)

SERVICE INFORMATION: Monday-Friday: 8:00AM-5:00PM (EXCEPT HOLIDAYS)

Office or Division:	MEDICAL RECORDS			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	Admitted Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of Request Form/Claim Slip One (1) Valid I.D, if patient Authorized Representative a. Authorization Letter b. Valid I.D of patient and representative c. If Patient is minor- (1) One Parent/Guardian with Valid I.D and patient Birth Certificate		Medical Records/Health Information Management Office Government Issued I.D Local Civil Registry/Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records/ Health Information Office	1. Call patients according to their sequence/order	None	2 minutes	Medical Records/HIM Staff
	1.2. Give the Request Form to patient/relative	None	1 minutes	Medical Records/HIM Staff
2.Patient/relative will fill out the Request Form	2. Medical Records Staff will sign the request form and get copy for reference. And inform patient/relative the necessary documents needed	None	3 minutes	Medical Records/HIM Staff

	before releasing of records			
	2.1 Inform the patient/relative about the process and turned around time for requested documents	None	2 minutes	Medical Records/HIM Staff
	2.3 Preparing and signing of requested documents.	None	3 days	Medical Records/HIM Staff
3.Proceed to Medical Records and present the Claim slip and other documents needed	3.1 Get the Claim slip and other documents. Prepare documents for releasing and instruct patient/ relative to fill out and sign the receiving copy	None	10 minutes	Medical Records/HIM Staff
Total		None	3 days and 18 minutes	

2. Requesting of Confinement Certificate

SERVICE INFORMATION: Monday-Friday: 8:00AM-5:00PM (EXCEPT HOLIDAYS)

Office or Division:	MEDICAL RECORDS			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	Admitted Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of Request Form/Claim Slip One (1) Valid I.D, if patient Authorized Representative <ol style="list-style-type: none"> Authorization Letter Valid I.D of patient and representative If Patient is minor- (1) One Parent/Guardian with valid i.d and patient Birth Certificate 		Medical Records/Health Information Management Office Government Issued I.D Local Civil Registry/Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records/ Health Information Office	1. Call patients according to their sequence/order	None	2 minutes	Medical Records/HIM Staff
	1.2. Give the Request Form for releasing of Confinement Certificate to patient/relative	None	1 minutes	Medical Records/HIM Staff
2.Patient/relative will fill out the Request Form	2. Medical Records Staff will sign the request form and get copy for reference. And inform patient/relative the necessary documents needed	None	3 minutes	Medical Records/HIM Staff

	before releasing of records			
	2.1 Inform the patient/relative about the process and turned around time for requested documents	None	2 minutes	Medical Records/HIM Staff
	2.3 Preparing and signing of requested documents.	None	7 minutes	Medical Records/HIM Staff
3.Proceed to Medical Records and present the Claim slip and other documents needed	3.1 Get the Claim slip and other documents. Prepare documents for releasing and instruct patient/ relative to fill out and sign the receiving copy	None	5 minutes	Medical Records/HIM Staff
Total		None	20 minutes	

3. Processing of Certificate of Live Birth

SERVICE INFORMATION: Monday-Friday: 8:00AM-5:00PM (EXCEPT HOLIDAYS)

Office or Division:	MEDICAL RECORDS			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	MOTHER/PARENTS OF THE CHILD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Valid I.D of Mother/Parent		Government Issued I.D		
One (1) Married Certificate, Original Copy		Local Civil Registry/Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to Medical Records/ Health Information Office	1. Call patients according to their sequence/order	None	2 minutes	Medical Records/HIM Staff
	1.1 Verifies accuracy of entries and additional information to mother/parents to complete the data before printing of draft copy	None	10 minutes	Medical Records/HIM Staff
2. Review/check all data encoded in the Certificate of Live Birth draft copy	2.1 Prepare and print Certificate of Live Birth in the original form and to be check again by parents before printing of other original forms.	None	10 minutes	Medical Records/HIM Staff
3. Review/Check all data encoded in the printed original Certificate of Live Birth	3.1 Print all original forms and give parents temporary copy as their Claim slip	None	5 minutes	Medical Records/HIM Staff
	3.2 Inform parent for the processing of the Live Birth and documents need to secure before releasing Certificate of Live Birth	None	5 minutes	Medical Records/HIM Staff
	3.3 Registers Certificate of Live Birth at the Local Civil Register	None	1 hour	Medical Records/HIM Staff
Total		None	1 hours and 32 minutes	

4. Processing of Certificate of Live Birth (Not Married Parents)

SERVICE INFORMATION: Monday-Friday: 8:00AM-5:00PM (EXCEPT HOLIDAYS)

Office or Division:	MEDICAL RECORDS			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	MOTHER/PARENTS OF THE CHILD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.(2) Valid I.D's of each parents 2. Both parents must be present during processing of the Certificate of Live Birth		Government Issued I.D		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records/ Health Information Office	1. Call patients according to their sequence/order	None	2 minutes	Medical Records/HIM Staff
	1.1 Verifies accuracy of entries and additional information to mother/parents to complete the data before printing of draft copy	None	10 minutes	Medical Records/HIM Staff
2. Review/check all data encoded in the Certificate of Live Birth draft copy	2. Prepare and print Certificate of Live Birth in the original form and to be check again by parents before printing of other original forms.	None	10 minutes	Medical Records/HIM Staff

3. Both parents will sign the back part of the Certificate of Live Birth for the Affidavit of Acknowledgement/Admission of Paternity	3. Printing of another original copy of Certificate of Live Birth and Affidavit to use Surname of the Father	None	10 minutes	Medical Records/HIM Staff
4. Review/check all the printed documents.	4.1 Inform parent one (1) physical I.D will be temporarily under the safekeeping of the MRO	None	5 minutes	Medical Records/HIM Staff
	4.2 Instruct parents about the processing of own registration of Certificate of Live Birth	None	5 minutes	Medical Records/HIM Staff
	4.3 One (1) Certificate of Live Birth registered by LCR will return for hospital file copy and will release the Valid I.D kept by the MRO	None	2 minutes	Medical Records/HIM Staff
Total		None	44 minutes	

5. Processing of Certificate of Death

SERVICE INFORMATION: Monday-Friday: 8:00AM-5:00PM (EXCEPT HOLIDAYS)

Office or Division:	MEDICAL RECORDS
Classification:	Simple
Type of Transaction:	G2C – for government services whose client is the transacting public
Who may avail:	PARENT, SIBLING, WIFE, CHILD, AUTHORIZED REPRESENTATIVE
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1.(2) Valid I.D's of Parent, Sibling, Wife, Child, Authorized Representative 2. a. Parent- patient Birth Certificate b. Sibling- Birth Certificate of patient and sibling c. Wife- Married Certificate d. Child-Birth Certificate of child e. Authorized Representative- Certificate of Guardianship/Special Power of Attorney		Government Issued I.D Local Civil Registry/Philippine Statistics Authority Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records/ Health Information Office	1. Call patients according to their sequence/order	None	2 minutes	Medical Records/HIM Staff
	1.1 Verifies accuracy of entries and additional information to relative (Parent, Sibling, Wife, Child, Authorized Representative) to complete the data before printing of draft copy	None	10 minutes	Medical Records/HIM Staff
2. Review/check all data encoded in the Certificate of Death draft copy	2. Prepare and print Certificate of Death in the original form and to be check again by relative (Parent, Sibling, Wife, Child, Authorized Representative) before printing of other original forms.	None	10 minutes	Medical Records/HIM Staff
3. Review/check all data encoded in the printed original	3.Printing of another original copy of Certificate of Death	None	10 minutes	Medical Records/HIM Staff

Certificate of Death				
4.Review/check all the printed documents.	4.1 Inform relative (Parent, Sibling, Wife, Child, Authorized Representative) one (1) physical I.D will be temporarily under the safekeeping of the MRO	None	5 minutes	Medical Records/HIM Staff
	4.2 Instruct relative (Parent, Sibling, Wife, Child, Authorized Representative) about the processing of Certificate of Death	None	5 minutes	Medical Records/HIM Staff
	4.3 One (1) Certificate of Death registered by LCR will return for hospital file copy and will release the Valid I.D kept by the MRO	None	2 minutes	Medical Records/HIM Staff
Total		None	44 minutes	



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Admitting Section External Services

1. In-Patient Admissions Process

The services are provided to all admissible patients with admission orders coming from Outpatient Department. The Admitting Section is located at the ground floor and is open from Monday to Sunday from 6Am to 10PM.

Office or Division	ADMITTING SECTION/ NURSING SERVICE			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail?	OFW and their dependents seeking admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Admission Slip/Doctor's Order		ER/ OPD Nurse station		
• Patient's Chart		ER/ OPD Nurse station		
• Consent for Hospital Care		Admitting Section		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents Doctors Order for admission ER/OPD	6. Receives admission slips from ER/OPD and checks admission order	None	2 minutes	Admitting Clerk
	7. Verify availability of room	None	2 minutes	Admitting Clerk
Fills out patient's data sheet and sign consent for hospital admission	8. Instruct Patient to fill out patient data sheet and sign consent form	None	5 minutes	Admitting Clerk
	10. Validate information provided and orient patient on hospital policy on admission	None	5 minutes	Admitting Clerk
	11. Encodes patient's data in the information system and record in the admission log book	None	5 minutes	Admitting Clerk
	12. Prepares data sheet with consent, watcher's pass, and patient ID band 13. Inform the Nurse station about the admission.	None	5 minutes	Admitting Clerk
	14. Endorse the admission documents and patient to the ward Nursing Attendant	None	1 minute	Admitting Clerk

	TOTAL	25 minutes
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2. Admissions Process for Patient from Urgent Care

This process covers patients from Urgent Care for admission. The Admitting Section is located in the ground floor and holds office from Monday to Sunday; 6AM to 10PM

Office or Division	ADMITTING SECTION			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail?	OFW and their dependents seeking admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Admission Slip/Doctor's Order 		Urgent Care Nurse station		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Doctors Order for admission from Urgent care	1.1 Receives admission slips from Urgent Care and checks admission order	None	2 minutes	Admitting Clerk
	1.2 Verify availability of room	None	2 minutes	Admitting Clerk
2. Fills out patient's data sheet and sign consent for hospital admission	1.1 Instruct Patient or patient relative to fill out patient data sheet and sign consent form 1.2 Validate information provided and orient patient on hospital policy on admission 1.3 Encodes patient's data in the information system and record in the admission log book 1.4 Prepares data sheet with consent, watcher's pass, and patient ID band 1.5 Endorse the admitting documents to Urgent Care	None	11 minutes	Admitting Clerk
		TOTAL	15 minutes	



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Malasakit Social Work

External Services

1. Malasakit Center Assistance for Outpatient Procedures

The Malasakit Center is open Monday to Sunday from 6:00 AM to 10:00 PM. Services offered include medical assistance needed for their medicines/drugs, laboratory, radiological, and diagnostic procedures.

Office or Division:	Medical Social Work – Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All eligible patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's booklet Hospital Charges Original Copy of Physician's prescription or request One (1) Patient and/or relative's government-issued ID Two (2) Copies of Unified Intake Sheet Two (2) Copies of Certificate of Eligibility		OWWA Desk / Medical Social Service Billing and Claims Unit Attending Physician Requesting Patient and/or Relative Medical Social Service Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the number to be called Present queuing number and Charge slip to Medical Social Worker	1.1 Receive and check charge slips and diagnostic request from the patient and/or relative. 1.2 Check if the patient has previous intake data, if yes; <ul style="list-style-type: none"> Retrieve and update patient record If new patient: <ul style="list-style-type: none"> Interview patient and encode in the system 	None	5 minutes	Medical Social Worker

	1.3 Prepares Unified Intake Sheet and Certificate of Eligibility 1.4 Approve and stamp the patient's request.			
2. Proceed to the testing area	2. Instruct the patient to proceed to the testing area	None	1 minute	Medical Social Worker
Total		None	6 minutes	

2. Malasakit Center Assistance for Inpatient and Urgent Care

The Malasakit Center is open Monday to Sunday from 6:00 AM to 10:00 PM. Services offered include medical and food assistance.

Office or Division:	Medical Social Work – Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All eligible patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient's booklet		OWWA Desk / Medical Social Service		
Statement of Account		Billing and Claims Unit		
One (1) Copy of Medical Certificate		Attending Physician / Medical Records		
One (1) Patient and/or relative's government-issued ID		Requesting Patient and/or Relative		
Two (2) Copies of Unified Intake Sheet		Medical Social Service		
Two (2) Copies of Certificate of Eligibility		Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Wait for the number to be called</p> <p>Present queuing number and Statement of Account to Medical Social Worker</p>	<p>1.1 Medical Social Worker will receive and check the original statement of account from the patient and/or relative.</p> <p>1.2 Prepares Unified Intake Sheet and Certificate of Eligibility</p> <p>1.3 Orients the patient and/or relative about the coverage of Malasakit Center assistance.</p> <p>1.4 Approve and stamp the patient's statement of account</p> <p>1.5 Stamp discharge clearance</p>	None	9 minutes	Medical Social Worker
<p>2. Proceed to the Billing and Claims unit</p>	<p>2. Instruct the patient to proceed to the Billing and Claims unit to present the approved assistance and discharge clearance.</p>	None	1 minute	Medical Social Worker
Total		None	10 minutes	

3. PhilHealth Point of Service (POS) Enrollment

This process covers the PhilHealth Point of Service Enrollment application for qualified patients without PhilHealth membership. The service is available Monday to Friday, from 8:00 AM to 5:00 PM

Office or Division:	Medical Social Work – Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All eligible patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of PMRF		Philhealth/Billing and Claims Unit		
One (1) Government-issued ID or Birth Certificate for minor		Requesting Patient / Relative		
Two (2) Copies of Unified Intake Sheet		Medical Social Service		
Two (2) Copies of Certificate of Eligibility		Medical Social Service		
Two (2) Copies of POS Certification		Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Social Service Office for interview and assessment (within 72 hours from the date of admission)	1.1 Receive and check all the submitted documents. 1.2 Interview and assess the patient's status of PhilHealth membership. 1.3 Prepares Unified Intake Sheet, Certificate of Eligibility, and POS Certification.	None	19 minutes	Medical Social Worker

	1.4 Enroll the patient to PhilHealth Point of Service 1.5 Orient the patient/relative on the benefits of POS			
2. Proceed to Philhealth/Billing and Claims	2. Instruct the patient to proceed to PhilHealth/Billing and Claims to present all the necessary documents.	None	1 minute	Medical Social Worker
Total		None	20 minutes	

4. Issuance of Medical Social Service Card / Booklet

This process covers old and new inactive patients securing hospital booklet. The service is open Monday to Sunday from 6:00 AM to 10:00 PM.

Office or Division:	Medical Social Service -Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All eligible patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of Registration Form		OWWA Desk		
One (1) Government-issued ID		Requesting Patient		
Two (2) Copies of Assessment Form / Unified Intake Sheet		Medical Social Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Proceed to the Medical Social Service Office for an interview.	1.1 Determine whether the patient has an existing card. 1.2 Conduct intake interviews for new patients. 1.3 Create an MSS number and encode it to the MSS logbook 1.4 Orients patient/relative on the use of the MSS card/booklet. 1.5 Issuance of the MSS card/booklet	None	10 minutes	Medical Social Worker
Total		None	10 minutes	



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NURSING SERVICE



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Outpatient Department

External Services

1. Consultation for New Patients

This is a step-by-step process to avail OPD Services for new patients who register through the Appointment system of the hospital or Walk-in Patients. The service is available from Monday to Friday, 8 AM to 5 PM

Office or Division:		OUTPATIENT DEPARTMENT		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All OFW AND THEIR QUALIFIED DEPENDENTS		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OWWA Confirmation 2. Valid ID			-OWWA Desk Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a OPD queuing number from the information desk.	1.1. Verify patients in the appointment list and encode patient in the walk-in list.	None	2 MINUTES	Staff in OPD information desk assigned at OPD Entrance
2. Fall in line for the OWWA verification	2.1. OWWA staff validate patient if active or in active and review proof of employment and relationship to OFW, if dependent	None	5 MINUTES	OWWA Staff
3. Proceed to Medical Social Service	3.1. Interview patients and encode in the intake sheet.	None	5 MINUTES	Social Service
4. Proceed to Triage/Encoding area when name and number is called, present stub.	4.1 Nurse shall check the documents given by the client and shall conduct an initial interview and encodes the information of the patient in google sheet and EMR system.	None	10 MINUTES	Nurse
5. Proceed to:	5.1. Perform vital signs and queuing of respective	None	5 Minutes	Nurse/Nursing attendant

Patient X: ground floor observation room Patient F; second floor unassigned area	patients' chart for consultation.			
6. Proceed to the assigned clinic for the consultation and wait for your name to be called.	6.1 Provides quality medical consultation.	None	15 Minutes	Attending Physicians in respective clinics
7. Listen to the home instruction, date of follow up	7.1 Advise patients home instructions, date of follow up and provide admission order for test/procedures to be done before the next follow up, if indicated Also reminds the patient to bring the discharge completion checklist on the day of consultation and admission order on the day of the procedure. Encodes all diagnostic procedures in IHOMIS	None	10 MINUTES	Nurse
Total			52 minutes	

2. CONSULTATION FOR FOLLOW UP PATIENTS

This is a step-by-step process to avail of out-patient follow up consultation. The service is available from Monday to Friday, 8 AM to 5 PM

Office or Division:	NURSING SERVICE DIVISION- OUT PATIENT DEPARTMENT
Classification:	Simple

Type of Transaction:		Government to citizen (G2C)		
Who may avail:		All OFW AND THEIR DEPENDENTS (ACTIVE OR INACTIVE)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OWWA Confirmation 2. Valid ID 3. Outpatient Discharge Checklist		-OWWA DESK -Staff in OPD queuing triage assigned at OPD Entrance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a OPD queuing number from the assigned staff in OPD queuing triage	1.1. Verify patients' appointment thru discharge checklist and issued OPD Red queuing number	NONE	5 MINUTES	Staff in OPD queuing triage assigned at OPD Entrance
2. Fall in line for the OWWA verification	2.1 OWWA staff will verify the patient's account	NONE	5 MINUTES	OWWA Staff
3. Proceed to Triage/Encoding area when name and number is called, present stub	3.1 Nurse will check the results given by the client and conduct an interview. 3.2 Encodes patients' information in google sheet and EMR system and instruct patient to proceed to 2nd floor OPD	NONE	5 MINUTES	Nurse
5. Proceed to: Patient X: ground floor observation room Patient F: second floor unassigned area	5.1. Perform vital signs and queuing of respective patients' chart for consultation.	None	5 Minutes	Nurse/Nursing attendant

6. Proceed to the assigned clinic for the consultation and wait for your name to be called.	6.1 Provides quality medical consultation.	None	15 Minutes	Attending Physicians in respective clinics
7. Listen to the home instruction, date of follow up -OPD Preoperative Completion Checklist	6.1 Advise patients home instructions, date of follow up and provide admission order for test/procedures to be done before the next follow up, if indicated Also reminds the patient to bring the discharge completion checklist on the day of consultation and admission order on the day of the procedure. Encodes all diagnostic procedures in IHOMIS	None	10 MINUTES	Nurse
Total			45 minutes	

3. Telemedicine Consultation

This is a step-by-step process to avail OPD Services for TELEMED Patients

Office or Division:	Nursing Service Division- Out Patient Department			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	All OFW AND THEIR DEPENDENTS (ACTIVE OR INACTIVE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Confirmation name on the follow up list for telemedicine patients and patients' chart		Staff in OPD		
		Integrated Hospital Operation and Management Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Triage area will check patients' chart	1. Encodes the information of the patient in google sheet and EMR system	NONE	10 MINUTES	Nurse/ Nursing Attendant
2. Patients chart who's tagged as telemedicine will be endorsed to assigned telemedicine Nurse	2. Assigned telemedicine nurse will receive patients' chart and secure results done at laboratory, heart station and radiology department	NONE	30 MINUTES	Assigned telemedicine Nurse
3. Patients chart will be endorsed to attending physician	3. Provides quality medical service to all patients	NONE	30 MINUTES	Attending Physicians in respective clinics

4. Discharge Checklist, home instructions, date of follow up and clinic to consultation	4. Advise home instructions, the date of follow up schedule and other appointments thru email	None	15 MINUTES	Assigned telemedicine Nurse
5. OWWA Verification	5. Assigned telemedicine Nurse will endorse the actual list of patients who avail the service	NONE	10 MINUTES	Assigned telemedicine Nurse, OWWA Staff
Total			1 hour and 35 minutes	



**OFW
Hospital**



Emergency Room External Services

Admission of Patients at the Emergency Room

This process covers admission of patients in the Urgent Care Unit. The service is open Monday-Sunday: 6am to 10pm only. The Urgent Care Unit of the hospital is located at the Ground Floor.

Office or Division	URGENT CARE UNIT			
Classification	Simple			
Type of Transaction	Government to Citizen (G2C)			
Who may avail?	OFW and their dependents seeking emergency care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Urgent Care Unit Patient Contact Form 		Urgent Care Unit – Triage Area		
<ul style="list-style-type: none"> ID/OWWA Card/ Malasakit Card 		Patient		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will go to the Triage Area Patient relative to proceed to the OWWA desk & Malasakit Center	1.1 Interview the patient, takes brief history and chief complaint. Accomplish the patient contact form 1.2 Takes the vital sign and anthropometrics and record it in the patient contact form 1.3 Encodes patient data in the Hospital information system 1.4 Instruct patient relative to proceed to OWWA desk and Malasakit Center 1.5 Endorsed patient to the Urgent Care Treatment area	none	10 minutes	Triage Nurse
2. Proceed to the Urgent Care treatment area for management.	2.1. Takes thorough history and physical examination of the patient. 2.2. Initiate management of the patient 2.3. Make the order for ancillary diagnostic procedure	None	20 minutes	ER Doctor/Nurse/ Nursing Aide

3. Allows the concerned unit to perform the diagnostic procedure and wait for the results of the procedures	<p>3.1. Performs the laboratory and diagnostic procedures</p> <p>3.2. Continuation of patient care and management while waiting for the results</p> <p>3.3. Receives results of procedures done and decide on the management of the patient</p>	None	2 hours	Laboratory/Radiology /Pulmonary ER Doctor/Nursed ER Doctor
4. Follow steps on the decided disposition of the doctor	<p>4.1. Informs the patient Disposition (Discharge, Admission, or Transfer)</p> <p>4.2. Prepares documents for the final disposition the patient and advice on arranging all the necessary documents.</p>	None	21 minutes	Resident On Duty/Nurse
5. Follow step on the decided disposition of the doctor	<p>5.1 Discharge or Admit the patient</p> <p>5.2 Instruct patient to proceed to Billing or Admitting (Refer to Billing/Admitting Citizen Charter)</p>	None	15 minutes	Nurse
		TOTAL	3 hours & 6 minutes	



**OFW
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Operating Room External Services

1. Procedure For Surgical Operation

This process covers patients requiring any emergency, direct, and elective surgical operation. The procedure started upon patient transfer from ward to OR/DR complex until completion of surgical procedure.

Elective OR/DR services is offered Monday to Friday, excluding holidays.

Office or Division:	NURSING SERVICE - OR/DR Complex			
Classification:	SIMPLE			
Type of Transaction	G2C – Government to Client			
Who may avail:	All Patient (OFW AND DEPENDENT) needing surgical operation.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written physician's order		Attending Surgeon (OPD/ER/Clinical Ward)		
Procedure Consent		Attending Surgeon (OPD/ER/Clinical Ward)		
Anesthesia Consent		Attending Anesthesiologist (OPD/ER/Clinical Ward)		
Medical Clearance (Anesthesia, Cardio-Pulmonary, Pediatric, etc.), if applicable		Attending physician of relevant medical field (OPD/ER/Clinical Ward)		
Latest laboratory results: ABO typing, Complete Blood Count, PT and PTT, Blood Chemistry (Sodium, Potassium, Creatinine, etc.)		Hospital/Accredited Laboratory Facility		
Latest diagnostic result (Chest Xray result / MRI / Ct scan / ECG, 2D- ECHO/ Ultrasound)		Hospital/Accredited Radiology Facility		
Wrist identification band with complete name, hospital number and date of birth		Respective ER/Clinical Ward/Admitting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brought to OR/DR complex don in patient gown via stretcher/ wheelchair citizen specific: For patients under legal age/minor, a presence of a parent/immediate	1. Receives and checks correct patient identification vis-a-vis wrist identification band, contraptions and completeness of OR/DR materials/ requirements needed.	None	5 minutes	Ward / OR/DR Nurse OR/DR Complex

kin of legal age is mandatory				
2. Provides information about personal history.	<p>2. Checks and verifies information given by the patient and ensure completeness of patient record.</p> <ul style="list-style-type: none"> - Name - Date of Birth - Procedure - Consent (surgical and anesthesia procedure) – - Pre-Operative Checklist Form 			
3. Undergoes the surgical procedure	<p>3.1 Safely transport patient inside the operating theatre and assist in transferring to OR/DR table.</p> <p>3.2 Validates patient's information (name, date of birth) and interviews for other related medical condition.</p> <p>3.3 Explains the intra-operative management and confirms understanding.</p> <p>3.4 Prepares patient for the procedure by placing OR/DR table strap to ensure safety.</p> <p>3.5 Hooks to Patient Monitor, gets Baseline vital signs</p> <p>3.6 Performs "Time- out" prior to start of procedure</p>	None	30 minutes – 3 hours depends on time of completion	<p>Surgeon/ Anesthesiologist / OR/DR Nurse/ Nursing Attendant OR/DR Complex</p>

	<p>Surgical procedure start</p> <p>3.7 Initiates patient “Sign-out” procedure prior to closing of operative incision</p> <p>3.8 Performs surgical procedure</p>			
<p>situation specific:</p> <p>Relative acknowledges receipt of specimen in the logbook</p>	<p>3.9 Provides post-operative management to patient.</p> <p>situation specific:</p> <p>If with specimen: Place specimen in tight sealed bottle with proper label.</p> <p>Provides instructions where to send off specimen together with request(s) (Hospital/affiliated Pathology /Laboratory)</p>	None	10 minutes	<p>Surgeon/ Anesthesiologist / OR/DR Nurse/ Nursing Attendant OR/DR Complex</p>
	<p>3.10 Transfers patient safely to Post Anesthesia Care Unit (PACU) via stretcher</p>	None	30 minutes - 2 hours	<p>OR/DR Nurse/ Nursing Attendant OR/DR Complex</p>

4. Follow steps on the decided disposition of the doctor	4.1 Informs the patient Disposition (Discharge, Admission, or Transfer to Room)			
	4.2 Prepares documents for the final disposition the patient and advice on arranging all the necessary documents.	None	5 minutes	Surgeon/ Anesthesiologist / OR/DR Nurse OR/DR Complex
	For Discharge or Admission 4.3 Instruct patient to proceed to Billing or Admitting (Refer to Billing/Admitting Citizen Charter) or Discharge patient accordingly.	None	10 minutes	OR/DR Nurse OR/DR Complex
	For Admission and In-patient: 4.2 Informs ward nurse on duty on patient transfer 4.3 Check for completeness of chart 4.4 Endorse the patient to the Ward nurse on duty.	None	10 minutes	Ward / OR/DR Nurse/ Nursing Attendant
		None	2 hours, 30 minutes, plus processing of the surgery itself	



**OFW
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Clinical Ward External Services

1. Trans-In/Trans-Out of Patients from Other Unit to Ward

The procedure covers trans-in of an inpatient from one service ward to another unit.

Office or Division:	NURSING SERVICE			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All admitted patients at OFW Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Physician order for trans in		Attending physician		
Patient's chart		Nurse on duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive clear information about the transfer, including the reason, timing, and what to expect during the process.	1.1 Receives request and verifies the written order of transfer of service. 1.2 Advises and gives notice to the patient/relatives regarding the procedure for transfer. 1.3 Prepares transfer slip and forward to admitting officer for transfer of room assignment in Hospital Information System. 1.4 Endorses the patient to the receiving unit with pertinent information and precaution.	None	20 Minutes	Attending Physician/ Nurse on duty
2. Secure belongings during transfer.	1.1 Safely transfer the patient to his/her new room in the receiving service unit.		10 Minutes	Nurse on duty/ Nursing attendant
3. Verbalizes past medical history.	1.1 Receives endorsement from the endorsing nurse on duty. 1.2 Performs thorough assessment, history taking and initial vital signs.		20 Minutes	Receiving nurse on duty

4. Understand and actively listen to the unit rules and policy including patient safety precautions.	1.1 Orients patients and relatives to the room layout and watcher policies including safety precautions.		10 Minutes	Receiving nurse on duty
END OF TRANSACTION		TOTAL	1 hour	

2. Discharging a Patient from Clinical Ward

This process covers the discharge process provided to all patient and representatives of the patient who are ordered for discharge from the clinical areas.

OFFICE OR DIVISION:	NURSING SERVICE		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	All OFW patients, Patient's Representative: Relative(s) of the patient or Legal Guardian(s) of the patient		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Written Discharge Order		Nurse's Station, Written On Patient's Chart	
Philhealth Forms: Primary Requirements: PBEF CF2 (Surgery and Gyne – D&C, TAHBSO) CF3 (NSD and CS) CF4 (ALL) CSF (Internal Medicine) (Updated)PMRF Secondary Requirement: MDR (1 original) Certificate of Contribution / Official Receipt of Contribution Payment (1 photocopy)		Admitting Unit Nurse's Station Nurse's Station Nurse's Station Nurse's Station Admitting Unit Philhealth Main / Satellite Offices Philhealth Main / Satellite Offices Admitting Unit / Phil.C.A.R.E.S	
Secondary Requirement: Birth Certificate (1 photocopy) Marriage Certificate (1 photocopy)		Personal Property / PSA / Local Civil Registrar's Office	
Medical Abstract / Discharge Summary (1 photocopy)		Nurse's Station	
OR Technique / Surgical Memo (1 photocopy)		Nurse's Station	

Senior Citizen Identification Card/ PWD Identification Card/		Personal Property / MSWD / OSCA Personal Property / MSWD		
Patient / Customer Satisfaction Survey (1 original)		Nurse's Station		
Statement of Account (1 original)		Statement of Account (1 original) Philhealth / Billing Claims Office		
Discharge Clearance		Nurse's Station		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice of discharge/ discharge clearance slip.	1. Informs written notice of discharge. 1.1 Accomplishes Discharge clearance slip. 1.2 Tag the patient as May Go Home (MGH) in the Hospital Information System (HIS). 1.3 Forwards patient's chart in the billing section for processing of final SOA.	None	30 minutes	Attending Physician/ Nurse on duty
2. Proceeds to the billing section.	2.1 Receives and verifies completeness of all documents. 2.2 Refers to MSWD for assistance/classification/discount. 2.3 Prints the final Statement of Account (SOA). 2.4 Stamped and affix signature in the clearance slip	None	30 minutes	Billing Section Medical Social Worker
3. Presents the clearance slip with the copy of the	3.1 Receives accomplished clearance slip. 3.2 Checks and verifies completeness of signatories	None	10 minutes	Nurse on duty

signed SOA to the nurse's station.				
4. Receives the discharge summary and accomplish patient satisfaction survey form.	4.1 Discuss all information written in the discharge instructions form and stamp the clearance slip with signature over printed name.	None	10 minutes	Nurse on duty
5.Presents discharge slip to the guard and exits the hospital	5.1 Hand over the Discharge clearance slip and transports the patient to the hospital exit	None	10 minutes	Nurse on duty/ Nursing Attendant
END OF TRANSACTION		TOTAL	1 hour 30 Minutes	



**OFW
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ADMINISTRATIVE AND FINANCE SERVICE



**OFW
Hospital**



Human Resources Department

External Services

1. Recruitment, Selection and Placement for External Applicants

Recruitment, selection, and placement (RSP) involve sourcing qualified candidates, assessing and selecting the best fit through screening, interviews, and evaluations, and assigning them to appropriate roles while ensuring a smooth onboarding process.

Office or Division	Human Resources			
Classification	Simple			
Type of Transaction	Government to Citizen			
Who may avail?	Job Applicants (Internal/External)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Fully accomplished Personal Data Sheet (PDS) Application Letter Eligibility documents (if applicable) Educational Credentials 			PDS can be downloaded at the civil service commission website: www.csc.gov.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents for application (online)	1.1 shortlist candidates	None	3- 5 working days	HR staff
2. Qualified applicant receive a response	2.1 For Plantilla Position: Schedule and attend the interview (DMW), followed by deliberation. For COS Position: Schedule and attend the interview (OFWH), followed by deliberation.	None	10-15 working days 3-5 working days	HR Staff & DMW-HRMP SB HR Staff
3. Receives response	3.1 Notification of Successful Applicants	None	30 days (Plantilla) 3-5 days (COS)	HR Staff
	3.2 Preparation of Appointments for Plantilla positions, and Contract of Agreement for COS positions	None	1-2 days	HR Staff



	3.3 Signing of Appointments	None	15-30 days	DMW Officials
	3.4 Signing of Contract of Agreement	None	3-5 days	OFW Hospital Service Heads and MCC
4. Signs contract/ Appointment	4.1 Provide Appointments/ Contracts	None	1 day	HR Staff
		TOTAL	20-28 (COS) / 60-90 (Regular)	



**OFW
Hospital**



Human Resources Department Internal Services

1. Recruitment, Selection and Placement for Internal Applicants

Recruitment, selection, and placement (RSP) involve sourcing qualified candidates, assessing and selecting the best fit through screening, interviews, and evaluations, and assigning them to appropriate roles while ensuring a smooth onboarding process

Office or Division	Human Resources			
Classification	Simple			
Type of Transaction	Government to Employees			
Who may avail?	Job Applicants (Internal/External)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Fully accomplished Personal Data Sheet (PDS) Application Letter Eligibility documents (if applicable) Educational Credentials 			PDS can be downloaded at the civil service commission website: www.csc.gov.ph	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents for application (online)	1.1 shortlist candidates	None	3- 5 working days	HR staff
2. Qualified applicant receive a response	2.1 For Plantilla Position: Schedule and attend the interview (DMW), followed by deliberation. For COS Position: Schedule and attend the interview (OFWH), followed by deliberation.	None	10-15 working days 3-5 working days	HR Staff & DMW-HRMPSB HR Staff
3. Receives response	3.1 Notification of Successful Applicants	None	30 days (Plantilla) 3-5 days (COS)	HR Staff
	3.2 Preparation of Appointments for Plantilla positions, and Contract of Agreement for COS positions	None	1-2 days	HR Staff
	3.3 Signing of Appointments	None	15-30 days	DMW Officials

	3.4 Signing of Contract of Agreement	None	3-5 days	OFW Hospital Service Heads and MCC
4. Signs contract/ Appointment	4.1 Provide Appointments/ Contracts	None	1 day	HR Staff
		TOTAL	20-28 (COS) / 60-90 (Regular)	

2. Compensation and Benefits

Compensation and benefits are essential components of an organization's human resource management, ensuring that employees are fairly rewarded for their work. A well-designed compensation structure includes salaries, incentives, and statutory benefits that comply with labor regulations.

Office or Division	Human Resource			
Classification	Simple			
Type of Transaction	Government to Employees			
Who may avail?	OFW Hospital Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Daily Time Record Approved Leave Form (if applicable) Approved OB Form or Hospital Order and Certificate of Appearance (If applicable) Accomplishment Report for COS personnel 		Human Resource		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required payroll documents (e.g., DTR, approved leave forms, overtime claims)	1.1 Receive and verify payroll documents	None	1-2 working days	HR Staff
	1.2 Validate attendance, leaves, and overtime records	None	1-2 working days	HR Staff
	1.3 Compute salaries, deductions, and benefits			
	1.4 Generate payroll and secure approval	None	1-2 working days	HR Staff & Finance Staff
	1.5 Endorse approved payroll for fund allocation and processing	None	1-2 working days	Budget & Accounting

	1.6 Submit payroll report for final approval	None	2-3 working days	Approving Officials (Admin & Finance, MCC)
	1.7 encode payroll Findes and endorse to landbank through weAccess	None	1-2 working days	Cash Unit
2. Receives Salary/ allowances	Landbank credits the salary to employees' accounts	None	1-2 working days	Landbank personnel
		TOTAL	8-15 working days	

3. Application of Sick Leave, Special Privilege Leave and Vacation Leave within the Country

The application for Sick Leave, Special Privilege Leave, and Vacation Leave within the country allows employees to take time off for health recovery, personal matters, or rest and recreation. A streamlined leave application process ensures proper documentation, approval, and compliance with organizational policies.

Office or Division	Human Resource			
Classification	Simple			
Type of Transaction	Government to Employees			
Who may avail?	OFW Hospital Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Leave Form (CSC Form No.6 Revised 2020) 		Human Resource		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Leave Application Form and supporting documents (if applicable)	1.1 Receive and verify leave application and required documents	None	1 working day	HR Staff
	1.2 Validate leave balance and eligibility 1.3 Update leave records in HR system			
	2.1 Endorse leave application for approval	None	1-2 working days	Immediate Supervisor/Approving Officer

3. Receives approved leave	3.1 Inform employee of approved/disapproved leave application	None	1 working day	HR Staff
		TOTAL	2-3 working days	

4. Application of Maternity Leave and Vacation Leave Abroad

The application for Maternity Leave and Vacation Leave Abroad provides employees the opportunity to take extended leave for childbirth recovery or personal travel outside the country. This process ensures compliance with legal requirements, proper coordination with the organization, and the continuity of work operations. Clear policies and procedures help facilitate a smooth approval process while supporting employee well-being and work-life balance.

Office or Division	Human Resource			
Classification	Simple			
Type of Transaction	Government to Employees			
Who may avail?	OFW Hospital Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Leave Form (CSC Form Np.6 Revised 2020) • 2 copies of Request Letter signed by unit Head and Medical Center Chief • Affidavit of Undertaking (For Travel Abroad) • Medical Certificate (for Maternity Leave application) • Solo Parent ID (For Solo Parents who wants to extend 15 days of Maternity Leave) 		Human Resource		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Leave Application Form and supporting documents	1.1 Receive and verify leave application and required documents	None	1 working day	HR Staff
	1.2 Validate leave balance and eligibility 1.3 Update leave records in HR system			

	1.4 Endorse leave application for approval	None	8-15 working days	DMW Secretary
3. Receives approved leave, and Authority to Travel (for Travel Aboard)	3.1 Inform employee of approved/disapproved leave application	None	1 working day	HR Staff
		TOTAL	10-17 working days	

5. Request for Certificate of Employment and Payslip

The request for a Certificate of Employment (COE) and Payslip is an essential process that allows employees to obtain official documentation of their employment status and salary details. The COE serves as proof of employment for various purposes, such as loan applications or job opportunities, while the payslip provides a breakdown of earnings and deductions

Office or Division	Human Resource			
Classification	Simple			
Type of Transaction	Government to Employees			
Who may avail?	OFW Hospital Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Online-request			QR code provided by HR	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for COE or payslip (via HR office or online request system)	1.1 Receive and verify request details 1.2 Validate employment records and payroll data	None	1 day	HR Staff
	1.3 Prepare the Certificate of Employment or generate the payslip 1.4 Secure approval/signature	None	1-2 working days	HR Staff HR Officer
3. Receives requested document	3.1 Notify employee of document availability	None	1 working day	HR Staff
		TOTAL	2-3 working days	

6. Hospital Order Request for Trainings/Seminar

A Hospital Order (HO) request for trainings and seminars is a formal process that allows employees to secure approval for attending professional development activities. This ensures that the training is aligned with the organization's goals, complies with internal policies, and properly documents the employee's participation.

Office or Division	Human Resource			
Classification	Simple			
Type of Transaction	Government to Employees			
Who may avail?	OFW Hospital Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Approved Request Letter from Unit Head, Admin and Finance Head and Medical Center Chief Training Invitation 			N/A	
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Receive and review request and supporting documents 1.2 Validate eligibility and relevance of training/seminar 1.3 Preparation of Hospital Order	None	1-2 working days	HR Staff
	1.4 Approving officer reviews and signs the Hospital Order	None	1-2 working days	Medical Center Chief
3. Receives approved Hospital Order	3.1 Notify employee of approval/disapproval	None	1 working day	HR Staff
		TOTAL	3-5 working days	



**OFW
Hospital**



Engineering and Facilities Management

Internal Services

1. Job Order Request for Engineering and Maintenance

INFORMATION OF SERVICE: This is a step-by-step process on availing Engineering and Maintenance Services for repairs, checking, and other related Engineering related services.

SCHEDULE:

Office or Division	Engineering and Facility Management			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All employees of OFW Hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
JOB ORDER REQUEST FORM			ENGINEERING AND MAINTENANCE OFFICE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order Request	1.1. Collect the Job Order Request Form and sort what type of request it is. (Electrical, Plumbing, Carpentry, Airconditioning, or Biomedical)	NONE	1 minute	Engineering and Maintenance Clerk
	1.2. Forward to Engineer handling the type of request	NONE	1 minute	Engineering and Maintenance Clerk
	1.3. Engineer/Architect will check the concern	NONE	1 minute	<ul style="list-style-type: none"> • Architect • Mechanical Engineer • Electrical Engineer • Electronics Engineer
	1.4. Engineer/Architect will forward the request to person requiring the skill (electrician, plumber,	NONE	3 minutes	<ul style="list-style-type: none"> • Architect • Mechanical Engineer • Electrical Engineer • Electronics Engineer

	carpenter, biomed) and will explain what to do.			
	1.5. Skilled Personnel will prepare tools and materials needed	NONE	2 minutes	<ul style="list-style-type: none"> • Electrician • Plumber • Carpenter • Biomed
	1.6. Skilled Personnel will start resolving the issue	NONE	1 hour	<ul style="list-style-type: none"> • Electrician • Plumber • Carpenter • Biomed
	1.7. Skilled Personnel will report to Engineer/Architect after resolving the issue	NONE	3 minutes	<ul style="list-style-type: none"> • Electrician • Plumber • Carpenter • Biomed
	1.8. Engineer/Architect will check the quality of the job performed	NONE	5 minutes	<ul style="list-style-type: none"> • Architect • Mechanical Engineer • Electrical Engineer • Electronics Engineer
	1.9. Engineer/Architect will inform end-user for checking	NONE	1 minute	<ul style="list-style-type: none"> • Architect • Mechanical Engineer • Electrical Engineer • Electronics Engineer
2. Check the status of the job performed by Engineering Personnel	2. Check the status of the job performed by Engineering Personnel	NONE	2 minutes	<ul style="list-style-type: none"> • Architect • Mechanical Engineer • Electrical Engineer • Electronics Engineer
3. Sign Job Order Request Form signifying that job is completed	3.1. Receives the signed Job Order Request Form and forward to Engineering Clerk	NONE	5 minutes	<ul style="list-style-type: none"> • Architect • Mechanical Engineer • Electrical Engineer • Electronics Engineer

	3.2. File and store signed Job Order Request Form	NONE	2 minutes	Engineering and Maintenance Clerk
	TOTAL	NONE	1 hour and 26 minutes	

2. Conduction of Employees

INFROMATION OF SERVICE: Transporting of OFW Hospital staff to an official business or scheduled event

Office or Division	GSD - Motorpool			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail	All employees of OFW Hospital			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital Order			Human Resource Management Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit Hospital Order	1.1. Validate hospital order	NONE	2 minutes	Motorpool Dispatcher
	1.2. Prepare the Vehicle Trip Ticket	NONE	2 minutes	Motorpool Dispatcher
	1.3. Inspect the status of the odometer and vehicle body before going	NONE	3 minutes	Perimeter Guard on Duty
	1.4. Conducts employee to the official venue	NONE	40 minutes	Driver on Duty
	1.5. Returns the Employee to the hospital	NONE	40 minutes	Driver on Duty
	1.6. Inspect the status of the odometer and vehicle body upon arrival	NONE	3 minutes	Perimeter Guard on Duty
	TOTAL	NONE	1 hour and 50 minutes	



**OFW
Hospital**



Billing and Claims

External Services

1. Issuance of Patient Statement of Account for Day Surgery

The process covers from the preparation of Statement of Account until issuance of discharge clearance of patient

Office or Division	BILLING AND CLAIMS SECTION			
Classification	Simple			
Type of Transaction	Government to Citizen – (G2C)			
Who may avail?	All OFWs and their qualified dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Charge slips ID/OWWA Card/ Malasakit Card Operation Report & Techniques or other Medical Documents base on treatment Done Philhealth documents 		Ward / ORDR nurse and Ancillary Unit Patient Ward / ORDR nurse Ward / ORDR nurse		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ward / ORDR Nurse submits the documentary requirements to the Billing and Claims Unit	1. Checks all the documents submitted and calls the ancillary units for clearance.	None	4 minutes	Billing Staff
	2. Coding, checking all the documents and attachment for Philhealth claim, photocopy the chart, and encode the corresponding ICD or RVS code to the IHOMIS for PHIC claims	None	51 minutes	Claims Staff
	3. Summarizes all charge slips; encodes all PHIC details on IHomis (patient charges, room assignment, PHIC member's data, applicable case rate, doctor's professional fee); and generates the	None	25 minutes	Billing/Claims Staff

	Statement of Accounts			
	4. Informs the Ward / ORDR to instruct the patient's representative to go to Billing and Claims Unit	None	30 seconds	Billing Staff
Patient proceeds to Billing and Claims Unit	5. Presents the SOA to patient for his signature, if the bill is not covered by OWWA, instructs the patient to proceed to Medical Social Service for DOH MAIP Assistance (follow MSS citizen's charter)	None	3 minutes 10 minutes	Billing Staff
Patient presents the SOA with MSS stamp	6. Checks if SOA has been covered by DOH-MAIP and signs the discharge clearance and instructs the patient to proceed to Ward/ORDR unit and present clearance.	None	30 seconds 30 seconds	Billing Staff
TOTAL			1 hour and 24 minutes and 30 seconds	

A. OFWs and dependent with Sufficient OWWA Benefits

Issuance of Patient Statement of Account for Patient from Urgent Care

The process covers from the preparation of Statement of Account until issuance of discharge clearance for patient from the Urgent Care Unit.

Office or Division	BILLING AND CLAIMS SECTION	
Classification	Simple	
Type of Transaction	G2C – for government services whose client is the transacting public	
Who may avail?	Active Patients with Insufficient OWWA Balance and Inactive Patients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> Charge slips ID/OWWA Card/ Malasakit Card 		Urgent Care Unit Patient

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Urgent Care Nurse submits the documentary requirements to the Billing and Claims Unit	1.1 Checks all the documents submitted and calls the ancillary units for clearance.	None	4 minutes	Billing and Claims Staff
	1.2 Summarizes all charge slips and generates the Statement of Account	None	5 minutes	Billing and Claims Staff
	1.3 Informs the Urgent Care Unit to instruct the patient representative to go to Billing and Claims Unit	None	30 seconds	Billing and Claims Staff
2. Patient proceeds to Billing and Claims Unit	1.1 Presents the SOA to patient for his signature.	None	30 seconds	Billing and Claims Unit
	1.2 Release the discharge clearance to patient representative and instructs to present it to the Urgent Care Unit.	None	30 seconds	Billing and Claims Unit
		TOTAL	10 minutes and 30 seconds	

B. OFWs and dependent with Insufficient OWWA Benefits

ISSUANCE OF PATIENT STATEMENT OF ACCOUNT FOR PATIENT FROM URGENT CARE

The process covers from the preparation of Statement of Account until issuance of discharge clearance for patient from the Urgent Care Unit.

Office or Division	BILLING AND CLAIMS SECTION
Classification	Simple
Type of Transaction	Government to Citizen (G2C)
Who may avail?	OFW and their qualified dependent

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Charge slips Discharge Order ID/OWWA Card/ Malasakit Card 		Urgent Care Unit Patient		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Urgent Care Nurse submits the documentary requirements to the Billing and Claims Unit	1.1 Checks all the documents submitted and calls the ancillary units for clearance.	None	4 minutes	Billing and Claims Staff
	1.2 Summarizes all charge slips and generates the Statement of Account	None	5 minutes	Billing and Claims Staff
	1.1 Informs the Urgent Care Unit to instruct the patient representative to go to Billing and Claims Unit	None	30 seconds	Billing and Claims Staff
2. Patient proceeds to Billing and Claims Unit	2.1 Presents the SOA to patient for his signature.	None	30 seconds	Billing and Claims Unit
	2.2 Instructs the patient representative to proceed to Malasakit Center for assistance	None	10 minutes	Billing and Claims Unit
2. Proceed to the Malasakit Center at the 3 rd floor	2.1 Receives SOA; for patient with previous records retrieve data; for new patients interview the patient and prepare intake sheet. 2.2 Ask the patient to sign intake sheet and instruct patient to present the validated SOA to Billing & Claims	None	5 minutes (with previous record) 10 minutes (new patient without previous record)	Medical Social Worker
3. Proceed to Billing and Claims Unit	3.1 Release the discharge clearance to patient	None	30 seconds	Billing and Claims Unit



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	representative and instructs to present it to the Urgent Care Unit.			
Patient with previous records		TOTAL	25 minutes & 30 seconds	
New patient		TOTAL	30 minutes & 35 seconds	



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Accounting Section Internal Services

1. Processing of Disbursement Voucher (DV)

The process covers the payment for an individual or an organization for the goods and services sold or rendered to the OFW Hospital

Office or Division	ACCOUNTING SECTION	
Classification	Complex (7 working days)	
Type of Transaction	G2C – Government to Client G2B – Government to Business G2G – Government to Government	
Who may avail?	OFWH employees, Suppliers, Service Providers, Government Offices and DMW Central Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Claim for Salary <ul style="list-style-type: none"> • Certified true copy of duly approved Appointment • Certified true copy of Oath of Office • Statement of Assets, Liabilities and Net Worth • Certificate/Notice of Assumption to Duty • Personal Data Sheet (PDS) • NBI, CSC, Sandigan, and Ombudsman Clearance • Landbank ATM Account • Certificate of Civil Service Ratings for Non-Professional • Certificate of ratings for Accountants and Lawyer Positions • BIR Forms 1902, 2305, or 2316 (if with previous employer) • Assignment Order, if applicable • Additional requirement for transferees (from one government office to another) • Clearance from money, property and legal accountabilities from previous office • Certified true of pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office • BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) • Certificate of Available Leave Credits • Service Record 		Human Resources Office/ Requesting Employee
2. Salary (if deleted from payroll) <ul style="list-style-type: none"> • Approved DTR 		Human Resources Office/ Requesting Employee

<ul style="list-style-type: none"> • Notice of Assumption • Approved application for leave, clearances, and Medical Certificates, if on sick leave for five days or more <p>3. Last Salary</p> <ul style="list-style-type: none"> • Clearance from money, property and legal accountabilities • Approved DTR • Service Record <p>4. Salary due to heirs of deceased employee</p> <ul style="list-style-type: none"> • Same requirements as those for last salary • Additional Requirements: <ul style="list-style-type: none"> - Death Certificate authenticated by Philippine Statistic Authority (PSA) - Marriage Contract authenticated by PSA, if applicable - Birth certificate of surviving legal heirs authenticated by PSA - Designation of next-of-kin - Waiver of right of children 18 years old and above <p>5. Maternity Leave</p> <ul style="list-style-type: none"> • Certified true copy of approved application for leave • Certified true copy of Maternity leave clearance • Medical Certificate for maternity leave, as proof of pregnancy or estimated date of delivery <p>Additional requirements for unused Maternity Leave</p> <ul style="list-style-type: none"> - (upon assumption before the expiration of the maternity leave) <ul style="list-style-type: none"> - a. Medical certificate that the employee is physically fit to work - b. Certificated of assumption - c. Approved DTR <p>6. Promotion and Salary Differential</p> <ul style="list-style-type: none"> • Copy of approved appointment or notice of salary adjustment • Certificate of service or Daily Time Record (DTR) • Certificate/Notice of assumption to duty <p>7. General Claims through the Automated Teller Machine (ATM)</p>	<p>Human Resources Office/ Requesting Employee</p> <p>Human Resources Office/ Heirs of Deceased Employee</p> <p>Requesting Employee/ Human Resources Office</p> <p>Human Resources Office</p> <p>Human Resources Office / Cash Section</p> <p>Human Resources Office</p> <p>Human Resources Office / Requesting Employee</p>
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<ul style="list-style-type: none"> • Salary Payroll • Payroll Register (Hard and soft copy) • Letter to the Bank to credit employees' account their salaries or other claims • Validated ADA 	Human Resources Office / Cash Section
<p>8. Personnel Economic Relief Allowance</p> <ul style="list-style-type: none"> • Same requirements as those for payment of salaries 	
<p>9. Representation Allowance and Transportation Allowance</p> <ul style="list-style-type: none"> • For Individual claims <ul style="list-style-type: none"> - Copy of Office order/appointment (1 st payment) - Certificate of assumption (1 st payment) - Certification that the official/employee did not use government vehicle and is not assigned any government vehicle - Certificate or evidence of service rendered or approved DTR • For general Claims <ul style="list-style-type: none"> - RATA Payroll - Payroll register (hard and soft copy) - Letter to the bank to credit employees' account their RATA claims, if applicable - Validated ADA 	Human Resources Office / Requesting Employee
	Human Resources Office / Cash Section
<p>10. Clothing Allowance</p> <ul style="list-style-type: none"> • For Individual Claims <ul style="list-style-type: none"> - Certified true copy of approved appointment of new employees - Certificate of assumption of new employees - Certificate of non-payment from previous agency, for transferees • For General Claims <ul style="list-style-type: none"> - Clothing/Uniform allowance payroll - Payroll register (hard and soft copy) - Letter to the bank to credit employees' account of their RATA claims, if applicable - Validated ADA 	Human Resources Office
<p>11. Honoraria of Lecturer/Coordinator</p> <ul style="list-style-type: none"> • Office Order/Special Order for the conduct of the training/seminar 	Human Resources Office

<ul style="list-style-type: none"> • Letter of Invitation to Speaker to conduct the lecture with conforme of the lecturer and/or contract • Course syllabus/program of lectures • Certificate of acceptance/completion issued by the HRDD that the training/seminar was satisfactorily conducted • Bio-data of the resource speaker • Approved training plan <p>12. Longevity Pay</p> <ul style="list-style-type: none"> • Service Record • Certification issued by the Personnel Officer that the claimant has not incurred more than 15 days of vacation leave without pay <p>13. Overtime Pay</p> <ul style="list-style-type: none"> • Overtime authority stating the necessity and urgency of the work to be done, and the duration of overtime work • Overtime work program • Quantified overtime accomplishment duly signed by the employee and supervisor • Certificate of service or duly approved DTR <p>14. Year-End Bonus (YEB) and Cash Gift (CG)</p> <ul style="list-style-type: none"> • For individual <ul style="list-style-type: none"> - Clearance from money, property and legal accountabilities - Certification from head of Office/authorized representative that the employee is qualified to receive the YEB and CG benefits • General Claims <ul style="list-style-type: none"> - YEB and CG Payroll - Payroll register - Letter to bank to credit employees account of their YEB and CG claims - Validated ADA <p>15. Mid-Year Bonus</p> <ul style="list-style-type: none"> • For Individual claims <ul style="list-style-type: none"> - Clearance from money, property and legal accountabilities 	<p>Human Resources Office / Concerned Office / Requesting Employee</p> <p>Human Resources Office</p> <p>Requesting employee/ Human Resource Office/ Accounting Division</p> <p>Requesting employee/ Human Resource Office/ Accounting Division</p>
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<ul style="list-style-type: none"> - Certification from head of Office/authorized representative that the employee is qualified to receive the Mid-Year Bonus benefits • General Claims <ul style="list-style-type: none"> - Mid-Year Bonus Payroll - Payroll Register - Letter to bank to credit employees account of their Mid-Year Bonus claims - Validated ADA 	
<p>16. Terminal Leave Benefits</p> <ul style="list-style-type: none"> • Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment • Certified photocopy of employee's leave card as at last date of service duly audited by the Personnel Division, Certificate of Leave Credits issued by the Administrative/Human Resource Management Office • Approved leave application • Complete service record • Statement of Assets, Liabilities and Net Worth (SALN) • Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing highest salary received if the salary under the last appointment is not the highest • Computation of terminal leave benefits duly signed/ certified by the accountant • Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU • Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA3019) • In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency 	<p>Requesting employee/ Human Resource Office</p>
<p>Additional Requirements in case of death of claimant</p> <ul style="list-style-type: none"> - Death certificate authenticated by PSA - Marriage contract authenticated by PSA 	<p>Requesting employee/ Human Resource Office</p>
	<p>Human Resources Office / Cash Section</p>



<ul style="list-style-type: none"> - Birth certificates of all surviving legal heirs authenticated by PSA - Designation of next-of-kin - Waiver of rights of children 18 years old and above 	Office of the Secretary/ Office of the Medical Center Chief/ Accounting Division
<p>17. Monetization</p> <ul style="list-style-type: none"> • Approved leave application (ten days) with leave credit balance certified by the Human Resource Office • Request for leave covering more than ten days duly approved by the Head of Agency For monetization of 50 percent or more: • Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs • Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fire etc. • Education, copy of matriculation fees 	Requesting Employee/ Accounting Division
<p>18. Loyalty Cash Award/Incentive</p> <p>For Individual claims</p> <ul style="list-style-type: none"> • Service Record • Certificate of non-payment from previous office (transferee) • Certification from the HRMD that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10-year period or aggregate of more than 25 days authorized vacation leave without pay within the 5-year period, as the case may be. <p>General Claims</p> <ul style="list-style-type: none"> • Loyalty cash award/incentive payroll • Payroll register • Letter to bank to credit employees account of their Mid-Year Bonus claims • Validated ADA 	Requesting Employee/ Accounting Division
<p>19. Documentary Requirements Common to All Cash Advances Except for Travel</p> <ul style="list-style-type: none"> • Special Order on designation of accountable officer 	Water and Electricity Company/ Budget Section Telephone Company/ Concerned Division/ Budget Section Concerned Division



<ul style="list-style-type: none"> • Authority of the accountable officer issued by the Head of Agency or his duly authorized representative indicating the maximum accountability and purpose of the cash advance (for initial CA) • Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books • Approved application for bond and/or fidelity bond for the year for cash accountability of more than P5,000.00 	<p>Authorized Official/ Requesting Official</p> <p>Budget</p> <p>Section/</p>
<p>20. Petty Cash Fund</p> <p>Additional documentary requirements for initial cash advances</p> <ul style="list-style-type: none"> • Approved estimates of petty expenses for one month • Copy of policy for maintain PCF under the imprest system for GOCC 	
<p>21. Checklist for Travelling Allowance</p> <ul style="list-style-type: none"> • Local Travel <ul style="list-style-type: none"> - Office order/Travel Order approved in accordance with Section 3 of EC No. 298 - Duly approved itinerary of travel - Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books 	<p>Requesting Employee, Technical Inspection Committee/ Property and Procurement Division/ Authorized Official</p>
<p>22. Other Expenses</p> <ul style="list-style-type: none"> • Utility Expenses (Water and Electricity) <ul style="list-style-type: none"> - Statement of Account/ Bill - Copy of Obligation Request Slip • Telephone/Internet/Communication Services <ul style="list-style-type: none"> - Statement of Account/Bill - Invoice/Official Receipt or machine validated statement of account (for post audit activities) - Certification by Agency Head or the authorized representative that all National Direct Dial (NDD), National Operator Assisted Calls and International Operated Assisted Calls are official calls - Copy of Obligation Request Slip (ORS) • Postage and Courier Expenses (Philippine Postal Office) 	<p>Requesting Employee/ Authorized Official</p> <p>Engineering and Facility Management Office / Procurement Section / Technical Inspection Committee / Contractor or Supplier / Budget Section / BAC Secretariat</p>



<ul style="list-style-type: none"> - Purchase Request - Report of mails posted through private metered machine - Report for transmission of official outgoing mails • Extraordinary and Miscellaneous Expenses <ul style="list-style-type: none"> - Invoices/receipts - Receipts and/or other documents evidencing disbursement, if there are available, or in lieu thereof, certification executed by the official concerned that the expenses sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reason of the position in case of eNGAs - Fund balance issued by the Budget Division - Other supporting documents as are necessary depending on the nature of expense charged • Reimbursement of Expenses <ul style="list-style-type: none"> Traveling expenses - Itinerary of Travel - Authority of Travel - Official Receipts of expenses incurred (taxi receipts, E-ticket, terminal fee, hotel receipts) - For hotel accommodation in excess of the authorized rate per EO 77, certification signed by the Head of the Agency that the expenses are absolutely necessary - Certificate of Appearance - Certificate of travel completed Supplies Items - Authority to reimburse signed by the head of the agency/ Delegated by the Head of the Agency - Original copy of the Official Receipts (duly inspected by the Technical Inspector) - Purchase Request - Canvass if the amount is more than P1,000.00 - ICS for semi-expendable items Food Serving during meeting - Official Receipts 	<p>Office of the Medical Center Chief / Budget Section / Concerned Employee/s</p> <p>BAC Secretariat Bidders Technical Working Group Winning Bidder HoPE Budget Section Contractor Accounting Section</p>
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<ul style="list-style-type: none"> - Attendance Sheet/ Guest List - Minutes of the Meeting • Repairs - Request repair <ul style="list-style-type: none"> - Pre-repair inspection report - Certificate that damage was due to fair wear and tear - Contract/ Job order - Report of Waste Materials - Inspection and Acceptance Report - Post repair Inspection Report - Service Invoice - At least 3 price quotation from bonafide dealers - Abstract/Summary of Canvass - Copy of Obligation Request Slip <ul style="list-style-type: none"> - Bids and Awards Committee (BAC) Resolution - PhilGEPS registration of bidder – - Posting of the Request for Quotation (RFQ) in the PhilGEPS website of procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity for ABCs above P50,000.00 • Services rendered by service contractors/job order <ul style="list-style-type: none"> - Copy of signed contract/memorandum of agreement - Certificate of services rendered/daily time record - Accomplishment report signed by the service contractor and the supervisor - Copy of Obligation Request Slip • Attendance to Training and Seminar <ul style="list-style-type: none"> - Special Order - Letter of Invitation to the Training/Seminar - Obligation Request Slip - Certificate of Attendance (after the training for liquidation purposes) • Checklist for Procurement through Public Bidding: <p>Basic Requirements for all types of procurement through Public Bidding</p> <ul style="list-style-type: none"> - Authenticated photocopy of the approved APP and any amendment thereto 	
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- Approved contract
- Invitation to apply for Eligibility to Bid
- Results of eligibility checks/screening
- Bidding documents enumerated under Section 17.1 of the Revised IRR of RA 9184, which includes a complete set of approved plans/drawings and technical specifications for infrastructure projects, complete technical description of equipment, aircraft and accessories, scope of works, if applicable, for goods and rental and repair of contracts, and Terms of Reference (TOR) for consultancy services
- Minutes of Pre-Bid Conference, (Approved Budget for Contract-ABC) P1.0Million and above
- Agenda and/or Supplemental Bulletins, if any
- Bidders, Technical and Financial Proposals
- Minutes of Bid Opening
- Abstract of Bids
- Post-qualification Report of Technical Working Group
- BAC Resolution declaring winning bidder
- Notice of Post-Qualification
- BAC Resolution recommending approval and by the Head of Procuring Entity of the Resolution of the BAC recommending award of contract
- Notice of Award
- Performance Security
- Program of work and detailed estimation
- Notice to Proceed, indicating the date of receipt by the contractor
- Detailed breakdown of the ABC
- Copy of the Approved PERT/CPM Network, Diagram and detailed computations of contract time
- Detailed breakdown of the contract cost Including the detailed breakdown of estimates and/ or unit cost analysis/derivation for work item expressed in volume/area/lumpsum/lot for the

Requesting Office / Supplier / BAC
Secretariat Budget Section



<p>infrastructure projects indicating the following among others;</p> <p>For Consulting Services:</p> <ul style="list-style-type: none"> - Schedule of basic rates certified by the consultant with a sworn statement - Derivation of the billing factor/multiplier certified by the consultant with a sworn statement - Detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs Indicating costs and dates of acquisition of the equipment, quantities and cost materials, spare parts, supplies furnished by the contractor for janitorial/ security/ maintenance services - Indicating the monthly lease payment and period of lease for lease contracts - Copy of advertisement of invitation to bid/Request for expression of interest - Newspaper clippings of advertisement (ABC P5.0M and above for infrastructure, P2.0M and above for goods, and P1.0M or four months duration and above for consulting services) - Printout copy of advertisement posted in PhilGEPS - Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places - Printout copies of advertisement posted in agency website, if any - Documentary requirements under Section 23.1 and 25.2b for infrastructure projects, 23.1 and 25.2a for goods, and 24.1 and 25.2c for consulting services of the Revised IRR of RA No.9184 - Minutes of pre-procurement conference for projects costing above P5.0Million for infrastructure, P2.0Million and above for goods, and P1.0Million and above for consulting services - Bid evaluation report 	<div></div> <div>Supplier</div> <div>Requesting Office / Supplier /Budget</div> <div>Requesting Office/Property Office</div>
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- Ranking of shortlisted bidders for consulting services
- Post qualification evaluation report
- Printout copy of posting of Notice of Award, Notice to Proceed and Contract of Award in the PhilGEPS
- Evidence of invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA No.9184
- Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities
- Sales invoice
- Delivery Receipts for purchase of equipment

Purchase through Shopping

- Purchase Request
- Requisition and Issue Slip (RIS)
- Purchase Order/Letter Order (PO) duly approved by approving authority and duly received by supplier or Contractor
- Delivery Receipt
- Sales Invoice
- At least 3 price quotations from bonafide suppliers
- Copy of PhilGEPS registration certificate of the suppliers
- Abstract/summary of canvass
- Inspection and Acceptance Report
- Bids and Awards Committee (BAC) Resolution
- Copy of obligation request slip
- Certificate of emergency purchase (in the absence of canvass if amount is below P1,000.00)
- Result of test/analysis by proper government agency, if articles are subject to test
- For semi expendable items - (ICS) Inventory Custodian Slip
- For purchase of equipment - (ARE) Acknowledgement Receipt for Equipment
- Posting of the Request for Quotation (RFQ) in the PhilGEPS website, website of procuring

entity, if available, and at any conspicuous place reserved for this purpose in the premises of the Procuring entity for ABC's above P50,000.00

• **Purchase from Exclusive Distributors**

- All under purchases except Canvass sheet and at least 3 quotations from Bonafide dealers
- Duly notarized certificate of exclusive distributorship of the dealer/supplier, properly attested by his principal
- Certification from agency authorized official that no sub-dealers are selling at lower prices and that no suitable substitute are available

• **Purchase through Repeat Order**

- Purchase Request
- Requisition and Issue Slip (RIS)
- Purchase Order/Letter Order/Contract (original) duly received by bidder/supplier (the quantity of each item does not exceed twenty-five percent (25%) in the original contract
- Sales Invoice (original)
- Certified copy of previous PO (to show that previous purchase was awarded through competitive bidding)
- Certified copy of previous Sales Invoice
- Inspection and Acceptance Report
- Delivery Receipt
- Copy of Obligation Slip
- Bids and Awards Committee (BAC) Resolution

• **Purchase from the Procurement Service of the DBM**

- Purchase Request
- Agency Procurement Request
- Project Procurement Management Plan (PPMP)

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. The concerned unit/office submit the Disbursement Voucher (DV) with complete documents for processing</p> <p>2. The concerned unit/office notify the supplier/ contractor of the lacking documents</p>	<p>1.Receives DV with supporting documents from Budget Division or from other divisions.</p> <ul style="list-style-type: none"> - Checks if Box A is signed and with ORS (if applicable), if Box A is unsigned, return to concerned division. For DV charged to GF with no ORS, return to Budget. - Forwards documents to the accountant/accounting staff assigned to process the vouchers as identified in the succession plan 	None	1 hour	Clerk
	<p>2.Assigned accounting staff process the DV</p> <ul style="list-style-type: none"> - Check for the completeness of supporting documents - If incomplete, indicate the lacking documents in the DV compliance form and return to concerned office for compliance - If complete, compute the amount to be paid, write the accounting entry in the voucher, fill-out monitoring slip for the time processed - Encode the processed DV in the monitoring 	None	<p>4 hours</p> <p>10 hours for bided projects</p>	Accounting Staff
	<p>3.Review processed DV and affix signature</p> <ul style="list-style-type: none"> - Check the computation and the completeness of the supporting documents - Check the availability of the Notice of Cash Allocation (NCA) and 	None	<p>2 hours 4 hours for bided projects</p> <p>1 hour</p>	<p>Chief Accountant</p> <p>Clerk</p>

	<p>sign Box C of the voucher and the approved portion of the monitoring slip</p> <p>4. Release the Disbursement Voucher (DV)</p> <ul style="list-style-type: none"> - Get the signed DV and complete the monitoring slip for the time release, encode details in the computer - Record the processed DV in the log book and write the DV number - Forward the DV to the Office of Medical Center Chief, for the signatory in Box D of the voucher 			
TOTAL			8 – 16 working hours	



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Budget Section

Internal Services

1. Processing and Preparation of Obligation Request and Status (ORS)

The process covers the recording of financial transactions (obligations against the available allotment) to ensure effective and efficient utilization of funds as contained in the Approved General Appropriations (GAA), using the prescribed (ORS) form listed in the Government Accounting Manual (GAM) as required by COA

Office or Division	BUDGET SECTION
Classification	Simple
Type of Transaction	Government to Government – (G2G)
Who may avail?	OFWH employees, Suppliers, Service Providers, Government Offices and DMW Central Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. For Employee's Reimbursement 1. Disbursement Voucher 2. Itinerary of Travel (Actual) 3. Special Order for Local Travel or Travel Authority for Foreign Travel 4. Authority to Reimburse 5. Original Official Receipts (Airline/Transportation Tickets/Hotel Accommodation/Toll Fees, etc.) 6. Certificate of Absolute Necessary (for Hotel Accommodation Exceeding the allowed rate) 7. Driver's Trip Ticket (for those issued with official car) 8. Certificate of Travel Completed 9. Certificate of Appearance/Seminar 10. Travel/Seminar Report, if applicable B. For Payroll/ Contributions 1. Disbursement Voucher 2. Payroll Breakdown C. For Suppliers (Regular) 1. Disbursement Voucher 2. Billing/Contract D. For Awarded Projects 1. Bids and Awards Committee (BAC) Resolution 2. Notice of Award/ Notice of Proceed	Accounting Division Accounting Division Human Resource Management Division Requesting Party/ Client Requesting Party/ Client Medical Center Chief General Services Division Requesting Party/ Client Requesting Party/ Client Requesting Party/ Client Human Resource Management Division Human Resource Management Division Requesting Office/End-User Suppliers BAC Secretariat BAC Secretariat

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Documents to Budget Division for preparation of ORS	1.1 Receive, log and assign number per request and forward to assigned Budget Officer	None	30 minutes	Clerk
	1.2 Receive and evaluate DV. Checks the completeness of supporting documents and validity of obligation	None	2 hours	Clerk
	1.3 Check the Budget Status for Available allotment/budget for the transaction	None	1 hour	Clerk
		None	1 hour	Budget Officer
	1.2 Prepare and print the ORS			
	1.5 Review proper charging of funds and appropriate signatories – Initial in the Box B	None	30 minutes	Clerk
	1.6 Forward ORS for certification signing of Box A – Release ORS to Requesting Office/ End-user			
2 Received ORS (2 copies) from Budget Division for signing of Box A by Service Head/ Head of Requesting Office/End-User				Medical Service Head
3 . Submit signed ORS to Budget Division together with Required documents for	3.1. Receive signed ORS (Box A) – Check the signatory of the ORS and forward to the Division Chief of Budget	None	30 minutes	Clerk
		None	1 hour	Budget Officer

forwarding to Accounting Division for disbursement.	3.2 Certify/sign Box B. Sign/certify availability of Funds	None	15 minutes	Clerk
	3.3 Record in the logbook, complete the PCT monitoring sheet, segregate copies of ORS (1 copy together w/ all the documents; 1 file copy)	None	15 minutes	Clerk
	3.4 Endorse ORS and all other supporting documents to Accounting division for processing of disbursement			
TOTAL		8 hours		



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Property and Supply Section

Internal Services

1. Receipt and Inspection of Delivery

This is a step-by-step process in the receipt and inspection of delivery of supplies (office supplies, medical supplies and materials/goods) and equipment of the OFW Hospital in conformity with the Purchase Order.

Office or Division:	PROPERTY AND SUPPLY SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO SUPPLIER			
Who may avail:	All OFW Hospital Operation offices/staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order (PO) 2. NTP/Contract 3. Sales Invoice (SI) 4. Delivery Receipt (DR) 5. Inspection and Acceptance Report (IAR)		Property and Supply Section Technical Inspection Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the delivery documents needed for delivery (PO, NTP/Contract, SI and DR)	1. Obtain and checks completeness of delivery documents from the supplier. <ul style="list-style-type: none"> • Purchase Order (PO) • NTP/Contract • Delivery Receipt (DR) • Sales Invoice (SI) 	None	1 min	Receiving Personnel/Supply Officer
2. Delivers the supplies/goods to receiving area/bay.	2. Examines/checks the delivered supplies/goods/equipment if in conformance with the specifications and term and conditions as stated in the Purchase Order (PO) or TOR.	None	30 mins to 2-hours (depending on the bulk of delivery.)	Receiving Personnel/Supply Officer End-User Inspection Officer
	3. Signs the portion of the original and copy 2 of the Delivery Receipt. Files	None	1 min	Receiving Personnel/Supply

	the original copy and return copy 2 of the DR to supplier.			
	4. Prepares Inspection and Acceptance Report (IAR) in four (4) copies. Forwards 4 copies of the IAR with the original copy of DR and SI to the Inspectorate team for inspection.	None	30 mins	Admin Aide VI/Admin Assistant
	<p>5. Inspects and verifies items as to quantity and conformity to specifications based on the DR and approved PO.</p> <p>6. If complete and conforming with the specifications, the inspector and the end-users shall accept the supplies/goods/equipment delivered shall put a check mark in the box for “inspected, verified and found in order as to quantity and specifications”, indicates the date of inspection, sign the inspected portion of the IAR. The Supply Officer shall sign the accepted portion of the IAR.</p> <p>6. For equipment delivered, inspection and acceptance report, the Biomed engineering shall be part of the inspection team and shall conduct also inspection.</p>	None	30 mins to 2 hours (depending on the bulk of the delivery or type of equipment)	<p>End-user Inspectorate team</p> <p>End-user Inspectorate team Supply Officer</p> <p>Biomed Engineer</p>

	4. If complete and conforming with the specifications, the end-users accept deliveries and the Supply Officer signs the "Received by" portion of the Delivery Receipt /Sales Invoice.	None	1 min	End-user Receiving Personnel/Supply Officer
	5.If the items/goods/equipment delivered does not conform with the specifications based on the Purchased Order, return the items to the supplier for compliance together with the copies of the DR and SI.	None	Immediately upon the delivery of the items	Receiving Personnel/Supply Officer
	6. Prepares and consolidates all necessary documents and attachments and submit to accounting unit.	None	1 day	Admin Aide VI
	Encoding of delivered supplies goods to Delivery Acceptance Report/MMS	None	30 mins to 1 hour	Admin Aide VI
<<<End of transaction>>>				
Total			1 day, 5 hours and 13-minute	

2. Issuance of Common Goods and Supplies

This is a step-by-step process in the issuance of common supplies (medical, laboratory and office) to requesting units/end-user of the OFW Hospital.

Office or Division:	PROPERTY AND SUPPLY SECTION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO SUPPLIER			
Who may avail:	All OFW Hospital Operation offices/staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Requisition and Issuance Slip (RIS)		Property and Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit/Office shall prepare the Requisition and Issuance Slip (RIS) in 3-copies. Fills up all the necessary information and forwards the request to Property and Supply section Note: The RIS shall be distributed as follows: <i>Copy 1 – Accounting Div.</i> <i>Copy 2 – Requesting Unit</i> <i>Copy 3 – Property and Supply Section</i>	1. Receive and review the RIS for completion of information and reasonableness of the quantity and nature of the items being requested. Signs the “Approve by” portion of the RIS.	None	5-10 mins	Authorize Official/ Unit Head
.	2. Receives signed RIS and reviews the completeness of information. Put a check (✓) mark in the “stock	None	2-5mins	Admin Aide VI/ Admin Assistant

	available? Yes column, if items being requisitioned is/are available on stock, or "X" in the "Stock Available? No" column if not available.			
	3.Prepare and issue the available items requisitioned and indicated the quantity issued in the "issued Quantity" column of the R and signs the "Issued by" portion of the RIS. If items requisitioned are not available, return the RIS to the requisitioning office for the preparation of Purchase Request (PR)	None	30 mins – 1 hour (depending on the number of line and quantity)	Admin Aide VI/ Admin Assistant
2.The requesting unit/end-user shall receive the supplies/items and sign the "received by" portion of the RIS form the property and supply section.	4.Files permanently copy 3 of the RIS and copy 1 temporarily in the preparation of Report of Supplies and Materials Issued (RSMI).	None	2-3 mins	Admin Aide VI/ Admin Assistant
	5.Updates the stock cards of the supplies/items issued.	None	30 mins - 1 hour (depending on the total number of line item)	Admin Aide VI/ Admin Assistant
	5.Prepare the Report on Supplies and Materials Issued in 2 copies at the end of the day and forwards the original copy 1 of the RIS together with copy 1 of the RSMI to Accounting Section		1 day	Admin Aide VI/ Admin Assistant

<<<End of transaction>>>			
Total		1 day, 2 hours, 18 minutes	

3.Issuance of Property and Equipment

This is a step-by-step process in the issuance of Semi-Expendable and PPE property to requesting unit/end-user of the OFW Hospital. Prior to issuance to end-user, all newly acquired properties shall first be coordinated to Property and Supply Section.

Office or Division:	PROPERTY AND SUPPLY SECTION			
Classification:	COMPLEX			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	All OFW Hospital Operation offices/staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request and Issuance Slip 2. Inventory Custodian Slip (ICS) 3. Property and Acknowledgement Receipt (PAR)		Property and Supply Section		
	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit/Office shall prepare the Requisition and Issuance Slip (RIS) in 3-copies. Fills up all the necessary information and forwards the request to Property and Supply section Note: The RIS shall be distributed as follows:	1.Receive and review the RIS for completion of information and being requested. Signs the “Approve by” portion of the RIS.	None	2-5 mins.	Authorize Official/ Unit Head

<p>Copy 1 – Accounting Div.</p> <p>Copy 2 – Requesting Unit</p> <p>Copy 3 – Property and Supply Section</p>				
	<p>2. Receives signed RIS and reviews the completeness of information. Records the date, particular and requesting office in the logbook. Determines the acquisition cost of the property/equipment being requested.</p> <p>2.1. If below Php 50,000, prepares the Inventory Custodian Slip to ensure accountability to requesting unit/end-user.</p> <p>2.2. If above Php 50,000, prepares the Property Acknowledgement Receipt (PAR) to ensure accountability to requesting unit/end-user.</p> <p>2.3. Assigns number on RIS and issues copy 2 to requesting Unit/end-user.</p>	None	30 mins -1 day (depending on the total number of equipment being requested)	Property/Supply Officer Admin Assistant
2.The requesting unit/end-user shall receive the property/equipment being and sign	3. Prepares the Property Inventory Sticker of the property/equipment being requested and	None	30 min – 1 hour	Property/Supply Officer Admin Assistant

the “received by” portion of the RIS, “Received by” portion of the ICS (for semi-expendable) and PAR (for PPE).	affix it to the equipment.			
	4.Updates record promptly the issuance of PPE in the property card. Files the original copy of the ICS/PAR per accountable officer and copy 3 of the RIS.	None	30 mins to 1 hour	Admin Assistant/ Property Custodian
<<<End of transaction>>>				
Total			1 day, 2 hours and 20 minutes	



**OFW
Hospital**



Procurement Section

Internal Services

The section covers the procurement of infrastructure projects, goods and services through Public Bidding, Alternative Mode, Petty Cash and Procurement Service (PS) from preparation of Purchase Request up to the approval of Purchase Order (PO), Job Order (JO), Contract and Agency Procurement Request (APR), and complies with the R.A. 9184 (Government Procurement Reform Act).

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<ul style="list-style-type: none"> • Other documents required in accordance with the 2016 Revised Implementing Rules and Regulation of Republic Act 9184 	
<p>B. Procurement through Alternative Method</p> <ul style="list-style-type: none"> - Shopping (Php50k and below) - Small Value Procurement (over Php50k to Php 1M) <ol style="list-style-type: none"> 1. Accomplished Purchase Request (PR) (1 original) 2. Technical Specifications (1 original) indicating the following, such as but not limited to: <ul style="list-style-type: none"> • Quantity • Material (if applicable) • Color (if applicable) • Dimensions (if applicable) • Estimated cost • Estimated delivery date • Sample picture, layout or swatch of item to be procured • Purpose 3. Project Procurement Management Plan (PPMP) (1 photocopy) 4. Approved Budget for the Contract (ABC) (for amount Php50k and above) (1 original) <p>Additional requirements for Services and Infrastructure Projects:</p> <ol style="list-style-type: none"> 5. Terms of Reference (TOR) including schedule of requirements and scope of works. (1 original) 6. Drawing Lay-out/Plan, Bill of Quantities/Cost Estimates, PERT-PCM, Cash Flow for Projects with schedule over six (6) months. (1 original) 7. Technical Inspection Report (TIR) (1 original) <p>Additional requirements for Outsourced Services:</p> <ol style="list-style-type: none"> 8. Terms of Reference (TOR) including schedule of requirements and scope of works. (1 original) 9. Bill of Quantities/Cost Estimates (1 original) <ul style="list-style-type: none"> • Other documents required in accordance with the 2016 Revised Implementing Rules and Regulation of Republic Act 9184 	<ul style="list-style-type: none"> - Requesting Office/End-user ▪ Budget Section - Requesting Office/End-user
<p>C. Procurement through Petty Cash</p> <ol style="list-style-type: none"> 1. Accomplished Purchase Request (PR) (1 original) 	<p>Requesting Office / End User</p>

2. Specifications, Market Research, Abstract of Quotations for items above Php1k (1 original) 3. Petty Cash Voucher (2 original)				
D. Procurement through Procurement Service (PS) 1. Agency Procurement Request (APR) 2. Project Procurement Management Plan (PPMP) (1 photocopy) 3. Approved Budget for the Contract (ABC) (for amount Php50k and above) (1 original) - Property and Procurement Division (PP		- Property and Procurement Section ▪ Budget Section		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting office/end-user shall prepare and submit the approved Purchase Request (PR) to PPD with complete required documents for the procurement projects, goods and services	A. Public Bidding a. Processing of Purchase Request (PR) i. Validate/review submitted documents. If the PR is properly accomplished and the documents are complete, receive request ii. Prepare the bidding documents iii. Set schedules for the procurement activities (from Pre procurement conference to Approval of NOA) iv. Issue NOA to winning bidder v. Contract / PO Preparation and signing	None	1 working day	Procurement Officer
		None	5 days	Procurement Officer / BAC Secretariat
		None	118 calendar days (based on Annex "C" of the 2016 IRR o RA 9184)	Procurement Officer / BAC Secretariat / BAC-TWG
		None	1 calendar day	Procurement Officer / BAC Secretariat
		None	10 calendar days (based on Annex "C" of the 2016 IRR of RA 9184)	Procurement Officer / BAC Secretariat
		None	1 working day	Procurement Officer

vi. Issuance of Contract/PO and Notice to Proceed (NTP)	None		Procurement Officer
B. Alternative Method of Procurement	None	1 working day	Procurement Officer / BAC Secretariat
a. Processing of Purchase Request		10 calendar days	
i. Receive Purchase Request (PR)	None		Procurement Officer / BAC Secretariat
ii. Preparation and posting of Request for Quotation (RFQ)	None	7 calendar days	
iii. Endorsement to BAC-TWG for evaluation		10 working days	Procurement Officer / BAC Secretariat / BAC / HoPE
iv. Preparation and approval of BAC Resolution and Notice of Award (NOA)	None	2 working days	Procurement Officer / BAC Secretariat
v. Preparation of Contract / Purchase Order (PO)	None	5 working days	Procurement Officer
vi. Approval of Contract / PO		5 working days upon receipt of approved and completed PR	
C. Procurement through Petty Cash			
a. Evaluation, Receiving and Recording of PR	None		Procurement Officer
b. Canvassing for items above Php1k			
c. Preparation of Petty Cash Voucher		5 working days upon receipt of approved and completed PR	
d. Approval of Petty Cash Voucher			
e. Procuring of item/s			

	D. Procurement through Procurement Service (PS) a. Evaluation, Receiving and Recording of PR b. Preparation of APR c. Approval of APR			
	TOTAL A. Procurement through Public Bidding (Service is covered under RA 9184) B. Procurement through Alternative Method (Service is covered under RA 9184) C. Procurement through Petty Cash D. Procurement through Procurement Service		136 calendar days 35 working days 5 working days 5 working days	



**OFW
Hospital**



FEEDBACKS AND COMPLAINTS

FEEDBACKS AND COMPLAINTS	
How to send a feedback or file a complaint	<p>Complete the Client Experience Survey Form for feedback or the Client Complaint Form and place it in the designated drop box of the unit where you'd like to provide feedback or raise a concern.</p> <p>Complaints can also be filed through (email)</p> <p>Complaints filed via drop box or through electronic mail should have the following information:</p> <ul style="list-style-type: none"> -Name of the Complainant -Email address and Contact Number -Date and Time of the Incident -Location of the Incident -Details of the Complaint
How feedback or complaint is addressed	<p>Each Thursday, the designated administrative staff collects, compiles, and logs all feedbacks submitted in the drop box.</p> <p>Complaints will be checked and evaluated on a daily basis.</p> <p>Feedbacks and complaints requiring answers are forwarded to the relevant offices and are required to answer within three (3) days of the receipt of the feedback or complaint.</p> <p>The designated administrative staff will make a report after receiving the answer from the office or unit involved and subsequently give feedback to the concerned client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 0985-490-1670/0985-490-1669</p>
Contact Information	<p>Anti-Red Tape Authority (ARTA): 1-ARTA (12782)/ complaints@arta.gov.ph</p> <p>Citizen's Complaint Hotline: 8888</p>



OFW
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LIST OF OFFICES

Office	Address	Contact Information
Billing and Claims	Ground Floor	1016
Billing Head	Ground Floor	1882
Philhealth Claims	Ground Floor	1017
Dietary	Ground Floor	1096
OPD Desk	Ground Floor	1003
Engineering Office	Ground Floor	1055
Head, Engineering Office	Ground Floor	1058
Emergency Triage	Ground Floor	1075
Admitting Section	Ground Floor	1011
ER-OWWA	Ground Floor	1010
Security Office	Ground Floor	1052
Medical Records	Ground Floor	1019 / 1067
Pharmacy	Ground Floor	1008
Chief, Pharmacist	Ground Floor	1007
Radiology (Front Desk)	Ground Floor	1018
Radiology (Reading Room)	Ground Floor	1038
Radiology (CT-Scan Room)	Ground Floor	1047
OPD Triage (OWWA)	Ground Floor	1025
OPD Triage (Social Service)	Ground Floor	1006
OPD Triage (Staff Nurse)	Ground Floor	1005 / 1034
Supply Office	Ground Floor	1100
Labor Room	2 nd Floor	2019
Heart Station	2 nd Floor	2053
SHEO	2 nd Floor	2022
ICU	2 nd Floor	2013
ICT Office	2 nd Floor	2072
Head, ICT Office	2 nd Floor	2071
Nursing Services Office	2 nd Floor	2058
Chief, Nurse	2 nd Floor	2054
OPD Discharge Nurse Station	2 nd Floor	2000 / 2001
Treatment Room	2 nd Floor	2008
Audiometry Room	2 nd Floor	2007
OPD Clinics 1	2 nd Floor	2006
OPD Clinics 2	2 nd Floor	2005
OPD Clinics 3	2 nd Floor	2004
OPD Clinics 4	2 nd Floor	2003
OPD Clinics 5	2 nd Floor	2009
OPD Clinics 6	2 nd Floor	2025
OPD Clinics 7	2 nd Floor	2024
Dental Clinic	2 nd Floor	2002
Health Service	2 nd Floor	2086
Neonatal Intensive Care Unit (Unit)	2 nd Floor	2023
OR / DR Complex	2 nd Floor	2037



PACU / Recovery Room	2 nd Floor	2047
Respiratory Therapy Unit	2 nd Floor	2064
Chief, Respiratory Therapy	2 nd Floor	2061
Medical Center Chief	3 rd Floor	3002
MCC – Secretary	3 rd Floor	3004
Human Resources Department	3 rd Floor	3016
Head, Human Resources	3 rd Floor	3009
Doctor's Lounge	3 rd Floor	3073
Laboratory (Front Desk)	3 rd Floor	3045 / 3046
Chief, Medical Technology	3 rd Floor	3038
Pathologist Office	3 rd Floor	3035
Malasakit Center (Front Desk)	3 rd Floor	3052
DOH-MAIP	3 rd Floor	3050
Philhealth	3 rd Floor	3053
DSWD	3 rd Floor	3055
PCSO	3 rd Floor	3057
Business Office	3 rd Floor	3059
Head, Admin Office	3 rd Floor	3061
Nurse Station	4 th Floor	4002
Nurse Head Office	4 th Floor	4009
HIPCU	4 th Floor	4008
Nurse Station	5 th Floor	5012