



JUSTICE JOSE ABAD SANTOS

GENERAL HOSPITAL



I. Mandate:

An ordinance establishing a district hospital in the third district of Manila, defining its functions and providing for its organizational structure, and for other purposes.

II. Vision:

To be the center of excellence, quality and compassion in the healthcare system of Manila by the year 2020.

III. Mission:

- To deliver quality and patient-focused healthcare to Manilans with the state-of-the-art equipment and facility
- To create an environment conducive to professional growth, training and research
- To promote health and wellness in the community

IV. Service Pledge:

1. To provide high standard of medical and surgical care, including adult and pediatric medicine;
2. To serve as the community's Health Information Resource Center to promote primary care and preventive medicine;
3. To serve as a referral center in the integrated community health program of the City of Manila;
4. To hand out ideas that will help further improve the services offered by the whole Manila Health Cluster;
5. To continually improve delivery of services in terms of medical staff, nursing staff and hospital facilities.



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Administrative Division



1. Birth Certificate (On Time Registration)

Office or Division:	Administrative Division (Medical Records Section)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen/Client			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Married - Photocopy of Marriage Contract (original must be presented)		Civil Registry		
Not Married – Photocopy of valid ID of parents and cedula (original must be presented)		Appropriate government agency		
Minor – Photocopy of Valid ID of parents and photocopy of valid ID of the guardian (original must be presented)		Appropriate government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 . Accomplish & submit the birth certificate draft form to Medical Records Section together with the requirements Not married: Photocopy of valid ID of parents and cedula Married: Photocopy of marriage contract	1.1 Review & log in the appropriate logbook	Free	Five (5) working days upon receipt of Birth Certificate Draft form with the requirements	Clerk-In-Charge
2. Parents/relative will be interviewed by Medical Records staff to verify the information written on birth certificate draft form.	2.1 Information verified			Clerk-In-Charge
3 Return or claim stub will be given to the relative and instructed them to come back after two weeks to sign on the Live Birth Certificate especially to minor unmarried parent. In case they did not return on scheduled date and time, the birth certificate will be registered late and the parents will be responsible for submission to Civil Registry.	3.1 . Give return/claim stub to patient/relative 3.2 Give instruction for late registration			Clerk-In-Charge
4. Parents will verify the accomplished live birth certificate prior to signing. The parent will sign a waiver as proof of the veracity of the live birth certificate. For unmarried parents, they will sign an affidavit of acknowledgment and to use the surname of the father.	4.1 Attending physician signs the live birth certificate. 4.2 Transmittal will be sent to LCRO for registration of the live birth. Receiving copy of the live birth certificate together with a fourth copy will be filed for future reference.			Attending Physician Clerk-In-Charge
	TOTAL :	NONE	5 WORKING DAYS	



2. Birth Certificate (Late Registration)

Office or Division:	Administrative Division (Medical Records Section)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Married - Photocopy of Marriage Contract (original must be presented)		Civil Registry		
Not Married – Photocopy of valid ID of parents and cedula (original must be presented)		Appropriate government agency		
Minor – Photocopy of Valid ID of parents and photocopy of valid ID of the guardian (original must be presented) - Certificate of No record from PSA and CCRO		Appropriate government agency PSA and CCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplished draft form & submit the birth certificate draft form to Medical Records Section together with the requirements Not married: Photocopy of valid ID of parents and cedula Married: Photocopy of marriage contract	1.1 Receive and review and Log in the appropriate logbook	Free	Five (5) working days upon receipt of Birth Certificate Draft form with the requirements	Clerk-In-Charge
2. Parents/relative will be interviewed by Medical Records staff to verify the information written on Birth Certificate Draft Form.	2. 1 Information verified			Clerk-In-Charge
3. Return or claim stub will be given to the relative and instructed them to come back after two weeks to sign on the Live Birth Certificate especially to minor unmarried parent. In case they did not return on scheduled date and time, the birth certificate will be registered late and the parents will be responsible for submission to Civil Registry.	3.1 Give return/claim stub to patient/relative 3.2 Give instruction for late registration			Clerk-In-Charge
4. Parents will verify the accomplished live birth certificate prior to signing. The parent will sign a waiver as proof of the veracity of the live birth certificate. For unmarried parents, they will sign an affidavit of acknowledgment and to use the surname of the father.	4.1 Attending physician signs the live birth certificate. 4.2 Transmittal will be sent to LCRO for registration of the live birth. Receiving copy of the live birth certificate together with a fourth copy will be filed for future reference.			Attending Physician Clerk-In-Charge



3. Issuance of Death Certificate

Office or Division:	Administrative Division (Medical Records Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Valid ID of the Nearest Kin		Appropriate government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Immediate relative/informant will have an interview to give the information needed in Death Certificate.	1.1 Clerk-in-charge will interview relative on patient's information	Free	20 minutes upon receipt of request	Clerk-In-Charge
2. The information gathered will be typed on Death Certificate	2.1 Encode death certificate			Clerk-In-Charge
3. The relative/informant will verify the Death Certificate	3.1 Clerk-in-charge will instruct relative to check on encoded data.			Relative / Informant
4. Once verified, the relative will sign the four copies of the Death Certificate.	4.1 Clerk-in-charge will instruct relative to sign the three copies of the death certificate			Clerk-In-Charge and relative or informant
5. Three copies of the death certificate will be submitted to the Local Civil Registry. The fourth copy of Death Certificate will be filed for future reference.	5.1 Clerk-in-charge will receive the fourth copy of the death certificate for filing and future reference.			Clerk-In-Charge
	TOTAL	NONE	20 MIINS	



4. Issuance of Medical Certificate (Out-Patient)

Office or Division:	Administrative Division (Medical Records Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Medical Certificate Draft Form from Attending Physician Hospital card 		Medical Records Section OPD Information		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient submits request for medical certificate. Patient will be instructed to wait while the certificate is being prepared.	1.1 Medical Records staff will receive the request. 1.2 Medical Records staff shall check completely filled up medical certificate draft form from doctor/nurse. 1.3 All the information written on medical certificate draft form will be encoded on the computer and printed. 1.4 Medical certificate will be given to the patient and let them bring it to the attending physician for signature. 1.5 Once signed, they will return it to the Medical Records Section for application of the hospital seal. 1.6 In case the attending physician is not on duty, other physician from same department can sign.	Free	5 minutes upon receipt of request	Clerk-In-Charge
2. Patient receives Medical Certificate	2.1 Medical Records Staff shall issue final Medical Certificate with seal. 2.2 The draft of the medical certificate will be filed for future reference.			Clerk-In-Charge
TOTAL		NONE	5 MIINS	



5. In-Patient Chart (Diagnostic results, OR Tech)

Office or Division:	Administrative Division (Medical Records Section)			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen/Client			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request form indicating their request and hospital card			Medical Records Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient who wants to request for their OR Technique or Diagnostic Results will fill up the request form and give the information needed.	1.1 Clerk-in-Charge will receive the request. 1.2 Medical Records Section staff will verify data written on request. 1.3 A claim stub will be given. Results will be claimed after five (5) working days upon receipt of request.	Free	5 minutes upon receipt of request	Patient/relative and Clerk-In-Charge
2. On return date, they will present the claim stub and a valid ID. The requested documents shall be photocopied. The original copy will be returned to the Medical Records and the photocopies will be certified as copies of the original.	2.1 Medical Records staff shall release the original requested document for photocopy			Patient/relative and Clerk-In-Charge
3. The patient shall acknowledge receipt of the documents requested.	3.1 Medical Records staff shall instruct the patient to acknowledge the receipt of the requested documented by signing on the appropriate logbook.			Patient/relative and Clerk-In-Charge
TOTAL		NONE	5 MIINS	



1. OPD (Philhealth Eligible Case)

Office or Division:	Administrative Division (Philhealth Section)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Patient's OPD Clearance Slip • Philhealth Forms • Other implemented documents as per PhilHealth Circular Memorandum • Marriage Certificate (If applicable) • Birth Certificate (If applicable) • Government issued ID card (if applicable) • Patient's OPD Clearance Slip 		<ul style="list-style-type: none"> • Nurse-on-duty • Philhealth Section • Philhealth Section • Civil Registry • Civil Registry • Appropriate government agency • Nurse-on-duty 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient submits OPD clearance slip with corresponding Philhealth category tagging and complete requirements	1.1 Interview, assessment, verification and printing of Philhealth Benefit Eligibility Form using a Health Care Institution Portal (PBEF)	Free	10 minutes per patient	Philhealth Section frontline officer of the day Patient and/or Member
	1.2 Releasing of Patient's OPD Clearance Slip with corresponding Philhealth Category tagging of Philhealth Eligible Case for minor surgery / diagnostic tests and procedures (FOR COMPLETE REQUIREMENTS)		2 minutes per patient	Philhealth Section frontline officer of the day, nurse-on-duty, Nursing attendant on duty Patient and/or Member
1.3 Philhealth eligible patient will be scheduled for minor surgery for diagnostic test and procedure.				
2. Patient will come on the scheduled date of minor surgery/diagnostic tests and procedures	2.1 Endorsement of OPD patients with Philhealth eligible case of minor surgery/diagnostic tests and procedures. 2.2 Patient undergoes test or procedure.		Within the day	Nurse-on-duty Medical Doctor Patient and/or member



2. Discharge (Philhealth Eligible Case)

Office or Division:	Administrative Division (Philhealth Section)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Discharge Clearance • Discharge Summary • Philhealth Forms • Operative Records • Other Imaging Results (if applicable) • Other implemented documents as per Philhealth Circular Memorandum • Marriage Certificate (if applicable) • Birth Certificate (if applicable) • Government Issued ID card (if applicable) 		<ul style="list-style-type: none"> • Ward nurse-on-duty • Ward nurse-on-duty • Philhealth Section • Medical Records Section • Radiology Department • Philhealth Section • Civil Registry • Civil Registry • Appropriate government agency 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will proceed to Philhealth Section to verify endorsement of discharge.	1.1 Philhealth Section staff shall verify from list submitted by ward nurse-on-duty names of patients for discharge. 1.2 Assessment, verification, encoding, and printing of Philhealth benefits using an Integrated Hospital Operation Management Information System (IHOMIS)	None	5 minutes per patient 30 minutes per patient	Nurse-on-duty, Nursing attendant on duty Philhealth Section frontline officer of the day
2. Patient's relative shall receive Philhealth forms to be signed by Philhealth member.	Releasing of Philhealth Forms for member's signature.		5 minutes per patient	Philhealth Section frontline officer and discharge encoder/s of the day Patient's relative
4. Patient or patient's relative submits complete requirement for discharge.	Releasing of Discharge Clearance		3 minutes per patient	Philhealth Section frontline officer and discharge encoder/s of the day Patient's relative



3. In-Patient (Philhealth Eligible Case)

Office or Division:	Administrative Division (Philhealth Section)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Patient's Top Sheet Form • Philhealth Forms • Other implemented documents as per Philhealth circular memorandum • Marriage Certificate (if applicable) • Birth Certificate (if applicable) • Government issued ID card (if applicable) 		<ul style="list-style-type: none"> • Ward nurse-on-duty • Philhealth Section • Philhealth Section • Civil Registry • Civil Registry • Appropriate government agency 		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE
1. Patient submits Top Sheet form.	1.1 Philhealth Section frontline officer of the day receives patient's Top Sheet Form.	None	Within 24 hours	Nurse-on-duty Nursing attendant-on-duty Philhealth Section frontline officer of the day
2. Patient submits self for interview, assessment and verification of data encoded in the Top Sheet form.	2.1 Interview, assessment, verification and printing of Philhealth Benefit Eligibility Form using an Health Care Institution Portal (PBEF)		10 minutes per patient *within 3 days	Nurse-on-duty Nursing attendant-on-duty Philhealth Section frontline officer of the day Patient's relative
3. Patient will receive the Top Sheet form and corresponding Philhealth category tagging.	3.1 Philhealth Section frontline officer of the day releases patient's Top Sheet Form with attached Philhealth form and corresponding Philhealth category tagging (complete requirements)		2 minutes per patient	Philhealth Section frontline officer of the day Nurse-on-duty Nursing attendant-on-duty



4. Point of Service

Office or Division:	Administrative Division (Philhealth Section)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Point of Service Certificate for Financially Capable and Financially Incapable patient Philhealth Forms Patient's Top Sheet Form Other implemented documents as per Philhealth circular memorandum Marriage/Birth Certificate (if applicable) Government issued ID card (if applicable) 		<ul style="list-style-type: none"> Philhealth Section Philhealth Section Ward nurse-on-duty Philhealth Section Civil Registry Appropriate government agency 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceeds initially to Medical Social Service for interview and classification	1.1 Social Service Section Staff endorses patient for enrollment to POS.	None	*within 72 hours	Medical Social Service Worker
2. Patient proceeds to Philhealth Section for submission of endorsement from Medical Social Service Section	2.1 Philhealth Section POS enrollment officer of the day receives endorsement 2.2 Assessment, verification, encoding and issuing of Philhealth Point of Service Certificate for Financially Capable and Financially Incapable Patient using Point of Service Program 2.3 Assessment, verification, encoding and printing of Philhealth benefits using an Integrated Hospital Operation Management Information System (IHOMIS).		*3 minutes per patient	Medical Social Service Worker Philhealth Section POS Enrollment Officer of the day
3. Patient or patient's relative receives Top Sheet Form with POS tagging.	Releasing of Patient's Top Sheet Form with POS tagging		*10 minutes per patient	Philhealth Section frontline officer of the day Nurse-on-duty Nursing attendant-on-duty
4. Patient or patient's relative receives Philhealth Forms for Member's signature	4.1 Philhealth Section staff releases Philhealth form for member's signature.		2 minutes per patient	Philhealth Section frontline officer and Discharge Encoder/s of the day Patient and/or member
			5 minutes	



1. Classification of Patient

Office or Division:	Administrative Division (Medical Social Service Section)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Hospital Card and Government issued I.D		OPD information, Any Government ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Medical Social Service Section (MSS) and present the hospital card.	1.1 Check Hospital Card for identification	None	1 Minute	Clerk-in-charge
2. Once the patient was called, present Valid ID for Validation.	2.1 Check Valid ID		1 Minute	Clerk-in-charge
3. Inform the MSS Staff of the medical assistance you need and present the requirements you have.	3.1 Inquire for the type of assistance needed		3 Minutes	Patient/ Relative
4. Patient /relative listens to the orientation regarding the purpose of the classification system	4.1 orients patient/relative on the purpose of classification		5 Minutes	Clerk-in-charge
5. Patient/Relative answer queries related to classification.	5.1 Evaluates and classify the patient using the DSWD classification system		10-15 Minutes	Medical Social Worker
6. After classification patient will receive instructions as to approval for his/her requested assistance.	6.1 Inform the patient and / or his / her legal representative of the service that he can avail from Medical Social Service Section. 6.2 Wait for the Medical social worker to provide the needed assistance. 6.3 MSS Staff will inform you what to do next and/ or where to go.		5 Minutes	Clerk-in-charge



1. Issuance of Medicine

Office or Division:	Administrative Division (Pharmacy Section)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Out Patient Department and Emergency Room Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription			Issued by Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duplicate copies of the prescription at the pharmacy.	1.1 Receive two (2) copies of Prescription. 1.2 Check for Completeness of the necessary information on the Prescription (Name, hospital number, Address, Age, Sex and Date)	None	5 Seconds	Pharmacist on duty
2. Wait for the Pharmacist to prepare and issue all medicines being requested.	Pharmacist prepare medicines requested		2 Minutes	Pharmacist on duty
3. Patients/Nurse receives requested medicine.	Pharmacist on duty issues requested medicine		1 Minute	Pharmacist on duty
4. Patients wait for further instructions.	Pharmacist instruct patient on manner intake/dosing.			



Issuance of Medicine

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	In-Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription, Charge Ticket Logbook		Issued by Physician Nurse on duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duplicate copies of the prescription and charge ticket at the pharmacy.	1.1 Receive two (2) copies of Prescription and Charge ticket. 1.2 Check for Completeness of the necessary information on the Prescription (Name, hospital number, Address, Age, Sex and Date) 1.3 Pharmacist shall price the charge ticket and forward to billing section. One (1) copy of prescription for filing.	None	5 Seconds	Pharmacist on duty
2. Wait for the Pharmacist to prepare and issue all medicines being requested.	2.1 Pharmacist prepare medicines requested if available. 2.2 If not available will request for emergency purchase.		2 Minutes 1-4 Hours	Pharmacist on duty
3. Nurse receives the requested medicine and acknowledges receipt of medicine by signing in the receiving logbook.	3.1 Pharmacist on duty issues requested medicine 3.2 Pharmacist will instruct nurse to acknowledge receipt of medicine.		1 Minute	Pharmacist on duty



Issuance of Medicine

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prescription, Logbook		Issued by Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duplicate copies of the prescription at the pharmacy.	1.1 Receive two (2) copies of Prescription. 2.2 Check for Completeness of the necessary information on the Prescription (Name, hospital number, Address, Age, Sex and Date)	None	5 Seconds	Pharmacist on duty
2. Wait for the Pharmacist to prepare and issue all medicines being requested.	2.1 Pharmacist prepare medicines requested if available.		3 Minutes	Pharmacist on duty
3. Employee receives the requested medicine and acknowledges receipt of medicine by signing in the receiving logbook.	3.1 Pharmacist on duty issues requested medicine 3.2 Pharmacist will instruct the employee to manner of intake/dosing.		1 Minute	Pharmacist on duty



1. Laboratory Exam Request

Office or Division:	Medical And Ancillary Division (Laboratory Department)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form		Laboratory Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the laboratory request/s at the laboratory reception area.	1.1 Receive and check laboratory request form/s. If with specimen, check the specimen's condition. 1.2 OPD Patient: instruct the relative/patient for the schedule date. 1.3 In Patient: received request from ward log book	None	3 Minute	Laboratory Personnel
2. Waits for the specimen to be collected	2.1 Verify the request. Collect and/or extract sample. For fasting request/s instruction are given. 2.2 In Patient: follows the phlebotomist warding time. (4am-9am-12noon- 3pm-6pm-9pm-12mn) 2.3 STAT Patient: As soon as possible. 2.4 OPD Patient: 6am to 10am		15 Minutes	Phlebotomist/ Med tech on duty
3. Releasing of results In Patient/ER/OPD: waits for the releasing of the results ER: 2 hours STAT: 1 hour OPD: following day In Patient: variable Bacteriology: <ul style="list-style-type: none"> • Culture & sensitivity- 3-6 days • Sputum AFB- 5 days Histopath- 1 month/ 30 days Cytology- 7 days	3.1 Request for the claim stub and ID for identification purposes. 3.2 If the claimant is relative request for the authorization letter from the patient. Once validated, the result/s will be given and signs the releasing logbook.		5 Minutes	Laboratory Personnel



Blood Collection

Office or Division:	Medical And Ancillary Division - Laboratory Department (Blood Station)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form		Laboratory Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acquire and fills out donor history questionnaire(DHQ) form, presents and submit.	Checks DHQ if completely filled out and verify the valid I.D.	None	10 Minutes	Laboratory Personnel
2. Waits for the name to be called	Interviews and examines blood donor (pre-screening)		15 Minutes	PBC Staff/(Doctor's)
3. Proceeds to Blood Collection Unit	Extracts blood from the donor		20 Minutes	Phlebotomist/ Nurse (PBC)
4. Rest after blood collection	Provides post donation counseling		10 Minutes	Phlebotomist/ Nurse (PBC)



Request for ULTRASOUND

Office or Division:	Medical and Ancillary Division (Radiology Department)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Radiology Department Request Form • Request from other hospital/clinic approved by Director's Office and Medical Social Service Section of other hospital • Hospital Card • Valid ID • Previous ultrasound result • Latest laboratory result • Patient's chart 		<ul style="list-style-type: none"> • OPD, ward • Director's Office or Medical Social Service Section • OPD Information • Other government agency • Radiology Department • Laboratory Department • Medical Records (for admitted) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Radiology Department (Room 6)	1.1 Receive request. 1.2 Give schedule for procedure. 1.3 Give instructions on preparations prior to procedure.	None	10 minutes	Department Secretary/Radiologic Technologist
2. Proceed to Radiology Department on scheduled date of procedure. The patient will wait for his name to be called	2.1 Receive request with schedule. 2.2 Prepare machine. 2.3 Encode in logbook the pertinent patient's data. 2.4 Call patient and explain procedure to be done		15 minutes	Radiologic Technologist
3. Patient undergoes procedure	3.1 Procedure performed by Radiology Technician		15-30 minutes (depends on the requested procedure and status of patient)	Radiologic Technologist
4. after the procedure, patient will wait for further instruction on when to claim the result	4.1 for inpatients, the ward will be informed that the procedure is done and may fetch patient. 4.2 for outpatient, result may be claimed on scheduled date and time		5 minutes	Radiologic Technologist



Request for X-ray

Office or Division:	Medical and Ancillary Division (Radiology Department)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Radiology Department Request Form • Request from other hospital/clinic approved by Director's Office and Medical Social Service Section of other hospital • Hospital Card • Valid ID 		<ul style="list-style-type: none"> • OPD, ward • Director's Office or Medical Social Service Section • OPD Information • Other government agency 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Radiology Department (Room 6)	1.1 Receive request.	None	1 minutes	Department Secretary/Radiologic Technologist
2. The patient will wait for his name to be called	2.1 Receive request. 2.2 Prepare machine. 2.3 Encode in logbook the pertinent patient's data.		5 minutes	Radiologic Technologist
3. Patient undergoes procedure	3.1 Procedure performed by Radiology Technologist		2-8 minutes (depends on the requested procedure and status of patient)	Radiologic Technologist
4. After the procedure, patient will wait for further instruction on when to claim the result	4.1 For inpatients, the ward will be informed that the procedure is done and may fetch patient. 4.2 for outpatient, result may be claimed on scheduled date and time		1 minute	Radiologic Technologist



Medical Consultation

Office or Division:	Medical and Ancillary Division (Emergency Room)			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Government issued ID card • Hospital Card 		<ul style="list-style-type: none"> • Appropriate government agency • OPD Information 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient brought to ER for consultation.	1.1 Patient is triaged and classified.	None	2-4 minutes	ER Clerk-on-duty
2. Patient's relative proceed to ER information to register.	2.1 ER Information clerk will interview patient's relative and prepare hospital card (for new patients) / retrieve chart (for old patients)		5-10 minutes	ER nurse-on-duty Emergency physician-on-duty
3. Relative to come back to ER room to give the hospital card and chart of patient to nurse-on-duty.	3.1 Nurse received hospital card and chart. 3.2 Physician attends to patient/examinees patient. 3.3 Request for lab exam. 3.4 Request for diagnostic exam. 3.5 Physician issues prescription after evaluation of results.		5-7 minutes	Nursing attendant-on-duty Physician-on-duty
4. Patient proceeds to pharmacy to secure medicines.	4.1 Pharmacist-on-duty will issue medication if available.		3-5 minutes	Pharmacist-on-duty



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback and file complaints	Through: <ul style="list-style-type: none"> • E-mail (justicejasgen.official@yahoo.com) • Facebook page (JJASGH) • Call through telephone lines (5310-1984 or 8254-2453) • Write directly using our customer feedback form which may be secured at the Administrative Office
How feedbacks are processed	Feedbacks are forwarded to the Hospital Director for review.
How complaints are processed	Complaints are processed by conducting a thorough investigation through the division concern.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan 8888 Presidential Complaint Center 911 ARTA 1-ARTA Hotline

Note: Only written and valid complaints shall be entertained.

Office	Address	Contact Information
Justice Jose Abad Santos General Hospital	Numancia Street, Binondo Manila	5310-1984 / 8254-2453