



SERVICE STANDARD
OSPITAL NG MAYNILA MEDICAL CENTER

VISION:To be a locally responsive, nationally recognized and globally competitive medical center of excellence in providing health care services, training and research.

MISSION:To deliver quality health services to Manilans in particular and provide excellent education through training and research with utmost professionalism.

Type of Front-line Service	Documentary Requirements	Client/Requesting Party	Office/Person Responsible	Steps/Procedure	Form to Fill-up	Fee	Processing Time
1. Birth Certificate for newly born baby	Nursery Card Marriage contract	Parent/ Authorized representative	Medical Records Section/ Medical Records Officer or Medical Records Clerks	1. Present Nursery Card;	1. Draft of Birth Certificate issued by Medical Records	None	1-2 weeks
				2. Fill-out one birth cert (draft)	2. (4) Orig. Forms of BC		5 minutes
				3. Submit to MRO for counter-checking together with the Nursery Card	3. Waiver form		1 minute
				4. Wait for the computerized typing of birth certificate and the patient/parent will check if all the information that was copied from the draft are corrects.	4. (4)copies of AUSF for unmarried couple		
				5. if all information are correct, patient/parent will sign the waiver form.			
				6. for unmarried couple - the mother will sign the AUSF allowing to use the fathers surname on her child.			

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2. Birth Certificate for newly born baby	Res. Certificate (for not married; Passport if father is foreigner (if couple is not married)	Parent/ Authorized representative	Medical Records Section/ Medical Records Officer or Medical Records Clerks	6. a. Fill-out back portion of the original BC if parents are not married; mother's signature will appear in the informants certification (front of BC). b. Mother or Father can sign in the informants Certification if married; Signature and Resident certificate of the guardian of the minor parent of the child.	1. Draft of Birth Certificate issued by Medical Records	None	
3. Delayed Registration of Birth Certificate for children 31 days old and above	Nursery Card; Mothers Card: If Nursery/Mothers Card is are no longer available. Certification of No Records from City Hall if child is less than 5 month old; Certification of No Records from City Hall & NSO if child is 6 months old and above;	Parent/ Authorized representative	Medical Records Section/ Medical Records Officer or Medical Records Clerks	Fill-out the birth cert draft; All information will be check; Instructed to proceed to admitting office to get proof of confinement Typing of all the information of what was written in the draft that was submitted by the parent of the child. To come back after 2-3 weeks and bring all the requirements (Certification of no records from City hall and NSO) Affidavit and listing will be issued by the Medical Records to be submitted to the Delayed Section of City Civil Registry	Draft of Birth Certificate issued by Medical Records Fill out the backform of the Birth Certificate - Affidavit for Delayed Registration of the Birth Cert.	None	2-3 weeks

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4. SSS/ PHILHEALTH/ GSIS/Insurance claims Attachments (clinical Abstract, PDS, Death Protocol, etc.)	Patient's ID & Hospital Card; Authorization Letter from Patient and ID's of both; Authorization Letter from Insurance Companies & ID's of both.	Patient/ Authorized Representative	Medical Records Section/Records Personnel on duty	1. Present Hospital Card and ID of patient; Authorization letter from patient with ID 2. MRS personnel retrieves Patient record; give to concerned person required attachments for photo copy; MRS personnel certifies true xerox copies: 3. if no available attachments, patient/authorized rep will be instructed to call MR to claim said attachment: 4. MRS personnel will request concerned Doctor to submit available copies to MRS.		None	2-3 days
5. MEDICAL CERTIFICATE	Hospital card and ID of the patient Authorization Letter from Patient and ID's of both;	Patient/ Authorized Representative	Medical Records Section/Records Personnel on duty	1. Request Official Med Cert. To MRS; MC will be sched in the logbook with date and time of claim; 2. To be claimed after three days of request; brring the Hospital Index Card 3. In-charge doctor to sign said MC w/ patient & MR personnel;	Patients Hospital Index Card	None	1 day
6. ER Triagae	Patient hospital card Orange Card Philhealth Card Senior Citizen Card (Manilan)	Patient or Realtive	Emergency Room/ Admitting Personnel ER Officer/Interns	New Patient 1. Ask the patient or representative to fill-up general information sheet 2. Ask the patient or representative regarding their health concern.	General information sheet Index Card	None	2-3 minutes

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				3. Admitting Officer will record the patient to their blotter book. 4. Patient will be directed to respective department with their <u>chart and Index card</u>			
				<u>Old Patient</u> 1. Patient / representative will give their Hospital card 2. Ask the patient or representative regarding their health concern. 3. Admitting personnel will record the patient to blotter book 4. Patient will be directed to respective department with their <u>chart and Index card</u>		None	2-3 minutes
				<u>Non-Manilan</u> 1. Ask the patient or representative to fill-up general information sheet 2. Ask the patient or representative regarding their health concern		None	2-3 minutes
				3. Patient will be directed to respective department and the nursing personnel will give order payment form to be settled at the Hospital Billing Section after consult			

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7. ER consultation	Hospital card issued or presented by patient /relative ER chart prepared by Admitting personnel / Interns at Triage	Patient or Realtive	Emergency Room/ Doctors /Interns Clerks/Nursing Personnel	1. Patients are directed to respective department once finished with the triage section 2. Patient will be attended by the respective department doctor	None	None	Time frame varies per patient
8. ER admission	Admitting chart of patient Doctor's Orders Patient Hospital Card	Patient or Realtive	Emergency Room/ Doctors /Interns Clerks/Nursing Personnel	1. Ask patient or representative to fill-up notice of admission slip 2. Interviews patient or representative based on the notice of admission slip for verification and completion of data by the admitting officer 3. Ask patient if Philhealth member 4. Ask patient or representative to sign the consent and conditions of admission 5. Accompanies patient or representative to social service for classification. If Philhealth Member, accompanies patient or relative to philhealth and billing section	Notice of Admission Patient Data Sheet Consent form for admission	None	30-45 minutes
				6. Coordinates with Ward Nurse for room availability, Enters necessary data in the Hospital Admission Book 7. Accompanies patient to the designated ward taking with him all documents. 8. Endorse patient and documents to ward nurse on duty.			

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9. OPD Triage	Patient hospital card Orange card Philhealth card Senior citizen card (Manilan)	Patient or Realtive	OPD/ Nursing Personnel / Interns	<u>New Patient</u> 1. Ask the patient or representative to fill-up general information sheet 2. Ask the patient or representative regarding their health concern. Patient will be directed to respective department nursing personnel	General information sheet Index card	None	2-3 minutes
				<u>Old Patient</u> 1. Patient or representative will give Hospital card 2. Nursing personnel will give the hospital card to OPD Medical Records Section for retrieval of records 3. Patient will be directed to respective department nursing personnel		None	15-20 minutes
				<u>Non-Manilan</u> 1. Ask the patient or representative to fill-up general information sheet 2. Ask the patient or representative regarding their health concern 3. Patient will be directed to respective department nursing personnel and will be given order payment form to be settled at the Hospital Billing Section		None	3-5 minutes

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10. OPD consultation	Hospital card issued or presented by patient /relative OPD chart prepared by Nursing personnel /Interns at Triage	Patient or Realtive	OPD/ Nursing Personnel / Interns	1. Patient will be given a number by respective department nurse and asked to seat to respective waiting area 2. Patient will be called, interviewed and managed by the respective department doctor	None	None	15-20 minutes
11. OPD admission	Admitting chart of patient Doctor's orders Patient Hospital card	Patient or Realtive	OPD/ Nursing Personnel / Interns	1. Ask patient or representative to fill-up notice of admission slip 2. Interviews patient or representative based on the notice of admission slip for verification and completion of data. 3. Ask patient if Philhealth member 4. Ask patient or representative to sign the consent and conditions of admission 5. Accompanies patient or representative to social service for classification. If Philhealth Member, accompanies patient or relative to philhealth and billing section 6. Coordinates with Ward Nurse for room availability, Enters necessary data in the Hospital Admission Book	Notice of Admission Patient Data Sheet Consent form for admission	None	30-45 minutes
				7. Accompanies patient to the designated ward taking with him all documents. 8. Endorse patient and documents to ward nurse on duty.			

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12. Elective Admission	Notice of Admission Admitting Chart of patient Patient hospital card	Patient / Relative	Admitting Section/ Admitting Clerk	1) Ask patient or representative to fill-up Notice of Admission Slip. 2) Interviews patient or representative based on the notice of admission slip for verification and completion of data. Ask if patient is covered with PhilHealth Membership. 3) Asks patient or representative to sign the consent and conditions for admission. 4) Coordinates with ward nurse for room availability, enters necessary data in the hospital admission book No. 12. 5) Accompanies patient or representative to Social Service for classification.	Notice of Admission Patient Data Sheet Consent Form for Admission	None	1 hour per patient
				<u>(WITH PHILHEALTH)</u> <u>Accompanies patient/relative to PhilHealth/Billing Section/Director's Office then to Social Service for classification.</u> 6) Accompanies patient to the designated ward taking with him all documents(Signed Consent Form, Phvsician's Order. etc.). 7) Endorsed patient and all pertinent documents to ward nurse on duty.			

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13. ER Admission	Notice of Admission with nurse on duty signature Hospital Card	Parent or relative of the patient	ER Admitting Section/ ER Admitting Clerk on duty	1) Ask representative to fill-up notice of admission slip. 2. Interviews representative based on the notice of admission slip for verification and completion of data. Ask if patient is covered with PhilHealth membership	Notice of Admission Patient Data Sheet.	None	20 mins per patient
14. Lost Hospital Card	ID of Client	Parent or relative of the patient	Admitting Section/ Admitting Clerk	1. The patient/relative must inform the Admitting clerk the exact date of confinement/ER consultation of the patient. 2. Copy the exact date of confinement/ER consultation of the patient from our record	Index Card	None	Uncontrollable
15. Nursery Card	(Late Registration of Birth Certificate) National Statistic Office & Local Civil Registry form stating no record on file of Birth Certificate.	Parent or relative of the newborn	Admitting Section/ Admitting Clerk	1. The parent or relative of the newborn must inform the admitting clerk the exact birth date of the newborn for retrieval of the nursery number. 2. Copy the exact birth date of the newborn from the nursery book.	Index Card	None	Uncontrollable
16. Death Certificate	ID of nearest kin or authorization letter from nearest kin	Nearest kin	Admitting Section/ Admitting Clerk	1. Ask relative of patient to fill-up the draft Death Certificate Form. 2. Interviews representative on the draft Death Certificate Form for verification and completion of data.	Draft death certificate form. Death Certificate	None	20 mins.

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17. Eligibility Service	<p>Availing the free laboratory work-up</p> <p>1) For the Manilans</p> <p>a) Valid Identification Card such as Voter's ID, Brgy. ID card, School ID Card of the child with stated address of the parents, NBI ID or Billing Statement</p> <p>2) For the Indigent Non-Manilans</p> <p>a) DSWD Social Case Study Report or DSWD Certificate of Indigency, Senior Citizen ID Card</p>	Outpatient		<p>1) Classifies the Outpatient as Manilan or Non-Manilan (Indigent or Senior Citizen) in the Authorization Form and laboratory request.</p> <p>2) Instructs the outpatients to xerox the laboratory requests in 3 copies and valid ID in 4 copies before proceeding to the Laboratory Department for scheduling.</p>	Authorization Form Laboratory request.	None	10 mins
18. Referral Service	<p>b1) Availing blood discount</p> <p>1) Barangay Certificate of Indigency</p> <p>2) Blood Request Form</p>	Outpatient and Admitted patient	Social Welfare Officer	1) Conducts in-depth interview with the outpatient or the relative of the admitted patient for the preparation of the referral letter to Blood Bank Agency.	Referral letter form	None	15 mins
	<p>b2) Availing discount on diagnostic procedure to other hospitals</p>	Outpatient and Admitted patient	Social Welfare Officer	1) Conducts in-depth interview with the outpatient or admitted patient for the preparation of the case summary report	Social Case Study Report form, and inter-agency referral	None	30 minutes

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				2) Instructs the outpatient or relative of the admitted patient to proceed to the Director's Office for the signature of the OIC - Hospital Director and and to go back again to the Social Service Unit for the receiving copy of the inter-agency referral.			
	b3)Availing the free available diagnostic procedure with the sister City hospital 1) Valid ID of the Manilans 2) Medical Certificate for outpatient 3) Clinical abstract for the admitted patient 4) Diagnostic procedure request	Outpatient and Admitted patient		1) Computerize the inter-agency referral 2) Instructs the outpatient or relative of the admitted patient to go to the Director's Office for the signature of the OIC-Hospital Director and to go back to the Social Service Unit to leave the duplicate copy for the Social Service.	Inter-agency referral	None	15 mins
19. In-Patient Billing	Billing statement Chart topsheet Availment form Photocopy of orange card (for D-Manilans) Other certificates of indigency Senior Citizens' ID	Patients for discharge (without Philhealth)	Philhelath & Billing Section /Billing Clerk	a. Receives patient chart from nurse/nursing aide b. Copies pertinent patient information from chart to billing statement (name, age, date and time admitted-discharged, ward, diagnoses, laboratory procedures done)	Billing statement	None	3 minutes/chart

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				c. Accounts drugs and supplies prices from availment form and transpose it to the billing statement d. Computes total billing of the patient e. Applies corresponding discounts to the billing statement according to social service classification f. Presents to the patient the bill to be paid (or not) g. Stamps the chart topsheet as discharged upon final settlement of bill h. Stamped chart for discharge received by nurse/nursing aide			
20. Miscellaneous Billing	Laboratory requests ER temporary order of payment	Patients for laboratory tests ER patients	Philhelath & Billing Section /Billing Clerk	a. Checks laboratory requests/ ER temporary order of payment presented by patients b. Issues official order of payment to patients with corresponding amount to be paid to the Cashier	Order of Payment	None	20 seconds/request
21. Philhealth	Basic: Member Data Record Certificate of Contribution (if with employer) Photocopy of receipt of Philhealth payment (if self-employed)	Patients for discharge (with Philhealth)	Philhelath & Billing Section /Billing Clerk	a. Receives patient chart along with completed and accomplished Philhealth requirements from Philhealth member accompanied by nurse/nursing aide	Statement of Account Philhealth CF1 Philhealth CF2 Philhealth CF3	None	5-7 minutes/chart

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	Eligibility Certificate(CE1) w/ valid ID (if 4Ps member/ Indigent) Lifetime/Non-Paying ID (if senior citizen) Supplementary requirements as requested: Clinical Abstract Patient Discharge Summary Delivery Room Record (for NSD) Operation Room Record Anesthesia Record Hemodialysis sheet/s Chemotherapy sheet Death Certificate Death Protocol Birth Certificate of baby (for NBS)			b. Copies pertinent patient information from chart to Statement of Account (name, age, date and time admitted- discharged, ward, diagnoses, laboartory procedures done) c. Accounts drugs and supplies prices from availment form and transpose it to the Statement of Account d. Computes total billing of the Philhealth patient e. Deducts the amount of Philhealth benefit from the total bill of the patient f. Presents to the patient the balance to be paid (for Pay Philhealth) or g. Receives official receipts of drugs and medicines bought and laboratory procedures done outside for reimbursement g. Stamps the chart topsheet as discharged upon final settlement of bill and/or Philhealth requirements h. Stamped chart for discharge received by nurse/nursing aide			

For inquiries, suggestion, comment and recommendation, please call telephone nos. 524-60-65 to 67 and/or send it to our e-mail address: ospitalngmaynilamedicalcenter@yahoo.com

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