



## **OSPITAL NG TONDO**



## **I. Mandate:**

Provide quality medical care to in-patient and out-patient primarily Manilans regardless of socio-economic status, race and creed for the promotion of health and the prevention of disease.

## **II. Vision:**

Ospital ng Tondo envisions an efficient, effective, and transformative government that aspires to be globally-competitive. We aim to be an authority that creates opportunities for businesses and provides world-class government service to create a better life for the Filipino people.

## **III. Mission:**

Ospital ng Tondo commits to be a catalyst of change by advocating for better regulatory environment, eliminating red-tape, and implementing reforms and initiatives to promote fast and effective government service delivery, improving the ease of doing business in the country.

## **IV. Service Pledge:**

We commit to:

- Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption ;
- Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public ;
- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government.
- Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to RA 11032.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



## V.List of Service

### **External Services**

Emergency Services	229
Laboratory Services	230
Out-Patient Department	231
Philhealth Section	232

Radiology Services	233
Record Section	234
Pharmacy Section	236

### **Administrative Services**

<b>Internal Services</b>	237
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Feedback and Complaints Mechanism	238
List of Offices	239



## EMERGENCY SERVICES

Attend to patients with emergency cases

<b>Office or Division :</b>	MEDICAL DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Emergency Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ER Chart Patient's Data Sheet (name, age, address, birthday, civil status)		Admitting Section / Emergency Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the patient's chart by the relative of the patient at the Admitting Section.	1. Give slip to patient/relative which indicates patient's time of arrival and service at the ER	None	30 seconds	ER Nurse Nursing Attendant
	1.1 Register patient and give an ER chart with corresponding hospital number	None	5 minutes	Admitting Clerk
	1.2 Interview and take the vital signs. Refer to Medical Officer on duty	None	5 minutes	ER Nurse Nursing Attendant
	1.3 Consult and treat the patients. - examines the patient	None	30 minutes	Medical Officer
	1.4 Renders immediate treatment and service	None		
	<b>TOTAL:</b>	None	40 minutes and 30 seconds	



## LABORATORY SERVICES

Receive the laboratory requests and process immediately and give the result to the patients for further evaluation to give the proper medication.

<b>Office or Division:</b>	Ancillary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	OPD and ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		Laboratory Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show the laboratory request	1. Check Request	None	5 minutes	Medical Technologist II
	1.1 Receive laboratory request with specimen	None	5 minutes	Medical Technologist II
	1.2 Do phlebotomy for blood request	None	10 minutes	Medical Technologist II
	1.3 Process Laboratory examination requested	None	Hematology: CBC-within 1 hour Clinical Microscopy: Urinalysis/Fecalalysis-within 1 hour Chemistry-within 4 hours	Medical Technologist II
	1.4 Verify results	None	5 minutes	Medical Technologist II
	1.5 Record results	None	5 minutes	Medical Technologist II
	1.6 Release results	None	ER and in-patients: Hematology: 1 hour Urinalysis/Fecalalysis: 1 hour Chemistry: 4hours OPD Patients: Hematology: the next day Urinalysis/Fecalalysis: the next day Chemistry: the next day	Medical Technologist II
	<b>TOTAL:</b>	None	2 Days, 12 Hours, 30 Minutes	



## Out-Patient Department

<b>Office or Division :</b>	Medical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	OPD Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Charts		Out-Patient-Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire to the Admitting Section	1. Registration; triage, give number to patients according to department	None		Admitting Section
	1.1 Interview and get patient's vital signs; weighs, gets fetal heart tone of OB patients	None	5 minutes	OPD Nurse
	1.2 Call the patient's number according to department, giving priority to senior citizen and PWD	None		OPD Nurse
	1.3 Renders Consultation/services to patient **if patient is for admission, patient will be brought to ER		5 minutes	Medical Officer
<b>TOTAL:</b>		None	10 minutes	



## PHILHEALTH SECTION

The Philippine Health Insurance Corporation was established to provide health Insurance coverage and ensure affordable, acceptable, available and accessible health care services for all citizens of the Philippines. It shall serve as the means for the healthy to help pay for the care of the sick and for those who can afford medical care to subsidize those who cannot

<b>Office or Division :</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Active Philhealth Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employed (May trabaho)	CF1 Form	Philhealth Section		
	CF2 Form			
Individually Paying	Official Receipt (1 photocopy)			
	CF2 Form			
	PBEF/MDR			
Senior Citizen	CF2 Form			
	PBEF/MDR			
	Senior ID (1 photocopy)			
Indigent	Philhealth Portal			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to the Philhealth Section regarding the requirements.	1. Attend to the patient/relative. Interview patient/relative	None	5 minutes	Administrative Officer II Administrative Aide VI Administrative Aide IV
2. Submit the required documents to the Philhealth Counter for initial assessment and verification	2. Receive the required documents and check for completeness		5 minutes	Administrative Officer II Administrative Aide VI Administrative Aide IV
	2.1 Process the request		5 minutes	Administrative Officer II Administrative Aide VI Administrative Aide IV
<b>TOTAL:</b>		None	15 minutes	



## RADIOLOGY SERVICES

Process the X-Ray and Ultrasound request of the patients.

<b>Office or Division :</b>	Medical Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	OPD and ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
X-ray Request		Radiology Section		
Ultrasound Request		Radiology Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the request form for X-Ray or Ultrasound	1. Receive the request form for X-ray or Ultrasound	None	1 minute	Radiologic Technologist II
2. Wait for the name to be called	2. Get the personal details of the patient.	None	5 minutes	Radiologic Technologist II
3. After the X-ray wait for the 2nd time to be called to know when to get the result	3. Log in the logbook information that is stated on the request form	None	15 minutes	Radiologic Technologist II
4. OPD patient will get the result and will submit it to the OPD.	4. Process the patient's request	None	15 minutes	Radiologic Technologist II
5. ER patient's relative will wait for the plate to give it to the ER.	5. Process the patient's request	None	15 minutes	Radiologic Technologist II
<b>TOTAL:</b>		None	51 minutes	





## RECORDS SECTION

Process the medical, birth and death certificates requested by the patients.

<b>Office or Division:</b>	Ancillary Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	OPD and ER Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(If Married) Xerox Copy of Marriage Contract (If Not Married) Valid ID & Cedula of Father (Below 18 years old) Valid ID of Guardian if Minor Draft form coming from Attending Physician		Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire to the Records Section regarding the requirements on Birth Certificate	1. Receive draft form together w/ the requirements	None		Administrative Aide VI Administrative Aide III
	1.1 Interview parent and verify the accomplished form	None	5 minutes	Administrative Aide VI Administrative Aide III
	1.2 Preparation of Birth Certificate together w/ the AUSF	None	20 minutes	Administrative Aide VI Administrative Aide III
	1.3 Parent of the child will read carefully all the information. If there's no correction let them sign the Birth Certificate	None	10 minutes	Administrative Aide VI Administrative Aide III
	1.4 Route the official birth certificate for signature of the attending physician	None	20 minutes	Administrative Aide VI Administrative Aide III
	1.5 Medical Records Officer will sign the Birth Certificate	None	10-20 minutes	Administrative Aide VI Administrative Aide III
	1.6 Chief Administrative Officer will sign & notarize the Birth Certificate	None	20 minutes	Administrative Aide VI Administrative Aide III
	1.7 Medical Records transmit the Birth Certificate to CCRO	None	1 day	Administrative Aide VI Administrative Aide III



	1.8 Parent can get personal copy of Birth Certificate w/ registry number	None	10minutes	Administrative Aide VI Administrative Aide III
2. Inquire to the Records Section regarding the requirements on Death Certificate	2. Receives draft form from authorized personnel or attending physician	None		Administrative Aide VI Administrative Aide III
	2.1 Interview relative of patient and verify the accomplished form	None	3 minutes	Administrative Aide VI Administrative Aide III
	2.2 Preparation of Death Certificate	None	10 minutes	Administrative Aide VI Administrative Aide III
	2.3 Patient's relative will read carefully all the information. If there's no correction let them sign the death certificate	None	5 minutes	Administrative Aide VI Administrative Aide III
	2.4 Medical Records Officer / Records Clerk will sign the Death Certificate	None	3 minutes	Administrative Aide VI Administrative Aide III
	2.5 Release Death Certificate	None		Administrative Aide VI Administrative Aide III
3. Inquire to the Records Section regarding the requirements on Medical Certificate	3. Receives draft form from authorized personnel or attending physician & verify patient's hospital card	None		Administrative Aide VI Administrative Aide III
	3.1 Type the Medical Certificate in duplicate copy	None	5-minutes	Administrative Aide VI Administrative Aide III
	3.2 Attending Physician will sign the Medical Certificate	None	5-minutes	Administrative Aide VI Administrative Aide III
	3.3 Dry Seal the Medical Certificate and release to the patient	None	2 minutes	Administrative Aide VI Administrative Aide III
	<b>TOTAL:</b>	None	1 Day, 2 Hours, 18 Minutes	



## PHARMACY SECTION

Dispense the prescribed medicines to the Out-Patient, Emergency and Admitted patients

<b>Office or Division :</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	OPD and ER patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription (RX) with hospital logo and completely filled and signed by the attending physician		Medical Officer on duty at the Out-Patient-Department or Emergency Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. OPD Patients: Give the prescription (Rx) of medicines signed by the physician to the Pharmacy Section	1. Dispense to the OPD patients the needed prescribed medicines	None	5 minutes	Pharmacist II Administrative Aide IV
2. ER Patients: Give the prescription (Rx) of medicines signed by the physician to the Pharmacy Section	2. Prepare the medicines to dispense for the emergency cases patients	None	20 minutes	Pharmacist II Administrative Aide IV
3. Admitted Patients: Give the prescription (Rx) of needed medicines to the Pharmacy Section.	3. Give the needed prescribed medicines to the patients with proper prescription to the Nurse/Nursing Attendant on duty	None	30 minutes	Pharmacist II Administrative Aide IV
	<b>TOTAL:</b>	None	55 minutes	



<b>Office or Division :</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Employee – Active / Inactive / Retired			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Leave form Cs Form No. 6 Service Record Certificate of Employment Terminal Leave Daily Time Record		Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get the required forms at the Personnel Dept.	1. Received the accomplished form	None	1 day	Administrative Officer IV Administrative Officer II Administrative Aide VI Administrative Aide IV
2. Submit the required documents at the Personnel Dept.	2. Receive the required documents and check for completeness	None	1 day	Administrative Officer IV Administrative Officer II Administrative Aide VI Administrative Aide IV
	For Terminal Leave	None	30 days	Administrative Officer IV Administrative Officer II Administrative Aide VI Administrative Aide IV
	3. Process the request			



## VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Respond to the client feedback form and drop it at the designated drop box in front of the Information and Security Desk.
How feedback is processed	<p>The person-in-charge checks the suggestion box and complies and records all the feedbacks received.</p> <p>Feedback requiring answers are forwarded to the office concerned and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>All feedbacks are forwarded to the Hospital Director.</p> <p>The action taken of the concerned office is then submit to the Department Head to discuss with the Division concerned and discussed it with the complainant.</p> <p>For inquiries and follow up, you may contact 8-252-39-43</p>
How to file a complaint	<p>The complainant shall proceed to the Patient Care Assistance Officer or Complaint Desk.</p> <p>The PCAO shall interview the complainant and request for a written complaint.</p>
How complaints are processed	<p>The PCAO shall receive the written complaint.</p> <p>The PCAO will forward the complaint to the Hospital Director.</p> <p>The Hospital Director calls the attention of the concerned Division Head.</p> <p>The Division Head will initiate investigation and will submit a report to the Hospital Director.</p> <p>The PCAO will give the feedback to the client.</p> <p>For inquiries and follow-up, you may contact: 8-253-06-16</p>
Contact information of OSPITAL NG TONDO, CCB, PCC, ARTA	<p>Ospital ng Tondo: <a href="mailto:ospitalngtondo_ont@yahoo.com">ospitalngtondo_ont@yahoo.com</a></p> <p>PCC: 888</p> <p>CCB: 0908 881-6565 (SMS)</p> <p>ARTA: COMPLAINTS@ARTA.gov.ph</p> <p>1-ARTA (2762)</p>



## VII. List of Offices

Office	Address	Contact Information
Director's Office	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Chief of Clinics	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Nursing Service Division	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Administrative Division	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
ER Department	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Medical Social Services	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Medical Records Section	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Pharmacy Section	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Laboratory	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Radiology	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402
Billing and Philhealth Section	1171 Abad Santos Ave., Tondo, Manila	+2 8 252-3942; +2 8 251-9406; +2 8 251-9402