

1. Out-Patient Services (New Patients)

Treatment of out-patient clients with health problems visits the hospital for diagnosis and treatment but not to be admitted

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Wala				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa Records section upang magfill-up ng Patient's Data Record Form	1. Ibigay ang Patient's Data Record Form	Wala	1 minute/s	<i>Records Officer I</i> Ospital ng Guiguinto or <i>Records Clerk</i> Ospital ng Guiguinto
	1.1. I-encode ang Patient's Data Record sa Integrated Hospital Operation Management Information System	Wala	2 minute/s	<i>Records Officer I</i> Ospital ng Guiguinto or <i>Records Clerk</i> Ospital ng Guiguinto
	1.2. Ibigay ang outpatient card	Wala	1 minute/s	<i>Records Officer I</i> Ospital ng Guiguinto or <i>Records Clerk</i> Ospital ng Guiguinto
2. Bayaran ang out-patient card fee sa cashier	2. Tanggapin ang bayad at mag-issue ng official receipt	Out-patient card fee - Php 20.00	2 minute/s	<i>Laboratory Technician</i> Ospital ng Guiguinto
3. Pumunta sa out-patient section.	3. Tawagin ang pasyente upang kuhanin ang kailangang personal na impormasyon tungkol sa karamdaman at vital signs	Wala	5 minute/s	<i>Nurse</i> Ospital ng Guiguinto
4. Hintayin tawagin para sa pagsuri at paglapat ng lunas sa karamdaman	4. Suriin ang pasyente	Wala	10 minute/s	Resident Physician Ospital ng Guiguinto
TOTAL		Out-patient card fee - PHP 20.00	21 minute/s	

2. Out-Patient Services (Old Patient)

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Out-patient card		1. File ng pasyente		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa Record's Section at ibigay ang out-patient card (OPD Card). Kung nawala o hindi dala ang OPD Card, ibigay ang buong pangalan ng pasyente para mahanap sa system.	1. Hanapin ang out-patient record (OPD Record) ng pasyente. Kung nawala o hindi dala ng pasyente ang OPD card, mag-bigay ng panibago.	Wala	3 minute/s	<i>Records Officer I</i> Ospital ng Guiguinto or <i>Records Clerk</i> Ospital ng Guiguinto
2. Sa mga nabigyan ng panibagong OPD Card, bayaran ang OPD Card fee sa cashier	2. Tanggapin ang bayad at ibigay ang Official Receipt	Lost Out-patient Section Card Fee - PHP 50.00	2 minute/s	<i>Cashier</i> Ospital ng Guiguinto
3. Pumunta sa OPD	3. Tawagin ang pasyente	Wala	1 minute/s	<i>Nurse</i> Ospital ng Guiguinto
TOTAL		Lost Out-patient Section Card Fee - PHP 50.00	6 minute/s	

3. Emergency Room

Emergency Room Services Pagbigay ng agarang lunas sa mga pasyente kagaya ng aksidente, masakit ang dibdib (Caters to emergency cases like accidents; poisoning; cardiac arrest; acute abdomen; seizures; convulsion; high grade fever difficulty of breathing; drowning)

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Wala				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Dalhin ang pasyente sa Emergency Room	1. Tanggapin ang pasyente	Wala	1 minute/s	Utility Worker Ospital ng Guiguinto
	1.1. Kunin ang vital signs ng pasyente	Wala	3 minute/s	Nurse Ospital ng Guiguinto
	1.2. Tawagin ang Doctor	Wala	1 minute/s	Utility Worker Ospital ng Guiguinto or Nurse Ospital ng Guiguinto
	1.3. Kunin ang kailangang personal na impormasyon sa pasyente	Wala	3 minute/s	Nurse Ospital ng Guiguinto
	1.4. Suriin ang pasyente at gawin ang kaukulang "Procedure and Treatment"	Wala	90 minute/s	Resident on Duty Ospital ng Guiguinto Nurse Ospital ng Guiguinto
	1.5. Disposisyon ng pasyente kung: iadmit; itransfer; pauwiin o dadalhin sa morgue	Halagang nakasaad sa official receipt	5 minute/s	Resident on Duty Ospital ng Guiguinto
TOTAL		Halagang nakasaad sa official receipt	1 oras at 43 minuto	

1.716667

4. Laboratory Services (Routine Laboratory)

A part of hospital which provides comprehensive range of diagnostic

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1 original and 1 photocopy)		Out-patient department		
2. Identification card - For Senior Citizens, Municipal Employees and ABC Card Holders (1 photocopy)		File ng pasyente		
3. ABC Card (1 photocopy)		File ng pasyente		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa window ng Laboratory Room at ipasa ang laboratory request	1. Tanggapin ang laboratory request at lagyan ng presyo	Wala	1 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
2. Bayaran ang Laboratory Fee	2. Tanggapin ang bayad at mag-issue ng official receipt	Halagang nakasaad	2 minute/s	<i>Cashier</i> Ospital ng Guiguinto
3. Bumalik sa window ng laboratory room at ibigay ang official receipt at hintayin tawagin para sa pagkuha ng dugo.	3. Tanggapin ang mga laboratory request at tawagin ang pasyente para sa pagkuha ng dugo.	Wala	1 day	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
4. Kumuha ng container para sa ihi o at dumi	4. Bigyan ng container	Wala	1 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
5. Pumasok sa loob ng laboratory room upang makuhanan ng dugo.	5. Interview-hin ang pasyente at kuhanan ng dugo.	Wala	3 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
6. Maghintay sa out-patient department para sa release ng resulta	6. Isagawa ang pagsusuri	Wala	60 minute/s	<i>Medical Technologist</i> Ospital ng Guiguinto
TOTAL		Halagang nakasaad	1 day and 69 minutes	

5. Laboratory Services (Routine Blood Chemistry)

A part of hospital which provides comprehensive range of diagnostic

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1 original and 1 photocopy)		Out-patient department		
2. Identification card - For Senior Citizens, Municipal Employees and ABC Card Holders (1 photocopy)		File ng pasyente		
3. ABC Card (1 photocopy)		File ng pasyente		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa window ng Laboratory Room at ipasa ang laboratory request	1. Tanggapin ang laboratory request at lagyan ng presyo	Wala	1 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
2. Bayaran ang Laboratory Fee	2. Tanggapin ang bayad at mag-issue ng official receipt	Halagang nakasaad	2 minute/s	<i>Cashier</i> Ospital ng Guiguinto
	2.1. <u>Routine Blood Chemistry</u> Ituro kung paano ang tamang oras ng pagpafasting at pabalikin kinabukasan para kuhanan ng dugo.	Wala	2 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
	2.2. Gawin ang laboratory test	Wala	1 day	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
3. Bumalik kinabukasan para sa resulta.	3. Ibigay ang resulta	Wala	1 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto
TOTAL		Halagang nakasaad	1 day and 6 minutes	

6. Laboratory Services (Special Tests / Send-out)

Isang parte ng ospital na nagbibigay ng serbisyong pang laboratoryo

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Request (1 original)		Out-patient department o sa doktor na nagsagawa ng eksaminasyon		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa window ng Laboratory Room at ipasa ang laboratory request	1. Tanggapin ang laboratory request at lagyan ng presyo	Wala	1 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
	1.1. Ibigay ang temporary receipt at ipila ang request	Ayon sa halagang nakasaad	2 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
2. Pumasok sa loob ng laboratory room upang makuhanan ng dugo.	2. Kuhanan ng dugo o tanggapin ang ihi ng pasyente	Wala	3 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
	2.1. Ibigay ang instruction kung kailan babalik ang pasyente para sa resulta.	Wala	1 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
3. Hintayin ang release ng resulta	3. Ibigay ang specimen sa ospital o laboratory na magsasagawa ng pagsusuri para maisagawa	Wala	7 day/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
	3.1. Ibigay ang resulta	Wala	2 minute/s	<i>Laboratory Aide</i> Ospital ng Guiguinto o <i>Medical Technologist</i> Ospital ng Guiguinto
TOTAL		Ayon sa halagang nakasaad	7 days and 9 minutes	

7. X-ray and Ultrasound

Isang parte ng ospital na nagbibigay ng serbisyong pang radyolohikal

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray o ultrasound request (1 original, 1 photocopy)		1. Out-patient department		
2. Identification card for- Senior Citizens, Municipal Employees and ABC Card Holders (1 photocopy)		2. File ng pasyente		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa loob ng x-ray o ultrasound room at ipasa ang mga dokumentong kailangan.	1. Tanggapin ang mga dokumento at lagyan ng presyo para sa pagbabayad	Wala	1 minute/s	<i>Radiologic Technologist I</i> Ospital ng Guiguinto o <i>Radiologic Technologist II</i> Ospital ng Guiguinto
2. Bayaran ang x-ray o ultrasound fee sa cashier.	2. Tanggapin ang bayad at ibigay ang official receipt.	Ayon sa halagang nakasaad	3 minute/s	<i>Laboratory Technician</i> Ospital ng Guiguinto
3. Bumalik sa x-ray o ultrasound room para sa magbayad ng professional fee at pagsasagawa ng kaukulang examination	3. Tanggapin ang bayad ng professional fee at bigayan ng acknowledgement receipt	Ayon sa halagang nakasaad	2 minute/s	<i>Radiologic Technologist I</i> Ospital ng Guiguinto o <i>Radiologic Technologist II</i> Ospital ng Guiguinto
	3.1. I-records sa logbook ang mga examination na gagawin	Wala	5 minute/s	<i>Radiologic Technologist I</i> Ospital ng Guiguinto o <i>Radiologic Technologist II</i> Ospital ng Guiguinto
	3.2. Isagawa ang kaukulang examination	Wala	20 minute/s	<i>Radiologic Technologist I</i> Ospital ng Guiguinto o <i>Radiologic Technologist II</i> Ospital ng Guiguinto
4. Mag-antay sa labas para sa resulta	4. I-type ang resulta	Wala	10 minute/s	<i>Radiologist</i> Ospital ng Guiguinto
5. Hintaying tawagin para makuha ang resulta	5. Ibigay ang resulta	Wala	2 minute/s	<i>Radiologic Technologist I</i> Ospital ng Guiguinto o <i>Radiologic Technologist II</i> Ospital ng Guiguinto
TOTAL		Ayon sa halagang nakasaad	43 minute/s	

8. Processing of billing and registration of Non-Philhealth Patients and Financial Assistance

Parte ng ospital na nagkakaloob/nagbibigay ng serbisyo (assistance) sa mga indigent.

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Bill (1 original copy)		Ospital ng Guiguinto		
2. Medical Certificate (1 photocopy, 1 original copy)		Record Section ng Ospital ng Guiguinto		
3. Valid Identification Card (1 photocopy)		Pasyente		
4. Valid Identification Card of Representative (1 photocopy)		Representative		
5. Barangay Indigency of patient (1 original copy)		Barangay Hall		
6. Barangay Indigency of representative (1 original copy)		Barangay Hall		
7. Case Study (1 original copy)		Municipal Social and Development Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa billing section at humingi ng statement of account	1. Ibigay ang statement of account.	Wala	2 minute/s	Billing Clerk Ospital ng Guiguinto
2. Tanggapin at alamin kung pano makapag-avail ng financial assistance	2. Ibigay ang mga requirements na kailangan para sa PCSO o DOH.	Wala	3 minute/s	Billing Clerk Ospital ng Guiguinto
3. Bumalik sa billing section upang ipasa ang mga dokumentong kailangan para sa financial assistance	3. Tanggapin at suriin ang mga dokumentong ipinasa	Wala	2 minute/s	Billing Clerk Ospital ng Guiguinto
TOTAL		Wala	7 minute/s	

9. Pagbabayad ng Hospital Bill

Parte ng Hospital na nagkakaloob/nagbibigay ng serbisyo sa pagbabayad ng bill.

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of account o bill ng naka-admit na pasyente (1 set original)		Billing section Ospital ng Guiguinto		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa cashier at ipakita ang statement of account.	1. Suriin ang papeles at bigyan ng discharge pass at isang kopya ng statement of account	Wala	2 minute/s	Cashier Ospital ng Guiguinto
2. Bumalik sa Nurse station at ibigay ang bill at discharge pass	2. Kunin at ibigay ang pirmadong discharge pass sa pasyente	Wala	2 minute/s	Nurse I Ospital ng Guiguinto
	2.1. I-file ang statement of account sa patient's chart	Wala	1 minute/s	Nurse I Ospital ng Guiguinto
3. Dalin at ibigay ang pirmadong discharge pass sa security guard	3. Tanggapin ang discharge pass na pirmado ng nurse	Wala	1 minute/s	Security Guard Ospital ng Guiguinto
TOTAL		Wala	6 minute/s	

10. Pagbabayad ng ancillary request ng mga out-patient

Parte ng ospital na nagkakaloob/nagbibigay ng serbisyo sa pagbabayad ng ancillary request.

Office:	Ospital ng Guiguinto			
Classification:	Simple Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form na babayaran para sa laboratory, X-ray at pharmacy (1 original copy)		Out-Patient Department o sa Emergency room ng Ospital ng Guiguinto		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa cashier at ibigay ang request form.	1. Tanggapin ang form	Wala	1 minute/s	Cashier Ospital ng Guiguinto
2. Bayaran ang request.	2. Ibigay ang opisyal na resibo	Depende sa halagang nakasaad sa request form	1 minute/s	Cashier Ospital ng Guiguinto
3. Dala ang orihial na resibo, pumunta at ibigay ang request sa section kung saan gagawin ang pagsusuri.	2. Tanggapin ang resibo at gawin ang pag susuri	Wala	2 minute/s	Medical Technologist Ospital ng Guguiunto Radiology Technologist Ospital ng Guguiunto Pharmacist Ospital ng Guguiunto
4. Pumunta sa botika upang kunin ang gamot.	4. Ibigay ang gamot at isulat sa chart ng pasyente.	Wala	2 minute/s	Pharmacist Ospital ng Guiguinto
TOTAL		Depende sa halagang nakasaad sa request form	6 minute/s	

Prepared by:

Noted by:

Approved by:

GINA D. TRINIDAD
Administrative Officer IV

RESTITUTO B. DELA MERCED
OIC-ONG

ATTY. AGATHA PAULA A. CRUZ
Municipal Mayor

