CITY GOVERNMENT OF MEYCAUAYAN

CITIZEN'S CHARTER

2026 (2ND EDITION)



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OSPITAL NG MEYCAUAYAN
(OsMeyc)

External Services

CITY OF MEYCAUAYAN DIALYSIS CENTER

1. ISSUANCE OF MEDICAL SOCIAL WORKER RECOMMENDATION

Prior to the assessment of the CMDC In-House Nephrologist, the patient should secure a recommendation letter from the CMDC In-House Medical Social Worker to verify their indigency. A recommendation letter will be given to those patients who will pass the interview and verification for indigency.

Office or Division:	City of Meycauayan Dialysis Center (Social Service)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Meycauayan City residents with acute/chronic kidney disease requiring Hemodialysis.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Certificate of Indigency and Residency	Barangay Hall, where the client is residing
2. PhilHealth Certificate of Membership (Membership Data Record)	Philhealth Online Portal
3. PhilHealth Consumption Record, if applicable	Previous Dialysis Center
4. Photocopy of Valid ID	

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Dialysis Center to make an inquiry.	1.1 Instruct the patient/relative to sign the Guest Logbook.	None	3 minutes	Medical Social Worker CMDC
	1.2 Provide the list of requirements needed (if unavailable)	None		
	1.3 If the initial requirements are available, proceed to no. 2	None		
2. Submit all documentary requirements to the Patient Business Office, Social Service Desk.	2.1 Receive and check the authenticity of documents.	None	3 minutes	Medical Social Worker CMDC
	2.2 Conduct Interview	None	30 minutes – 45 minutes	

3. Wait for further instructions.	3.1 Conduct Home Visitation	None	2 days	Medical Social Worker CMDC
4. Receive assessment/recommendation letter.	3.1 Secure a receiving copy of the assessment/recommendation letter.	None	5 minutes	Medical Social Worker CMDC
	3.2 Provide the list of medical requirements needed.			
	Total	**None**	**2 days and 56 minutes**	

2. MANAGING INTER-AGENCY REFERRAL

This service is for dialysis patients who require laboratory/Diagnostic Procedures and medicines that are not available within the health facility.

Office or Division:	City of Meycauayan Dialysis Center (Social Service)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Dialysis Patients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Original copy of Nephrologist's Laboratory Request.	Attending Nephrologist / Dialysis Nurse
2. Original copy of Medical Abstract	Medical Records
3. Request form for Inter-agency referral.	Medical Social Worker

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the request form.	1.1 Provide the request form.	None	2 minutes	Medical Social Worker CMDC
	1.2 Receive the request form.	None		
2. Wait for the releasing of inter-Agency Referral.	2. Prepares the Inter-Agency Referral Form and Social Case Study.	None	3 days	Medical Social Worker CMDC

3. Receives the Inter-Agency Referral. Sign the Social Case Study Logbook.	3. Release the documents to the patient or relative and instruct them to sign the Social Case Study Logbook.	None	3 minutes	Medical Social Worker CMDC
	Total	**None**	**3 days and 5 minutes**	

3. RECEIVING SCHEDULE OF HEMODIALYSIS TREATMENT

After receiving a recommendation for CMDC In-House Medical Social Worker, patient needs to undergo medical assessment by CMDC In-House Nephrologist and pass the clinical criteria set according to the CMDC capacity to treat acute and chronic kidney disease patients. Once qualified, they will be able to secure their schedule of treatment.

Office/Division	Hemodialysis Unit
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	Acute/chronic kidney disease patients who passed CMDC In-house Medical Social Worker Assessment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Indigency and Residency	Barangay Hall where the patient resides
2. Negative results of HbsAg, Anti-HbsAg, Anti-HCV, Anti-HBc within the last 3 months	Laboratory
3. CBC, Blood Chemistries done within 7 days	
4. Negative RT-PCR Test done within 7 days	
5. Certificate of COVID Vaccination (Patients and Watcher)	Respective City Health Unit
6. Clinical Abstract / Medical Record	Previous Hemodialysis Center
7. Last 3-4 Hemodialysis Treatment records	Previous Hemodialysis Center
8. Endorsement Letter	Previous Attending Nephrologist
9. Assessment / Recommendation letter	CMDC In-House Social Worker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements to the In-House Nephrologist's office	1.1 Verify submitted documents	None	3 minutes	Attending Nephrologist, CMDC
	1.2 Assess the patient based on CMDC clinical criteria for admission	None	15 minutes	
	1.3 Prepare and issue an endorsement form for the schedule of treatment, if qualified	None	2 minutes	
2. Proceed to the Treatment Area and present the endorsement form	2. Prepare and release a schedule of treatment	None	3 minutes	Dialysis Nurses, CMDC
3. Receive the schedule of treatment	3. Plot the schedule of treatment	None	2 minutes	Dialysis Nurses, CMDC
	TOTAL:	**None**	**25 minutes**	

4. REGISTRATION ON PHILHEALTH DIALYSIS DATABASE

PhilHealth Dialysis Database or PDD is a system that collects data on members and dependents diagnosed of Chronic Kidney Disease (CKD) who are prescribed with hemodialysis. It is a tool to gather information that shall be used as basis for development, implementation, monitoring, and evaluation of policies, and input to research studies and other related undertakings. Once the schedule is secured, patients will be registered to PDD.

Office/Division	PhilHealth Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC patients with PhilHealth membership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of PhilHealth Availment	From previous Dialysis Center /Hospital
2. Membership Data Record indigent category	PhilHealth Sta. Maria, Verification Counter

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of PhilHealth Availment and Updated Membership Data Record at Patient Business Office*	1. Verify authenticity and validity of submitted documents	None	2 minutes	PhilHealth Officer, CMDC
2. Fill out and submit PhilHealth Application Forms 2.1. Claim Signature Form (CSF)	1. Review submitted forms for completeness and accuracy	None	8 minutes	PhilHealth Officer, CMDC
	2. Update the patient's data and verify patient's eligibility availment	None		

2.2. PhilHealth Member Registration Form (PMRF) 2.3. PhilHealth Claim Form 2 (CF2)	through the PhilHealth Portal			
	3. Generate PhilHealth Benefit Eligibility Form (PBEF)	None		
2. Sign and acknowledge the generated PhilHealth Benefit Eligibility Form (PBEF)	1. Secure signed PhilHealth Benefit Eligibility Form (PBEF)	None	3 minutes	PhilHealth Officer, CMDC
	2. Register patient to Patient Dialysis Database	None		
3. Receive Patient Dialysis Database Form	1. Secure a receiving copy of the Patient Dialysis Database Form	None	1 minute	PhilHealth Officer, CMDC
	TOTAL:	**None**	**14 minutes**	

*For New Patient

5. PROCEDURE FOR HEMODIALYSIS TREATMENT

After the successful registration to the PhilHealth Dialysis Database or PDD, the patient will now undergo the process of hemodialysis treatment.

Office/Division	Hemodialysis Unit
Classification:	Simple
Typeof Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC qualified dialysis patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Schedule of Treatment	CMDC
2. Patient Kit (oxygen canula & mask, paracetamol, clonidine, diphenhydramine, face mask)	To be provided by the patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Triage Area and fill out the health declaration form	1.1 Receive the health declaration form and prepare the monitoring sheet, and assess the patient's vital signs and physical/medical condition	None	5 minutes	Dialysis Nurses, CMDC
	1.2 Issue clearance for treatment	None		
2. Proceed to the Patient Waiting Area	2.1 Assess and record the patient's: 2.2. Weight determination 2.3 Vital signs and Physical assessment 2.4 Ultrafiltration Computation	None	5 minutes	Dialysis Nurses, CMDC

	2.5 Prepare for patient treatment	None	20 minutes	Dialysis Nurses, CMDC
3. Proceed to Treatment Area	3.1 Perform Dialysis treatment, monitoring, and encoding	None	4 hours	Dialysis Nurses, CMDC
	3.2 Perform Hemodialysis termination	None	15 minutes	
	3.3 Record the patient's vital signs and physical assessment	None	5 minutes	Dialysis Nurses, CMDC
	3.4 Inform the patient for the next dialysis session and home care instructions	None	3 minutes	
	3.5 Prepare and issue the discharge order slip	None	1 minute	
4. Receive discharge order slip	4. Advise the patient to proceed to the Patient Business Office for the discharge process	None	1 minute	Dialysis Nurses, CMDC
5. Proceed to Patient Business Office for discharge clearance	5. Document/record medical services provided during the patient's dialysis	None	5 minutes	Dialysis Nurses, CMDC
	TOTAL:	**None**	**5 hours**	

6. DISCHARGE OF HEMODIALYSIS PATIENT

This service is available for hemodialysis patients order for discharge. It is the process of generating healthcare claims for submission to insurance companies (PhilHealth) for the purposes of reimbursement of medical service rendered by health care institution.

Office/Division	PhilHealth Office
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC patients eligible for PhilHealth deduction

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Discharge Order Slip	CMDC Nurse on Duty

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit discharge order slip to Patient Business Office	1.1. Verify the accuracy of the discharge order	None	8 minutes	PhilHealth Officer, CMDC
	1.2. Process outright deduction of PhilHealth	None		
	1.3. Generate statement of account	None		
2. Receive and sign the statement of account	2. Secure a receiving copy of the statement of account	None	1 minute	PhilHealth Officer, CMDC
3. Pay the remaining balance in excess of the PhilHealth benefit	3.1 Accept payment based on the remaining balance	Remaining balance in excess of PhilHealth benefit - P2,250	2 minutes	Billing Officer, CMDC

	3.2 Issue official receipt	None		
	3.3 Issue clearance slip	None		
4. Receive clearance slip and official receipt (if applicable)	4. Record the clearance control number in the logbook	None	1 minute	Billing Officer, CMDC
	TOTAL:	**None**	**12 minutes**	

7. RELEASING OF MEDICAL RECORDS

The health record is a confidential document, and the patient's right to privacy must be the primary concern in the release of health information. A great caution shall be exercised in releasing any information, and this should be done in accordance with the existing health record standards and policies.

Office/Division	Medical Records Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may Avail:	CMDC patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal	
1. Valid ID or proof of identity	To be provided by the patient
Representative	
1. Authorization letter in the absence patient and valid ID of representative	To be provided by the patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements to Patient Business Office	1. Release medical record request form	none	2 minutes	Medical Records Officer, CMDC

2. Fill out and submit medical request form	1. Receive and review medical records request form	none	3 minutes	Medical Records Officer, CMDC
	2. Process medical record/certificate	none	2 days	Attending Physician, CMDC
	3. Certify and release medical record/certificate	none		Medical Records Officer, CMDC
3. Receive medical records	1. Secure receiving copy of medical record/certificate	none	2 minutes	Medical Records Officer, CMDC
	TOTAL:	**none**	**2 days, 7 minutes**	

CITY OF MEYCAUAYAN DIAGNOSTIC CENTER

1. LABORATORY SERVICES

Provides affordable quality clinical laboratory services to residents of the City of Meycauayan.

Office/Division	**OSPITAL NG MEYCAUAYAN - CLINICAL LABORATORY**
Classification:	Simple
Type of Transaction:	G2C (Government to Citizens)
Who may Avail:	**Residents of City of Meycauayan**

WORKING HOURS:
Monday – Sunday 24 hours

SCHEDULE OF AVAILABILITY OF LABORATORY SERVICES:
• Monday – Sunday 24 hours
• CLINICAL CHEMISTRY CUT-OFF FOR FASTING is strictly at 9:30 am

Strictly accepting requests from Ospital ng Meycauyan and CHUs only. Fit-to-work, annual physical exam (APEs), and pre-natal exams are not accepted.

RELEASING OF RESULTS:

● Results of OPD patients will be released after 2-3 hours, except fasting chemistry tests. ● Fasting Chemistry tests of OPD patients will be released at 3 pm within the day. ● Results of STAT and ER patients will be released within 1-2 hours.

● Results of CHU patients will be sent to respective CHUs via email, a day after the collection of sample(s). Results of specimens received on Friday will be released on Monday.

REQUIREMENTS FOR CHU PATIENTS:

CHECKLIST	WHERE TO SECURE
1. Laboratory request form duly signed by the requesting physician.	From the requesting physician
2. Proof of City of Meycauayan residency. (certificate/any valid ID with address)	Barangay where the patient resides
3. Certificate of Indigency	Barangay where the patient resides

FASTING REQUIREMENTS:

1. Fasting requirements **Laboratory Request with FBS only** • Patient is advised to fast for 8 hours **Laboratory Request with FBS and LIPID PROFILE** • Patient is advised to fast for 10 hours only **Laboratory Request with LIPID PROFILE/ CHOLESTEROL/TRIGLYCERIDE only** • Patient is advised to fast for 10-12 hours **Laboratory Request with OGTT** • Patient is advised to fast for 8 hours	City of Meycauayan Diagnostic Center - Clinical Laboratory

CLIENT STEPS:

#	CLIENT STEPS	OFFICE ACTION	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present the laboratory request and hospital number. Citizen specific: Special lane for senior citizens, persons with disability and pregnant women	● Receives laboratory request/s and checks laboratory requests as to completeness of data, such as name, birthday, age, hospital number, diagnosis, requesting physician, patient classification, and official receipt	5 mins	Registered Medical Technologist / Receptionist
2.	Client proceeds to the waiting area to wait for his or her turn to be called.	● Encode patient's information. ● Informs patient about the date and time to claim the laboratory results.	10 mins	Registered Medical Technologists
3.	Submit/collect specimen	● Receive submitted/ collected specimen.	10 mins	Registered Medical Technologists
		● Extract and label specimen. ● Checks adequacy of specimen. Encoding in the General Entry Logbook. ● Submits laboratory request with specimen to the respective laboratory		

		section for analysis.		
4.	None	● Processing and analysis specimens.	3 hours – 7 days depending on the test and status (STAT or regular)	Registered Medical Technologists
5.	Claim result	● Releasing of laboratory results (STAT) or regular ● Releasing of laboratory results to CHUs via email (Regular)	5 mins	Registered Medical Technologists
		TOTAL PROCESSING TIME	**30 mins**	

DEPARTMENT OF RADIOLOGY

GENERAL RADIOGRAPHY

X-ray is a form of electromagnetic radiation used in medical imaging to view internal body structures. Discovered in 1895 by Wilhelm Roentgen, X-rays pass through soft tissues but are absorbed by denser materials like bones, creating diagnostic images. Commonly used to detect fractures, infections, and tumors, X-rays are also used in industry and security. Since X-rays are ionizing radiation, their use must be carefully controlled to minimize exposure to patients and healthcare professionals, with safety measures such as lead aprons and shielding.

ULTRASONOGRAPHY

Ultrasound **(**US**)** is an imaging technology that uses high-frequency sound waves to characterize tissue. It is a useful and flexible modality in medical imaging and often provides an additional or unique characterization of tissues when compared to other modalities such as conventional radiography or CT.

RADIOLOGY DEPARTMENT VISION, MISSION, AND GOAL

MISSION

To provide high-quality, patient-centered imaging services using advanced technology, ensuring accurate diagnosis and compassionate care in a professional environment.

VISION

To be the leading radiology facility in the province of Bulacan, delivering the highest standard of medical imaging studies and services.

OBJECTIVES

O- Optimized Care: Deliver effective imaging services with a patient-centered approach.
S- Specialized Expertise: Continuously enhance the knowledge and skills of employees.
M - Modern Technology: Utilize state-of-the-art medical imaging equipment.
E- Excellence in Accuracy: Provide reliable and precise diagnostic findings.
Y - Yield Faster Results: Minimize waiting times for imaging procedures and results.
C- Collaboration: Foster teamwork and close coordination with other healthcare professionals.

1. GENERAL RADIOGRAPHY

General radiography, or plain film X-ray, is a basic imaging technique that uses a low dose of ionizing radiation to produce images of internal structures, mainly bones, lungs, and organs. It helps diagnose conditions like fractures, infections, and other abnormalities based on how tissues absorb the radiation.

Office or Division:	Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	OPD/ER/ADMITTED/CHU patients
Schedule of Availability of Service Days:	Monday, Wednesday, and Friday – 8:00 AM to 5:00 PM (Scheduled CHU patients) Monday to Sunday (For ER/Admitted – upon request) Monday to Friday (OPD patients)
Hours:	8 hours with 1-hour noon break
Processing Period:	27 minutes – 35 minutes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Radiology Request Form	Ospital ng Meycauayan Physician and CHU
2. Brgy. Indigency and/or Certification	Barangays of City of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Radiology Request Form and requirements	Receive and assess requirement. a. Check the data if properly filled up and encode the examination. b. Check the Ospital ng Meycauayan Patient ID number. c. Check and get a copy of the Brgy. Indigency and/or Certificates as requirements to avail the services.	None	5 minutes	Radiology Clerk

2. Proceed to Patient Waiting Area and wait until the name is called.	Identifies patient correctly. Obtain clinical data/history.	None	10 minutes	Radiology Clerk
3. Proceed to the Radiology Section/Dressing Room. Preparation of the patient (Area of interest is made free from metal objects).	Explain the procedure to the patient. Preparation of the machine with appropriate technical exposure.	None	3 minutes	Radiology Clerk
4. Proceed to the exposure area where the X-Ray procedure will be performed.	Do the procedure. Complete the study by obtaining the necessary views needed.	None	15 minutes	Radiology Clerk
5. Explanation of the expected releasing of the X-Ray result. 5.1 48 hours (2 days) after the procedure for OPD and In-patients. 5.2 24 hours (1 day) after the procedure for ER patients. 5.3 72 hours (3 days) after the procedure (if test is done on Friday).	Informs client of date, time, and place of release of results.	None	2 minutes	Radiology Clerk

Upon claiming of Result	Checks the correct identity of the patient or authorized relative receiving the official result.	None	5 minutes	Radiology Clerk
		TOTAL	**40 minutes**	

2. ULTRASONOGRAPHY

Ultrasonography is a diagnostic imaging technique that uses high-frequency sound waves to create real-time images of internal organs, tissues, and blood flow.

Office or Division:	Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	OPD/ER/ADMITTED/CHU patients
Schedule of Availability of Service Days:	Monday, Wednesday, and Friday – 8:00 AM to 5:00 PM (Scheduled OPD/CHU patients) Monday to Sunday (For ER/Admitted – upon request)
Hours:	8 hours with a 1-hour noon break
Processing Period:	28 minutes – 50 minutes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Ultrasound Request Form	Ospital ng Meycauayan Physician and CHU
2. Brgy. Indigency and/or Certification	Barangays of City of Meycauayan

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Ultrasound Request Form and requirements	Receive and assess requirements. a. Check the data if properly filled up and encode the examination. b. Check the Ospital ng Meycauayan Patient ID number. c. Check and get a copy of the Brgy. Indigency and/or Certificates as requirements to avail the services.	None	5 minutes	Radiology Clerk

2. Proceed to the Patient Waiting Area and wait until the name is called.	Identifies the patient correctly. Obtain clinical data/history.	None	10 minutes	Radiology Clerk
3. Proceed to Ultrasound Room. Preparation of the patient.	Explain the procedure to the patient. Preparation of the machine.	None	3 minutes	Radiology Clerk
4. Perform an Ultrasound examination.	Do the procedure. Complete the study by obtaining the necessary views needed.	None	30 minutes	Radiology Clerk
5. Explanation of expected release of the Ultrasound result. 5.1 24 hours (1 day) after the procedure for ER patients. 5.2 48 hours (2 days) after the procedure (if test done on Monday-Thursday) and for OPD and In-patients. 5.3 72 hours (3 days) after the procedure (if test is done on Friday).	Informs client of date, time, and place of release of results.	None	2 minutes	Radiology Clerk
Upon claiming of Result	Checks the correct identity of the patient or authorized relative receiving the official result.	None	5 minutes	Radiology Clerk
		TOTAL	**50 minutes**	

NURSING SERVICES

(Emergency Room, Outpatient Department, Inpatient Department, Delivery Room)

1. OUTPATIENT DEPARTMENT

Office or Division:	Outpatient Department - Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All patients needing outpatient consultation, assessment, evaluation, and treatment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**
1. OPD queuing Number	Upon Entry to the Lobby, get a number from the security	None	1 minute	Security Guard on Duty
2. Proceed to Admitting/Information Section	Get a Patient Information Slip and fill it up, wait to be registered in the Computer	None	3 minutes	Admitting Clerk
3. Proceed to the OPD waiting area	Wait for the queuing number to be called, and present the patient's information slip. Triage patient, Quick Assessment, Charting, and Encode patient details in the Electronic Health Record	None	15minutes	OPD staff:
4. Proceed to the Designated Clinic for Consultation	4.1 Assessment, History taking, and Examine the patient. 4.2 Medicine Prescription. 4.3 Requesting ancillary procedures (Laboratory, X-ray, and Ultrasound). 4.4 Health education and schedule of next Visit	None	30minutes	Doctor on Duty:
5. Discharged	After consultation, patients may avail free Medicine good for 1 day at the Pharmacy.			
		TOTAL	**49 minutes**	

2. EMERGENCY DEPARTMENT

Office or Division:	Emergency Department - Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Individuals in need of urgent medical attention

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Patient arrives at ER (walk-in or via ambulance)	Initial triage: assess severity and assign priority level	None	5 minutes	ER NURSES: Nursing Attendants: ER Doctors:
2. Proceed to Treatment Area	Immediate medical intervention as needed	None	Varies (Depends on Case)	
3. Provide Personal Details (If Stable)	Registration and record creation	None	5 minutes	Michelle Ann Milan, RN, ER NURSES: Nursing Attendants:
4. Diagnostic and therapeutic procedures	Conduct laboratory, minor surgical procedure	None	Depending on the case	Michelle Ann Milan, RN, ER NURSES: Nursing Attendants:
5. Assessment for admission, transfer, or discharge	Issue a Prescription, referral, or admission order	None	30minutes	ER Doctors:
		TOTAL	**40 minutes**	

3. INPATIENT DEPARTMENT

Office or Division:	Nursing Service-Clinical Area (In-Patient) - Ospital ng Meycauayan
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Request information for Notification of Admission	From ER Admission: ER Nurse informs the ward nurse on duty regarding admission. Secure Consent for Admission	None	2 minutes	ER staff:
2. Transport of Patient	Prepare the patient in a wheelchair and or Stretcher, maintain safe Transport	None	3 minutes	ER staff: ER NA:
3. Endorsement	Endorsed the patient and patient record to the assigned ward Nurse	None	15minutes	ER staff:
4. Admission Care	4.1 Placed the patient in bed comfortably. 4.2 Introduced Self. 4.3 Validates Patient Name through asking and checking the wrist tag name. 4.4 Note any Contraption and its proper placement. 4.5 Initial Assessment and Take Vital Signs 4.6 Brief the patient and patient relative on ward policies 4.7 Check the chart for its completeness and validate the written doctor's order. 4.8 Entry of Patient Details to iHomis. 4.9 Inform the Diet to the Dietary Department	None	30minutes	Ward Staff:
5. Receives Quality Care	5.1 Assess Patient Condition and Establish Plan of Care 5.2 Implement Plan of Care 5.3 Carry out all the Doctors' Orders 5.4 Facilitate Laboratory/ X-ray/ Ultrasound Request	None	8hours shift	Ward Staff:

	5.5 Administer Medication as ordered 5.6 Monitor Patient 5.7 Makes necessary Referral to the Doctor on Duty for further management. 5.8 Evaluate the outcome of the plan of care 5.9 Document accurately			
6. Informed Patient on Doctor's Disposition of Care	6.1 Evaluate patient condition. 6.2 For improved Condition 6.3 Death	None	15minutes	Doctor on Duty
7. Process for Billing	The Ward on Duty Nurse will process patient discharges in iHomis and forward them to Billing for cashiering.	None	30minutes	Ward Nurse/Billing/Cashier
		TOTAL	**1 hour & 35 minutes**	

ADMITTING SECTION

I. Mandate

The Admitting Section is responsible for the efficient and orderly admission of patients in accordance with hospital policies and procedures. It ensures that all patients are properly documented, classified, and admitted with courtesy, compassion, and confidentiality.

Office or Division:	ADMITTING SECTION - Ospital ng Meycauayan
Schedule of Availability of Service **DAYS:** **HOURS:**	Daily Monday - Sunday, including Holidays 24 Hours No Noon Break
Who may avail:	All Hospital Patient
DOCUMENTARY REQUIREMENTS **Admission from ER** **Admission from OPD** **Direct Admissions**	Patient's Information Sheet/ OSMEYC Patient ID Card/ Patient's Valid ID (Government Issued)
Processing Period	For ER Consultation only: 22 minutes For Admission: 25 minutes.

CUSTOMER/ CLIENT	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Fill up the Patient's Information Sheet (PIS) with the Emergency Room Officer's note (ERO's name and signature, time and service)	Check the Patient's Information Sheet (PIS)	NONE	8 minutes	Admitting staff, patient/patient companion
Submit Patient's Information Sheet and Valid ID	Interview, validate and verify all the information given in the Patient's Information Sheet (PIS).	NONE	7 minutes	Admitting staff
Receive OSMEYC Patient ID Card from the Admitting Staff	Encode the required patient's data into the Hospital Information System (HIS) and print out the OSMEYC Patient ID Card. Issue the OSMEYC Patient ID Ca	NONE	4 minutes	Admitting staff patient/patient companion
Endorsed by medical staff	Received accomplished Admission and Discharge Record Check and Consent for diagnosis/treatment and Doctor's order for admission	NONE	1 minutes	Admitting staff Medical staff
Get and fill out Patient's Information Sheet (PIS) (For Outpatient Dept. Admission and Direct Admission only)	Interview and verify all the information declared in the Patient's Information Sheet (PIS).	NONE	10 minutes	Admitting staff Patient/ Companion
Familiarization/Orientation on policies and procedures, rights and obligation of patient during confinement.	Encode the required patient's data into the Hospital Information System (HIS), Fill out the front sheet of Admission and Discharge Record Prepare the wrist tag for the admitted patient Instruct patient to proceed to medical social service for medical and financial assistance.	NONE	15 minutes	Admitting staff Patient/ Companion
		TOTAL	**45 minutes**	

PHARMACY DEPARTMENT

1. OUT-PATIENT DEPARTMENT TRANSACTION

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Out-Patient Department - Dispensing of Drugs
Who may avail:	OPD Patients availing medicines in the Pharmacy

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Hospital Record Number	Admitting Office
Original Hospital Prescription form	OPD and/or Emergency Department

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Original Hospital Prescription issued by Resident on Duty in OPD or Emergency Department	1.1. Verify the patient's name and hospital record number in iHOMIS+	None	1 minute	Staff Pharmacist
	1.2. Check the stocks available and inform the patient and/or relative that the Pharmacy Department will only provide a 1-day course of treatment.	None	2 minutes	
	1.3. Prepare the medications request, encode and print the transaction using Out-Patient Prescription Record.	None	2 minutes	

	1.4. Counsel the patient and/or relative before dispensing the medication to ensure that he/she understand the instructions on how to take the medicines prescribed.	None	3 minutes	
2. Receive the medications and sign the Out Patient Prescription Record	2.1. Record the transaction by encoding in Daily Consumption Record spreadsheet.	None	3 minutes	
	TOTAL:	**None**	**11 minutes**	

2. EMERGENCY DEPARTMENT TRANSACTION

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Emergency Department – Dispensing of Drugs
Who may avail:	Nurses and/or Nursing Attendants on duty in the ER Department

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Pharmacy Requisition Slip	Emergency Department / Pharmacy Department

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit a filled-out Pharmacy Requisition Slip to Pharmacy Department	1.1. Receive and make sure that the form is filled out completely with necessary details.	None	1 minute	Staff Pharmacist
	1.2. Check the availability of requested medicines.	None	1 minute	
	1.3. Prepare and double-check all the requested medicines to avoid dispensing errors.	None	2 minutes	
	1.4. Dispense the medicines to nurses and let them double-check all the medicines dispensed.	None	1 minute	
2. Receive the medications and sign the Pharmacy Requisition Slip	2.1. Fill out the Form completely with the document number, room number, remarks, and signature by the Dispensing Pharmacist.	None	1 minute	
	2.2. Record the transaction by encoding in Daily Consumption Record spreadsheet.	None	3 minutes	
	TOTAL:	**None**	**9 minutes**	

3. RETURN OF MEDICINES TO PHARMACY DEPARTMENT

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Emergency Department – Return of Medicines to Pharmacy Department
Who may avail:	Nurses and/or Nursing Attendant on duty in ER Department

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pharmacy Return Slip	Emergency Department / Pharmacy Department
Medications for Return	Emergency Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Pharmacy Return Slip and the medicines to be returned to the Pharmacy Department	1.1. Receive and make sure that the form is filled-out with necessary details. Check the items for any damages or any signs of usage.	None	1 minute	Staff Pharmacist
	1.2. Fill out the form completely with the document number, room number, remarks, and signature by the Pharmacist who received the medications returned.	None	1 minute	

	1.3. Record the transaction by encoding in the Daily Consumption Record spreadsheet.	None	3 minutes	
	TOTAL:	**None**	**5 minutes**	

4. PHARMACY STOCK ISSUANCE

Office or Division:	Pharmacy Department
Classification:	Simple
Type of Transaction:	Pharmacy Stock Issuance for e-cart replacement
Who may avail:	Nurses and/or Nursing Attendant on duty in ER Department / Other Departments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pharmacy Stock Requisition Slip	Emergency Department / Pharmacy Department
Patient Charge Slip	Emergency Department
Empty vial and/or tube to be replaced	Emergency Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a duly accomplished Stock Request form, charge slips reflecting	1.1. Receive and sign the stock request form, charge slips, and an empty vial and/or tube for consumables.	None	1 minute	Staff Pharmacist

to whom the medication was used, and an empty vial and/or tube for consumables.	1.2. Check the charge slips to ensure the accuracy of charging the medications to patients by signing the particular medicine to be replaced in each charge slips.	None	2 minutes	
	1.3. Draft, print, and sign the Stock Issuance forms, photocopy the Stock Request form and charge slips, and attach to the Stock Issuance form. Note: Pharmacy – Original copy of Stock Request form, photocopy of charge slips, and Pharmacy Stock Issuance form. ER Department – Photocopy of Stock Request form, Original copy of charge slips, and Pharmacy Stock Issuance.	None	7 minutes	
2. Receive the Medications replaced and sign the Stock Issuance form	2.1. Release the e-cart replacement and record the transaction by encoding in the Daily Consumption Record spreadsheet.	None	5minutes	
	TOTAL:	**NONE**	**15 minutes**	

CENTRAL SUPPLY ROOM

1. DISTRIBUTION OF BASIC UNSTERILE/STERILE HOSPITAL ITEMS

Office or Division:	Central Supply Room
Classification:	Simple
Type of Transaction:	G2G – For hospital departments
Who may avail:	Hospital Departments, units, and authorized personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition Slip (1)	CSR Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request supplies/requisition slip	1.1 Received the requisition slip	None	1 minute	CSR Personnel
	1.2 Instruct Client to wait for the call to pick supplies as necessary, depending on the situation	None	1 minute	CSR Personnel
	1.3 Prepare the request	None	10 to 30 minutes	CSR Personnel
	1.4 Inform the client that supplies are ready to pick up	None	2 to 3 Minutes	CSR Personnel
2. Receiving of Hospital Supplies	2.1 Released the hospital supplies requested.	None	5 Minutes	CSR Personnel
	2.2 Check with the client the issued supply simultaneously	None	5 to 10 minutes	CSR Personnel
	2.3 Sign the receiving logbook; let the client sign the releasing logbook	None	1 minute	CSR Personnel
	TOTAL:	**None**	**51 Minutes**	

2. STERILIZATION OF MEDICAL AND SURGICAL SUPPLIES (UNSTERILE AND RE-STERILE)

Office or Division:	Central Supply Room
Classification:	Simple
Type of Transaction:	G2G – For hospital departments
Who may avail:	Hospital Departments, units, and authorized personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Requisition Slip (1)	CSR Department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit of Medical and Surgical instruments	1.1 Received the Unsterile/ Re-Sterile	None	1 minute	CSR Personnel
	1.2 Sorting, Accounting, Documentation, and Labeling	None	3 – 5 Minutes	
	1.3 Washing, Cleaning, Drying	None	30 Minutes to 1 Hour	
	1.4 Packing of Instruments	None	5 to 10 minutes	
	1.5 Packing and Loading	None	5 Minutes	
	1.6 Retrieval from autoclave	None	5 to 10 minutes	
2. Receiving of Sterile Items	2.1 Check the Sterile items	None	2 to 3 Minutes	
	2.2 Let the client sign the Autoclave Logbook	None	1 Minute	
	2.3 Released the Sterilize items	None	2 to 3 minutes	
	TOTAL:	**None**	**1 Hour and 38 Minutes**	