



Social Services

Laoag City General Hospital



1. Admission of Patients

Office or Division:		Laoag City General Hospital		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤Duly accomplished admission slip ➤Doctor's Order or Referral Slip 		Emergency Room or Out Patient Department Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ present admission slip duly accomplished by the Nurse On Duty from ER or OPD	1. Receives the accomplished admission slip then verifies the name of the patient in the Hospital Management Information System	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
2. For Elective Admission: Submit/ present referral slip or doctor's order from attending physician	2. Receives the referral slip or doctor's order then accomplish the admission slip 2.1 Interviews patient, patient's relative or representative to gather correct information of the patient	None	5 minutes	Administrative Aide III and IV (Clerk I and II)
			10 minutes	Administrative Aide III and IV (Clerk I and II)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>22.2 Obtains consent from patient or patient's relative and representative for admission to room of choice</p> <p>2.3 Assigns room or bed in coordination with the nurses on duty in the different wards</p>		<p>3 minutes</p> <p>3 minutes</p>	<p>Administrative Aide III and IV (Clerk I and II)</p> <p>Administrative Aide III and IV (Clerk I and II)</p>
3. Present/submit accomplished admission slip and face sheet to the nurse/s on duty at the Emergency Room or Out Patient Department	<p>3. Receives the admission slip and face sheet</p> <p>3.1 Brings the face sheet and admission slip to the patient's assigned ward</p>	None	<p>2 minutes</p> <p>3 minutes</p>	<p>Emergency Room and Out Patient Department's Nurse on Duty</p> <p>Institutional Worker on Duty</p>
TOTAL:			28 minutes	



2. Issuance of Medical Certificate

Office or Division:		Laoag City General Hospital		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Duly accomplished request form for medical certificate after examined by the Physician ➤ Official Receipt issued by the Billing Section of the LCGH 		Billing Section of LCGH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for medical certificate	1. Receives the accomplished request form and checks if all the necessary information is indicated in the request form 1.1 Prepares medical certificate	None	2 minutes 5 minutes	Administrative Aide III and IV (Clerk I and II)
2. Bring the medical certificate to the Admitting/Attending Physician	2. Signs the medical certificate	None	5 minutes	Admitting/Attending Physician
3. Pay medical certificate at the Billing Section	3. Billing Section receives the payment and issues Official Receipt	50.00	5 minutes	Billing Personnel
4. Present official receipt	4. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
5. Receives medical certificate	5. Records and releases medical certificate	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
TOTAL:		50.00	20 minutes	



3. Issuance of Medico-Legal Certificate

Office or Division:	Laoag City General Hospital			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request from the Philippine National Police duly approved by the Chief of Hospital ➤ Valid I.D. of patient/authorized relative or friend ➤ Authorization letter of the authorized relative/ friend if patient cannot personally transact ➤ Accomplished request form for medico-legal certificate after examined by the Attending Physician ➤ Official Receipt issued 		<p>Philippine National Police</p> <p>Valid ID issued by Government/Private Agency</p> <p>Billing Section of the LCGH</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request from PNP for medico-legal certificate at the Chief of Hospital Office	1. Receives the letter request and records it	None	2 minutes	Hospital Administration Office (Chief of Hospital)
	1.1 Approves the letter request	None	2 minutes	Chief of Hospital
2. Present the approved letter request, valid I.D. and authorization letter	2. Receives and records the letter and other documents and endorses to the Head of Medical Records Section	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
	2.1 Forwards the letter to the processing clerk for the preparation of the request	None	1 minute	Administrative Officer I
	2.2 Prepares request form and the medico-legal certificate	None	8 minutes	Administrative Aide III and IV (Clerk I and II)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Bring the medico-legal certificate to the Attending Physician	3. Signs the medico-legal certificate		5 minutes	Attending Physician
4. Pay medico-legal certificate at the Billing Section	4 Billing Section receives the payment and issues Official Receipt		5 minutes	Billing Personnel
5. Present official receipt	5. Records and releases medical certificate	None	1 minute	Administrative Aide III and IV (Clerk I and II)
6. Receive medico-legal certificate	6. Records and releases medico-legal certificate	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
TOTAL:			28 minutes	

4. Issuance of Clinical Abstract

Office or Division:	Laoag City General Hospital
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ July accomplished request form for clinical abstract ➤ Official Receipt issued by the Billing Section of the LCGH 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for clinical abstract	1. Receives the accomplished request form and checks if all the necessary information is indicated in the request form	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
	1.1 Prepares clinical abstract form	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
2. Receive the clinical abstract form	2. Instructs the client to bring the clinical abstract form to the Admitting/Attending Physician	None	3 minutes	Administrative Aide III and IV (Clerk I and II)
	2.1 Makes the clinical abstract	None	1 Day	Admitting/Attending Physician
3. Bring the accomplished clinical abstract to the Medical Records Section	3. Encodes the accomplished clinical abstract and bring it back to the Admitting/Attending Physician for final checking		10 minutes	Administrative Aide III and IV (Clerk I and II)
4. Bring the clinical abstract to the Admitting/Attending Physician	4 Signs the clinical abstract		5 minutes	Admitting/Attending Physician
5. Pay clinical abstract at the Billing Section	5. Billing Section receives the payment and issues Official Receipt	None	5 minutes	Billing Personnel
6. Present official receipt	6. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
7. Receive the clinical abstract	7. Records and releases clinical abstract	None	2 minutes	
TOTAL:			1 day 28 minutes	



5. Issuance of Certificate of Live Birth

Office or Division:	Laoag City General Hospital			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Infants born in the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Duly accomplished request form for Certificate of Live Birth ➤ Xerox copy of Certificate of Marriage (if parents of the child are married) ➤ Official Receipt issued by the Billing Section of the LCGH 		<p style="text-align: center;">PSA</p> <p style="text-align: center;">Billing Section</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for Certificate of Live Birth and Copy of Certificate of Marriage	1. Receives the accomplished request form and checks if all the necessary information is correct as indicated in the request form	None	5 minutes	Administrative Aide III and IV (Clerk I and II)
	1.1 Prepares Certificate of Live Birth	None	10 minutes	Administrative Aide III and IV (Clerk I and II)
2. Bring the accomplished COLB to the Attending Physician	2. Signs the Certificate of Live Birth	None	5 minutes	Attending Physician



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Certificate of Live Birth at the Billing Section	3. Billing Section receives the payment and issues Official Receipt		5 minutes	Billing Personnel
4. Present official receipt	4. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
5. Receive Certificate of Live Birth	5. Records and releases Certificate of Live Birth payment and issues Official Receipt	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
TOTAL			23 minutes	