

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: MEDICAL DEPARTMENT/ MEDICAL SOCIAL WORK SERVICE

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020:     Yes     No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
<b>Availment of Social Service for OPD Patient</b>  <b>Availment of Social Service for Discharge</b>  <b>Availment of Social Service for ED Patient</b>	R.A. No. 9439 of 2007 (Act prohibiting detention of patient in hospital in grounds of non- payment of hosp. bill)  R.A. NO. 9994 (Implementing Rules and Regulations of the Expanded Senior Citizen Act of 2010)		AO no. 2015-0031 Amended Guidelines for the implementation of Republic Act no. 747 entitled" An Act To Regulate The Fees To Be Charged Against Patients In Government Hospitals and Charity Clinics Classifying According To Their Financial Condition"		

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law

<p><b>Availment of Social Service for OPD Patient</b></p> <p><b>Availment of Social Service for Discharge</b></p> <p><b>Availment of Social Service for ED Patient</b></p>			<p>A.O.No.80,s. 1984 Hospitalization benefits of Barangay Officials per B.P.337 otherwise known as the Local Government Code</p> <p>A.O.NO. 2014-0017 Implementing Guidelines on the Medical Assistance Program (MAP) of the Department of Health</p> <p>Medical Social Welfare Service Policy and Procedure</p>		
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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>

GOVERNMENT SERVICE: Availment of Social Service for OPD Patient					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Referral Slip (1 Original copy) 2. Doctor Prescription(1 Original copy) 3. Claim Slip for confinement/Hospitalization (1 Original copy) 4. Statement of Account (1 Original copy) 5. Charge Slip (1 Original copy) 6. Medical Abstract (1 Original copy) 7. Medical Certificate (1 Original copy) 8. Patient Service Care (1 Original copy) 9. Acceptant Slip (1 Original copy)	Medical Social Welfare Service Policy and Procedure  R.A. NO. 9994	<b>1. Present the Documents to avail the social service Assistance</b>	R.A. No. 9439 of 2007  AO 2015-0031  A.O.NO. 2014-0017  Medical Social Welfare Service Policy and Procedure	<b>32 mins</b>	<b>None</b>
		<b>2. Bring the charge slip/Statement of account with discounted amount to concerned section</b>		<b>5 minutes</b>	<b>None</b>
<b>TOTAL</b>				<b>37 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Availment of Social Service for ED Patient</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
1. Referral Slip (1 Original copy) 2. Doctor Prescription(1 Original copy) 3. Claim Slip for confinement/Hospitalization (1 Original copy) 4. Statement of Account (1 Original copy) 5. Charge Slip (1 Original copy) 6. Medical Abstract (1 Original copy) 7. Medical Certificate (1 Original copy) 8. Patient Service Care (1 Original copy) 9. Acceptant Slip (1 Original copy)	Medical Social Welfare Service Policy and Procedure  R.A. NO. 9994	<b>1. Present the documents to avail the social service assistance</b>	R.A. No. 9439 of 2007  AO 2015-0031  A.O.NO. 2014-0017  Medical Social Welfare Service Policy and Procedure	<b>1 hour</b>	<b>None</b>
		<b>2. Present documents needed for other services</b>		<b>20 minutes</b>	<b>None</b>
		<b>3. Bring the charge slip / Statement of account with discounted amount to concerned section</b>		<b>5 minutes</b>	
<b>TOTAL</b>				<b>1 hour 29 minutes</b>	<b>None</b>

<b>GOVERNMENT SERVICE: Availment of Social Service for Discharge Patient</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>1. Statement of Account (1 Original copy)</b> <b>2. Routing Slip (1 copy)</b> <b>3. Patient Service Card (1 Original copy)</b> <b>4. Guarantee letter (1 Original copy)</b>	Medical Social Welfare Service Policy and Procedure  R.A. NO. 9994	<b>1. Present the Patient service card, statement of Account and charge slip</b>	R.A. No. 9439 of 2007  AO 2015-0031  A.O.NO. 2014-0017  Medical Social Welfare Service Policy and Procedure	<b>54 minutes</b>	<b>None</b>
		<b>2. Received the gate pass</b>		<b>2 minutes</b>	<b>None</b>
<b>TOTAL</b>				<b>1 hour 29 minutes</b>	<b>None</b>