



**BILLING SECTION SERVICE
(AVAILING OF DISCOUNTS)**

CITIZEN'S CHARTER SERVICE GUIDE

Frontline Service	Availing of discounts
Description of Service	This service provides the process on how the patients can avail the discounts.
Classification	Simple
Clients/Who may avail of the service	General Public
Requirements	Order of payment or Statement of Account PWD/Senior Citizen/Blue Card / Hospital Assistant Voucher
Schedule of Availability of Service	MONDAYS TO SUNDAYS 24hrs Service
Fees	Based on Order of Payment and Statement of Account
Total/Maximum Duration of Process	3-5 minutes per Transaction

STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	<p>1.1 Present the Order of Payment or Statement of Account together with Privilege Card (PWD/Senior Citizen/Blue Card and Booklet) and/or Hospital Assistance Voucher.</p> <p><i>(Ipakita and Order of Payment / Statement of Account sa Billing kasama ang mga pribilehiyo kard (PWD/Senior Citizen/Blue Card and Booklet) at / o Hospital Assistance Voucher.)</i></p> <p>1.2 Verification of Privilege Card and/or Hospital Assistance Voucher.</p> <p><i>(Pagberipika ng pribilehiyong kard at/o Hospital Assistance Voucher.)</i></p>	<p>1.1 Patient's Relative</p> <p>1.2 Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson</p>	Billing Section	1-2 minutes
2	<p>2.1 Process the discount and inform the patient/relative regarding the coverage and/or if there is a balance to settle.</p> <p><i>(Gawin ang diskwento at ipaalam sa pasyente or relative kung meron o wala ng bayarin)</i></p> <p>2.1.1 If with balance after discount proceed to cashier for payment.</p>	<p>Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson</p>	Billing Section	2-3 minutes



	<p><i>(kung may balanse magtungo sa cashier para magbayad)</i></p> <p>2.1.2 If no balance after discount, billing clerk will stamped and signed the Order of Payment / SOA (for ER and Inpatient billing section will issued a clearance). Then proceed to respective medical services.</p> <p>(Kung walang balanse tatakan at pirmahan ng billing clerk ang order of payment / SOA (magbibigay ng clearance para sa ER at Inpatient)). Magtungo sa kanya-kanyang medical na serbisyo.</p>			
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Prepared by:

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