



**BILLING SECTION SERVICE
(PROCESSING OF STATEMENT OF ACCOUNT DURING PANDEMIC)**

CITIZEN'S CHARTER SERVICE GUIDE

Frontline Service	Processing of Statement of Account During Pandemic
Description of Service	This service provides on how the patient's relative can secure and process their Statement of Account.
Classification	Simple
Type of Transaction	Government to Citizens
Clients/Who may avail of the service	General Public
Requirements	May-Go-Home/Discharge Order
Schedule of Availability of Service	MONDAYS TO SUNDAYS 24hrs Service
Fees	Based on Statement of Account
Total/Maximum Duration of Process	12-15 minutes per Transaction

STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	Receive a call from Nurse Station for May-Go-Home Patient. <i>(Pagtanggap ng tawag mula sa Nurse Station na may pauwi)</i>	Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson	Billing Section	1 minute
2	Process the patient bill and apply discount if applicable (PWD/Senior Citizen discount). <i>(Gawin ang bill at diskwento sa naaayon)</i>	Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson	Billing Section	3 minutes
3	Print Statement of Account and Log in the monitoring sheet; forward the bill to Philhealth Section for deduction. <i>(I-print ang bill at itala sa monitoring sheet; dalhin ito sa philhealth para sa philhealth deduction)</i>	Philhealth staff: Bonifacia Perez/ Janice Ladera/ Realyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/ John Christopher Espedido Jr.	Philhealth Section	5-8 minutes



<p>4</p>	<p>If with balance after philhealth deduction, forward the bill to social service for processing.</p> <p><i>(Kung may balanse pagkatapos ng philhealth deduction, ibigay ito sa social service para maproseso ang natitirang balanse)</i></p> <p>If no balance after philhealth/social service processed. Inform admitting section regarding the bill of patient is ready for discharge in the system.</p> <p><i>(kung walang balanse pagkatapos gawin ng philhealth / social service, itawag sa admitting section na maaari na nila i-discharge sa system.)</i></p>	<p>Social Service: Mae Ann Recreo/ Florence Bombita/ Bryone Mae Dango/ Imee Alvarez/ Sherly Ann Mundog/ Keisha Hipos/ ma. Josefa Albaytar/ Evaristo II Molina</p> <p>Billing department staff: Joey Montanes/ Rachele Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson</p>	<p>Social Service Section</p> <p>Billing Section</p>	<p>3 minutes</p>
<p>5</p>	<p>Patient relative must sign all bill and documents after processing of bill and philhealth deduction.</p> <p><i>(Ang kamag-anak ng pasyente ay kailangan pumirma sa bill at sa iba pang dokumento pagkatapos ng proseso)</i></p>	<p>Patient Relative & Philhealth Staff: Bonifacia Perez/ Janice Ladera/ Realyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/ John Christopher Espedido Jr.</p>		<p>No estimated time arrival of patient relative</p>

Prepared by:

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