



CASHIER - PAYMENT ACCEPTANCE

CITIZEN'S CHARTER SERVICE GUIDE

Frontline Service	CASHIER SERVICE
Description of Service	Acceptance of hospital fees payment, doctor's professional fees, laboratory and radiology reader's fee and other cash transactions.
Clients/Who may avail of the service	General Public
Requirements	Order of payment from Out-Patient Department, Pharmacy, Laboratory and Radiology Department and Statement of Account from Billing Section
Schedule of Availability of Service	MONDAYS TO SUNDAYS 24HRS SERVICE
Fees	Based on the Order of Payment and Statement of Account
Total/Maximum Duration of Process	5 - 10 minutes

STEP (HAKBANG)	ACTIVITIES	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Present the Order of payment and Statement of Account ***(Ipresenta yung order of payment at statement of account)	Patient's Relative	Cashier One-Stop Shop, Ground Floor, Pasig City Children's Hospital	2 minutes
2	Accepts all payments from OPD, ER and from Wards patients Pagtanggap ng bayad mula sa pasyente ng OPD, ER at Ward)	Patient's Relative Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	Cashier One-Stop Shop, Ground Floor, Pasig City Children's Hospital	2-4 minutes

3	<p>Issue an Official Receipt and Clearance</p> <p><i>(Pag-isyu ng opisyal na resibo at clearance)</i></p>	<p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p> <p>Patient's Relative</p>	<p>Cashier One-Stop Shop, Ground Floor, Pasig City Children's Hospital</p>	<p>2-4 minutes</p>
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