

**CITIZEN CHARTER
PASIG CITY GENERAL HOSPITAL**

Availing Hospital Bill Discount for Indigent Patients

Families of indigent patients may avail of discounted hospital bills at Medical Social Service based on classification of indigent patient as mandated by City Ordinance No. 17 Series of 2000/Administrative Order 51-A DOH

Office or Division:	Paulo Roman A. Castro, Jr., MD, PhD Medical Director Tel: 8643-3333 Email: pasigcitygen@yahoo.com.ph Medical Social Services Tel: 8643-3333 local 103
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Indigent patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Statement of Account	Issued by the Billing Section

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for discount on Hospital Bill	Interview patient/ immediate relative/ legal guardian Issue Social Case Study If approved, advise patient to proceed to the cashier		30 minutes	Social Worker: (Bacani, Rejelyn Bilo Balbin, Maria Margarita Adorador Bo, Stefany Rose Bilo Bondoy, Prospero Botis Delleva, Avegail Antioquia Derano, Juliet Recreo Espiloy, Leniva Orido Grageda, Darstine Mae Javier , Angelica Alzaga

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Marmol, Sheila Velacruz Tadefa, Justine Grace Locsin Tamayo, Charito Monzon Torio, Helen Bermundo)
2	Pay applicable fees	Collect payment Issue Official Receipt (OR)	Applicable fees	10 minutes	Cashier: (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)
TOTAL:				40 minutes	