



**MEDICAL SOCIAL SERVICE SECTION
PROCEDURES FOR SERVICE CUSTOMERS
CITIZEN CHARTER GUIDE DURING PANDEMIC**

Frontline Service		Medical Social Worker assess the psychosocial functioning, environment and support needs of patients and families.		
Description of Service		The Medical social worker will evaluate, determine their needs, and put into action plan to make sure their needs are being met; to ensure that patient's welfare is protected and to make sure that patients are discharged at appropriate time to keep cost down.		
Clients/Who may avail of the service		Inpatient and ER patient		
Requirements		Identification Card of patient or relative		
Schedule of Availability of Service		MONDAYS TO SUNDAYS 24 hours schedule		
Fees		None		
Total/Maximum Duration of Process		1 minute to 1 hour		
STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	1.1 Billing Section will inform the medical social service section regarding the remaining balance of the patient which were not covered by Philhealth <i>(Mag-iinform ang billing section sa social service section para sa natitirang bill ng pasyente na hindi na cover ng Philhealth)</i>	Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson	Ground Floor, Billing Section, Pasig City Children's Hospital	1-2 minutes
	1.2 Social worker in charge will interview patient / relative thru phone calls <i>(linterviewhin ng social worker ang pasyente/ relative sa pamamagitan ng telephono)</i>			15-25 minutes
	1.3 Charge the remaining bill to subsidy or refer to the other resources for additional assistance for their hospital bill <i>(Icharge ang remaining bill sa subsidy o irerefer ito sa ibang resources para makakuha ng karagadagang tulong para sa kanilang bill)</i>			2-5 minutes
	1.4 After charging to subsidy, the social worker will note			2-5 minutes

	<p>the subsidized amount on their hospital bill and give it back to the billing section (<i>Matapos ipasok ang subsidy, magsusulat ang social worker sa bill at ilalagay ang halaga ng subsidy na naibigay para sa pasyente. Pagkatapos ibabalik ito sa billing section</i>)</p>			
2	<p>2 Processing of Inter-Agency Referrals to St. Lukes Medical Center (Convalescent Plasma) (<i>Pagaayos ng Inter-Agency referral sa St. Lukes Medical Center para sa Convalescent Plasma</i>)</p> <p>2.1 The doctor in charge will refer those patients who are in need of convalescent plasma transfusion thru Viber group chat. (<i>Irerefer ng doctor ang mga pasyente na ngangailangan ng convalescent plasma transfusion sa Viber group chat</i>)</p> <p>2.2 Upon receiving the referral from the Viber group, the social worker will interview patient/ relative and make social case summary report and secure patients' ID, needed requirements to avail free plasma to their institution. (<i>Pagkatapos mareceive ang referral mula sa viber group, magiinterview ang social worker sa pasyente/ relative para makagawa ng social case summary report at magsecure ng ID ng pasyente, kailangang requirements para makuha ang plasma na walang babayaran</i>)</p> <p>2.3 After securing the needed documents for referral, the social worker will send it thru email to social worker in charge of the said referring hospital. (<i>Pakatapos maihanda ang mga kailangan na requirements, isesend ito sa papamagitan ng email sa social worker ng nasabing hospital</i>)</p>	<p>Medical Social Service Worker:</p> <p>Mae Ann Recreo/ Florence Bombita/ Bryone Mae Dango/ Imee Alvarez/ Sherly Ann Mundog/ Keisha Hipos/ ma. Josefa Albaytar/ Evaristo II Molina</p>	<p>Ground Floor, Medical Social Service, Pasig City Children's Hospital</p>	<p>20 minutes- 1 hour</p> <p>3 minutes</p>

3	<p>3 Report patient who undergone swab test, discharged and mortality patient to City Epidemiology and Surveillance Unit (CESU) for those patients residing in Pasig and Regional Epidemiology and Surveillance Unit (RESU) for those patients residing outside Pasig for them to monitor the status of those patients who were reported.</p> <p><i>(Lahat ng pasyente na naswab at palabas sa hospital ay kailangan ireport sa CESU para sa mga pasyente na nakatira sa Pasig at RESU sa mga hindi naman nakatira sa Pasig para sa kanilang monitoring.</i></p>	<p>Medical Social Service Worker:</p> <p>Mae Ann Recreo/ Florence Bombita/ Bryone Mae Dango/ Imee Alvarez/ Sherly Ann Mundog/ Keisha Hipos/ ma. Josefa Albaytar/ Evaristo II Molina</p>	<p>Ground Floor, Medical Social Service, Pasig City Children's Hospital</p>	<p>10-15 minutes</p>
4	<p>4. Coordination of patients' needs and concern to their relatives.</p> <p><i>(Pag coordinate sa kamag-anak ng mga pasyente para sa kanilang kailangan at concerns)</i></p> <p>4.1 Doctor or nurses will inform the social service section to inform/ coordinate patients' relative for their concern</p> <p><i>(Itatawag ng doctor o nurses sa social service ang kanilang kailangan or concern sa kamag-anak ng mga pasyente)</i></p> <p>4.2 The social service will inform the relatives thru phone call and relay the message given by the nurses or doctor.</p> <p><i>(Tatawagan ng social worker ang kamag-anak ng mga pasyente sa pamamagitan ng telepono at sasabihin ang mensahe na pinanaparating ng doctor o nurses patungkol sa kanilang pasyente)</i></p>	<p>Medical Social Service Worker:</p> <p>Mae Ann Recreo/ Florence Bombita/ Bryone Mae Dango/ Imee Alvarez/ Sherly Ann Mundog/ Keisha Hipos/ ma. Josefa Albaytar/ Evaristo II Molina</p>	<p>Medical Social Service, Ground floor, Pasig City Children's Hospital</p>	<p>5 minutes</p>