

ADMINISTRATIVE ORDER NO. 3 COMPLIANCE REPORT



- (1) NAME OF DEPARTMENT/AGENCY/LGU: TUBIGON COMMUNITY HOSPITAL
 (2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No
 (3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Admissions	Municipal Ordinance No. 2011-06-349	Section 5. Hospital Fee	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
Availing a Laboratory Examination	Municipal Ordinance No. 2011-06-349	Section 7. Laboratory Fee	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
Availing a X-ray Service (Inpatient)	Municipal Ordinance No. 2011-06-349	Section 14. X-ray Rates	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	

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Availing a X-ray Service (Outpatient)	Municipal Ordinance No. 2011-06-349	Section 14. X-ray Rates	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
Discharge of Patients	Municipal Ordinance No. 2011-06-349	Section 4. Prices of Drugs/Medicines and Supplies	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
ECG Procedure for Ward and ER Patients	Municipal Ordinance No. 2011-06-349	Section 8. Hospital Services and Procedures	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
Emergency Department Consultation	Municipal Ordinance No. 2011-06-349	Section 5. Hospital Fee	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	

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Securing a Birth Certificate/Death Certificate	Civil Registry Law (Act No. 3753)	Section 1. Civil Register.	Act 3753 mandates the registration of all facts and acts concerning the civil status of persons from birth to death including the changes in civil status taking place therein in appropriate civil registry books.	Feb. 27, 1931.	Republic Act No. 9858 An act providing for the legitimation of children born to parents below marrying age, amending for the purpose of family code of the Philippines, as amended.
Securing a Medical Certificate	Municipal Ordinance No. 2011-06-349	Section 13. Medical Certificate Fee	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
Outpatient	Municipal Ordinance No. 2011-06-349	Section 12. Consultation Fee	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	
Pharmacy	Municipal Ordinance No. 2011-06-349	Section 4. Prices of Drugs/Medicines and Supplies	An Ordinance Specifying and Setting the Prices of Drugs/Medicines and Supplies and the Rates of the Different Hospital Service Fees in the Tubigon Community Hospital	June 24, 2011	

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(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: ADMISSIONS					
SERVICE INFORMATION Admissions of patients to TCH.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Admission slip 2. ER/OPD Registration	Municipal Ordinance No. 2011-06-349	1. Go to the Emergency Room 2. Wait while the doctor is doing examination. Answer pertinent patient information asked by the doctor regarding her/his condition. 3. Sign Consent for Admission 4. Bring admission slip to Philhealth Office 5. Return to the ER and submit admission slip to ER nurse on duty	Municipal Ordinance No. 2011-06-349	3-5 minutes 5-15 minutes 15-30 minutes 3-5 minutes 1-3 minutes	None
TOTAL				58 minutes	

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GOVERNMENT SERVICE: AVAILING A LABORATORY EXAMINATION					
SERVICE INFORMATION					
Laboratory work up of non-admitted patients					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Laboratory Request Form 2. Official Receipt 3. Specimen	Municipal Ordinance No. 2011-06-349	1. Approach PACD for inquiries and registration Present laboratory request. 2. For new patients with laboratory request: Fill out applicable forms. 3. For patients without laboratory request: Advised to consult a doctor for desired laboratory test. 4. Pay desired laboratory test: 5. Proceed to Laboratory and present Laboratory request and Official Receipt 6. Give specimen or cooperate with the procedure 7. Wait for the laboratory result 8. Receive the Laboratory results.	Municipal Ordinance No. 2011-06-349	1-3 minutes 3-5 minutes 1-3 minutes 1-2 minutes 1-3 minutes 3-5 minutes 30-60 minutes 1-3 minutes	Refer to Laboratory Directory Fees
TOTAL				1hr and 24mins	

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GOVERNMENT SERVICE: AVAILING A X-RAY SERVICES (INPATIENT)					
SERVICE INFORMATION					
Radiologic procedures for Inpatients					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. X-ray Request Form	Municipal Ordinance No. 2011-06-349	<ol style="list-style-type: none"> 1. For In Patients: Informed by the ROD of the procedure. 2. Wait for the request form. 3. Wait for the Rad tech or X-ray Tech. 4. Get X-ray official results. 	Municipal Ordinance No. 2011-06-349	1-3 minutes 1-2 minutes 5-10 minutes 1-2days	Refer to X-ray Directory Fees
TOTAL				1-2 days, 15mins	

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GOVERNMENT SERVICE: AVAILING A X-RAY SERVICES (OUTPATIENT)					
SERVICE INFORMATION Radiologic procedures for Outpatients					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. X-ray Request Form 2. Official Receipt	Municipal Ordinance No. 2011-06-349	<ol style="list-style-type: none"> For Outpatients: Approach PACD for inquiries and registration. Clients with X-ray Request previously ordered and from private clinics: Pay desired examination and then proceed to X-ray department. Go to cashier and pay for consultation Patient without X-ray request: Go to the OPD Section. Present Official Receipt Go to the OPD Physician when called. Pay desired examination. Present the X-ray request and official receipt to the X-ray Technologist Go back to the X-ray Department for the result. 	Municipal Ordinance No. 2011-06-349	1-3 minutes 1-3 minutes 1-3 minutes 5-10 minutes 1-2 minutes 5-10 minutes 1-3 days	Consultation fee and refer to X-ray directory Fees.
TOTAL				1-3 days, 31 minutes	

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GOVERNMENT SERVICE: DISCHARGE OF INPATIENTS					
SERVICE INFORMATION					
. Billing of admitted patients (with or without Philhealth, Charity or private)					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Doctor's order for discharge.	Municipal Ordinance No. 2011-06-349	<ol style="list-style-type: none"> 1. Wait for Doctor's order. 2. Wait for the nurse to process the discharge order. 3. If not cleared with Philhealth section, proceed to Philhealth for eligibility checking. 4. Wait for bill. 5. Proceed to Cashier for payment of bill. Proceed to Philhealth Section for signing of forms, then to Cashier for payment of excess bill, if any 6. Proceed to nurses station 	Municipal Ordinance No. 2011-06-349	10-15 mins 15-20 mins 5-10 mins 30-33 mins 5-10 mins 5 mins	Depends on procedures done and medication given and supplies used. Refer to directory.
TOTAL				1hr and 33mins	

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GOVERNMENT SERVICE: ECG PROCEDURE FOR WARD/ER PATIENTS					
SERVICE INFORMATION					
Performance of electrocardiogram to patients at the emergency room or wards.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Doctor's Request 2. Official Receipt	Municipal Ordinance No. 2011-06-349	1. Approach PACD for inquiries and registration Present ECG request. 2. For new patients with request: Fill out applicable forms. 3. For patients without laboratory request: Advised to consult a doctor for desired test. 4. Pay ECG test: 5. Undergo ECG	Municipal Ordinance No. 2011-06-349	1-3 minutes 3-5 minutes 1-3 minutes 1-2 minutes 5-10 mins. (depends on patient's status and cooperation)	ECG: 220.00 Reading: Outpatient-30.00 Inpatient-60.00
TOTAL				23 minutes (depends on patient's status and cooperation)	

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GOVERNMENT SERVICE: EMERGENCY DEPARTMENT CONSULTATION					
SERVICE INFORMATION					
Consultation of patients at the Emergency Department.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> 1. Patient Information Sheet 2. Emergency Record Sheet 	Municipal Ordinance No. 2011-06-349	<ol style="list-style-type: none"> 1. Patient will go to the emergency room for initial consultation Old Patients: Present Patient Identification Card Note: Truly emergent cases may proceed directly to resuscitation area for immediate intervention 2. Patient will be examine by the doctor. 3. Await disposition by attending resident physician A. Patients for admission: (1) Bring Request for Admission slip to Admitting Section (2) Submit admitting Documents to nurse-on duty B. Patients for Discharge: 	Municipal Ordinance No. 2011-06-349	<p>5 minutes</p> <p>15 minutes *Note: Depends on the status of patient1 day 15 – 30 Minutes</p> <p>*Note: Depends on the status of patient.</p>	Depends on procedures done, medication given and supplies used

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		<ul style="list-style-type: none"> - Outright Discharge - Discharged Against Medical Advice (DAMA) - Transfer to Other Hospital - Dead on Arrival(DOA) - ER Death (1) Obtain appropriate discharge form (2) Bring Form to Cashier and pay charges incurred (3) Return with Official Receipt and ER Clearance (4) Present Exit Permit to guard-on-duty 			
TOTAL				1 hour *Note: Depends on the status of patient	

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GOVERNMENT SERVICE: SECURING A BIRTH CERTIFICATE/DEATH CERTIFICATE

SERVICE INFORMATION

The birth of a child in Tubigon Community Hospital, being a vital event for a person, must be registered within 30 days from the time of birth at the office of the Civil Registrar of the city/municipality where the birth occurred.

The death of a person must be registered within the 30 day reglementary period at the office of the Municipal Civil Registrar.

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Birth Certificate: 1. Data for Registration 2. Official Receipt Additional Requirement: 3. If Married: Photocopy of Marriage Certificate If Not Married (for use of surname of father) 4. Photocopy of cedula of Mother and Father 5. Presence of Father for acknowledgement (RA 9255 Affidavit) Death Certificate: 1. Official Receipt	Civil Registry Law (Act No. 3753)	1. Go to medical records and fill out data form for registration 2. Submit data for registration form to the Medical Records 3. Provide additional necessary requirements. 4. Go to the cashier for payment 5. Present official receipt and confirm information written on the certificate 6. Affixed signature on informant's space 7. Sign logbook.	Civil Registry Law (Act No. 3753)	5 minutes 3 minutes 5 -10 minutes. 1-3 minutes 5-10 minutes 1-3 minutes 1-2 minutes	60.00
TOTAL				36mins	

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GOVERNMENT SERVICE: SECURING A MEDICAL RECORD					
SERVICE INFORMATION					
Issuance of medical certificate, clinical abstracts by patients and/or legal representatives of patients.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. OPD, Admission or ER Record 2. Official Receipt 3. In the absence of the patient: -Authorization and identification card of the patient -Valid identification card of authorized representative	Municipal Ordinance No. 2011-06-349	1. Proceed to Medical Records Section and state your request. 2. Pay applicable fees. 3. Submit the official receipt to the medical records. Provide insurance form for Insurance 4. Claim requested record as scheduled 5. Sign logbook	Municipal Ordinance No. 2011-06-349	5 mins 5 mins Certificate of Confinement, Laboratory Results - 5-10 mins Medical Certificate, Medical Abstract- 1 day Insurance – Refer to Attending doctor's schedule. 3 mins 1-2 mins	Certificate of Confinement - 30.00 Medical Certificate (Local use) –30.00 (Abroad) - 100.00 Medical Abstract – 30.00 Insurance – 100.00 Laboratory Results – 3.00/copy
TOTAL				1 day, 25 mins, depends on Attending Doctor's Schedule	

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GOVERNMENT SERVICE: OUTPATIENT CONSULTATION					
SERVICE INFORMATION					
The birth of a child in Tubigon Community Hospital, being a vital event for a person, must be registered within 30 days from the time of birth at the office of the Civil Registrar of the city/municipality where the birth occurred.					
The death of a person must be registered within the 30 day reglementary period at the office of the Municipal Civil Registrar.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ol style="list-style-type: none"> OPD Record Sheet for Registration Official Receipt Laboratory Results if needed 	Municipal Ordinance No. 2011-06-349	<ol style="list-style-type: none"> Go to PACD for Registration/Filling up of forms Pay Consultation Fee to the cashier Go to the OPD Section Present Official Receipt (OR) Go to the OPD Physician when called. Listen to the instruction If for laboratory work up, go to the cashier for payment of desired laboratory test. Go to the laboratory for laboratory desired examination. Wait for 	Municipal Ordinance No. 2011-06-349	<p>1-3 minutes</p> <p>1-2 minutes</p> <p>1-3 minutes</p> <p>5-10 minutes</p> <p>5 minutes</p> <p>1-2 minutes</p> <p>35 minutes to 1 hour</p>	<p>Consultation Fee: 130.00</p> <p>Refer to Laboratory payment directory.</p>

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		<p>the result.</p> <p>8. Once result is in, patient send result back to the OPD Section for reassessment</p> <p>9. Approach the physician once called.</p>		<p>1-3 minutes</p> <p>3-5 minutes</p>	
			TOTAL	1 hour and 33mins	

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GOVERNMENT SERVICE: PHARMACY					
SERVICE INFORMATION Dispensing of drugs and medicines.					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Doctor's Prescription 2. Charge Slip 3. Official Receipt	Municipal Ordinance No. 2011-06-349	1. Presents prescription to Pharmacy 2. Pays the corresponding fee at the Cashier and then return to Pharmacy after payment. 3. Presents the Official Receipt. 4. Claims the medicines(s).	Municipal Ordinance No. 2011-06-349	1-2 minutes 1-5 minutes 1-2 minutes 1-5 minutes	Refer Medicine directory of payments.
TOTAL				36mins	