



**ADMITTING SECTION SERVICE
(ADMISSION)**

CITIZEN'S CHARTER SERVICE GUIDE

Office or Division	Hospital Admitting & Information Section (Ancillary Department)			
Frontline Service	Admission			
Classification	Simple			
Type of Transaction	G2C – Government to Citizens			
Description of Service	The Pasig City Children's Hospital – Child's Hope is a specialty hospital for children from birth to 18 years of age.			
Clients/Who may avail of the service	General Public			
Requirements	Admission Form from OPD or Emergency Room Referral Slip From Outside Hospital Consultants Pay Clinics Valid ID with address of parents Philhealth Membership ID			
Schedule of availability of service	MONDAY – SUNDAY 24HRS SERVICE			
Fees		Pasig Resident	Non Pasig Resident	
	Service Ward	300.00	450.00	
	NICU/PICU	400.00	750.00	
	PhilHealth Ward	450.00	450.00	
	NICU/PICU	750.00	750.00	
	Semi-Private Ward	900.00	900.00	
	NICU/PICU	900.00	900.00	(Plus Professional fee of Doctor)
	Private Room	1,500.00	1,500.00	
	NICU/PICU	1,000.00	1,000.00	(Plus Professional fee of Doctor)
Total/Maximum Duration of Process	15-20 minutes			
STEP (HAKBANG)	ACTIVITIES (AKTIBIDAD)	LOCATION OF OFFICE	PROCESSING TIME	PERSON RESPONSIBLE
1	Presents Admission Slip from Emergency room/OPD or Referral slip from Consultants outside Pay Clinics (Direct Admission) to Admitting Section. <i>(Ipakita o dalhin ang Admission Slip galing nang ER/OPD o referral slip galling sa labas na klinika ng mga consultant doctors (Direct Admission) sa Admitting Section)</i>	Medical Admitting Section (ground floor)	1 minute	Patient / Patients Representative



<p>2</p>	<p>Ask patient / companion regarding the Philhealth Membership and advise to proceed to Philhealth Section for requirements and verification.</p> <p><i>(Alamin kung ang pasyente ay dependent ng Philhealth Member at papuntahin sa Philhealth Section para sa beripikasyon ng membership)</i></p>	<p>Medical Admitting Section (ground floor)</p> <p>Philhealth Section (ground floor)</p>	<p>3 minutes</p>	<p>Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacqueline Cielo/ Jeffrey Lubiano/ Maricel Gubat/ Liza Liad/Neil Reyes/ Robelyn Osen/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea Labrador</p> <p>Philhealth Staff: Bonifacia Perez/ Janice Ladera/ Reilyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/ John Christopher Espedido Jr.</p> <p>Patient / Patients Representative</p>
<p>3</p>	<p>Checks admission Slip & Interview patient / relative. If patient is on a Direct Admission, patient to fill up the Admission Form.</p> <p><i>(I-check kung kumpleto ang impormasyon ng pasyente, kung ito ay Direct Admission, pasagutan ang admission form sa pasyente o kamag-anak)</i></p>	<p>Medical Admitting Section (ground floor)</p>	<p>2 minutes</p>	<p>Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacqueline Cielo/ Jeffrey Lubiano/ Maricel Gubat/ Liza Liad/Neil Reyes/ Robelyn Osen/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea Labrador / Patients Representative</p>



4	<p>Double check the room / ward assignment at the Nurse station or ask the patient for their preferred room.</p> <p><i>(Alamin ang room / ward na binigay kung bakante. Tanungin ulit ang pasyente kung ano ang nais na kwarto)</i></p>	Medical Admitting Section (ground floor)	1 minute	<p>Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacueline Cielo/ Jeffrey Lubiano/ Maricel Gubat/ Liza Liad/Neil Reyes/ Robelyn Osen/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea Labrador</p>
5	<p>Explains to patient / patient's companion the consent forms upon admission, the policies and procedures of the hospital like ward / room rates and Professional Fee for pay patients only.</p> <p><i>(Ipaliwanag sa pasyente/kamag-anak ng pasyente ang consent forms para sa napiling kwarto, bayad sa doctor kung nasa payroom lamang)</i></p>	Medical Admitting Section (ground floor)	3 minutes	<p>Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacueline Cielo/ Jeffrey Lubiano/ Maricel Gubat/ Liza Liad/Neil Reyes/ Robelyn Osen/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea Labrador</p>
6	<p>Accomplish and Sign all necessary consent forms prior to admission if the patient/patient's companion agrees to be admitted.</p> <p><i>(Sagutan at pirmahan ang mga consent forms kung pumayag na ang pasyente/kamag-anak ng pasyente sa pag admit)</i></p>	Medical Admitting Section (ground floor)	1 minute	Patient / Patients Representative
7	<p>Encodes Patient's Data in the Hospital Information System.</p> <p><i>(Ipasok sa Hospital Information System ang impormasyon ng pasyente)</i></p>	Medical Admitting Section (ground floor)	3 minutes	<p>Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacueline Cielo/ Jeffrey Lubiano/ Maricel Gubat/ Liza Liad/Neil</p>



				Reyes/ Robelyn Osen/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea Labrador
8	Issues Patient's Top Sheet, Patient Identification Band, together with the consent forms and explain Hospital Visiting Policy and Admission Checklist <i>(Ibigay ang Top Sheet ng pasyente, ID Band ng pasyente)</i>	Medical Admitting Section (ground floor)	2 minutes	Admitting personnels: Carmela Evangelista/ Carlo Manalo/ Jacueline Cielo/ Jeffrey Lubiano/ Maricel Gubat/ Liza Liad/Neil Reyes/ Robelyn Osen/ Charmaine Sumilang/ Carla Bessied/ Jeriz Bea Labrador
9	Instructs patient / patient's companion to proceed to Medical Social Service and Billing Section for signature. <i>(Papuntahin ang pasyente o kasama ng pasyente sa Medical Social Service at, Billing Section upang mapirmahan ang Data Sheet)</i>	Medical Social Service (ground floor) Billing Section (ground floor)	2 minutes	Medical Social Service: Mae Ann Recreo/ Florence Bombita/ Bryone Mae Dango/ Imee Alvarez/ Sherly Ann Mundog/ Keisha Hipos/ ma. Josefa Albaytar/ Evaristo II Molina Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson



10	<p>Go back to the Emergency Room or Outpatient Department where the patient came from. <i>(Bumalik sa Emergency Room or Outpatient Department kung saan nanggaling)</i></p> <p>**For Direct Admission – Patient to be accompanied by a Nurse <i>(Para sa pasyente na galing sa labas na klinika ng mga consultant doctors hintayin ang Nurse on Duty para masamahan sa kuarto.)</i></p>	<p>Emergency Room (ground floor)</p> <p>Medical Admitting Section (ground floor)</p>	1 minute	Patient / Patients Representative
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PAUNAWA: ANG ORAS NG PAGHIHINTAY AY DEPENDE SA DAMI NG PASYENTE. SALAMAT PO.