



Republic of the Philippines
Department of Health
BAGUIO GENERAL HOSPITAL AND MEDICAL CENTER

Baguio City
Tel/ No. (074) 661-7923/32 loc 219; Fax No. (074) 442-3809



**CASH OPERATIONS
CITIZEN'S CHARTER**

PAYMENT OF HOSPITAL CHARGES INCLUSIVE OF PROFESSIONAL FEES						
Step	Activity/Process	Documentary Requirement	Maximum Time	Person Responsible	Reasonable allowable time	
1	Presentation and validation of documents as basis of payment/collection	<p>Any of the following: Charge Slip or Patient's Statement of Account (SOA)- Final Bill or Order of Payment or Transmittal Payment Form of paying Health Maintenance Organization or Transmittal Letters from paying institution such as affiliated schools, donors and the like.</p>	30 seconds	Client/Collecting Officer	2 minutes	
2	Acceptance and counting of money tendered		2 minutes	Collecting Officer	3 minutes	
3	Encoding of items to be paid in the Easy Collection System and in the HOMIS					
	a. Simple transaction - (1 charge slip or SOA with less than 10 items)		3 minutes		5 minutes	
	b. Complex transaction - (1 charge slip with more than 10 items listed or more than 2 charge slips)		8 minutes	10 minutes		
4	Printing and issuance of Official Receipt and giving of change (if any) for money tendered					
	a. Simple transaction - (1 charge slip or SOA with less than 10 items)		1 minute	2 minutes		
	b. Complex transaction - (1 charge slip with more than 10 items listed or more than 2 charge slips)		3 minutes	5 minutes		
<p>Assumptions: Processing time is for one (1) client being served one at a time. Queuing time and systems down time is not included. Also, when payor presents documentary requirements to Collecting Officer, all reference documents should be in place.</p>						

SUGGESTIONS AND COMPLAINTS CAN BE ADDRESSED TO:

<p>MAGDALENE P. FABILLAR Head, Cash Operations Telefax: (074)661-7985 Local 260</p>	<p>EDWARD C. PUDLAO, CPA, MBA Financial and Management Officer II Telephone: (074)661-7985 Local 388</p>	<p>RICARDO B. RUNEZ JR., MD, FPCS, MHA, CESE Medical Center Chief II Telephone: (074)661-7985 Local 223</p>
--	---	--