

Medical Social Work Department

CITIZEN'S CHARTER

SERVICES:					
I. SOCIAL WORK CLASSIFICATION to In-Patient, ER Patient and OPD Patient					
STEP	ACTIVITY	TIME	REQUIRED FORMS	RESPONSIBLE EMPLOYEE	ALLOWABLE TIME EXTENSION
1	Signing of Consent Form and Contract of Responsibility	2 mins	Consent Contract of Responsibility Form	Medical Social Worker on Duty	10 minutes follow-up for patients without companion
2	Interview patient or representative for patient's psychosocial assessment and classification	10 mins	Psychosocial Assessment Tool		
3	Explain patients' rights, privileges and responsibilities regarding hospital treatment.	1 min	None		
4	Write patient classification at the Clinical Coversheet, ER Bill or charge Slip	20 sec	Clinical Coversheet, ER Bill/Charge Slip		
5	Issue MSWD Service Card for New Patients	1 min	Service Card		
6	Direct patient/ representative to the next service provider.	40 secs	None		
II. SOCIAL WORK INTERVENTIONS to In-Patient, ER Patient and OPD Patient					
STEP	ACTIVITY	TIME	REQUIRED FORMS	RESPONSIBLE EMPLOYEE	ALLOWABLE TIME EXTENSION
1	Interview and assess walk-in, referred and reached-out patient/representative	10 mins	None	Medical Social Worker on Duty	10 minutes follow-up for patients without companion
2	Provide Social Work Intervention/s	30 mins to 1 hour			
3	Direct patient/representative to the next service provider.	40 secs			
III. ASSISTANCE PROGRAM to In-Patient, ER Patient and OPD Patient					
STEP	ACTIVITY	TIME	REQUIRED FORMS	RESPONSIBLE EMPLOYEE	ALLOWABLE TIME EXTENSION
1	Interview and assess walk-in, referred and reached-out patient/representative	10 mins	For POS: Clinical Coversheet, CF1, PMRF; PCARES verification Slip Form For MAIP: Consent Form, Application & Acknowledgement Form Medical Certificate or Clinical Abstract, Certificate of Indigency, Prescription, Costing, Procedure Request, Hospital Bill, , Guarantee Letter, Social Case Study Abstract/MSWD Assessment Tool, Impormasyon ng Pasyente Form For PCSO: Application Form, Client Consent Form, Acknowledgement Form, Clinical Abstract, Costing, Charge Slip or Hospital Bill	Medical Social Worker on Duty	None
2	Provide Social Work interventions, if needed or inform other available assistance program in the hospital	5-10 mins			
5	Provide assistance to eligible patient/s	10 mins			
6	Direct patient/ representative to the next service provider	40 sec	None		
FOR COMPLAINTS / SUGGESTIONS Make verbal or written report to: <ul style="list-style-type: none"> ▪ Medical Social Worker on Duty at the OPD, Flavier Building (Satellite Office), Main Office 					