



CITIZEN'S CHARTER MALASAKIT CENTER

SERVICES:						
I. INFORMATION						
STEP	ACTIVITIES	FEE	DOCUMENTARY REQUIREMENTS	MAXIMUM TIME	RESPONSIBLE OFFICER/EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION ACCEPTABLE REASON
1	Receives request for assistance	None		3 minutes	Information Officer	None
2	Reviews the requirements as to completeness or correctness			2 minutes		
3	Issues queuing number			15 seconds		
II. PHILHEALTH SERVICES						
1	Provides information to clients	None	Birth Certificate, Marriage Certificate, Valid ID, PMRF	5 minutes	PhilHealth Officer on Duty	10 minutes if with system error
2	Verifies PHIC coverage and status, correct information in the Member Data Record (MDR), if with discrepancy			5 minutes		
3	Issues MDR and other related services			10 minutes		
III. DSWD SERVICES						
1	Assess and provides non-medical or protective services	None	General Intake Sheet, Referral Form	10 to 15 minutes	DSWD Social Worker on Duty	10 minutes case to case basis
2	Refers client to the regional offices for financial assistance			5 minutes		
IV. PCSO ENDOWMENT FUND PROGRAM						
1	Assess and provides assistance to eligible patients	None	Psychosocial Assessment Form, Application Form, Client Consent Form, Acknowledgement Form, Clinical Abstract, Costing, Prescription, Procedure Request, Charge Slip or Hospital Bill,	15 minutes	Medical Social Worker on Duty	10 minutes if with system error
V. PCSO AT SOURCE ANG PROCESSING (ASAP) DESK						
1	Assess and provides assistance to eligible patients	None	PCSO Application Form, Certificate of Acceptance, Clinical Abstract, Costing, Final and Itemized Hospital Bill, Valid ID of Patient or Representative, Police Report for medico-legal cases	20 to 30 minutes	Medical Social Worker on Duty	1 hour or more for the approval of assistance from PCSO-Benguet Branch
2	Scans copy of documents and sends to PCSO-Benguet Branch for approval			10 minutes		
VI. DOH MEDICAL ASSISTANCE TO INDIGENT PATIENTS (MAIP) PROGRAM						
1	Assess and provides assistance to eligible patients	None	Consent Form, Application &	15 minutes	Medical Social	15 minutes case to case



2	Provides Social Work interventions, if needed		Acknowledgement Form Psychosocial Assessment Form, General Intake Form, Medical Certificate or Clinical Abstract, Certificate of Indigency, Prescription, Costing, Procedure Request, Hospital Bill, Impormasyon ng Pasyente Form	10 minutes	Worker on Duty	basis or if with system error
VII. BGHMC Budget Office (Receiving of Guarantee Letters)						
1	Receives new guarantee letters	None	Guarantee Letters	10 minutes	Budget Officer on duty	15 minutes if with system error, or if with multiple guarantee letters
2	Updates guarantee letters			5 minutes		
VIII. BGHMC Advisory Board Services						
1	Assess and provides assistance to eligible patients	None	Psychosocial Assessment Tool, Prescription with costing	15 minutes	Advisory Board Member or Medical Social Worker on duty	15 minutes case to case basis
FOR COMPLAINTS / SUGGESTIONS Make verbal or written report to:		<ul style="list-style-type: none"> Chief of Medical Social Work Department 1st Floor Flavier Building, BGHMC 				