



FINANCE DIVISION
Accounting Department
External Service



1. Follow Up on Disbursement Voucher/Payroll and Purchase Order

Suppliers and/or BGHMC employees can follow up on the status of any DV and payroll for audit/process in the accounting office by following the steps below. This service is available 8:00-5:00 pm only, Monday to Fridays, except holidays at the Accounting Office, Administration Building, BGHMC.

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Order (PO) Number			Procurement Management Office	
Invoice Number			Supplier/ Materials Management Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the status of the DV/PO	1. Ask for the reference document number (PO or Invoice No.)	None	Thirty (30) seconds per transaction	<i>Philip Paul L. Fianza</i> Receiving clerk
2. Wait for the update /status of the transaction	2. Search in the electronic log book of Disbursement Voucher and Purchase Order the status of the document and relay it to the client	None	Two (2) minutes per transaction	<i>Philip Paul L. Fianza</i> Receiving clerk
TOTAL:		None	Two (2) minutes and thirty (30) seconds	
END OF TRANSACTION				



Accounting Department Internal Service



1. Receipt of Disbursement Voucher/Payroll and Purchase Orders for Audit

All disbursement vouchers (DVs) / payrolls and purchase orders from other sections/offices of the hospital for audit/processing of payments in the accounting office shall be received by the incoming/outgoing clerk. This service is available 8:00-5:00 pm only, Monday to Friday, except holidays at the Accounting Office, Administration Building, BGHMC.

Office or Division:	Accounting	
Classification:	Simple	
Type of Transaction:	G2G-Government to Government	
Who may avail:	BGHMC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Vouchers – Procurement of Goods (Through Public Bidding)		
Disbursement Vouchers (4 original)		Materials and Management Office/ End-User
Invoice / Statement of Account (1 original)		Supplier
Inspection and Acceptance Report (1 original)		Materials and Management Office
Inventory Custodian Slip, for items amounting less than Php15,000.00 (1 original)		Materials and Management Office
Property Acknowledgement Report, for equipment amounting Php15,000.00 and above (1 original)		Materials and Management Office
Stock Position Sheets for consumable items (1 original)		End user
Purchase Order (1 original)		Procurement Management Office
Approved Purchase Request indicating APP page number of the item (1 original)		Procurement Management Office
Schedule of Delivery (1 original - 1 st payment ; 1 photocopy – succeeding payments)		Procurement Management Office
Obligation Request and Status/Budget Utilization Request and Status (2 original)		Budget Office
Approved Contract (1 original)		Procurement Management Office
Notice of Award (1 original)		Procurement Management Office
Performance Security (1 original)		Supplier
Print out of posting of Advertisement (1 photocopy)		Procurement Management Office
Print out of posting of NOA, NTP, and Contract (1 photocopy)		Procurement Management Office
Notice to Proceed (1 original)		Procurement Management Office
BAC Form B (1 original)		Procurement Management Office



Post-Qualification Evaluation Report (1 original)	Procurement Management Office
Bid Evaluation Report (1 original)	Procurement Management Office
BAC Resolution (award of contract) (1 original)	Bids and Awards Committee
Evidence of Invitation of three observers in all stages of the procurement process (1 original)	Procurement Management Office
For drugs and medicines- certificate of product registration; certificate of good manufacturing practice; batch release certificate; authority of dealer, if not the dealer (1 photocopy)	Supplier
Minutes of Pre-procurement Conference for projects costing above ₱5.0 million for infrastructure, ₱2.0 million and above for goods, and ₱1.0 million and above for consulting services (1 original)	Procurement Management Office
Legal documents to establish existence of new suppliers: - DTI Registration Certificate (1 photocopy) - Permit to Engage in Business (1 photocopy) - BIR FORM 2303 (1 photocopy)	Supplier
Warranty/Guarantee Certificate, if applicable (1 original)	Supplier
Training Certificates/Attendance, if needed (1 photocopy)	Supplier
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
Disbursement Vouchers – Procurement of Goods (Through Alternative Mode of Procurement)	
Disbursement Vouchers (4 original)	Accounting Office
Invoice / Statement of Account (1 original)	Supplier
Inspection and Acceptance Report (1 original)	Materials Management Office
Inventory Custodian Slip, for items amounting less than Php15,000.00 (1 original)	Materials Management Office
Property Acknowledgement Report, for equipment amounting Php15,000.00 and above (1 original)	Materials Management Office
Stock Position Sheet, for consumables (1 original)	End user



Purchase Order (1 original)	Procurement Management Office
Approved Purchase Request indicating APP page number of the item (1 original)	Procurement Management Office
Obligation Request and Status/Budget and Utilization Request Status (1 original, 1 duplicate copy)	Budget
BAC Reso-Approval of AMP (1 original)	Bids and Awards Committee
For drugs and medicines- certificate of product registration; certificate of good manufacturing practice; batch release certificate; authority of dealer, if not the dealer (1 photocopy)	Supplier
For imported items- Consular Invoice, Home consumption value; importation expense breakdown (1 photocopy)	Supplier
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any agencies, offices, corporations or LGUs (1 certified true copy)	Supplier
Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree (1 certified true copy)	Supplier
Order of Termination (if necessary) (1 certified true copy)	Materials Management Office
Samples of brochures/photographs, if applicable (1 photocopy)	Supplier
Certificate of Exclusive Distributorship, if applicable (1 photocopy)	Supplier
Result of test analysis, if applicable (1 photocopy)	Supplier
Minutes of Pre-procurement Conference for projects costing above ₱5.0 million for infrastructure, ₱2.0 million and above for goods, and ₱1.0 million and above for consulting services (1 original)	Procurement Management Office
Legal documents to establish existence of new suppliers <ul style="list-style-type: none"> - DTI Registration Certificate (1 photocopy) - Permit to Engage in Business (1 photocopy) - Tax Status whether VAT/Non-Vat Registered/VAT Exempt (1 photocopy) 	Supplier
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	



Additional Requirements for Goods Procured through Shopping	
Stock Position Sheet (for consumables) (1 original)	End user
Service Report (for replacement) (1 certified true copy)	MIS/BIOMED
Abstract of Quotation (1 original)	Procurement Management Office
Request for Quotations (at least 3) (original)	Supplier
Performance Securities if necessary (1 original)	Supplier
Proof of posting of RFQ (1 photocopy)	Procurement Management Office
Warranty / Guarantee Certificate, if necessary (1 original)	Supplier
Proof that common supplies are not available from PS (1 original)	Procurement Management Office
Additional Requirements for Goods Procured through Direct Contracting	
Price Quotation (1 photocopy)	Supplier
Certificate of Exclusive Distributorship issued by the Principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers (1 photocopy)	Supplier
Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government (1 original)	Supplier
Additional Requirements for Goods Procured through Repeat Order	
Copy of the Original Contract used as basis for repeat order indicating that the original contract was awarded through public bidding (1 certified true copy)	Procurement Management Office
Certification from the Purchasing Office that the supplier has complied with all the requirements under the original contract (1 original)	Procurement Management Office
Additional Requirements for Goods Procured through Negotiated Procurement	
Price Quotation/bids (1 original)	Supplier
Abstract of Quotation (1 original)	Procurement Management Office
Agency's offer for negotiations with selected suppliers, contractors or consultants (two failed biddings) (1 original)	Procurement Management Office



Certification of BAC on the failure of competitive bidding for the second time (two failed biddings) (1 original)	Bids and Awards Committee
Evidence of invitation of observers in all stages of the negotiation (two failed biddings) (1 original)	Procurement Management Office
Eligibility documents in case of infrastructure projects (two failed biddings) (1 certified true copy)	Supplier
Approved justification as to the necessity of purchase (emergency cases) (1 original)	End User
Copy of terminated contract take-over contracts) (1 certified true copy)	Procurement Management Office
Reasons for the termination (take-over contracts) (1 original)	Procurement Management Office
Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors (take-over contracts) (1 original)	Procurement Management Office
Approval by the HOPE to negotiate contracts for projects under exceptional cases (take-over contracts) (1 original)	Procurement Management Office
Proof of Posting of RFQs (Small Value Procurement) (1 original)	Procurement Management Office
Proof of posting of invitation (Small Value Procurement) (1 photocopy)	Procurement Management Office
Copy of Approved Work and Financial Plan (Small Value Procurement)	End User
Service Report (For repair) – (Small Value Procurement) (1 original)	MIS/BIOMED
Original Contract and any document indicating that the same resulted from competitive bidding (adjacent or contiguous projects) (1 original)	Procurement Management Office
Scope of work which should be related or similar to the scope of work of the original contract (adjacent or contiguous projects) (1 original)	Procurement Management Office
Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay (adjacent or contiguous projects) (1 original)	Procurement Management Office



Disbursement Vouchers-Procurement of General Support Services (Janitorial and Security Services)	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	End- user
Contract (1 original)	Legal office
Invoices / Billing Statement (1 original)	Supplier
Appropriate approved documents indicating the number of personnel involved and their corresponding rates/salary and schedule of work and places of assignment or station (1 original)	Bids and Awards Committee
Daily Time Records (DTRs) (1 original)	Supplier
Summary of DTRs (1 original)	Supplier
General Payroll (1 original)	Supplier
Proof of remittances from SSS, PhilHealth, Pag-IBIG (1 copy)	Supplier
Affidavit of Payment (1 original)	Supplier
Inspection and Acceptance Report (1 original)	Materials Management Office
Materials Issue Slip (1 original)	Supplier
Certification of Rendered Services from Agency Representative (1 original)	General Services
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
Disbursement Vouchers-Procurement of General Support Services (Maintenance)	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	End- user
Contract	Legal office
Invoices / Billing Statement (duly recommended for payment by authorized end user/representative of procuring entity) (1 original)	Supplier
Service Report (1 original)	Supplier
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
Disbursement Vouchers-Procurement of General Support Services (Garbage Collection/Disposal/Hauling)	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office



Disbursement Voucher (4 original)	End User
Contract (1 copy)	Legal office
Invoices / Billing Statement (1 original)	Supplier
Service Report (1 original)	Supplier
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
Disbursement Vouchers-Advertising Expenses	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	End User
Invoices / Billing Statement (duly recommended for payment by authorized end user/representative of procuring entity) (1 original)	Supplier
Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial (1 original)	End User
Disbursement Vouchers- Training - Registration Fees	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	End User
Hospital Order/Department Order (1 original)	CAO/CCRU/DOH
Invitation reflecting registration fee (1 copy)	Service Provider
Copy of Registration Form, if applicable (1 copy)	End User
Disbursement Vouchers-Accreditation Fees	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	Accounting Office
Approved Request Letter (1 original)	End User
Basis of Accreditation Fee / Statement of Account / Billing Statement (1 original)	Service Provider
Copy of Previous Certificate (1 copy)	End User
Disbursement Voucher-Honoraria (Lecturer / Resource Person / Coordinator / Facilitator)	
Obligation Request and Status / Budget Utilization Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	Accounting Office
Hospital Order, if necessary (1 original)	CAO/CCRU
Approved request letter to invite resource person/speaker (1- original)	End User



Curriculum Vitae (CV)/Resume (1 original)	Lecturer / Resource Person / Coordinator / Facilitator
Coordinator's report on lecturer's schedule and topics (indicate the actual no. of hours) (1 original)	End User
Course syllabus/Program of Lectures (1 original)	End User
Work and Financial Plan (1 copy)	End User
Income Payee's Sworn Declaration of Gross Receipts/Sales (1 original)	Lecturer / Resource Person / Coordinator / Facilitator
Certification of Monthly Basic Salary issued by the employer of the resource speaker or in the absence thereof, justification of the amount to be given but in no case to exceed the amount equivalent to the rate of salary grade 29 step 1 as provided in DBM Budget Circular No. 2007-1 (1 original)	End User
Disbursement Voucher-Replenishment of Petty Cash Fund	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (2 original)	Budget Office
Purchase Request with Certificate of Emergency Purchase, if necessary (1 original)	Petty Cash Custodian
Inspection and Acceptance Report (1 original)	Materials Management Office
Bills/receipts/invoices (1 original)	Supplier
Petty Cash Vouchers duly accomplished and signed (1 original)	Petty Cash Custodian
Summary of Petty Cash Vouchers (1 original)	Petty Cash Custodian
Report on Paid Petty Cash Vouchers (1 original)	Petty Cash Custodian
Canvass from at least three suppliers for purchases involving ₱1,000 and above, except for purchases made while on official travel (1 original)	Procurement Management Office
Abstract of Quotation (1 original)	Procurement Management Office
Report of Waste Materials in case of replacement/repair (1 original)	Management Information Service / Materials Management Office
Approved trip ticket, for gasoline expenses (1 original)	Petty Cash Custodian
Toll receipts, if applicable (1 original)	Supplier
Stock Position Sheets (for consumable items) (1 original)	Materials Management Office
Inventory Custodian Slip (for semi-expendable items) (1 original)	Materials Management Office
Property Acknowledgment Receipt (for repair) (1 copy)	Materials Management Office



Minutes of the meeting or Notice/Invitation to bid or Attendance Sheet, if applicable (1 copy)	End User
Prescriptions, if applicable (1 original)	Medical
Laboratory Request Forms, if applicable (1 copy)	Laboratory
Charge slips, if applicable (1 original)	Cost Centers
Billing Report of Send-out Laboratories, if applicable (1 original)	Billing
Such other supporting documents that may be required and/or required under the company policy depending on the nature of expenses	
Disbursement Voucher-Grant of Petty Cash Fund	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (3 original)	Budget Office
Approved estimates of petty expenses for one month (1 original)	Petty Cash Custodian
Hospital Order (1 original)	Chief Administrative Office
<i>Note: Petty Cash Custodian should be bonded</i>	
FIDELITY BOND:	
SALN (Statement of Assets, Liabilities, and Net Worth) (1 original)	Petty Cash Custodian
Certification that applicant for renewal has no pending administrative and criminal case (1 original)	Petty Cash Custodian
57A (Request of Bonding of Bond and Application for Bond of Accountable Official) (1 original)	Cash Operation
Disbursement Voucher-Utility Services (Water)	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (2 original)	Budget
Billing Statement (1 original)	Supplier
Copy of Billing Statements recommended for approval (1 original)	Engineering
Schedule of Water Consumption (2 original)	Accounting Office
BIR Form 2306 (4 original)	Accounting Office
Disbursement Voucher-Utility Services (Electricity)	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (2 original)	Budget
Billing Statement (1 original)	Supplier



Copy of Billing Statements recommended for approval (1 original)	Engineering
Schedule of Electric Consumption (2 original)	Accounting Office
BIR Form 2307 (4 original)	Accounting Office
Disbursement Voucher-Utility Services (PLDT)	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (3 original)	Budget
Billing Statement (1 original)	Supplier
Schedule of official telephone expenses-trunk line and other independent lines (for official calls only) (2 original)	Accounting Office
Schedule of official and personal telephone expenses-trunk line and other independent lines (for official and personal calls) (2 original)	Accounting Office
Summary of Personal Calls (2 original)	Accounting Office
Certification of Official or Personal Calls (1 original)	End User
Disbursement Voucher-Utility Services (Globe)	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (3 original)	Budget
Billing Statement (1 original)	Supplier
Certification of Official Calls (1 original)	Accounting Office
Disbursement Voucher-Utility Services (Cable)	
Disbursement Voucher (4 original)	Accounting Office
Obligation Request and Status/Budget Utilization Request and Status (3 original)	Budget
Billing Statement (1 original)	Supplier
Disbursement Voucher- Traveling and Training Expenses	
Disbursement Voucher (4 original)	End User
Duly signed Obligation Request and Status/Budget Utilization Request and Status (2 original)	Budget
Approved Hospital/Department Personnel Order (1 original)	HOPSS
Duly accomplished Itinerary of Travel (1 original)	End User
Duly accomplished Certificate of Travel Completed (1 original).3	End User
Certificate of Attendance/Appearance (1 photocopy)	Facilitator



Duly accomplished Narrative Report (1 original)	End User
Official Receipts (Registration fee, transportation, and other allowable expenses) (1 original)	Service Provider
Certification of Expenses Not Requiring Receipts (1 original)	Accounting Office
Electronic Ticket (air transport) (1 original)	Service Provider
Boarding Pass (air transport) (1 original)	Service Provider
Drivers Trip Ticket (use of gov't vehicle) (1 original)	Engineering - Motorpool
Invitation Letter (1 original)	Facilitator
Duly signed Daily Time Record, if necessary (1 photocopy)	HRMO/ End User
Disbursement Voucher-Cash Advance	
Disbursement Voucher (4 original)	End User
Duly signed Obligation Request and Status/Budget Utilization Request and Status (2 original)	Budget
Approved Hospital/Department Personnel Order (1 original)	HOPSS
Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (1 original)	Accounting Office
Approved application for bond or fidelity bond for the year for cash accountability of P2,000 or more (1 photocopy)	Cashier
Disbursement Voucher-Cash Advance Additional Requirements for Local Travel	
Duly accomplished Itinerary of Travel (1 original)	End User
Disbursement Voucher-Cash Advance Additional Requirements for Foreign Travel	
Letter of invitation of host/sponsoring country/agency/organization (1 photocopy)	Sponsor/Agency
Copy of the United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination (1 copy)	UNDP Website
Document to show the dollar to peso exchange rate at the date of grant of cash advance (1 original)	BSP Website
Disbursement Voucher-Cash Advance Additional Requirement for Field/Activity Current Operating Expenses	
Approved Work and Financial Plan (1 certified true copy)	End User



Approved Budget Estimates (1 original)	End User
Disbursement Voucher-Refund of Patients	
Disbursement Voucher	Accounting Office
Budget Utilization Request and Status / Obligation Request and Status	Budget
Original Official Receipt / Invoice	Patient / Cashier
Statement of Account	Billing and Claims
Photocopy of ID (Claimant)	Patient
Special Power of Attorney (SPA), if claimant is not the patient	Patient
Marriage Contract, if claimant is the spouse	Patient
Birth Certificate of Patient, if patient is 17 years of age and below	Patient
Death Certificate of Patient	Patient
OR Techniques (Implants of NBB)	OR/ HIMO
OR Sheet	OR/ HIMO
Disbursement Voucher-Consignment	
Consignment Request (1 Original/Photocopy)	Pharmacy
Consignment Order Form (1 Original/Photocopy)	Procurement and Management Office
Budget Utilization Request and Status (2 Original)	Budget
Inspection and Acceptance Report (1 Original)	Pharmacy
Report on Consigned Goods Dispensed to Patient (1 Original)	Pharmacy
Charge Slips (1 Original)	Pharmacy
Disbursement Voucher (4 Original)	Pharmacy
List of Patients with Consignment (1 Original)	Billing
Sales Invoice (1 Original/Photocopy)	Supplier
Delivery Receipt (1 Original/Photocopy)	Supplier
Certificate of Product Registration (1 Original/Photocopy)	Supplier
Contract Agreement (1 Original)	Pharmacy
Disbursement Voucher-Tie Ups (ABG Procedure)	
Budget Utilization Request Status (3 Original)	Budget Office
Abstract of Payment (2 Original)	Accounting Office
JEV with Details (1 Printed Copy)	Accounting Office
Details of Collection per Account Code (for over the counter transaction only) (1 Printed Copy)	Cashier
Printed Official Receipts from EAZY Collection (for wrong posted collection only) (1 Printed Copy)	Cashier
List of In-Patients with ABG Utilization (1 Photocopy)	Billing and Claims Unit
Service Provider Report (1 Photocopy)	Service Provider



BGHMC Charge Slip (1 Original/Photocopy)	Pulmonary Unit
Service Provider Charge Slip (1 Original/Photocopy)	Service Provider
Pulmonary Section Request Form (1 Original/Photocopy)	Service Provider
Photocopy of Endorsement Letter (for MAIP Transaction Only) (1 Photocopy)	Budget Office
Disbursement Voucher-Tie Ups (Respicare Procedure)	
Budget Utilization Request Status (3 Original)	Budget Office
Abstract of Payment (2 Original)	Accounting Office
Details of Collection per Account Code (for over the counter transaction only)	Cashier
JEV with Details (1 Printed Copy)	Accounting Office
List of In-Patients with Mechanical Ventilator (Respicare) Utilization (1 Photocopy)	Billing and Claims Unit
Service Provider Report with Invoice (1 Photocopy)	Service Provider
BGHMC Charge Slip (1 Original/Photocopy)	Pulmonary Unit
Service Provider Charge Slip (1 Original/Photocopy)	Service Provider
Printed Official Receipts from EAZY Collection (for wrong posted collection only) (1 Printed Copy)	Cashier
Photocopy of Endorsement Letter (for MAIP Transaction Only) (1 Photocopy)	Budget Office
Disbursement Voucher-Tie Ups (Notre Dame de Chartres Hospital Procedure)	
Budget Utilization Request Status (2 Original)	Budget Office
Working Paper (2 Original)	Accounting Office
Statement of Account (BGHMC) (1 Original)	Billing and Claims Unit
Transmittal/Statement of Account (Notre)/Patient Details Charges (1 Original)	Service Provider
Referral Form/Radiology Request Form (1 Original/ Photocopy)	Radiology Department
Disbursement Voucher-Tie Ups (SLU Procedure)	
Budget Utilization Request Status (2 Original)	Budget Office
Working Paper (2 Original)	Accounting Office
List of In-patients with Send Out Laboratories (1 Photocopy)	Service Provider
SLU Charge Slips (1 Original)	Service Provider
BGHMC Charge Slip, Clinical Pathology Request Form (1 Original)	Laboratory
Referral Letter (1 Photocopy)	Laboratory
Disbursement Voucher-Tie Ups (Hemodialysis Procedure)	



Summary Report Of Hemodialysis Treatment-Billing Report(1 original)	Billing and Claims
Charge Slips (1 original,)	Billing and Claims
Budget Utilization Request and Status / Obligation Request and Status (4)	Budget
Sales Invoice (1 original)	Service Provider
Details of Collection (1)	Easy Collection System
Abstract of Payment (1 original, per category the treatment was charged)	Accounting
Special Journal Entry Voucher (3 copies)	Accounting
List of In-Patient with Set-Up (1 copy)	Accounting
Disbursement Voucher (4)	Accounting
Subsidiary Ledger of Hemodialysis Tie-ups (1)	Accounting
Schedule of Payables (1 original)	Accounting
Collection Letter (1 original)	Accounting
Tax Certificate - 2307 and 2306 (4 copies)	Accounting
Water Analysis - OR, DV, Result (1 original)	Accounting
Laundered Linen Report (1 original)	General Services
Electric and Water Report (1 original)	Accounting
Guarantee Letter (1 photocopy)	Budget
Summary of Changes to MAIP (1 original)	Budget
List of Hemodialysis of Patients Under MAP/Summary of Bills Rendered Charged to MAIP (1 original)	Budget
Disbursement Voucher-Fund Transfer (MAIP)	
BURS/ORS (2 Original)	Budget Office
List of Patient w/ certified available funds (if no attached Endorsement Letter) (1 Original/ Photocopy)	Budget Office
Endorsement Letter (Original) (1 Original/ Photocopy)	Budget Office
Statement of Account of Patients (1 Original/ Photocopy)	Billing and Claims Unit
List/ Details of Utilization Report (1 Original/ Photocopy)	Budget Office
Summary of Utilization Report (1 Original/ Photocopy)	Budget Office
Payroll-Plantilla (Salaries)	
Obligation Request and Status (2 original)	Budget Office
General Payroll / Disbursement Voucher (1 original, 1 duplicate)	Human Resource Management Office
Profflist (2 original)	Human Resource Management Office
Computation of Salary (1 original)	Human Resource Management Office
Daily Time Record (DTR) (1 certified true copy)	Human Resource Management Office
Appointment (1 certified true copy)	Human Resource Management Office



Assumption to Duty (1 certified true copy)	Human Resource Management Office
Oath of Office (1 certified true copy)	Human Resource Management Office
SALN (1 original)	Employee
Journal Entry Voucher (1 original)	Accounting Office
Summary of Payroll - Employee Benefits (2 original)	Accounting Office
Payroll-Contract of Service/Job Order (Salaries)	
Daily Time Record (1 original/certified true copy)	Human Resource Management Office
General Payroll / Disbursement Vouchers (1 original, 1 duplicate)	Human Resource Management Office
Proof list (2 original)	Chief Administrative Office
Obligation / Budget Utilization Request and Status (2 original)	Budget Office
JEV with Details (1 original)	Accounting Office
Summary of Payroll (2 original)	Accounting Office
SSS Remittance (2 original)	Human Resource Management Office
SWORN Declaration (1 original)	Employee
Computation of Salary	Human Resource Management Office
Payroll-(Salary Differential)	
Obligation Request and Status (2 original)	Budget Office
General Payroll / Disbursement Voucher (1 original, 1 duplicate)	Human Resource Management Office
Proof list (2 original)	Human Resource Management Office
Computation of Salary (1 original)	Human Resource Management Office
Daily Time Record (1 certified true copy)	Human Resource Management Office
Appointment (1 certified true copy)	Human Resource Management Office
Assumption to Duty (1 certified true copy)	Human Resource Management Office
Oath of Office (1 certified true copy)	Human Resource Management Office
Journal Entry Voucher (1 original)	Accounting Office
Notice of Salary Adjustment (1 certified true copy)	Human Resource Management Office
Payroll-Longevity Pay	
Obligation Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	Human Resource Management Office
Proof list (2 original)	Human Resource Management Office
Notice of Longevity Pay (1 certified true copy)	Human Resource Management Office
Certification of Non-conviction of Any Administrative or Criminal Case (1 original)	Legal Office
Certification of Satisfactory Rating for at least 5 Years (1 original)	Human Resource Management Office
Working Paper for Adjustments (1 original)	Human Resource Management Office
Longevity Working Paper (1 original)	Human Resource Management Office
Summary of Payroll - Employee Benefits (1 original)	Accounting Office
Journal Entry Vouchers (1 original)	Accounting Office



Payroll - Night Shift Differential	
Obligation Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	HRMO
Proof list (2 original)	HRMO
NSD Working Paper (1 original)	HRMO
Summary of Payroll - Employee Benefits (1 original)	Accounting Office
Journal Entry Vouchers (1 original)	Accounting Office
Payroll-PHIC Sharing/Case Rate Claims	
Budget Utilization Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	HRMO
Proof list (2 original)	HRMO
Computation of 50-50 (1 original)	HRMO
Computation of Case rate (1 original)	HRMO
Inventory of Dormitory and Flavier Occupants (1 original)	General Service / HRMO
Summary of PF for PHIC Sharing (1 original)	Accounting Office
Summary of Payroll - Employee Benefits (1 original)	Accounting Office
BIR Form 2307 / 2306	Accounting Office
Summary of Bills (1 original)	Billing and Claims
Journal Entry Vouchers (1 original)	Accounting Office
List of Dormitory and Flavier Occupants (1 original)	HRMO
Payroll-BAC Honorarium	
Budget Utilization Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	Bids and Awards Committee
Proof list (2 original)	HRMO
Summary of Deductions Before Tax on BAC Honorarium Based on the Attendance (1 original)	Bids and Awards Committee
Summary of BAC Members and BAC Secretariat Attendance per Project (1 original)	Bids and Awards Committee
Summary of BAC TWG Attendance per Project (1 original)	Bids and Awards Committee
Summary of Proceeds of Sale of Bidding Documents (1 original)	Bids and Awards Committee
BAC Accomplishment Reports (1 original)	Bids and Awards Committee
Basis for Payment of the BAC Members/Alternate BAC Members Honoraria per Project (1 original)	Bids and Awards Committee
Basis for Payment of the BAC Secretariat Honoraria per Project (1 original)	Bids and Awards Committee
Basis for Payment of the BAC TWG Honoraria per Project (1 original)	Bids and Awards Committee



Notice of Award (1 photocopy)	Bids and Awards Committee
Pre-procurement Conference Attendance Sheet per Project (1 photocopy)	Bids and Awards Committee
Pre-Bid Conference BAC/TWG/Observers/Concerned Officials Attendance Sheet (1 photocopy)	Bids and Awards Committee
Bid Opening Conference BAC/TWG/Observers/Concerned Officials Attendance Sheet (1 photocopy)	Bids and Awards Committee
Bid Evaluation Attendance Sheet (1 photocopy)	Bids and Awards Committee
Post Qualification Evaluation BAC/TWG/Observers/End Users/Concerned Officials Attendance Sheet (1 photocopy)	Bids and Awards Committee
Hospital Orders for the Composition of Bids and Awards Committee (1 photocopy)	Bids and Awards Committee
Journal Entry Voucher (1 original)	Accounting Office
Payroll-BEMONC Honorarium	
Budget Utilization Request and Status (2 copies)	Budget Office
General Payroll (1 original, 1 duplicate)	BEMONC
Proof list (2 original)	HRMO
Memorandum of Agreement (1 photocopy)	BEMONC
Programme/ Computation (1 photocopy)	BEMONC
Attendance Sheet (1 photocopy)	BEMONC
Journal Entry Voucher (1 original)	Accounting Office
Payroll-Hazard Pay	
Obligation Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	HRMO
Proof list (2 original)	HRMO
Summary of Payroll - Employee Benefits (1 original)	Accounting Office
Circulars (1 printed copy)	INTERNET
Journal Entry Voucher (1 original)	Accounting Office
Disbursement Voucher-Terminal Leave Benefits	
Obligation Request and Status (2 original)	Budget Office
Disbursement Voucher (4 original)	HRMO
Certification (1 original)	HRMO
Approved Application Leave Form (1 original)	HRMO
Employee Leave Ledger (1 original)	HRMO
Notice of Salary Adjustment (1 certified true copy)	HRMO
Updated Service Record (1 original)	HRMO
Letter of Application for Retirement/Resignation (1 original)	HRMO
Letter of Acceptance/Endorsement	HRMO



(1 original)	
Certificate of Training Ended (1 original)	HRMO
Journal Entry Voucher (1 original)	Accounting Office
Payroll-Bonuses	
Obligation Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	HRMO
Proof list (2 original)	HRMO
Computation (1 original)	HRMO
Circulars (1 printed copy)	INTERNET
Summary of Payroll - Employee Benefits (1 original)	Accounting Office
Journal Entry Voucher (1 original)	Accounting Office
Payroll-RATA and Mobile Phone Allowance	
Obligation Request and Status (2 original)	Budget Office
General Payroll (1 original, 1 duplicate)	CAO
Daily Time Record (1 certified true copy)	HRMO
Certification of RATA (1 original)	Employees/officials
Journal Entry Voucher (1 original)	Accounting
Payroll-Cash Incentives (Job Order/Contract of Service)	
General Payroll (1 original, 1 duplicate)	HRMO
Proof list (2 original)	CAO
Budget Utilization Request and Status (2 original)	Budget
JEV with Details (1 original)	Accounting Office
Summary of Payroll (1 original)	Accounting Office
List of Job Orders (1 original)	HRMO
Computation of PHIC Sharing (Job Order) (1 photocopy)	HRMO
Inventory List of Dormitory Occupants (1 photocopy)	HRMO
Payroll-Mobile Phone Allowance	
Payroll (4 original)	HOPSS
Obligation Request and Status/Budget Utilization Request and Status (3 original)	Budget
Proof list (2 original)	HRMO
JEV (1 original)	Accounting Office
Purchase Order-Procurement of Goods through Public Bidding	
Purchase Order (3 original)	Procurement Management Office
Approved Purchase Request indicating APP page number of the item (1 original)	Procurement Management Office
Duly signed Obligation Request and Status/Budget and Utilization Request Status (2 original)	Budget
Approved Contract (1original)	Procurement Management Office



Notice of Award (1 original)	Procurement Management Office
Performance Security (1 original)	Supplier
Print out of posting of Advertisement (1 copy)	Procurement Management Office
Print out of posting of NOA, NTP, and Contract (1 copy)	Procurement Management Office
Notice to Proceed(1 original)	Procurement Management Office
BAC Form B (1 original)	Procurement Management Office
Post-Qualification Evaluation Report (1 original)	Procurement Management Office
Bid Evaluation Report (1 original)	Procurement Management Office
BAC Resolution (award of contract) (1 original)	Bids and Awards Committee
Evidence of Invitation of three observers in all stages of the procurement process (1 original)	Procurement Management Office
For drugs and medicines- certificate of product registration; certificate of good manufacturing practice; batch release certificate; authority of dealer, if not the dealer (1 copy)	Supplier
Minutes of Pre-procurement Conference for projects costing above ₱5.0 million for infrastructure, ₱2.0 million and above for goods, and ₱1.0 million and above for consulting services (1 original)	Procurement Management Office
Legal documents to establish existence of new suppliers: - DTI Registration Certificate (1 copy) - Permit to Engage in Business (1 copy) - BIR FORM 2303/Certificate of Registration (1 copy)	Supplier
Stock Position Sheets (for consumable items) (1 original)	End User
Warranty/Guarantee Certificate, if applicable (1 original)	Supplier
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
Purchase Order- Procurement of Goods through Alternative Mode of Procurement	
Purchase Order (3 original)	Procurement Management Office
Approved Purchase Request indicating APP page number of the item (1 original)	Procurement Management Office
Obligation Request and Status/Budget and Utilization Request Status (2 original)	Budget
BAC Reso-Approval of AMP (1 original)	Bids and Awards Committee



For drugs and medicines- certificate of product registration; certificate of good manufacturing practice; batch release certificate; authority of dealer, if not the dealer (1 copy)	Supplier
For imported items- Consular Invoice, Home consumption value; importation expense breakdown (1 copy)	Supplier
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any agencies, offices, corporations or LGUs (1 original)	Supplier
Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree (1 original)	Supplier
Order of Termination (if necessary) (1 photocopy)	Materials Management Office
Samples of brochures/photographs, if applicable (1 original)	Supplier
Certificate of Exclusive Distributorship, if applicable (1 copy)	Supplier
Result of test analysis, if applicable (1 copy)	Supplier
Minutes of Pre-procurement Conference for projects costing above ₱5.0 million for infrastructure, ₱2.0 million and above for goods, and ₱1.0 million and above for consulting services (1 original)	Procurement Management Office
Legal documents to establish existence of new suppliers - DTI Registration Certificate (1 copy) - Permit to Engage in Business (1 copy) - BIR FORM 2303/Certificate of Registration (1 copy)	Supplier
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
Purchase Order- Procurement of Goods through Alternative Mode of Procurement- Additional Requirements for Goods Procured through Shopping	
Stock Position Sheet (for consumables) (1 original)	End User
Service Report (for replacement) (1 photocopy)	MIS/BIOMED
Abstract of Quotation (1 original)	Procurement Management Office
Request for Quotations (at least 3) (1 original)	Supplier
Performance Securities if necessary	Supplier



(1 original)	
Proof of posting of RFQ (1 copy)	Procurement Management Office
Warranty / Guarantee Certificate (if necessary) (1 original)	Supplier
Proof that common supplies are not available from PS (1 original)	Procurement Management Office
Purchase Order- Procurement of Goods through Alternative Mode of Procurement- Additional Requirements for Goods Procured through Direct Contracting	
Price Quotation (1 original)	Supplier
Certificate of Exclusive Distributorship issued by the Principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers (1 copy)	Supplier
Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government (1 original)	End User
Purchase Order- Procurement of Goods through Alternative Mode of Procurement- Additional Requirements for Goods Procured through Repeat Order	
Copy of the Original Contract used as basis for repeat order indicating that the original contract was awarded through public bidding (1 copy)	Procurement Management Office
Certification from the Purchasing Office that the supplier has complied with all the requirements under the original contract (1 original)	Procurement Management Office
Purchase Order- Procurement of Goods through Alternative Mode of Procurement- Additional Requirements for Goods Procured through Negotiated Procurement	
Price Quotation/bids (1 original)	Supplier
Abstract of Quotation (1 original)	Procurement Management Office
Agency's offer for negotiations with selected suppliers, contractors or consultants (two failed biddings) (1 original)	Procurement Management Office
Certification of BAC on the failure of competitive bidding for the second time (two failed biddings) (1 original)	Bids and Awards Committee
Evidence of invitation of observers in all stages of the negotiation (two failed biddings) (1 original)	Procurement Management Office



Eligibility documents in case of infrastructure projects (two failed biddings) (1 copy)	Supplier
Approved justification as to the necessity of purchase (emergency cases) (1 original)	End User
Copy of terminated contract (take-over contracts) (1 copy)	Procurement Management Office
Reasons for the termination (take-over contracts) (1 original)	Procurement Management Office
Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors (take-over contracts) (1 original)	Procurement Management Office
Approval by the HOPE to negotiate contracts for projects under exceptional cases (take-over contracts) (1 original)	Procurement Management Office
Proof of Posting of RFQs (Small Value Procurement) (1 original)	Procurement Management Office
Proof of posting of invitation (Small Value Procurement) (1 copy)	Procurement Management Office
Copy of Approved Work and Financial Plan (Small Value Procurement) (1 certified true copy)	End User
Service Report (For repair) – (Small Value Procurement) (1 copy)	MIS/BIOMED
Original Contract and any document indicating that the same resulted from competitive bidding (adjacent or contiguous projects) (1 original)	Procurement Management Office
Scope of work which should be related or similar to the scope of work of the original contract (adjacent or contiguous projects) (1 original)	Procurement Management Office
Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay (adjacent or contiguous projects) (1 original)	Procurement Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the disbursement voucher and/or the Purchase Order together with the supporting	1. Receives disbursement voucher and/or the Purchase Order together with the supporting document	None	Thirty (30) seconds per DV/payroll	<i>Philip Paul L. Fianza</i> Receiving clerk



document to the receiving clerk				
2. Wait for the receiving copy/ log book	2. Receiving Clerk checks the documents and signature as received in the receiving copy/ log book	None	One (1) minute per DV/payroll	<i>Philip Paul L. Fianza</i> Receiving clerk
3. Receive the receiving copy/ log book	3. Release the receiving copy/ log book to the client	None	Ten (10) seconds	<i>Philip Paul L. Fianza</i> Receiving clerk
TOTAL:		None	One (1) minute and forty (40) seconds	
END OF TRANSACTION				



2. Receipt of Reports from Other Offices

All monthly reports for recording in the agency books shall be submitted to the Accounting Office the following month after the transactions. This service is available 8:00-5:00 pm only, Monday to Friday, except holidays at the Accounting Office, Administration Building, BGHMC.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G-Government to Government
Who may avail:	BGHMC Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
General Summary Report of Collection per Bank Account (Collection and Deposit) (1 original)	Cashier
Individual Summary Report of Collection per Bank Account (Collection and Deposit) (1 original)	Cashier
General Summary Report of Cancelled Official Receipts per Bank Account (1 original)	Cashier
Individual Report of Cancelled Official Receipts per Bank Account (1 original)	Cashier
Details of Individual Report of Cancelled Official Receipts (1 original)	Cashier
Summary Report of Deposits per day per Accountable Officer (Report vs Actual Deposit) (1 original)	Cashier
Summary Report of Deposits per day (1 original)	Cashier
Report of Discrepancies (1 original)	Cashier
Monthly Summary Report of Accountability - Cash Ticket (1 original)	Cashier
Compilation of various Deposit Slips as validated by bank (1 original)	Cashier
Bank Statement (1 original)	LBP and DBP
RCI (1 original)	Cashier
Summary of Inspection and Acceptance Report (1 original)	Materials Management Office
Inspection and Acceptance Report (1 original)	Materials Management Office
Report of Supplies and Materials Issued (1 original)	Materials Management Office
Requisition and Issue Slip (1 original)	Materials Management Office
Consumption Report - Central Supply Room (1 original)	Central Supply



Summary of Hospital Bills of In-Patients at the Service Wards and Excess of PHIC Charity Patients (1 original)	Billing and Claims
Consumption Report - Main Pharmacy (1 original)	Main Pharmacy
Consumption Report - OR Satellite (1 original)	OR Satellite Pharmacy
Consumption Report - OPD Pharmacy (1 original)	OPD Pharmacy
Consumption Report – Pathology (1 original)	Department of Pathology
List of Acquired Property, Plant and Equipment (1 original)	Materials Management Office
Summary of PHIC Bills Rendered - In Patient (1 original)	Billing and Claims
Summary of PHIC Bills Rendered - Out Patient (1 original)	Billing and Claims
Summary of PHIC Bills Rendered - Z Package (1 original)	Billing and Claims
Summary of PHIC Bills Rendered - Out Patient (TB-Dots) (1 original)	Billing and Claims
Summary of PHIC Bills Rendered - Out Patient (Animal Bite) (1 original)	Billing and Claims
Summary of Bills Rendered - Due from PCSO (PCSO-ASAP) (In Patient) (1 original)	Billing and Claims
Summary of Utilized PCSO Fund on Hemodialysis and Medicine (1 original)	Medical Social Service
Summary of Promissory Notes (1 original)	Billing and Claims
Summary of Bills Rendered from DSWD (1 original)	Billing and Claims
OPD Summary of Utilization - TB DOTS (1 original)	Billing and Claims
Summary of Bills Rendered - HMO/MOA (1 original)	Billing and Claims
Summary of Bills Rendered - Due from NGAs (1 original)	Billing and Claims
Summary of Bills Rendered – PVAO (1 original)	Billing and Claims
Official Receipts - HMO/MOA (1 original)	Cash Operations
Official Receipts – NGAs (1 original)	Cash Operations
Summary of Collection – PVAO (1 original)	Cash Operations
Transmittal of Official Receipt for PHIC Paid Claims Under the PHIC Auto Credit System (1 original)	Cash Operations
PCSO Collection (1 original)	Cash Operations
Official Receipts/Order of Payment - Promissory Notes (1 original)	Cash Operations



Summary of Payments of Promissory Notes with Balances (1 original)		Billing and Claims		
Summary of Payments of Promissory Notes with Balances (1 original)		Billing and Claims		
Summary of PHIC Bills Rendered with Adjustment (1 original)		Billing and Claims		
Letters of Cancellation of PHIC Bills Rendered (1 original)		Billing and Claims		
Summary of Denied Claims and Return to Hospital Claims (1 original)		Billing and Claims		
Summary of Patients (for X-ray and Ultrasound Procedures) with Charge Slips and Request Form (1 original)		Radiology Department		
Summary of Patients (for 2D Echo Procedures) with Charge Slips and Request Form (1 original)		Cardiovascular Unit		
		MRI Unit		
Summary of Patients (for MRI Procedures) with Charge Slips and Request Form (1 original)		MRI Unit		
Summary of Patients (for CT Scan) with Charge Slips and Request Form (1 original)		CT Scan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit report to the receiving clerk	1. Receives the report	None	Thirty (30) seconds per transaction	<i>Philip Paul L. Fianza</i> Receiving clerk
2. Wait for the receiving copy/logbook	2. Receiving clerk checks the documents and signature as received in the receiving copy/logbook	None	One (1) minute per transaction	<i>Philip Paul L. Fianza</i> Receiving clerk
3. Receive the receiving/logbook	Release the receiving copy/logbook to the client	None	Ten (10) seconds	<i>Philip Paul L. Fianza</i> Receiving clerk
TOTAL:		None	One (1) minute and forty (40) seconds	
END OF TRANSACTION				



FINANCE DIVISION
Billing Department
External Service



1. Settlement of Promissory Note

This service is intended for patients with Promissory Note as settlement of Hospital Bill. This service is available 8:00-4:00 p.m., Monday to Sunday, including holidays at the Billing Unit, Main Building, BGHMC.

Office or Division:	Billing Unit – Finance Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Patient with Promissory Note in the Hospital Bill			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Accounts		Billing Unit Hospital Main Building		
Collection Letter or Demand Letter		(Sent Through Courier)		
Guarantee Letter		Other government agencies granting medical assistance, Malasakit Center – BGHMC OPD Building		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present copy of promissory note and/or demand letter previously received</p> <p>For settlement other than cash: Present Guarantee Letter issued from PSCO, DSWD or Malasakit Center</p>	<p>1.1 Receive copy from patient and pull out file copy of the promissory note in the file</p> <p>1.2 For Cash Payment: Prepare Order of Payment and advice patient/representative to pay at the Cashier then proceed to step 2.1</p> <p>For payment other than cash: Enter the applicable medical assistance fund in the patient's account in the Hospital Management Information System then proceed to step 4.1</p>	None	15 minutes	<p><i>*Administrative Officer II /</i> <i>**Administrative Assistant III</i></p>



2. Proceed to Cashier for payment with the Order of Payment	2.1 Await for the return	None		*Administrative Officer II / **Administrative Assistant III
3. Present Official Receipt to the Billing Staff	3.1 Copy the Official Receipt number and complete the data needed in the Order of Payment Logbook	None	7 minutes	*Administrative Officer II / **Administrative Assistant III
4. Receive updated Statement of Account	4.1 Run final bill of patient in the Hospital Management Information System and print the updated Statement of Account. 4.2 Issue the updated copy of the Statement of Account	None	8 minutes	*Administrative Officer II / **Administrative Assistant III
TOTAL:		None	30 minutes	
END OF TRANSACTION				



2.Preparation of Statement of Accounts

This service is intended for transparency and information to patients/watchers regarding their Hospital Bill showing discounts and other deductions including Professional Fees for paying patients. Only this office issues the official Statement of Account to the transacting public. This service is available 8:00-4:00 p.m., Monday to Sunday, including holidays at the Billing Unit, Main Building, BGHMC for admitted patients and 7:00-3:00 p.m., Monday to Friday, except holidays at the OPD Building- Billing for OPD Patients.

Office or Division:	Billing Unit – Finance Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Admitted patient for discharge and OPD Philhealth patient with minor procedures availing of PhilHealth Benefit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 set of Clearance Form		BGHMC-ward/unit admitted or treated		
Patient's Record- chart and/or operative record		BGHMC-ward/unit admitted or treated		
Philhealth Benefit Eligibility Form (PBEF), Requirements for Philhealth Availment Evaluation Checklist		BGHMC- Admitting Unit or Billing Unit located at the Main Building, OPD Building or Medical Social Service Office – PHIC Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Requirements for Philhealth Availment Evaluation Checklist and submit any required attachment/s as indicated in the checklist to Billing Unit located at the hospital main building before discharge or at the OPD Building before the minor procedure.	1.1 Assess documents and requirements submitted by client.	None	15 minutes	*Administrative Officer II Billing Unit
2. For OPD Patients: submit Clearance Form For admitted patient: wait for	2.1. Receive Clearance Form and/ or patient's record from ward/patient.	None	5 minutes	**Administrative Assistant III Billing Unit



at the main building/OPD building.	the returned Statement of Account and forms.			
6. Receive patient's copy of Statement of Account and clearance form and proceed to cashier or back to the ward admitted/ treated.	6.1 Issue patient's copy of Statement of Account and clearance form. 6.2 Instruct client to proceed to cashier for the payment of any excess of hospital bill.	None	3 minutes	**Administrative Assistant III Billing Unit
TOTAL:		None	1 Hour 33 Minutes	
END OF TRANSACTION				



Billing Department

Internal Service



1.Preparation of Monthly Reports

This internal service is intended for the different wards and cost centers of the hospital charging the cost of all services rendered to patients for the preparation of monthly reports for submission to Accounting Office, Commission on Audit and Claims Unit. This service is available 8:00-5:00 pm only, Monday to Sunday, including holidays at the Billing Unit, Main Building, BGHMC.

Office or Division:	Billing and Claims Office – Finance Division			
Classification:	G2G- Government to Government			
Type of Transaction:	Highly Technical			
Who may avail:	Cost Centers and different wards of the hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slips		Cost Centers, BGHMC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1.Bills Rendered to admitted patients: Different wards and cost centers will charge the correct and accurate costs of all the services rendered to the patients	1.1.a. Prepare Statement of Accounts upon discharge of patients	None	40 minutes	<i>*Administrative Assistant III (a)</i>
	1.1.b. Prepare Monthly Summary of Bills Rendered		within 30 days	<i>**Administrative Assistant III (b)</i>
1.2.Charges due from Health Maintenance Organization (HMO) and National Government Agency (NGAs) and other hospital tie-ups: Submit charge slips to Billing Unit at the Hospital Main Building	1.2.a. Receive copy of charge slip	None	-	<i>*Administrative Assistant III (a)</i>
	1.2.b. Prepare Statement of Account and submit to Claims Unit for the preparation of collection letter		within 5 days	<i>**Administrative Assistant III (b)</i>
	1.2.c. Prepare Monthly Summary of Bills Rendered due from HMOs and NGAs		within 30 days	<i>**Administrative Assistant III (b)</i>
	1.3. Submit monthly reports to Accounting Office and Commission on Audit Office		within the 5 th day of the following month	<i>**Administrative Assistant III (b)</i>
TOTAL:		None	35 days and 40 minutes	
END OF TRANSACTION				



FINANCE DIVISION
Billing and Claims Department
External Service



1. Processing and Collection of other Hospital Claims

This service is made to facilitate the collection of other hospital claims from Health Maintenance Organizations (HMOs), National Government Agencies (NGAs) following existing memorandum of agreement (MOA) or clients who settled through promissory note on supplies and or services utilized during confinement or treatment. The unit processes and collects said claims within the prescribed period as per MOA or due date of Promissory Note.

This service is available **8:00 am - 5:00 pm**, Monday to Friday, except holidays at the Billing and Claims Office, Main Building of Baguio General Hospital and Medical Center (BGHMC).

Office or Division:	Billing and Claims Office – Finance Division			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C - Government to Transacting Public G2B - Government to Business Entity G2G- Government to Government			
Who may avail:	Patients who are qualified members/dependents of NGAs, endorsed by HMOs or who settled through promissory note during confinement or treatment in the Hospital.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account		BGHMC-Billing Unit		
Promissory Note				
Received copy of Guarantee Letter/LOA/MOA				
Summary of Payments of Promissory Note with Balances for the Month				
Summary of Bills Rendered due from HMOs and NGAs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit summary of Payments of Promissory Note with Balances for the Month & Bills Rendered due from HMOs and NGAs, Statement of Account, Promissory Note and copy of Guarantee Letter/LOA/MOA whichever is applicable.	1.1 Receive and check completeness of the documents submitted as well as the consistency of data.	None	20 minutes	*Administrative Officer II Claims Unit
	1.2 Prepare Collection Letters in two (2) copies - one (1) copy for the hospital and one (1) copy for the receiving agency/organization.		15 days	



	<p>For Promissory Note, Collection Letter is prepared within 15 days from the due date and will be forwarded to the Central Communications Unit (CCU) for mailing.</p> <p>Note: Collection Letters must be duly signed by the Head of Agency.</p> <p>1.3 Send Collection Letters to concerned HMO or NGA and secure receiving copy.</p>			
TOTAL:		None	15 Days,20 Minutes	
END OF TRANSACTION				



2. Processing and Submission of Philhealth Claims

This service is created to facilitate the reimbursement of patient's claim from Philhealth (PHIC) availing of the maximum benefits of members or qualified dependents in accordance to the condition/s subject to the applicable National Insurance guidelines. As such, this unit is responsible for the processing and submission of the claims within the prescribed period of 60 days.

This service is available **8:00 am - 5:00 pm**, Monday to Friday, except holidays at the Billing and Claims Office, Main Building of Baguio General Hospital and Medical Center (BGHMC).

Office or Division:	Billing and Claims Office			
Classification:	Highly Technical-MULTISTAGE			
Type of Transaction:	G2C - Government to Transacting Public G2G- Government to Government			
Who may avail:	Patients who availed of their PhilHealth benefit during confinement/treatment or eligible patient/s who did not avail but intend/s to file directly to PhilHealth for reimbursement.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		BGHMC – Cash Operations Office		
Patient's Record/s* (Please refer to the Claim Reimbursement Checklist)		BGHMC-Hospital Information and Management Department		
Statement of Account		BGHMC-Billing Unit		
PhilHealth Forms* (Please refer to the Claim Reimbursement Checklist)		<ul style="list-style-type: none"> • BGHMC-Billing Unit • Hospital Departments 		
Proof of PhilHealth Eligibility** (Please refer to the Requirements for Philhealth Availment Evaluation Checklist at the Billing Unit)		<ul style="list-style-type: none"> • BGHMC-Billing Unit – PHIC Certification • PCARES – PhilHealth Desk • Medical Social Worker Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PHIC Claims of discharged patient comprising of the PHIC forms and documents applicable.	1.1 Check the completeness of Philhealth Claims according to the attached summary of discharged patients. * If client is opting to direct file, check the complete applicable requirements and proceed to 1.4	None	20 minutes	<i>Administrative Assistant III</i> Claims Unit



<p>✓ Refer to the Claim Reimbursement Checklist for the complete list.</p> <p>✓ The PHIC Forms and documents must be complete and with consistent data.</p> <p>*Note: For client/s opting to direct file, submit proof of eligibility & other applicable Requirements.</p>	<p>1.2 Generate CF4 XML (if applicable), Print Hard Copy and Make List for Claims requiring CF3/CF4 (if applicable).</p> <p>1.3 Follow up, Request and Monitor for Patient's Records from the HIMD.</p> <p>1.4 Detach PHIC Forms for completion (CSF/CF2). Distribute PHIC Forms or List of incomplete PHIC Forms to respective Departments for completion.</p> <p>*(For the client who opted to direct file– CF2 will be generated and will be advised to secure signature of attending physician on PHIC Forms and Waiver then proceed to step 2)</p>		<p>2 days</p> <p>10 days</p> <p>15 days</p>	
<p>2. Submit Completed PHIC Forms or Patient's Record/s</p> <p>*(For the client who opted to direct file, s/he shall secure Signature of Attending Physician on applicable PHIC Forms (CF2 & Waiver) before submission to the Claims Unit.</p>	<p>2.1 Check the completeness of PHIC Forms and Patient's Record/s.</p> <p>2.2 Acknowledge the receipt of PHIC Forms and Patient's Records through logbook or email whichever is applicable.</p> <p>*(For clients who opted to direct file, s/he will be informed that a notice will be sent via text or call if the claim was processed and ready for submission within 3-7 days after the receipt of Completed PHIC Forms/Patient's Records.</p>	<p>None</p>	<p>7 days</p>	<p><i>Administrative Assistant III</i> Claims Unit</p>



	2.3 Insert PHIC Forms and Patient's Record/s to the respective PHIC Claims.			
3. Endorse completed PHIC Claims for Review and Submission.	3.1 Review and check for the consistency, correctness and completeness of all forms and documents. 3.2 Submit to PHIC-CAR	None	26 days	<i>Administrative Officer II</i> Claims Unit
TOTAL:		None	60 days, 20 mins	
END OF TRANSACTION				



Billing and Claims Department

Internal Service



1. Preparation and Submission of Unit's Monthly Reports

This internal service provides users with reports on Submitted Philhealth Claims, received and refiled Returned to Hospital (RTH) and Denied Claims.

This service is available **8:00 am - 5:00 pm**, Monday to Friday, except holidays at the Billing and Claims Office, Main Building of Baguio General Hospital and Medical Center (BGHMC).

Office or Division:	Billing and Claims Office – Finance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Transmittal Summary/Transmittal Letter			Claims Unit	
Validation Report			Philhealth-CAR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Validation Reports for Return to Hospital (RTH) Claims or Denied Claims	1.1. Receive Validation Report by stamping "RECEIVED," date of receipt and name of receiver. 1.2. Verify Status in the eClaims System. 1.3. Document the details of the RTH or Denied Claims from each Validation Report in the WEB HOMIS/BGHMC INTRANET	None	60 minutes 1 day	*Administrative Assistant III
2. Endorse Validation Report or Transmittal Summary or Letter to the personnel in charge for the Preparation of Report	2.1 Extract daily the Transmittal Summary, Transmittal Letter from Philhealth and the list of RTH and Denied	None	35 days	**Administrative Officer V ***Accountant III



	<p>Claims in excel format.</p> <p>2.2 Prepare soft copy summary of the report with the details needed.</p> <p>Note: RTH and Denied Claims must be grouped according to the reason.</p> <p>Submitted PHIC Claims must be verified with the reports on Bills Rendered.</p> <p>2.3 Print three(3) copies for the Summary of PHIC Claims Submitted and two(2) copies each for the Summary of RTH Claims and Summary of Denied Claims</p> <p>2.4 Submit reports to Accounting Office and Commission on Audit Office.</p>			
TOTAL:		None	36 Days, 60 Minutes	
END OF TRANSACTION				



FINANCE DIVISION
Budget Department
External Service



1. Processing of Disbursement Vouchers (DV) for funding

Disbursement Vouchers received were funded as to availability of fund and validity of request. Clients can check the DV status in the Budget Office.

Office or Division:	Budget Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government G2C – Transacting Public	
Who may avail:	BGHMC Employees, Suppliers, Other Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Obligation Request/Budget Utilization Request (3 copies)		Budget Office
2. Disbursement Voucher (3 copies)		Accounting Office
3. Basic Requirements: For Travelling Expenses (Cash Advance or Reimbursement) (1 copy each) <ul style="list-style-type: none"> a. Itinerary of Travel b. Certificate of Travel Completed (Reimbursement) c. Certificate of Appearance/Attendance (Reimbursement) d. Official Receipts (Bus, Taxi, other expenses incurred) (Reimbursement) e. Hospital Personnel Order/Department Personnel Order f. Trip Ticket (Government Vehicle) (Reimbursement) g. Invitation Letter (if applicable) h. Flight Itinerary w/ Plane Fare For Utilities/Insurance/Taxes and Licenses (1 copy each) <ul style="list-style-type: none"> a. Billing Statement b. Approved Letter of Request by MCC (if applicable) For Replenishment, Reimbursement and Refund (1 copy each) <ul style="list-style-type: none"> a. Official Receipts b. Summary of Expenses per code c. Statement of Account (refund of patients) Approved Letter of Request by MCC for Reimbursement	Accounting Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow up	1. Checks the receipt of DV from the Logbook	None	3 minutes	<i>Administrative Assistant II (Receiving and Processing Clerk)/ Budget Office</i>
2. Waits for action	2. Provides status of DV 2.1 Funded - Provides date of receipt and date of release to Accounting Office 2.2 Unfunded - Provides date of receipt and possible date of release to Accounting Office (simple- 3 days processing time) 2.3 Returned to end-user for completion of documents or other requirements	None	2 minutes	<i>Administrative Assistant II (Receiving and Processing Clerk)/ Budget Office</i>
TOTAL:		None	5 minutes	
END OF TRANSACTION				



2.Processing of Purchase Orders (PO) for Funding

Purchase Orders received were funded as to availability of fund and validity of request. Clients can check the PO status in the Budget Office.

Office or Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Transacting Public			
Who may avail:	BGHMC Employees, Suppliers, Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request/Budget Utilization Request (3 copies)		Budget Office		
2. Purchase Order (4 copies)		Procurement & Management Office		
3. Purchase Request (1 copy)		Procurement & Management Office		
4. Stock position sheet (SPS) (1 copy)		Procurement & Management Office		
5. Price Quotation (other modes of procurement) (1 copy)		Procurement & Management Office		
6. Abstract of Quotation (other modes of procurement) (1 copy)		Procurement & Management Office		
7. Philgeps posting (other modes of procurement) (1 copy)		Procurement & Management Office		
8. End-users evaluation (other modes of procurement) (1 copy)		Procurement & Management Office		
9. Tie-breaking (if applicable) (1 copy)		Procurement & Management Office		
10. Product exclusivity (Direct Contracting) (1 copy)		Procurement & Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Follow up	1.Checks the receipt of PO from the Logbook	None	3 minutes	<i>Administrative Assistant II (Receiving and Processing Clerk)/ Budget Office</i>
2.Waits for action	2.Provides status of PO 2.1. Funded - Provides date of receipt and date of release to Accounting Office 2.2. Unfunded - Provides date of receipt and possible date of release to Accounting Office	None	2 minutes	<i>Administrative Assistant II (Receiving and Processing Clerk)/ Budget Office</i>



	(simple- 3 days; complex - 7 days processing time)			
	2.3. Returned- date returned to end- user for completion of documents or other requirements			
TOTAL:		None	5 minutes	
END OF TRANSACTION				



Budget Department

Internal Service



1. Receipt of Disbursement Vouchers (DV) and Purchase Orders (PO)

The Budget Office receives Disbursement Vouchers and Purchase Orders for funding. The DV is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services rendered. It shall be prepared by the Requesting Office/Unit. The PO is a form/document used by the agency/entity, addressed to a supplier, to deliver specific quantities of supplies/goods/property subject to the terms and conditions contained in the PO.

Office or Division:	Budget Office/Finance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BGHMC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request/Budget Utilization Request (3 copies)		Budget Office		
2. Disbursement Voucher (3 copies)		Accounting Office		
3. Purchase Order (4 copies)		Procurement & Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forwards DV to Budget	1. Checks for completeness of signatures	None	3 minutes	<i>Administrative Assistant II (Receiving and Processing Clerk)/ Budget Office</i>
2.Waits for action	2.Receipt of DV/s with complete signatures	None	1 minute	<i>Administrative Assistant II (Receiving and Processing Clerk)/ Budget Office</i>
TOTAL:		None	4 minutes	
END OF TRANSACTION				



FINANCE DEPARTMENT
Cash Operations Department
External Service



1. Issuance of BGHMC's Official Receipt/s to Paying Client for Cost of Hospital Charges Inclusive of Professional fees of Authorized Practitioners

One of the mandate of Cash Operations is to collect hospital fees, sales of pharmacy items as well as Central Supply goods, professional fees of authorized practicing physicians charged and billed through Charge Slips, Statement of Accounts, Order Slips, Professional Fees Slips and the like. BGHMC has as of July 7, 2020 four (4) collection centers with the following Business hours:

LOCATION	Days Open	Business hours
Main Cashier, Main Bldg.	Monday to Sunday	7:00 a.m. to 6:30 p.m.
Out Patient Dept.		24 hours
Cancer Center		7:00 a.m. to 6:30 p.m.
Pharmacy Building		24 hours

Office or Division:	Cash Operations, Finance Service Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen Government-to-Business Government-to-Government	
Who may avail:	Patients or their representatives, employees, government agencies, Health Maintenance Organizations, affiliated schools, donors in cash	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Document 1. Charge Slip (CS) , original copy or	Document 1. Cost Center (where service was rendered such as E. R., Pharmacy, Central Supply, Laboratory, Radiology and the like.	Document 1. Cost Center (where service was rendered such as E. R., Pharmacy, Central Supply, Laboratory, Radiology and the like.
Document 2. Professional Fee Slip (PFS) , original copy	Document 2. Attending physician authorized to collect professional fee	Document 2. Attending physician authorized to collect professional fee
Document 3. Clearance Form (CF) , 2 copies	Document 3. Ward where admitted	Document 3. Ward where admitted
Document 4. Statement of Account (SOA) , 3 copies (for patient, for billing and for Cashier) or	Document 4. Where the summary of bills were consolidated like Billing and Claims Section or Emergency Room	Document 4. Where the summary of bills were consolidated like Billing and Claims Section or Emergency Room
Document 5. Order of Payment (OP) issued By Billing Center (for Billing Section or HRMO or Accounting Section or Nursing Office or BAC Office and Cashier copy) 2 copies or	Document 5a. Accounting Section (for booked Receivables, or Billing Section (for payment of Promissory Notes, or Nursing Services (for affiliation fees) or	Document 5a. Accounting Section (for booked Receivables, or Billing Section (for payment of Promissory Notes, or Nursing Services (for affiliation fees) or
	Document 5b. BAC for bid forms, bid /performance	Document 5b. BAC for bid forms, bid /performance



<p>Document 6. Transmittal Payment Form (TPF), original copy or</p> <p>Document 7. Transmittal Letter (TL) from paying institution such as affiliated schools, the like, original or</p> <p>Document 8. Letter of Donation indicating purpose/use of donation</p> <p>Document 9. Senior Citizen (SC) Identification Card</p> <p>Document 10. Person With Disability (PWD) Identification Card</p>	<p>bonds or</p> <p>Document 5c. HRMO, for collection of disallowances of benefits erroneously paid</p> <p>Document 6. Paying Health Maintenance Organizations/NGAs/GOCCs</p> <p>Document 7. Paying Debtor Institution per Memorandum of Agreement</p> <p>Document 8. Donor individual or company</p> <p>Document 9. Office of Senior Citizens Affairs (OSCA)</p> <p>Document 10. Dept. of Social Welfare and Development (DSWD) Silungan Center</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents to Collecting Officer as basis or reference for payment.	<p>1.1 Accepts and verifies documents</p> <p>1.2 Verify status of paying patient for discounts : Senior Citizen, PWD, with medical assistance and effect necessary discounts</p>	None	1 minute	<i>Collecting Officer</i>
2. Tender payment (in cash or in check form	2.1 Count the money tendered	None	<p>2.1 Bills tendered not more than 100 pieces = 3 Minutes</p> <p>2.2. Bills tendered is more than 100 pieces = 7 Minutes</p>	<i>Collecting Officer</i>



<p>2. Wait for action</p>	<p>3.1 If payment is through check, Collecting Officer scrutinizes the check if valid as collection item. Only Cashier's & Manager's checks are accepted.</p> <p>3.2 Encoding of items collected in the collection systems</p> <p>3.2.1 one CS or one SOA with less than 10 items</p> <p>3.2.2 one CS with more than 10 items listed or more than 2 CS</p> <p>3.3 Print Official Receipts (ORs)</p> <p>3.3.1 one CS or SOA with less than 10 items; no document to photo-copy</p> <p>3.3.2 one CS with more than 10 items listed or more than 2 CS; with documents to photo-copy</p>	<p>Depends on the amount stated in the reference document</p>	<p>3.1. 1 minute</p> <p>3.2.1 3 minutes</p> <p>3.2.2 8 minutes</p> <p>3.3.1 1 minute</p> <p>3.3.2 3 minutes</p>	<p><i>Collecting Officer</i></p>
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	<p>3.4 collector affixes signature to signify clearance confirmation (if final bill) on the clearance form.</p> <p>3.5. If there is not enough copies of documents, collecting officer informs payor to extend waiting time to photocopy documents presented for BGHMC's reference file.</p>		<p>3.4. 1 minute</p> <p>3.5. 5 minutes</p>		
4	Receive original Official Receipt and Change (if any) with the accomplished clearance form if applicable with other necessary documents	4.1 Issue out the printed original Official Receipt, other client's document/s, give change (if any) and instruct the payee with the next step to follow.	None	1 minute	<i>Collecting Officer</i>
		TOTAL:	Depends on the amount stated in the reference document	34 Minutes	
END OF TRANSACTION					



Total Minutes To Serve Regular Collection Transaction:

Criteria	Payor Verification (#1)	Counting (#2)	Check Verification (#3.1)	Encoding (#3.2)	Printing of OR (#3.3)	Signature (#3.4)	Photo Copy documents (#3.5)	Giving of OR (#4.1)	Total time (minutes)
1. <, = 10 collection items:									
1.1 <, =100 bills/pcs	1	3		3	1	1		1	10
1.2 >100 bills/pcs	1	7		3	1	1		1	14
1.3 check	1	1	1	3	1	1	5	1	14
2.>10 collection items									
2.1 <, =100 bills/pcs	1	3		8	3	1		1	17
2.2 >100 bills/pcs	1	7		8	3	1		1	21
2.3 check	1	1	1	8	3	1	5	1	21

NOTATION:

Collecting Officers are rotated in the different collection areas (4 areas) following the template of shifts. As of July 17, 2020 the following Administrative Officers (AO I) take turns to collect: Daisy S. Calderon, Oshin C. Manguhan, Mary Rose DG. Diazen, Aurora S. Lumague, Katherine R. Gundran, Irene B. Buliyat, Aprilyn Rose Belgica, Ma. Luisa R. Bustamante, Mary Jane M. Domondon, Eugene K. Malanta, Agnes C. Ducusin, Theresa B. Rendora, Kate Dhareen V. Eugenio, Mary Joy B. Matulay, Marissa L. Pedrito, Sheena D. Quitola, Eldric Jay F. Viernes.



2. Issuance of Checks or Authority to Debit Accounts (ADA) or List of Due and Demandable Accounts Payables-Advice to Debit Accounts (LDDAP-ADA) with the corresponding Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIE) to Pay Obligations to External Creditors or Suppliers.

Another mandate of Cash Operations is to pay external creditors or suppliers based on the funded, processed and approved Disbursement Vouchers through the issuance of funded checks or Authority to Debit Advice (**ADA**) system ensuring that BGHMC's payments are duly acknowledged by mentioned creditors through their issuance of valid Official or Collection Receipts whichever is appropriate. Cash Operations also shall ensure that such payments have been acknowledged on the Disbursement Vouchers. Further, the corresponding Certificates of Creditable Tax Withheld at Source (BIR form 2306) and the Certificates of Final Tax Withheld at Source (BIR form 2307 for VAT registered suppliers) shall also be acknowledged by them. Business operation at Main Cashier starts from Monday to Friday except holidays. Business hours starts at 8:00 in the morning to 5:00 in the afternoon.

Office or Division:	Cash Operations, Finance Service Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen Government-to-Business Government-to-Government	
Who may avail:	External Creditors or Suppliers of BGHMC	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Document 1. Valid Identification Card of Claimant with picture, signature and address of claimant(original)</p> <p>Document 2. For company representative: Authorization Letter using the company stationary (original) Photocopy of valid ID of authorizing person with signature as shown in the ID for comparison purposes (1 copy) or</p> <p>Document 3. Special Power of Attorney (original copy) OR</p> <p>Document 4. Extrajudicial Settlement of estate where name of representative-claimant is included or Affidavit of Self-Adjudication whichever is applicable. (original copy)</p>	<p>Document 1. Company affiliation or, LTO or, PRC or, GSIS or, SSS, or OSCA, or OWWA whichever is applicable</p> <p>Document 2. Legitimate payee company The authorizing person of the company</p> <p>Document 3. Notary public</p> <p>Document 4. Lawyer or judicial court whichever is appropriate</p>



	of the next collector			
3. Issue Official or Collection Receipt and acknowledge BIR forms 2306 and 2307	5.1 Wait for the process of collector	None	5 minutes	<i>Authorized Collector</i>
4. Affix signature in Box D of the Disbursement Voucher and indicate the Official Receipt Number and Date of issue	6.1 Wait for the process of collector	None	1 minute	<i>Authorized Collector</i>
5. Supplier-collector returns the hospital documents to Disbursing Clerk	7.1 Disbursing Clerk inspects documents Completeness and propriety of acknowledgments done	None	1 minute	<i>Disbursing Clerk</i>
TOTAL:		None	10 Minutes	

Notation:

The Cash Operations has three (3) Disbursing Clerks who attend to collectors/payees. They are Lorna C. Arcilla, Marie de Guzman and Katherine M. Munar.



Cash Operations Department

Internal Service



1. Issuance of Checks or Authority to Debit Accounts (ADA) or List of Due and Demandable Accounts Payables-Advice to Debit Accounts (LDDAP-ADA) with the corresponding Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIE) to Pay Obligations to Internal Creditors

Second mandate of Cash Operations is to pay internal creditors or hospital personnel based on the funded, processed and approved Payroll or Disbursement Vouchers through the issuance of funded checks or Authority to Debit Advice (**ADA**) system ensuring that BGHMC's payments are duly acknowledged by mentioned creditors. Payment to internal creditors accrue for the following reasons: payment of regular salary and incentives, reimbursement of traveling expenses and per diems, initial salaries and payment of professional fees of medical practitioners by virtue of the pay patient-attending doctor's agreement. In the payment of initial salaries, incentives and per diems, acknowledgement on the face of the Disbursement Vouchers is sufficient evidence of receipt. For authorized medical practitioners attending to pay patients, they are by law mandated to issue official receipts for the pay services they render to BGHMC pay patients. Further, the corresponding Certificates of Final Tax Withheld at Source (BIR form 2307) and/or Certificates of Creditable Tax Withheld at Source (BIR form 2306) shall also be acknowledged by the authorized medical practitioners. Business operation at Main Cashier is from Monday to Friday except holidays. Business hours starts at 8:00 in the morning to 5:00 in the afternoon.

Office or Division:	Cash Operations, Finance Service Division	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen Government-to-Government Government-to-Business	
Who may avail:	Hospital personnel, visiting consultants	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Document 1. Valid Identification Card of Claimant (original copy)	Document 1. Company affiliation or, LTO or, PRC or, GSIS or, SSS, or OSCA, or OWWA
	Document 2. Authorization Letter from the legal payee if claimant is a representative (original copy)	whichever is applicable Document 2. Legitimate payee
	Document 3. Photocopy of valid ID of authorizing person with signature as shown in the ID indicating certification that said photocopy has been authorized. This shall be used as	Document 3. Legitimate payee



<p>reference in signature verification. (one photocopy)</p> <p>Document 4. Special Power of Attorney (if applicable) (original copy)</p> <p>Document 5. Extrajudicial Settlement of estate where name of representative-claimant is included or Affidavit of Self-Adjudication whichever is applicable. (original copy)</p> <p>Document 6. Medical practitioner's valid Official Receipt (original)</p>	<p>Document 4. Notary public</p> <p>Document 5. Lawyer or judicial court whichever is appropriate</p> <p>Document 6. BIR authorized printing company</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present documents to identify payee-claimant or payee representative</p>	<p>1.1 Verify documents</p> <p>1.2 If identification is appropriate, log out document to be issued out in the Monitoring Tool: Disbursement Vouchers for Receiving/Releasing/Acknowledgement</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Disbursing Clerk</i></p>
<p>2. Sign in the Monitoring Tool to acknowledge the disbursement document/s</p>	<p>2.1 Wait for action until monitoring tool for acknowledgment has been returned ready for use of the next collector</p>	<p>None</p>	<p>1 minute</p>	<p><i>Disbursing Clerk</i></p>
<p>3. Acknowledgment of payment by payee: 3.1 If payment is for individual personnel benefits, employee acknowledges</p>	<p>3.1 Wait for the process of collector/payee</p>	<p>None</p>	<p>1 minute</p>	<p><i>Authorized Collector/payee</i></p>



<p>payment in the voucher by affixing signature in box D of Disbursement Voucher or in the working paper of Accounting Section.</p> <p>3.2 If payment is for professional fee of attending physician, an Official Receipt shall be issued to acknowledge payment. Also BIR forms 2307 and/or 2306 are acknowledged on the fourth copy of said forms.</p>	<p>3.2 wait for the process of the medical practitioner</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Authorized Collector/payee</i></p>
<p>4. Payee/collector returns the hospital documents to Disbursing Clerk</p>	<p>4. Disbursing Clerk inspects documents' completeness and propriety of acknowledgements done</p>	<p>None</p>	<p>1 minute</p>	<p><i>Disbursing Clerk</i></p>
TOTAL:		<p>None</p>	<p>10 minutes</p>	
END OF TRANSACTION				
<p>Total minutes to serve one pay transaction to one recipient</p> <p>1.1 if payment is for other personnel benefit = 5 minutes</p> <p>1.2 if payment is for professional fee = 9 minutes</p>				
<p>Notation:</p> <p>The Cash Operations has three (3) Disbursing Clerks who attend to collectors/payees. They are Lorna C. Arcilla, Marie de Guzman and Katherine M. Munar.</p>				



FINANCE DIVISION
Financial and Management Office
(FMO)
External Service



1. Issuance of Certificate of Acceptance of Guarantee Letter from The Philippine Charity Sweepstakes Office (PCSO)

The Financial and Management Office prepares and issues Certificate of Acceptance of Guarantee Letter as a requirement for the grant of Medical/ Financial Assistance from the Philippine Charity Sweepstakes Office (PCSO). This service is available from 8:00-5:00 pm only, Monday to Friday, except holidays at the Financial and Management Office, Administration Building, BGHMC.

Office or Division:	Office of the Financial and Management Officer/ Finance Service			
Classification:	Simple			
Type of Transaction:	G2C- Government to Transacting Public			
Who may avail:	Patients availing of Financial Assistance from the Philippine Charity Sweepstakes Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Photocopy of Clinical Abstract OR Medical Certificate		BGHMC Concerned Department/ Ward		
		BGHMC Health Information and Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Clinical Abstract or Medical Certificate of patient to Financial and Management Office	3. Review patient's record and Prepare Certificate of Acceptance	None	2 Minutes	<i>Jezreel Mitzi C. Hongitan, Administrative Assistant II/ Evangeline L. Talliad, Administrative Assistant III</i>
4. Wait for the release of the Certificate of Acceptance	1. Signs the Certificate of Acceptance	None	3 Minutes	<i>Edward C. Pudlao, CPA, MBA Financial and Management Officer II</i>
2. Fill out the receiving/ monitoring logbook.	5. Release the Certificate of Acceptance	None	3 Minutes	<i>Jezreel Mitzi C. Hongitan, Administrative Assistant II/ Evangeline L. Talliad, Administrative Assistant III</i>
TOTAL:		None	8 Minutes	
END OF TRANSACTION				