



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

## **Bids and Awards**

### **External Service**



## 1. Securing of Payment Order Form for the Payment of Bidding Documents

Payment for the Bidding Documents for Bidders who wants to secure the Bidding Documents and join projects through Competitive Bidding from the Bids and Awards Committee Secretariat at the Procurement Management Office from 8:00 AM to 5:00 PM, Monday to Friday.

<b>Office or Division:</b>	Procurement Management Office under Hospital Operations and Patients Support Service			
<b>Classification:</b>	G2B			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Bidders who wants to join the Competitive Bidding undertaking of the BGHMC (External Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payment Order Form		Procurement Management Office (Bids and Awards Committee Secretariat)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Secure a Payment Order Form from the Procurement Management Office – BAC Secretariat. Fill out the required data.	1) Issuance of Payment Order Form with the needed data for the corresponding project.	<b>Approved Budget for the Contract</b>  <b>Maximum Cost of Bidding Documents</b>  <b>(in Philippine Peso)</b>	10 minutes	<i>Bids and Awards Committee Secretariat</i>
2) Pay the corresponding amount at the BGHMC Cashier and secure Official Receipt.	2) Verify the Official Receipt to correspond with the needed amount.	500,000 and below - 500.00  More than 500,000 up to 1 Million - 1,000.00  More than 1 Million up to 5 Million - 5,000.00  More than 5 Million up to		



		10 Million - 10,000.00		
		More than 10 Million up to 50 Million - 25,000.00		
		More than 50 Million up to 500 Million - 50,000.00		
		More than 500 Million - 75,000.00		
<b>TOTAL:</b>		None	10 minutes	
<b><i>END OF TRANSACTION</i></b>				



## 2. Securing of Bidding Documents.

Securing of Bidding Documents from the Bids and Awards Committee Secretariat at the Procurement Management Office from 8:00 AM to 5:00 PM, Monday to Friday.

<b>Office or Division:</b>	Procurement Management Office under Hospital Operations and Patients Support Service			
<b>Classification:</b>	G2B			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Bidders who wants to join the Competitive Bidding undertaking of the BGHMC (External Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payment Order Form		Procurement Management Office (Bids and Awards Committee Secretariat)		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Official Receipt to the BAC Secretariat to secure the Bidding Documents.	1. Issuance of Bidding Documents for the corresponding project applied for.	None	10 minutes	<i>Bids and Awards Committee Secretariat</i>
<b>TOTAL:</b>		None	10 minutes	
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Chief Administrative Officer  
(CAO)**

**Internal Service**



## 1. Request for Service Vehicle

Some hospital personnel may request for a service vehicle to facilitate his/her official transaction within and outside the hospital, and nearby provinces and cities.

<b>Office or Division:</b>	Hospital Operation and Patients Support Service/ Office of the Chief Administrative Officer (OCAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Hospital Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Travel Form (Short Trip) and Letter of Request		Engineering and Facilities Management Office (EFMO), Motorpool Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SHORT TRIP 1.1. Request through phone call or letter of request	1.1 Coordinate with the Motorpool Unit Head or Secretary of EFMO	None	2 mins	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO, Unit Head or Secretary of EFMO</i>
1.2. Accomplish Request Form for Travel	1.2 Receive accomplished Form		1 min.	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO</i>
2. LONG TRIP 2.1. Request through letter of request	2.1 Coordinate with the Motorpool	None	2 mins.	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO,</i>



	Unit Head or Secretary of EFMO			Unit Head or Secretary of EFMO
2.2. Accomplish Request Form for Travel	2.2 Receive the accomplished Form		1 min.	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO</i>
	2.3 Recommended for approval of Medical Center Chief (MCC)		1 min.	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO MCC</i>
	2.4 Prepare approved request for Hospital Personnel Order (HPO)		5 mins.	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO</i>
	2.5 Release signed HPO for filing and distribution by Central Communication & Records Unit (CCRU)		1 min.	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp; Ma. Teresita C. Cornel, Administrative Officer II, OCAO CCRU</i>
<b>TOTAL</b>		None	13 Minutes	
<b>END OF TRANSACTION</b>				



## 2. Request for Accommodation (Guest House) , Venue/Function Hall, Use of Sound System

This process concerns the request of accommodation at the Guest House or Secretary's Cottage, Venue / Function Hall, Use of Sound System for hospital activities and events.

<b>Office or Division:</b>	Hospital Operation and Patients Support Service/ Office of the Chief Administrative Officer (OCAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Hospital Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form and Responsibility Agreement Form		Engineering and Facilities Management Office (EFMO) through the assigned Driver		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter of request	1. Approve request by the Chief Administrative Officer	None	2 mins.	<i>Ms. Priscilla P. Galiste</i>  Chief Administrative Officer
2. Accomplish Request Form	2. Coordinate with General Services Office (GSO) and Biomed with regards to: - Schedule - Venue - Room arrangement - Sound system - Use of LED Wall	None	5 mins.	<i>Juliet C. Santiago,</i> Administrative Officer I, OCAO &  <i>Ma. Teresita C. Cornel,</i> Administrative Officer II, OCAO  GSO Biomed
3. Sign Responsibility Agreement Form	3. Receive signed form	None	1 min.	<i>Juliet C. Santiago,</i> Administrative Officer I, OCAO &





				<i>Ma. Teresita C. Cornel,</i> Administrative Officer II, OCAO
	4. Release signed Form to General Service Office (GSO) or Biomed			<i>Juliet C. Santiago,</i> Administrative Officer I, OCAO &  <i>Ma. Teresita C. Cornel,</i> Administrative Officer II, OCAO  GSO Biomed
	<b>TOTAL:</b>	None	8 Minutes	
<b>END OF TRANSACTION</b>				



### 3.Preparation of Hospital Issuances

This process involves the preparation of Hospital Issuances (Hospital Personnel Order, Hospital Order, Hospital Memorandum, Hospital Personnel Memorandum, Office Orders, Hospital Notice, Hospital Advisory) of officials and employees

<b>Office or Division:</b>	Hospital Operation and Patients Support Service/ Office of the Chief Administrative Officer (OCAO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Hospital Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request, Invitation or Travel Request		Requesting Party/Agency, official, employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Secretary of Medical Center Chief (MCC) will transmit approved letter / invitation	1 .Receive the approved request /invitation	None	1 minute	<i>Secretary of MCC</i>  <i>Juliet C. Santiago, Administrative Officer I, OCAO &amp;</i>  <i>Ma. Teresita C.Cornel, Administrative Officer II, OCAO</i>
2.Secretary of MCC will release signed Order to CAO for distribution	2.Prepare the Order for initial		5 minute.	<i>Ms. Priscilla P. Galiste</i>  Chief Administrative Officer
	3.Forward the Order to MCC for his signature		1 minute	<i>Juliet C. Santiago, Administrative Officer I, OCAO &amp;</i>  <i>Ma. Teresita C.Cornel, Administrative Officer II, OCAO</i>  MCC



	4.Receive signed Order for release to Central Communication & Records Unit (CCRU)		1 minute	<i>Juliet C. Santiago,</i> <i>Administrative Officer</i> <i>I, OCAO &amp;</i>  <i>Ma. Teresita</i> <i>C.Cornel,</i>  <i>Administrative Officer</i> <i>II, OCAO</i>  CCRU
	<b>TOTAL:</b>	None	8 minutes	
<b><i>END OF TRANSACTION</i></b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Central Communication and Records Unit  
(CCRU)**

**Internal Services**



## 1. Transmittal of Documents for Mail

Transmits official documents for mailing through Philpost and Private Courier.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Central Communication & Records Unit (CCRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2 Copies of Endorsement Letter (if documents are more than 5)		Sender of the Mail (Internal Client)		
Complete Name, Address, Contact Number of the recipient		recipient of the Official Mail, Parcels, Documents.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1. Submit all the information required for Mailing and wait for the endorsement of Control Number of the transmitted documents,	1.1 Receive Official documents for mailing.	None	20 seconds	<i>Sender of the Mail</i>
	1.2 Identify whether the documents for mailing are for Philpost or Private Courier.	None	30 seconds	<i>Mr. Ceasar Damasco</i> Administrative Aide III, CCRU
	1.2.a For Philpost: Affixes the correct stamp value in the upper rightmost corner of the envelope.	None	5 minutes	<i>Mr. Ceasar Damasco</i> Administrative Aide III, CCRU
	1.2.b For Private Courier: Makes cash advance to Cashier for the payment.	C/O Cashier	20 minutes	<i>Cash Operations Office</i>
	1.3 Record it in the Outgoing Logbook.	None	1 minute	<i>Mr. Ceasar Damasco</i> Administrative Aide III, CCRU
	1.4. Request for service vehicle	None	1 minute	<i>Ms. Juliet Santiago</i> Administrative Officer I, OCAO



	1.4 Transmits the documents to Philpost or Private Courier	None	30 minutes	<i>PhilPost/Private Courier</i>
	1.5. Endorse to sending unit the file copy of the mailed documents.	None	15 minutes	<i>Mr. Ceasar Damasco Administrative Aide III, CCRU</i>
	1.5.a For Private Courier: Liquidate the cash advance and endorses the original copy of official receipt and tracking number together with the copy of transmittal letter to the Cashier.	None	15 minutes	<i>Cash Operations Office</i>
	<b>TOTAL:</b>	None	1 hour, 27 minutes, 50 seconds	
<b>END OF TRANSACTION</b>				



## 2. Endorsement of Medical Assistance Program

This process pertains to CCRU Management of Incoming Documents for Medical Assistance Program.

<b>Office or Division:</b>		Hospital Operation and Patient Support Service/Central Communication & Records Unit (CCRU)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		Finance Management Office and Budget Office of BGHMC		
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Assistance Program/Guarantee Letter		Finance Management Office and Budget Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Medical Assistance Program copies and wait for the scanned copy.	1.1 Receives Medical Assistance Program copies	None	1 minute	<i>Budget Office and Finance Mgmt Office</i>
	1.2 Scan each document.	None	30 minutes	<i>Mr. Antonio Dela Pena, Administrative Aide III, CCRU</i>
	1.3 Stamp the date and time received on each document	None	10 minutes	<i>Mr. Antonio Dela Pena, Administrative Aide III, CCRU</i>
	1.4 Determine what type of document is being received.	None	20 minutes	<i>Mr. Antonio Dela Pena, Administrative Aide III, CCRU</i>
	1.4.a. If document is medical assistance for dialysis, Billing Office will receive the original copy and e-copy sent through email.	None		<i>Billing Office</i>



	1.4.b If document is medical assistance for Hospitalization/ Ultrasound/ Chemotherapy/ CT scan/ Laboratory Procedures, Budget Office will get scanned copy sent through email and Billing Office will get the Original Copy and scanned copy.	None		<i>Budget and Billing Office</i>
	1.4.c If document is medical assistance for PCSO guarantee letters, accounting office will get a scanned copy and Billing Office will get the original copy and scanned copy.	None		<i>Accounting and Billing Office</i>
	1.5 Enter the details of the Medical Assistance Program in the Logbook and emails the e-copies to the Accounting, Billing and Budget Office.	None	1 hour	<i>Mr. Antonio Dela Pena, Administrative Aide III, CCRU</i>
	1.6 Endorse the document to the offices concerned.	None	10 minutes	<i>All concerned Office.</i>
	<b>TOTAL:</b>	None	2 hours and 11 minutes	
<b>END OF TRANSACTION</b>				





### 3. Endorsement of Hospital Issuance

This process pertains to the Hospital Issuances that are forwarded from the Office of the Chief Administrative Officer that will be endorsed to all concerned Personnel and Offices.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Central Communication & Records Unit (CCRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Hospital Issuances		Chief Administrative Office		
1. Hospital Personnel Order				
2. Hospital Order				
3. Hospital Memorandum				
4. Hospital Personnel Memorandum				
5. Notices/Advisories				
6. Office Orders				
7. Division Orders				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward to office the Hospital Issuance that need to endorse	1.1 Receives the Hospital Issuances	None	30 seconds	<i>Ms. Katrina Dy</i> <i>Administrative Assistant II, CCRU &amp;</i>  <i>Mr. Ceasar Damasco</i> <i>Administrative Aide III, CCRU</i>
	1.2 Scan the Document	None	1 minute	
	1.3 Upload to BGHMC Intranet and post it to CCRU Announcement	None	1 minute	
	1.4 Produce a copy for the concerned Personnel.	None	1 minute	
	1.5 Endorse it to the concerned Personnel	None	10 minutes	
	<b>TOTAL:</b>	None	13 minutes and 30 seconds	
<b>END OF TRANSACTION</b>				



## 4.Document Request

All documents that are endorsed and filed in the office can be requested for official use only.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Central Communication & Records Unit (CCRU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete details of Requested Copy (e.g. Hospital Issuance Number, Subject, Date, Venue or Memorandum Of Agreement, Licenses,and Contracts)		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request a document through a phonecall and wait for the scanned file that will be sent through e-mail	1.1 Receives the call.	None	30 seconds	<i>Ms. Katrina Dy Administrative Assistant II, CCRU</i>
	1.2 Look for the file in the Masterlist of Records	None	1 minute	
	1.3 Retrieve the Document at the File Location	None	5 minutes	
	1.4 Scan the Document	None	1 minute	
	1.5 Send the requested file through e-mail	None	1 minute	
	1.6 Record the File being requested at the Logbook.	None	1 minute	
	<b>TOTAL:</b>	None	39 minutes	
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Engineering & Facilities Management  
Office External Services  
(EFMO)**

**External Service**



## 1.Scheduled Meeting/Appointment with the Project Management Team

This procedure pertains to client steps on confirmed appointment with the Project Management Team. This service is available from Monday to Friday, 8:00 am to 5:00 PM except holidays at the Engineering and Facilities Management Office.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering & Facilities Management Office (EFMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractors of BGHMC (External Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation from the Project Management Team		Technical Staff In-Charge of the Project at Engineering & Facilities Management Office (EFMO)		
Confirmation of requested appointment (text message, email or personal agreement)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1A. If within *BLISTT Area, confirm appointment to the admin staff present	1.1 1A. Verify appointment to the person in-charge of the project	None	1 minute	<i>Admin Staff Secretary</i>
1B. If coming outside the *BLISTT area, proceed at Triage, Garden for Medical Clearance	1.2 1B. Reschedule appointment/meeting through text message, call or email	None	15 minutes	<i>Admin Staff Secretary</i>
2. Disinfect hands and shoes using the alcohol and foot rug provided before entering the office	2.1 Assist client in disinfecting	None	1 minute	<i>Admin Staff Secretary</i>
3. Register name at the logbook provided for contact tracing purposes	3.1 Check if all needed data were completed	None	1 minute	<i>Admin Staff Secretary</i>
4. Proceed at the designated area for the appointment/meeting	4.1 Proceed to the discussion/meeting <sup>1</sup>	None	45 minutes	<i>Technical Staff In-Charge</i>
<b>TOTAL:</b>			48 minutes	
<b>END OF TRANSACTION</b>				



## 2.Submission of Documents and Sample of Construction Materials

All transactions regarding the on-going projects (submission of billing requests, billing attachments, accomplishment reports, time extension/suspension requests and approval of construction materials to be used). This service is available from Monday to Friday, 8:00 am to 5:00 PM except holidays at the Engineering and Facilities Management Office.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering & Facilities Management Office (EFMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractors of BGHMC (External Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents to be submitted: - Billing Requests, Contractor's Affidavit, Actual Site Photos, Accomplishment Reports, Time Extension/Suspension Requests		To be Provided by the Contractor/Client of Baguio General Hospital from their Main Office		
Sample of Materials for Approval				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Disinfect hands and shoes using the alcohol and foot rug provided before entering the office	1.1 Assist client in disinfecting	None	1 minute	<i>Admin Staff Secretary</i>
2. Register name at the logbook provided for contact tracing purposes	2.1 Check if all needed data were completed	None	1 minute	<i>Admin Staff Secretary</i>
3. Proceed at the technical personnel concerned	3.1 Check and receive documents; Sign approved sample/s for implementation	None	5 minutes	<i>Technical Staff In-Charge</i>
<b>TOTAL:</b>			7 minutes	
<b>END OF TRANSACTION</b>				



### 3. Project Proposal for Infrastructure Projects

This procedure pertains to the whole process of completing necessary documents needed prior to the procurement process. This service is available from Monday to Friday, 8:00 am to 5:00 PM except holidays at the Engineering and Facilities Management Office.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering & Facilities Management Office (EFMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Contractors of BGHMC (External Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approval of Proposed Infrastructure Project		Medical Center Chief Office		
Requirements/Details of Proposed Infrastructure Project: <ul style="list-style-type: none"> <li>- Room requirements</li> <li>- Size standards</li> <li>- Materials Required by DOH</li> </ul> Areas needed as per required by the licensing agency		Concerned Department In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the information or requirements needed to be incorporated to the proposed project	1.1 Validation of Proposed Infra Project	None	1 day	<i>EFMO Office</i>
	1.2 Preparation of Schematic Plans	None	5 days	<i>EFMO Office</i>
	1.3 Submit Schematic Plans to Client for Approval or Further Revision	None	1 day	<i>EFMO Office</i>
	1.4 A. If Approved, Apply for Permit to Construct for all New Construction and Major B. If Disapproved, Redesign Another Set of Scheme	None	1 day	<i>EFMO Office</i>
	1.5 Preparation of Detailed Architectural and	None	2 days	<i>EFMO Office</i>
		None	7 months	<i>EFMO Office</i>



	Engineering Design (DAED) and Program of Works (POW)		*based on Historical Data	
	1.6 Review/Check DAED and POW	None		<i>Engineer IV</i>
	A. If with corrections, edit and reprint corrected DAED and POW	None	7 days	<i>EFMO Office</i>
	B. If Approved, Submit DAED and POW to the Chief Administrative Office for Recommending Approval	None	1 day	<i>Chief Administrative Officer</i>
	1.7 Submit DAED and POW to the Medical Center Chief Office for Approval	None	1 day	<i>Medical Center Chief Office</i>
<b>TOTAL:</b>			7 months and 20 days	
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Engineering & Facilities Management  
Office External Services  
(EFMO)**

**Internal Service**





## 1. Request for Ambulance Service

Requesting for ambulance for local trip travel (within Baguio City) and long trip travel (outside Baguio City)

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering & Facilities Management Office (EFMO)- Motorpool			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved request for travel		Medical Center Chief Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the information required for Mailing and wait for the endorsement of Control Number of the transmitted documents,	1.1 Receive approved request for travel	None	3 minutes	<i>EFMO Office</i>
	1.2 A. Verifies and queues request for use of an ambulance on Long Trip (outside Baguio City) while waiting for the availability of driver and ambulance	None	10 minutes	<i>Engineer III in charged</i>
	B. Verifies and queues request for use of an ambulance on local trip (inside Baguio City) while waiting for the availability of driver and ambulance	None		<i>Security Guard on Duty/ Maintenance Foreman (designated ambulance dispatcher)</i>



	1..3 A. Assign ambulance and driver on a long trip.	None	10 minutes	<i>Engineer III in charged</i>
	B. Assign ambulance and driver on a local trip.	None		<i>Security Guard on Duty/ Maintenance Foreman (designated ambulance dispatcher)</i>
	1.4A. Inform and issue a copy of the approved (by the Chief Administrative Officer or Authorized Representative) driver's trip ticket for local trip travel	None		<i>Security Guard on Duty/ Maintenance Foreman (designated ambulance dispatcher)</i>
	B. Inform and issue a copy of the approved (by the Medical Center Chief) driver's trip ticket and hospital personnel order for long trip travel	None	10 minutes	<i>Engineer III in charged</i>
	1.5 Fill up the petty cash voucher if petty cash is needed	None	5 minutes	<i>Engineer III</i>
	1.6 Check and inspect the ambulance before any long trip travel and short trip travel, and certified that	None	30 minutes	<i>Mechanic/ Driver</i>



	the motor vehicle is duly checked and declared mechanically fit for travel with affixed signature on the driver's ticket			
	1.7 A. Conducts passenger to their destination for long trip travel (outside Baguio City)	None	**Varies	<i>Driver</i>
	B. Conducts passenger to their destination for local trip travel (within Baguio City)	None	30 minutes	<i>Driver</i>
	1.8 Upon return, have the trip ticket signed by the passenger	None	2 minutes	<i>Driver</i>
	1.9 A. Endorse the ambulance to the Motorpool upon return from the long trip travel together with the travel documents	None	20 minutes	<i>Driver</i>



	<p>B. For a local trip travel, endorse the ambulance together with the completed Driver's trip Ticket to the Regular Security Guard/ Maintenance Foreman (designated ambulance dispatcher) for filling, which will be collected by the Engineer 3 or the Engineering Clerk to the Motorpool Office</p>	None		
<b>TOTAL:</b>	None	2 hours <i>**long trip travel time depends on the destination and number of days the requesting personnel will stay on the area</i>		
<b>END OF TRANSACTION</b>				



## 2. Request for Service Vehicle

Requesting for vehicle for local trip travel (within Baguio City) and long trip travel (outside Baguio City)

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering & Facilities Management Office (EFMO)- Motorpool			
<b>Classification :</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved request for travel		Medical Center Chief Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the information required for Mailing and wait for the endorsement of Control Number of the transmitted documents,	1.1 Receive approved request for travel, (the Medical Center Chief approves ticket for destinations outside Baguio City (Long Trip Travel), the Chief Administrative Officer or Authorized Representative approve trip ticket within Baguio City (Local Trip Travel))	None	3 minutes	<i>EFMO Office</i>
	1.2 Verifies if the trip is for official business a. If the trip is for official business, allow the use of available vehicle and driver  b. If trip is not on official business, disallow request.	None	10 minutes	<i>EFMO Office</i>



	1.3 a. Queue requests and wait for the availability of driver and / or vehicle in case of multiple requests	None	1 hour	<i>EFMO Office</i>
	b. Informs the requesting party immediately if request can be already accommodated	None	3 minutes	<i>EFMO Office</i>
	1.4 In case of non-availability of motor vehicle and driver to dispatch, schedules and whereabouts of the motor vehicles on transit must be monitored	None		<i>EFMO Office</i>
	1.5 Assigns vehicle and driver	None	5 minutes	<i>EFMO Office</i>
	1.6 Fill up the petty cash voucher if petty cash is needed	None	5 minutes	<i>EFMO Office</i>
	1.7 a. Inform the passenger and issue a copy of approved trip ticket to the driver assigned	None	10 minutes	<i>Mechanic or Driver</i>
	b. For long trip travel, an approved hospital personnel order is given to the driver side from	None		<i>EFMO Office</i>



	the given driver's ticket			
	1.8 Provide petty cash to the driver for fuel expenses and other related expenses	None	5 minutes	<i>Engineer III in charged</i>
	1.9 Check and inspect the ambulance before any long trip travel and short trip travel, and certified that the motor vehicle is duly checked and declared mechanically fit for travel with affixed signature on the driver's ticket		30 minutes	<i>Mechanic/ Driver</i>
	1.10 a. Conducts passenger to their destination for long trip travel (outside Baguio City)	None	**Varies	<i>Driver</i>
	b. Conducts passenger to their destination for local trip travel (within Baguio City)	None	30 minutes	<i>Driver</i>
	1.11 Upon return, have the trip ticket signed by the passenger	None	2 minutes	<i>Driver</i>
	1.12 Endorse the vehicle to the Motorpool and/or at the designated parking area	None	2 minutes	<i>Driver</i>



	1.13 Endorse travel documents to the Engineer III in charge, Engineering Clerk or	None	10 minutes	Driver
	<b>TOTAL:</b>	None	3 hours <i>**long trip travel time depends on the destination and number of days the requesting personnel will stay on the area</i>	
<b>END OF TRANSACTION</b>				





### 3. Request for Maintenance Job Order

This procedure pertains to the whole process for requesting and processing of maintenance job orders.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering and Facilities Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Online e-Job Order Form		e-Job Order System (Login through HRMIS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Online Job Order Request Form through e-Job Order system	1.1 Check e-Job Order System and Print Job Order Request	None	5 minutes	Engineering Office
	1.2a Initial Evaluation of Job Order Request/ Check availability of materials to be used: For Repair cost of material below ₱1,000.00	None	10 minutes	Engineering Office
	1.2b Initial Evaluation of Job Order Request/ Check availability of materials to be used: For Repair cost of material ₱1,000.00 and above	None	1 day	Engineering Office/ Foreman
	1.3 Approve Job Order	None	10 minutes	Head, Engineering Office
	1.4a Update Job Order Request through e-Job Order system	None	5 minutes	Engineering Office
	1.4b For unavailable materials: Prepare and Submit Purchase Request	None	30 minutes or c/o End-user	Engineering Office/ End User
	1.5. If materials are available: Endorse 1 copy of approved Job	None	10 minutes	



	Order Form to Foreman			<i>Engineering Office</i>
	1.6.a Schedule Work of Maintenance Personnel: For Repair cost of material below ₱1,000.00	None	1 day	<i>Foreman/ Maintenance Personnel</i>
	1.6.b Schedule Work of Maintenance Personnel: For Repair cost of material ₱1,000.00 to ₱20,000.00	None	15 days	<i>Foreman/ Maintenance Personnel</i>
	1.6.c Schedule Work of Maintenance Personnel: For Repair cost of material ₱20,000.00 and above	None	30 days	<i>Foreman/ Maintenance Personnel</i>
2. Acknowledge Finished Output and Sign Job Order Form	2.1 Endorse Finished Output to End User	None	5 minutes	<i>Foreman/ Maintenance Personnel</i>
<b>TOTAL:</b>			47 days, 1 hour and 15 minutes **Actual Work/Repair time depends on the scope of project and availability of materials to be used	
<b>END OF TRANSACTION</b>				



#### 4. Request for Repair of Medical Equipment

This procedure pertains to the whole process for the repair control procedure of medical equipment. This service is available from Monday to Friday, 8:00 am to 5:00 PM except holidays at the Engineering and Facilities Management Office.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Engineering and Facilities Management Office			
<b>Classification:</b>	Highly technical			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Online e-Job Order Form		e-Job Order System (Login through HRMIS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Online Job Order Request Form through e-Job Order system	1.1 Check e-Job Order System and Print Job Order Request	None	5 minutes	Engineering Office
	1.2. Initial Evaluation of Job Order Request	None	10 minutes	Engineering Office
	1.3 Approve Job Order	None	10 minutes	Head, Engineering Office
	1.4. Update Job Order Request through e-Job Order system	None	5 minutes	Engineering Office
	1.5. Endorse 1 copy of approved Job Order Form to Medical Equipment Technician	None	10 minutes	Engineering Office
	1.6a Check and verify the problem of the medical equipment and record in Biomedical Service Report	None	1 day	Head, Medical Equipment Technician
	1.6bb For further assessment: Medical Equipment Technician shall coordinate with the end user to Pull-out and bring the equipment for repair to the Biomedical Shop	None	1 hour	Head, Medical Equipment Technician
	1.6.c If spare part is not available and costs ₱1,000.00 and below: Request for cash advance from Petty Cash Custodian	None	1 day	Head, Medical Equipment Technician



	and purchase the spare part			
	1.6.d If spare part is not available and costs above ₱1,000.00 : Prepare and Submit Purchase Request	None	30 minutes	Head, Medical Equipment Technician
	1.6.e If equipment is under warranty: Endorse to Materials Management Office (MMO)	None	30 minutes	Head, Medical Equipment Technician
	1.7a Assign repair to Technician-in-Charge	None	1 week	Head, Medical Equipment Technician/ Technician-in-charge
	1.7.b If equipment is under warranty: Supervise repair done by Supplier	None	c/o Supplier	Supplier / Head, Medical Equipment Technician
	1.8 Prepare Service Report containing spare parts replaced, activities done, etc.	None	1 day	Head, Medical Equipment Technician/ Technician-in-charge
2. Acknowledge Repaired Equipment and Sign in the Biomedical Service Report	2.1 Endorse Repaired Equipment to End User	None	5 minutes	Head, Medical Equipment Technician/ Technician-in-charge
<b>TOTAL:</b>			10 days, 2 hours and 35 minutes **Actual Work/Repair time depends on the scope of repair and availability of replacement parts	
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**General Services Office  
(GSO)**

**Internal Service**



## 1. Linen Unit

### 1.1 Requisition of Ready- Made Linen Requirements

<b>Office or Division:</b>	HOPSS/GSO-Linen			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Departments, Offices and Other Special Units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requisition and Issue Slip Form (RIS) 2. Linen Custodian Slip (LCS)			1. General Services Office-Linen Unit 2. General Services Office-Linen Unit	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a RIS Slip form (all requesting officer/end-user shall wear face mask, no mask, no transaction, if possible bring their own ballpen)	>Issue an RIS Slip form	None	10 seconds	>Seamstress (all person responsible shall wear mask and practice social distancing at all times)
2. Accomplish RIS Slip form	>Receive and check RIS Slip form if properly filled out; checks stock card/s if request are available to be submitted for approval	None	3 minutes	>Seamstress >Head, Linen Unit



3. Receive issuance of request within 2 days upon approval	> Seamstress prepares requested linens for marking and shall prepare two (2) copies of LCS (Linen Custodian Slip; informs/calls client/s for pick up	None	2 days	>Seamstress
4. Client/s to pick-up requested linens upon receipt of call/s, client/s must double check items requested	>Seamstress issues requested linens with the accomplished LCS	None	5 minutes	>Seamstress
5. Signature over printed name by Accountable Officer on the LCS	>Copy furnished the accountable officer/client and remaining copy shall be the Unit's file	None	30 seconds	>Seamstress (all person responsible shall properly wash hands or apply alcohol every after transaction)
<b>TOTAL:</b>		None	2 Days	
<b>END OF TRANSACTION</b>				



## 1.2. Requisition of Linen Requirements for Fabrication

<b>Office or Division:</b>	HOPSS/GSO-Linen			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Departments, Offices and Other Special Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition and Issue Slip Form (RIS) 2. Linen Custodian Slip (LCS)		1. General Services Office-Linen Unit 2. General Services Office-Linen Unit		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a RIS Slip form (all requesting officer shall wear face mask, no mask, no transaction, if possible bring their own ballpen)	>Issue an RIS Slip form	None	10 seconds	>Seamstress (all person responsible shall wear mask and practice social distancing at all times)
2. Accomplish RIS Slip form	>Receive RIS Slip form to be submitted for approval	None	1 minute	>Seamstress >Head, Linen Unit
3. Receive issuance of request upon fabrication of requested linens	> Seamstress fabricates requested linens with available materials and shall prepare two (2) copies of LCS; informs/calls client/s	None	15 days	>Seamstress





4. Client/s to pick-up requested (fabricated) linens upon receipt of call/s, client/s must double check items requested	>Seamstress issues requested linens with the accomplished LCS	None	5 minutes	>Seamstress
5. Signature over printed name by Accountable Officer on the LCS	>Copy furnished the accountable officer/client and remaining copy shall be the Unit's file	None	30 seconds	>Seamstress (all person responsible shall properly wash hands or apply alcohol every after transaction)
<b>TOTAL:</b>		None	2 Days	
<b>END OF TRANSACTION</b>				



## 2. Laundry Unit

### 2.1. Distribution of Clean Linens

<b>Office or Division:</b>	HOPSS/GSO-Laundry			
<b>Classification:</b>	Simple Technical Service			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All departments, offices and other special units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Endorsement Slip Form			2. Laundry Releasing Area- Flavier Bldg. Basement	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a number and wait for his/her number to be called and present the number (all recipient of clean linens shall wear face mask and practice social distancing at all times)	>Roll call the number; secure the number presented	None	1 minute  Issuance time: 8:30-10:00am 1:00-3:00pm	>Laundry Worker II (all person responsible shall wear face mask and practice social distancing at all times)
2. Present Endorsement Slip to LW II on duty	>Issue clean linens based on the endorsement slip presented by the client/s as against their records	None	5 minutes	>Laundry Worker II
3. Double check all linens issued (quantity per category per label/area)	>Double check all linens being issued to clients (quantity per category per label/area)	None	3 minutes	>Laundry Worker II



4. Tally records with the staff on duty	>Tally record of clients as against their records	None	1 minute	>Laundry Worker //
5. Sign over printed name on the endorsement slip copy of laundry	Sign/Initial on the endorsement slip copy of both laundry and client/s	None	30 seconds	>Laundry Worker //
<b>TOTAL:</b>		None	10 Minutes and 30 Seconds	
<b>END OF TRANSACTION</b>				



## 2.2 Receiving of Soiled Linens

<b>Office or Division:</b>	HOPSS/GSO-Laundry			
<b>Classification:</b>	Simple Technical Service			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All departments, offices and other special units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Checklist – List of Soiled Linens 2. Endorsement Slip Form			1. Soiling Area- Flavier Bldg. Basement	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE re PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a number and wait for his/her number to be called and present the number (clients shall wear proper and complete PPE and practice social distancing at all times)	Roll call the number; secure the number presented	None	2 minutes	>Laundry Worker II (all person responsible shall wear complete proper PPE: gown/bunny suit, face mask, face shield, cap, gloves, closed shoes/shoe cover)
2. Conduct physical counting per item/per kind	Record the quantity, item description and area on the Checklist form	None	5 minutes	>Nursing Attendant/Client >Laundry Worker II
3. Tally record with LW II as against the recorded soiled linens (bring their own ballpen)	Tally record with client as against the recorded soiled linens	None	2 minutes	>Nursing Attendant/Client >Laundry Worker II
4. Remove the used gown and gloves and wash hands or apply/use sterilium/alcohol then transfer checklist records on	Double check the record and affix signature on the endorsement slip form of the client	None	5 minutes	>Nursing Attendant/Client >Laundry Worker II



the Endorsement Slip Form. Affix signature over printed name on the Endorsement Slip Form.				
<b>TOTAL:</b>		None	14 Minutes	
<b>END OF TRANSACTION</b>				



### 3. Housekeeping

#### 3.1 Service Request Step by Step for Venues

<b>Office or Division:</b>		HOPSS/GSO-Laundry		
<b>Classification:</b>		Simple Technical Service		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who may avail:</b>		All departments, offices and other special units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form		General Services Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call GSO for Blocking of venues and dates	>Advance blocking	None	1 minute	>Housekeeping Personnel
2. Collect and schedule request form	>Log in the logbook and block the date in the Reservation Calendar	None	10 minutes	>Housekeeping Personnel
3. Housekeeping Supervisor shall assign personnel to carry out the service request	>Assigned CBII Supervisors and Building attendant shall conduct general cleaning and disinfect every after activity with 1:10 dilution of Sodium Hypochlorite (all assigned personnel must wear face mask/shield). Prepare the venue and coordinate with the requesting client regarding the details of the request.	None	2 Hours	>Housekeeping Supervisors/ Outsourced Agency Supervisors and Building Attendants (all on call personnel for disinfecting shall wear complete PPEs in the COVID area)
<b>TOTAL:</b>		None	2 hours & 11 Minutes	
<b>END OF TRANSACTION</b>				



### 3.2. Service Request for Disinfecting/Hauling/Housekeeping

<b>Office or Division:</b>		HOPSS/GSO-Laundry		
<b>Classification:</b>		Simple Technical Service		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who may avail:</b>		All departments, offices and other special units		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request Form		1. General Services Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client shall fill out Service Request Form (client must wear face mask and apply available alcohol in the area at all times)	>schedule service request	None	1 minute	>Housekeeping Personnel
	>log in the logbook and include in the List of Scheduled Activities	None	3 minutes	>Housekeeping Supervisor
2. Secure approved service request	>Housekeeping Supervisor shall assign personnel to carry out the service request as scheduled	None	2 minutes	>Housekeeping Supervisor and Building Attendant
3. Inform/Call Housekeeping Supervisor if the scheduled activity requested has been accomplished	Housekeeping supervisor shall accomplish the service request for report purposes	None	1 minute	>Housekeeping Supervisor
<b>TOTAL:</b>		None	7 Minutes	
<b>END OF TRANSACTION</b>				



## 4. Conference Hall / Training Hall / Secretary's Cottage

### 4.1. Service Request for Venue Procedure

<b>Office or Division:</b>	HOPSS/GSO-Laundry			
<b>Classification:</b>	Simple Technical Service			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All departments, offices and other special units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Service Request form from CAO		1. CAO Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform GSO booking of venues. Request for reservation.	>Book request/ reservation date of activities based on the request if available	None	1 minute	CAO Secretary/ Hospital Housekeeper
2. Indicate in the approved request the purpose, date, time, arrangement, and number of occupants	>Prepare the venue/conference hall	None	20 minutes	Building Attendant
3. Inform Client the Responsibilities/Rules and Regulation/Policies of the use of the venues (all clients/ occupants must wear face mask and use available alcohol in the area at all times	>Assist the client/occupant for the maintenance of cleanliness and disposal of wastes after use	None	5 minutes	Building Attendant
4. Affix printed name over signature in the Memorandum of Agreement (MOA)	Implement Rules and Regulations/Policies	None	2 minutes	CAO Secretary
<b>TOTAL:</b>		None	28 minutes	
<b>END OF TRANSACTION</b>				





## 4.2 Service Request for Accommodation Procedure

<b>Office or Division:</b>	HOPSS/GSO-Laundry			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All departments, offices and other special units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request 2. Registration Form 3. Statement of account 4. Checklist form 5. CSAT FORM		1. General Services Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of Request for Booking/ Reservation	Schedule for booking	None	2 minutes	<i>Hospital Housekeeper/ Building Attendant</i>
2. Approved Request	Prepare reservation	None	2 minutes	<i>Hospital Housekeeper/ Building Attendant</i>
3. Visitor/s/ Occupant/s shall fill out the Registration Form (all visitors/ occupants must wear face mask and practice social distancing at all times)	Assist the visitor/s/ occupant/s to their room/s assignment (must wear face mask and practice social distancing)	None	2 minutes	<i>Hospital Housekeeper/ Building Attendant</i>
4. Visitor/s/ Occupant/s to receive the materials/ supplies, etc. using the Checklist Form	Assist the visitor/s/ occupant/s to their needs/request s during their stay	None	5 minutes	<i>Hospital Housekeeper/ Building Attendant</i>



5. Visitor/s/ Occupant/s to settle Statement of Account in the Cash Operating Office (COO)	Assist client to accomplish the CSAT Form and to drop it at the drop box	None	2 minutes	<i>Hospital Housekeeper/ Building Attendant</i>
<b>TOTAL:</b>		None	13 minutes	
<b>END OF TRANSACTION</b>				



## 5. Linen Unit Clean Linens

### 5.1 Service Request Step by Step Procedure

<b>Office or Division:</b>		HOPSS/GSO-Laundry		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G-Government to Government		
<b>Who may avail:</b>		All departments, offices and other special units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Request Form		General Services Office		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. BGHMC Personnel	Gives out request form	None	30 seconds	<i>Housekeeping Supervisors</i>
2. BGHMC Personnel	Fills out Request Form	None	1 min.	<i>BGHMC Personnel</i>
3. BGHMC Personnel	Collects and Schedule Request for Services such as: >Hauling/Transport >General Cleaning >Assist in 5'S Office/ward >Pest Control >Preparation of Venue	None	10 min.	<i>Housekeeping Supervisors</i>
4. BGHMC Personnel	Assign Personnel to carry out the Service Request	None	10 min.	<i>Housekeeping Personnel/CBII Supervisors and CBII Building Attendants</i>
5. BGHMC Personnel	Assign Personnel to prepare the Service Request On or before the event	None	One day before the event	<i>Housekeeping Personnel/CBII Supervisors and CBII Building Attendants</i>
6. BGHMC Personnel	After the event -- after care will follow	None	20 minute after the event.	<i>Housekeeping Personnel/CBII Supervisors and CBII Building Attendants</i>
<b>TOTAL:</b>		None	1 Day 1 Hour 10 Minutes	
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

## **Human Resource Management Office (HRMO)**

### **External Service**



## 1. Recruitment and Selection

This transaction involves the recruitment and selection process of qualified Filipino applicants conducted by the Human Resource Management Office, starting from posting of vacancy and submission of application, selection from among applicants until processing of appointment of appointee, including oath of office and assumption to duty. This service is available from Monday to Friday, except for holidays, from 8:00 AM to 5:00 PM.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Human Resource Management Office	
<b>Classification:</b>	Multi-Stage	
<b>Type of Transaction:</b>	G2C- Citizen; G2G- Government	
<b>Who may avail:</b>	All qualified Filipino citizen applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR APPLICATION:</b>		
Application letter addressed to: RICARDO B. RUNEZ JR., MD, FPCP, MHA CSEE Medical Center Chief (1 copy)	Applicant	
Updated Personal Data Sheet (PDS) or CSC Form 212, rev. 2017  -with attached detailed Job Description of Work Experience/s  -with recent I.D. passport size picture taken within the last 6 months, with full and handwritten nametag and signature over printed name (1 original copy)	Downloadable at <a href="http://csc.gov.ph">http://csc.gov.ph</a> (CSC website)	
Diploma (1 certified true copy)	Registrar's Office of issuing school	
Proof of Highest Educational Attainment: -For College Graduate or with Higher Educational Attainment: Transcript of Records  -For College Undergraduate: Transcript of Records or Certificate of Units earned  -For High School or Elementary Graduate/Undergraduate: Form 137 (1 certified true copy)	Registrar's Office of issuing school	
Proof of Eligibility:	-Professional Regulations Commission (PRC) or Supreme Court (SC) License Issuing Office	



<p>-For Practice of Profession: Valid Professional Regulations Commission (PRC) or Supreme Court (SC) License</p> <p>-For positions requiring Civil Service (CS) Eligibility:</p> <p style="padding-left: 40px;">-For Second Level position: Professional CS Eligibility or Valid Professional Regulations Commission (PRC) or Supreme Court (SC) License, or National Police Commission (NAPOLCOM) eligibility</p> <p style="padding-left: 40px;">-For First Level position: Sub-Professional or Professional CS Eligibility or Valid Professional Regulations Commission (PRC) or Supreme Court (SC) License or National Police Commission (NAPOLCOM) eligibility</p> <p>-For positions requiring other license:</p> <p style="padding-left: 40px;">-Driver – Professional Driver’s License</p> <p style="padding-left: 40px;">-CS Eligibility pursuant to: CS MC No. 11, s. 1996, for skilled workers like plumber, carpenter etc., if any</p> <p>(1 photocopy)</p>	<p>-CS Eligibility: Civil Service Commission – Region where eligibility was obtained;</p> <p>-PRC License: PRC Office – CAR</p> <p>-SC License – Supreme Court Office – Manila</p> <p>-NAPOLCOM Eligibility – National Police Commission Issuing Office</p> <p>-Department of Transportation- Land Transportation Office Issuing Office</p> <p>-CS Eligibility: Civil Service Commission – Region where eligibility was obtained;</p>
<p>Recent Performance Evaluation- * Must be at least Very Satisfactory (But not required for promotion from 1<sup>st</sup> to 2<sup>nd</sup> level entry positions)</p> <p>-For private or government applicants from other agencies</p> <p>-For BGHMC employees, no need to submit</p> <p>(1 photocopy)</p>	<p>Issuing company/agency</p>



Certificate of Employment and/or Service Record – for applicants with previous work experience  -For BGHMC employees, no need to submit (1 copy- original or photocopy)	Issuing company/agency
Certificate/s of Trainings/Seminars <u>relevant</u> to the position applied for (past 10 years) (1 copy- original or photocopy)	Issuing company/agency
Awards received- professional or civic related (past 10 years for national or regional; past 5 years for local - office/hospital based) (1 photocopy or picture)	Applicant
* For Nurses: Proof of membership in society or professional organization/s, if any (1 photocopy)	Philippine Nursing Association (PNA)- Nurse I Association of Nursing Service Administrator of the Philippines (ANSAP) – Nurse II & up National League of Government Nurses (NLGN) – Nurse II & up
* For Dual Citizen: Philippine passport or any proof of Filipino Citizenship  (1 photocopy)	-Passport: Department of Foreign Affairs (DFA), or Birth Certificate: Philippine Statistics Authority (PSA)
For MO III/Residency Training Applicants: Neuropsych exam results	BGHMC Psychiatry Department
Personal email address and contact number	Email and telephone service providers
<b>FOR UNDERGOING QUALIFYING EXAM/ ACTUAL PERFORMANCE EVALUATION/INTERVIEW:</b>	
Confirmation of attendance before deadline	Reply to email of BGHMC
If Baguio Resident: Proof of residence (example: ID containing information of residence, Barangay Certificate etc. )	Issuing office, or Barangay Office/Center
If non-Baguio resident: boom tag (bring medical clearance, if you have)	-BGHMC Triage, driveway entrance of hospital by the garden. Medical clearance: from origin/place of residence
<b>FOR APPOINTMENT:</b>	
<b>FOR ALL APPOINTEES (Original, Promotion, Transfer, Reemployment, Renewal)</b>	
Updated Personal Data Sheet (PDS) or CSC Form 212, rev. 2017	Downloadable at <a href="http://csc.gov.ph">http://csc.gov.ph</a> (CSC website)



<p>-To indicate new position under Work Experience</p> <p>-With attached detailed Job Description of Work Experience/s</p> <p>-With recent I.D. passport size picture taken within the last 6 months, with full and handwritten nametag and signature over printed name</p> <p>(2 original copies)</p>	
<p>Proof of Eligibility:</p> <p>-For Practice of Profession: Valid Professional Regulations Commission (PRC) or Supreme Court (SC) License/I.D. card</p> <p>-For positions requiring Civil Service (CS) Eligibility:</p> <p>-For Second Level position: Professional CS Eligibility or Valid Professional Regulations Commission (PRC) or Supreme Court (SC) License, or National Police Commission (NAPOLCOM) eligibility</p> <p>-For First Level position: Sub-Professional or Professional CS Eligibility or Valid Professional Regulations Commission (PRC) or Supreme Court (SC) License or National</p>	<p>-Professional Regulations Commission (PRC) or Supreme Court (SC) License: Issuing Office</p> <p>-CS Eligibility: Civil Service Commission – Region where eligibility was obtained;</p> <p>-PRC License: PRC Office – CAR</p> <p>-SC License – Supreme Court Office – Manila</p> <p>NAPOLCOM Eligibility – National Police Commission Issuing Office</p>






<p>Police Commission (NAPOLCOM) eligibility</p> <p>-For positions requiring other license:</p> <p>-Driver – Professional Driver’s License</p> <p>-CS Eligibility pursuant to: CS MC No. 11, s. 1996, for skilled workers like plumber, carpenter etc., if applicant has</p> <p>(2 original authenticated copy)</p>	<p>-Department of Transportation- Land Transportation Office Issuing Office</p> <p>-CS Eligibility: Civil Service Commission – Region where eligibility was obtained;</p>
NBI Clearance (1 original copy)	National Bureau of Investigation (NBI) Issuing Office
<b>ADDITIONAL REQUIREMENTS:</b>	
<b>If ORIGINAL/REEMPLOYMENT/TRANSFER</b>	
Statement of Assets, Liabilities and Networth (SALN) rev. 2015 (2 original copies)	Downloadable at <a href="http://csc.gov.ph">http://csc.gov.ph</a> (CSC website)
Medical Certificate or CSC Form 211, rev. 2018 (1 original) >Request forms for laboratory and other tests	Downloadable at <a href="http://csc.gov.ph">http://csc.gov.ph</a> (CSC website)  >BGHMC Out Patient Building – Department of Family Medicine, Employees’ Health Services Unit
If physician: S2 license	Philippine Drug Enforcement Authority (PDEA) Issuing Office
If single: Birth Certificate (1 original)	Philippine Statistics Authority (PSA)- CAR
If married, annulled or widowed/widower: Marriage Certificate (1 original)	Philippine Statistics Authority (PSA)- CAR
If annulled: Annulment or Declaration of Nullity of the same (1 authenticated copy of the court order)	Issuing Court of Justice
Plastic envelope – Flamingo #322 (blue)	Any bookstore or general merchandize store
For holder of professional license: PRC Board Rating, (2 certified photocopy)	PRC Office – CAR
NBI Clearance (1 original copy)	National Bureau of Investigation (NBI) Issuing Office
<b>IF ORIGINAL/NEW APPOINTEES:</b>	
Probationary Letter (1 original copy)	BGHMC- Human Resource Management Office (HMRO), Admin. Building



Job Description (2 original copies)	Form from BGHMC-HRMO, to be filled out by appointee's supervisor
<b>IF TRANSFER:</b>	
Job Description (2 original copies)	Form from BGHMC-HRMO, to be filled out by appointee's supervisor
Clearance of money, property and legal accountabilities (1 certified true copy)	Previous agency
Pre-audited disbursement voucher of last salary received and/or certification of chief accountant duly signed by the assigned auditor thereat (1 certified true copy)	Previous agency
BIR Form 2316 (1 photocopy)	Accounting Office of previous agency
Certificate of Available leave Credits/payment of leave credits from previous employer (1 original copy)	HR Office of previous agency
<b>IF REEMPLOYMENT:</b>	
Service Record (1 original copy)	HR Office of previous agency
Clearance of money, property and legal accountabilities (1 certified true copy)	Previous agency
Appointment Paper of previous position (1 certified true copy)	HR Office of previous agency
Last Performance Evaluation- for government applicants from other agencies (1 photocopy)	HR Office of previous agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Checks posted Notice of Vacancy and checks if meets the qualifications and if job description can be performed	Posts Notice of Vacancy in Civil Service Commission , in 3 conspicuous places in the hospital premises and in FB account: BGHMC Human Resource	None	10 days	<i>Cesar Angelo Sancio Admin. Asst. II</i>



<p>4. Submits on or before deadline the application requirements in <a href="http://forms.gle/5JtWd3Ry7RH5jDes8">http://forms.gle/5JtWd3Ry7RH5jDes8</a> or using this QR code:</p>  <ul style="list-style-type: none"> <li>• Must be scanned and sent in a single (1) PDF file with subject format "Position Applying for- Last Name"</li> </ul>	<p>2.a. Acknowledges receipt of application</p> <p>2.b. Reviews completeness of application requirements received and conducts initial credentials review if applicant meets qualification</p>	<p>None</p>	<p>2.a. 1 day</p> <p>2.b. 20* days from deadline of acceptance of application</p>	<p>2.a. Kevin Jan Castillo Admin. Officer II</p> <p>2.b. Sub-PSB Secretariat***</p>
<p>5. Checks email regularly for update on status of application and acknowledges confirmation of attendance, if required</p>	<p>3. a. Sends regrets letter to applicants who: &gt; did not submit complete requirements &gt; did not meet minimum qualification &gt; submitted beyond deadline</p> <p>3.b. Sends letter of schedule of qualifying exam</p>	<p>None</p>	<p>3.a. 2 days</p> <p>3.b. 5 days</p>	<p>Kevin Jan Castillo Admin. Officer II</p>
<p>6. Undergoes qualifying exam (must be in exam area 15 minutes before exam) &gt; if not from BGHMC, submits self for triage clearance &amp; gets tagged (boom tag) &gt; if BGHMC employee, proceed to venue</p>	<p>4.a. Administers exams after instructions</p> <p>4.b. Checks and interprets results</p>	<p>None</p>	<p>4.a. 4 hours</p> <p>4.b. 7* days</p>	<p>Maria Irma Nimo Admin. Officer IV, or Clarisse Anne Blanche Admin. Officer II</p>



<p>7. Checks email regularly for update on status of application and acknowledges confirmation of attendance, if required</p>	<p>5. a. Sends regrets letter to applicants who: &gt; did not attend exams &gt; did not pass the exams</p> <p>5.b. Sends letter of schedule of Actual Performance Evaluation for applicants not from BGHMC or not working in area of vacancy</p> <p>*Instruction includes to bring hard copy of requirements during Actual Performance</p>	<p>None</p>	<p>2 days</p> <p>2 days</p>	<p>Kevin Jan Castillo Admin. Officer II</p>
<p>6.a. Applicant submits hard copy of all application requirement to HRMO of BGHMC</p> <p>6.b. Undergoes Actual Performance Evaluation in assigned area &gt; if not from BGHMC, submits self for inspection for triage clearance &amp; gets tagged (boom tag) &gt; if BGHMC employee, proceed to venue *Applicant who work in the area of vacancy will not undergo Actual Performance; their</p>	<p>6.a. Verifies authenticated copies of submitted credentials and conducts scoring of same</p> <p>6.b. Instructs applicant of the tasks to be done and evaluates the applicant's performance</p> <p>6.c. Collects Actual Performance Ratings/IPCR</p>	<p>None</p>	<p>6.a. 10* days</p> <p>6.b. - 5** days/ applicant (for non-MO III applicants)  • 30** days (for MO III applicants)</p>	<p>6. a. sub-PSB secretariat*** and if necessary Head of Office/Unit/ Division or assigned personnel in the area of vacancy</p> <p>6.b. Head of Office/Unit/Division or assigned personnel in the area of vacancy</p> <p>6.c Sub-PSB secretariat ***</p>



IPCR will instead be used for evaluation	ratings and collates scores			
7. Provide contact details of Character Reference for Psycho-Social Background Check, if asked for further or additional information	Conducts Psycho-Social Background check	None	10* days	<i>Sub-PSB secretariat***</i>
8. Checks email regularly for update on status of application and acknowledges confirmation of attendance, if required	Sends letter of schedule of Interview	None	2 day	<i>Kevin Jan Castillo Admin. Officer II</i>
9.a. Submits self for interview	9.a. Conducts interview of applicants	None	1 day	<p>9.a. <i>Human Resource Merit and Promotion Selection Board (HRMPSB or Special HRMPSB)</i>  <i>Chair:</i>  <i>Dr. Ray Suanding-Medical, Professional Allied Health Services and Offices under the MCC</i>  <i>Ms. Priscilla Galiste-Nursing, HOPSS and Finance</i></p> <p>9.b. <i>sub-PSB secretariat***</i></p>
9.b. Retrieves application requirements submitted	9.b. Returns application requirements to applicant			
10. Checks email regularly for update on status of application, and acknowledges confirmation of	10. a. Collates all scores derived from all steps undergone and prepares the Comparative Assessment	None	3 days	<i>10.a. sub-PSB secretariat***</i>



attendance if required	<p>Report (CAR) and routes the CAR for signing</p> <p>10.b. HRMPSB chair and members sign the CAR</p> <p>10.c. Decides who the appointee/s is/are</p> <p>10.d. Sends:          - Congratulatory letter for being considered for the position          -Letter of Shortlist/pool – for applicants who passed but not considered for appointment          - Regrets for not being considered for the job</p>		<p>5 days</p> <p>60* days</p> <p>2 days</p>	<p>10.b. Human Resource Merit and Promotion Selection Board (HRMPSB or Special HRMPSB) Chair and members</p> <p>10.c. Dr. Ricardo B. Runez, Jr.          Medical Center Chief II</p> <p>10.d. Kevin Jan Castillo          Admin. Officer II</p>
11. (for appointees) Visits HRMO office to get the Checklist of Requirements and forms	Provides the checklist of requirements and forms and explains how to accomplish some of the forms	None	1 hour	<p>Cristeta Tudlong          Admin. Asst. III          or          Vanessa Sibayan          Admin. Officer II          or          Kevin Jan Castillo          Admin. Officer II          or          Francis Jane Toyao          Dental Aide- with detail order in HRMO</p>
12. Accomplishes the requirements and submit to HRMO	Accepts submissions and checks its completeness and correctness	None	45* days	<p>Cristeta Tudlong          Admin. Asst. III          or          Vanessa Sibayan          Admin. Officer II</p>





Multi –Stage Process under:

CSC Memorandum Circular 24, s. 2017 or the Omnibus Rules on Appointment and Other Human Resource Actions (ORAOHRA) [ Rule VII, Section 29]

DOH Department Order No. 2019-0278 or the Revised Implementing Guidelines of the Merit Selection Plan (MSP) in the Department of Health (DOH), its Offices and Attached Agencies [Part IV.A.2-2.6]

= publication of a ...vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published. (9 months = 270 days)

**\* Dependent on the number of applicants**

**\*\* Dependent on area of assignment**

**\*\*\* sub-PSB Secretariat:**

**Medical: Glorilyn Saballa, AO II or Melody Carrera, AO II**

**Nursing: Clarisse Anne Blanche, AO II or John Darryl Enrico, AA II**

**Office of the Medical Center Chief: Clarisse Anne Blanche, AO II, Glorilyn Saballa, AO II, or Francis Jane Toyao, Dental Aide- with detail order in HRMO**

**HOPSS and Finance: Harry Valdez, AO II**





# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Human Resource Management Office  
(HRMO)**

**Internal Service**



## 1. Issuance of Certificate of Employment and/or Updated Service Record

This transaction involves issuance of Certificate of Employment and Updated Service Record to all, current or previous, employees of Baguio General Hospital and Medical Center. This service is available from Monday to Fridays, except on holidays, 8:00 am to 5:00pm.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Human Resource Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Citizen G2G – Government to Government			
<b>Who may avail:</b>	All currently and previously plantilla employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Owner (Currently Employed)</b>				
Human Resource Management Information System (HRMIS Account)		Human Resource Management Office, BGHMC		
Duly Accomplished Electronic Request Form		HRMIS (local IP Address 10.1.2.171 – can only be accessed within the local area network of BGHMC))		
Employee ID		Office of the Chief Administrative Officer		
<b>Principal Owner (Previously Employed)</b>				
Duly Accomplished Request Form (1 original copy)		Human Resource Management Office, BGHMC		
Valid I.D		Any authorized issuing agency		
<b>Representative</b>				
Duly Accomplished Request Form (1 original copy)		Human Resource Management Office, BGHMC		
Authorization Letter		Principal Owner		
Photocopy of Valid I.D. of the Principal Owner Bearing his/her signature		Principal Owner		
Valid I.D. of authorized representative		Any authorized issuing agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1.a. If previously employed or if requesting as a representative, secures request form.	1a. Issues Request Form	None	5 minutes	<i>Francis Jane B. Toyao Dental Aide – with detail order at the HRM Office) or Vanessa C. Sibayan Administrative Officer II</i>  <i>Robert R. Obligado</i>



b. If currently employed, logs in to HRMIS account.	1b. Provides HRMIS Account			<i>Computer Maintenance Technologist II</i>
2. Fills out and submits request form		None	4 hours	<i>Francis Jane B. Toyao Dental Aide – with detail order at the HRM Office or Vanessa C. Sibayan Administrative Officer II) or Glorelyn D. Saballa Administrative Officer II</i>
2a.1. If previously employed or if a representative, fills out the printed request form	2.1. Prepares the Certificate of Employment (COE) and/or Service Record (SR)			
2b.1. If currently employed, fills out the electronic request form from the HRMIS	2.2. Endorses COE and/or SR to the head of the Human Resource Management Office (HRMO) and Chief Administrative Office (CAO) for initial and/or signature			
	2.3. Affixes initial and/or signature on the COE and SR		2 days	<i>Vilma O. Moltio, MPA Supervising Administrative Officer, HRMO and Priscilla P. Galiste, MPA Chief Administrative Officer</i>
2b.2. Checks status of electronic request at the HRMIS	2b. Updates status of electronic requests at the HRMIS		5 minutes	<i>Francis Jane B. Toyao Dental Aide – with detail order at the HRM Office or Vanessa C. Sibayan Administrative Officer II or Glorelyn D. Saballa Administrative Officer II</i>



3. Returns after 2 to 3 working days to claim request	3. Ensures that request have been processed within 2 to 3 working days	None	5 minutes	Francis Jane B. Toyao Dental Aide – with detail order at the HRM Office or Vanessa C. Sibayan Administrative Officer II or Glorelyn D. Saballa Administrative Officer II
4. Presents requirements stated above	4. Checks validity and authenticity of presented documents.	None	5 minutes	Francis Jane B. Toyao Dental Aide – with detail order at the HRM Office or Vanessa C. Sibayan Administrative Officer II or Glorelyn D. Saballa Administrative Officer II
5a. If previously employed of if claiming as a representative, signs the receipt portion of the Request Form as acknowledgement of receipt.  b. If currently employed, receives COE and/or Service Record.	5.1. Releases document/s as per request.  5.2a. Updates status of request at the HRMIS.  5.2b. Files receiving copies and attachments.	None	5 minutes	Francis Jane B. Toyao Dental Aide – with detail order at the HRM Office or  Vanessa C. Sibayan Administrative Officer II or  Glorelyn D. Saballa Administrative Officer II
<b>TOTAL:</b>		None	2 Days, 4 Hours, 25 Minutes	
<b>END OF TRANSACTION</b>				



## 2. Filing of Application for Leave

This transaction involves filing of application of leave as embodied on the Omnibus Rules on Leave of the Civil Service Commission. This can be availed by regular plantilla employees of Baguio General Hospital and Medical Center, and can be availed only within the hospital's Local Area Network (LAN) connection.

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Human Resource Management Office	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All active plantilla employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>GENERAL REQUIREMENTS (For All Types of Leaves)</b>		
Human Resource Management Information System (HRMIS Account)	Human Resource Management Office, BGHMC	
Application for Leave (2 original copies)	HRMIS (local IP Address 10.1.2.171 – can only be accessed within the local area network of BGHMC))	
<b>ADDITIONAL REQUIREMENTS</b>		
<b>For Vacation Leave (VL) and Sick Leave (SL) of 30 calendar days or more.</b>		
Certificate of Clearance (1 original copy)	Human Resource Management Office, BGHMC	
<b>For Sick Leave</b>		
Medical Certificate (1 original copy)	Attending Physician to be Certified Family and Community Medicine Department	
<b>For Rehabilitation Leave</b>		
Medical Certificate (1 original copy)	Attending Physician to be Certified Family and Community Medicine Department	
Letter of Application (1 original copy)	Principal Applicant	
Police Report (1 original copy)	Police Station assigned at the area of incidence	
Incident Report	Applicant	
<b>For Maternity Leave</b>		
30 days Prior Notice For Maternity Leave From	Human Resource Management Office, BGHMC	
Certificate of Clearance (1 original copy)	Human Resource Management Office, BGHMC	
Philippine Civil Service Medical Certificate (C.S. Form 41 with Documentary stamp) (3 original copies)	Human Resource Management Office, BGHMC	
<b>For Paternity Leave</b>		
Child's Birth Certificate (1 photocopy)	Issuing Office of the Philippine Statistics Office	
Marriage Certificate (photocopy)	Issuing Office of the Philippine Statistics Office	
<b>For Pregnant Woman's Spouse/Partner/Carer: Allocation of Maternity Leave</b>		



<p><i>*Partner- father of infant but not married to mother</i></p> <p><i>*Carer is one who will take care of mother &amp; infant; must be living with the mother &amp; infant (may be grandmother of infant, aunt/uncle etc.)</i></p>	
<p><b>a. If the Pregnant Woman is employed in any government institution other than BGHMC</b></p> <p>Letter request for the allocation of Maternity Leave</p> <p>Copy of Pregnant Woman's maternity leave application (1 photocopy)</p> <p>Child's Birth Certificate (1 photocopy)</p>	<p>Applicant</p> <p>Applicant's Partner/Wife's Agency</p> <p>Issuing Office of the Philippine Statistics Office</p>
<p><b>b. If Pregnant Woman is BGHMC employee</b></p> <p>Approved 30-days' Notice Form and photocopy of maternity leave application of wife/partner</p> <p>Copy of Pregnant Woman's's maternity leave application (1 photocopy)</p> <p>Child's Birth Certificate</p>	<p>Human Resource Management Office, BGHMC.</p> <p>Human Resource Management Office, BGHMC</p> <p>Issuing Office of the Philippine Statistics Office</p>
<p><b>c. If Pregnant Woman is employed in the Private Sector</b></p> <p>Letter request for the allocation of Maternity Leave</p> <p>Copy of Pregnant Woman's maternity leave application (1 photocopy)</p> <p>SSS certification of Maternity Leave</p> <p>Child's Birth Certificate</p>	<p>Applicant</p> <p>Applicant's Pregnant Woman's Employer</p> <p>Pregnant Woman's Employer</p> <p>Issuing Office of the Philippine Statistics Office</p>
<b>Special Leave Benefit</b>	
Medical Certificate (1 original copy)	Attending Physician to be Certified Family and Community Medicine Department
<b>For Solo Parent Leave</b>	
Valid Solo Parent I.D. (1 photocopy)	Issuing Office of the Department of Social Welfare and Development
<b>If Leave is Not Recommended</b>	
Cancellation for Leave Form	Human Resource Management Office, BGHMC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files and print outs application for leave through HRMIS and attaches all necessary requirements depending on the type of leave applied for, and submits to Immediate supervisor	1.1. Recommends appropriate action  1.2. Endorses leave application with attachments to the office of the Division Chief	None	2 days	<i>Immediate Supervisor of the Requesting Employee</i>
2a. If approved, secures a copy of the acted leave application  2b. If disapproved, secures one copy of the acted leave then files Cancellation of Leave at the HRMO	2.1. Acts on the application for leave  2.2. Provides one copy of the acted application for leave to staff/applicant  2.3. Forwards acted leave application to the HRMO  2.4. Updates employee's leave ledger base on the acted application of leave		2 days	<i>Division Head of the requesting employee</i>  <i>Division Head Secretary/requesting employee</i>  <i>Juliet P. Aqui</i> <i>Administrative Officer II</i> <i>or</i> <i>Vanessa C. Sibayan</i> <i>(Administrative Officer II)</i>
Step 3. Attaches the copy of leave on the DTR to be submitted not later than the 5 <sup>th</sup> day of the following month	3. Consolidates and Files for submission to Commission on Audit		1 day	<i>Rogelio Sambolledo</i> <i>Administrative Officer II</i>
<b>TOTAL:</b>		None	5 Days	
<b>END OF TRANSACTION</b>				





### 3. Issuance of Authority to Travel Abroad

This transaction involves requests for Issuance of Travel Authority from Department of Health – CAR. This service is available from Monday to Friday, except on holidays, from 8:00 AM to 5:00 PM

<b>Office or Division:</b>	Hospital Operation and Patient Support Service/Human Resource Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All active plantilla employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Human Resource Management Information System (HRMIS Account)		Human Resource Management Office, BGHMC		
Application for Leave (2 original copies)		HRMIS (local IP Address 10.1.2.171 – can only be accessed within the local area network of BGHMC))		
Letter of Request for Authority to Travel (1 original copy)		Employee		
Travel Authority Forms (2 original copies)		Human Resource Management Office, BGHMC		
Sponsorship Form (1 original copy)		Human Resource Management Office, BGHMC		
<b>Additional Requirement if leave is more than 30 days</b>				
Certificate of Clearance (1 original)		Human Resource Management Office, BGHMC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Step 1. Submits Letter of Request for Authority to Travel with all the necessary attachments (Application for Leave Forms, Travel Authority Forms, Sponsorship Form, and Certificate of Clearance (if applicable))  <i>**Application and request should be than at least 30 days prior to date of travel</i>	1.1. Recommends appropriate action on the request for leave and travel abroad	None	2 days	<i>Immediate Supervisor of the requesting employee</i>
	1.2. Acts on the request and endorses it to the HRM Office		2 days	<i>Division Head of the requesting employee or Dr. Ricardo B. Runez, Jr. Medical Center Chief II – for Division Chief/ Head of Offices/ Unit/ Department</i>
	1.3. 1.3.a Reviews correctness and completeness of the application for leave and all necessary attachments		2 days	<i>Juliet P. Aquil Administrative Officer II or Vanessa C. Sibayan Administrative Officer II Wilma O. Moltio, MPA</i>





	<p>1.3.b. Acts on the request and endorses it to the Office of the Medical Center Chief II</p> <p>1.4. Recommends appropriate action to the Request for Authority to Travel, and returns to HRMO</p> <p>1.5.a. If the MCC recommends approval, forwards request to DOH-CAR for final action</p> <p>1.5. b. If the MCC recommends disapproval, inform concerned employee (Proceed to Step 3b).</p> <p>1.6. Follows up and retrieves the acted on Authority to Travel from DOH-CAR</p>		<p>2 days</p> <p>1 day</p> <p>10 days</p>	<p><i>Supervising Administrative Officer, HRMO Dr. Ricardo B. Runez, Jr. Medical Center Chief II</i></p> <p><i>Juliet P. Aqui Administrative Officer II or Vanessa C. Sibayan Administrative Officer II</i></p>
Step 2a. If approved, secures copy of the Request for Issuance of Travel Authority.	2a. Provides copy of the approved Request for Issuance of Travel Authority	None	5 minutes	<i>Juliet P. Aqui Administrative Officer II or Vanessa C. Sibayan Administrative Officer II</i>
Step 2b. If disapproved, secures copy of leave and applies for leave cancellation.	2b. Provides copy of disapproved leave and reflects necessary adjustments on the employee's leave ledger			
<b>TOTAL:</b>		None	19 Days, 5 Minutes	
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Integrated Hospital Operations and  
Management Section**

**(IHOMS)**

**Internal Service**



## 1.Receiving of IT Request for Simple Technical Assistance

This process is internal providing technical support to BGHMC offices requesting for IT assistance.

This service is available **24/7** at the IHOMS Office, Main Building of Baguio General Hospital and Medical Center (BGHMC).

<b>Office or Division:</b>	Integrated Hospital Operations and Management Section – HOPSS Division			
<b>Classification:</b>	Simple Technical Transactions			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All BGHMC offices/wards/areas (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form or Service Request System (Intranet)		IHOMS office or Online using the Intranet		
<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Request for IT assistance	2.1. Receives the Service Request form or phone call which will be encoded by the IHOMS staff in the Intranet - Service Request System	None	1 minute	<i>IHOMS staff receiving the call</i>
	2.2. For hardware, software or network issues: IHOMS proceeds to the office/area, assesses the problem and repairs will be done.		For simple technical issue: 30 minutes*	<i>Technical Support Staff</i>
	2.3. For problem in the In-house systems: iHOMIS, CDOE, EMR, etc.: IHOMS assesses the system requirements and enhancements / recommendations will be done.		For simple system issue: 30 minutes	<i>Computer Programmers</i>
	2.4. For problem in the Outsource systems: LIS, RIS, Collection &		For simple system issue: 1 hour*	<i>IHOMS Staff &amp; 3<sup>rd</sup> Party Provider</i>



	Disbursement System. IHOMS coordinates the issue to the 3 <sup>rd</sup> party provider			
3. Acknowledges the service provided in the service request form or in the Intranet	<p>2.5 The IHOMS staff records in the service request the actions done or clicks in the intranet - Service Request System</p> <p>2.6 Monthly generation of reports for reporting</p> <p><i>* this will vary depending on the availability of supplies/materials and personnel from the 3<sup>rd</sup> party provider</i></p>	None	Immediately after attending/fixing the problem or issue	<i>Technical Support Staff &amp; Computer Programmers</i>
<b>TOTAL:</b>		None	2 hours, 1 minute	
<b>END OF TRANSACTION</b>				



## 2.Receiving of IT Request for Complex Technical Assistance

### Receiving of IT Request for Complex Technical Assistance

This process is internal providing technical support to BGHMC offices requesting for IT assistance.

This service is available **24/7** at the IHOMS Office, Main Building of Baguio General Hospital and Medical Center (BGHMC).

<b>Office or Division:</b>	Integrated Hospital Operations and Management Section – HOPSS Division			
<b>Classification:</b>	Highly Technical Transactions			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All BGHMC offices/wards/areas (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form or Service Request System (Intranet)		IHOMS office or Online using the Intranet		
<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for IT assistance	1.1 Receives the Service Request form or phone call which will be encoded by the IHOMS staff in the Intranet - Service Request System	None	1 minute	<i>IHOMS staff receiving the call</i>
	1.2 For hardware, software or network issues: IHOMS Technical staff proceeds to the office/area,		For complex technical issue: 3 days*	<i>Technical Support Staff</i>



	<p>assesses the problem and repairs will be done.</p> <p>1.3 For problem in the In-house systems: iHOMIS, CDOE, EMR, etc.: IHOMS assesses the system requirements and enhancements / recommendations will be done.</p> <p>1.4 For problem in the Outsource systems: LIS, RIS, Collection &amp; Disbursement System. IHOMS coordinates the issue to the 3<sup>rd</sup> party provider</p>		<p>For complex system issue: 7 days</p> <p>For complex system issue: 7 days*</p>	<p><i>Computer Programmers</i></p> <p><i>IHOMS Staff &amp; 3<sup>rd</sup> Party Provider</i></p>
2 Acknowledges the service provided in the service request form or in the Intranet	2.1. The IHOMS staff records in the service request the actions	None	Immediately after attending/fixing the problem or issue	<i>Technical Support Staff &amp; Computer Programmers</i>



	<p>done or clicks in the intranet - Service Request System</p> <p>2.2 Monthly generation of reports for reporting</p> <p><i>* this will vary depending on the availability of supplies/materials and personnel from the 3<sup>rd</sup> party provider</i></p>			
<b>TOTAL:</b>		None	17 days, 1 minute	
<b>END OF TRANSACTION</b>				



### 3. Receiving of IT Request for Highly Technical Assistance

This process is internal providing technical support to BGHMC offices requesting for IT assistance.

This service is available **24/7** at the IHOMS Office, Main Building of Baguio General Hospital and Medical Center (BGHMC).

<b>Office or Division:</b>	Integrated Hospital Operations and Management Section – HOPSS Division			
<b>Classification:</b>	Highly Technical Transactions			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	All BGHMC offices/wards/areas (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Form or Service Request System (Intranet)		IHOMS office or Online using the Intranet		
<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for IT assistance	1.1 Receives the Service Request form or phone call which will be encoded by the IHOMS staff in the Intranet - Service Request System  1.2 For in-house new system project request  1.3 For outsource new system project request	None	1 minute  For highly technical request: 5 months*  5 months**	<i>IHOMS staff receiving the call</i>  <i>Computer Programmers</i>  <i>Computer Programmers &amp; 3<sup>rd</sup> Party Provider</i>
2. Acknowledges the service provided in the service request form or in the Intranet	2.7 The IHOMS staff records in the service request the actions done or clicks in the intranet - Service Request System  2.1 Monthly generation of reports for reporting  <i>* this will vary depending on the system requirement specifications.</i> <i>** this will vary depending on the system requirement specifications and system warranty</i>	None	Immediately after attending the request	<i>Computer Programmers</i>
<b>TOTAL:</b>		None	10 months, 1 minute	
<b>END OF TRANSACTION</b>				





# **Hospital Operations and Patient Support System**

**Procurement Management Office (PMO)**

**Internal Service**



## 1. Acceptance of Approved Purchase Request for Shopping and Small Value Procurement Modality of Procurement

Acceptance of Approved Purchase Request to be procured through Small Value Procurement and Shopping modality of procurement with complete documentary requirements until the release of Approved Purchase Order to the Materials Management Office.

<b>Office or Division:</b>	Procurement Management Office under Hospital Operations and Patients Support Service			
<b>Classification:</b>	G2G Government to Government			
<b>Type of Transaction:</b>	HIGHLY TECHNICAL -multistage			
<b>Who may avail:</b>	Employees of BGHMC (Internal Client)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request		Procurement Management Information System (PMIS) and Procurement Management Office		
Required attachment/s for the Purchase Request according to classification of procurement: <ol style="list-style-type: none"> <li>Consumables - Stock Position Sheet</li> <li>Repairs/Maintenance/Calibration - Biomedical Report for Machines &amp; Equipment/ Management Information System Report for IT Equipment.</li> <li>Approved PPMP</li> <li>If not included in the PPMP, prepare justification letter and Supplemental PPMP. Affix signature of the Unit/Section Head and submit to the Division Head for Recommendatory Approval.</li> </ol>		<ol style="list-style-type: none"> <li>Procurement Management Office</li> <li>Biomed Unit / MIS Management Information System Office.</li> <li>End User Unit Copy.</li> <li>To be prepared by the End User Unit.</li> </ol>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Approved Purchase Request with complete documentary requirements to Procurement Management Office.	<ol style="list-style-type: none"> <li>Receive the Approved Purchase Request and acknowledge the receipt.</li> <li>Prepare Request for Quotation.</li> <li>Approval of the RFQ by the BAC.</li> </ol>	None	<ol style="list-style-type: none"> <li>10 minutes</li> <li>15 minutes</li> <li>1 working day</li> </ol>	<i>Fatima Mae Zarate</i> <i>Administrative Officer I</i>  <i>Fatima Mae Zarate</i> <i>Administrative Officer I</i>  <i>Joy Kingat</i> <i>Administrative Officer I</i>



	<p>4. Canvassing of Prices for the RFQ.</p> <p>5. Opening of the Canvass of Prices, Evaluation and Awarding of Bids.</p> <p>6. Preparation of Abstract of Quotation.</p> <p>7. Endorsement and Approval of Abstract of Quotation.</p> <p>8. Prepare and check entry on the Purchase Order</p> <p>9. Release of Purchase Order to Division Head Office.</p> <p>10. Division Heads Signature certifying charges to appropriation</p> <p>11. Budget Office for Obligation Request and Status</p>		<p>4. 9 working days</p> <p>5. 1 working day</p> <p>6. 20 Minutes</p> <p>7. 1 working day</p> <p>8. 20 Minutes</p> <p>9. 15 Minutes</p> <p>10. 1 working day</p> <p>11. 3 working days</p>	<p><i>Eduardson Galimba Administrative Assistant I</i></p> <p><i>Luis Bernabe Jr. Administrative Assistant I</i></p> <p><i>Joy Kingat Administrative Officer I</i></p> <p><i>Deborah Ocyaden Administrative Officer III</i></p> <p><i>Joy Kingat Administrative Officer I</i></p> <p><i>Felicidad Atos, MPA Supervising Administrative Officer</i></p> <p><i>*BAC Members **BAC Chairpersons</i></p> <p><i>Frenzel Ray Tomas Administrative Officer III</i> <i>Greg Labinio, MBA Administrative Officer III</i></p> <p><i>Felicidad Atos, MPA Supervising Administrative Officer</i></p> <p><i>Joy Kingat Administrative Officer I</i></p> <p><i>***Division Heads</i></p>
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	12. Accounting Office for availability of Funds		12. 3 working days	<i>Edna L. Mogamog, CPA, MBA SAO, Budget Section</i>
	13. Financial Management Officer for recommending approval		13. 4 hours	<i>Cecilia J. Pugong, CPA Head, Accounting Office</i>
	14. Approval of the Purchase Order		14. 1 working day	<i>Edward C. Pudlao, CPA, MBA Financial Management Officer II</i>
	15. Receipt of Approved Purchase Order		15. 10 minutes	<i>Dr. Ricardo B. Runez Jr. Medical Center Chief II</i>
	16. Serve the Approved Purchase to the Suppliers		16. 1 working day	<i>Fatima Mae Zarate Administrative Officer I</i>  <i>Frenzel Ray Tomas Administrative Officer III</i>  <i>Eduardson Galimba Administrative Assistant I</i>
	17. Release Approved Purchase Order to Materials Management Office		17. 4 hours	<i>Luis Bernabe Jr. Administrative Assistant I</i>  <i>Joy Kingat Administrative Officer I</i>
	<b>TOTAL:</b>	None	21 working days 9 hour 30 minutes	
<b>END OF TRANSACTION</b>				



## 2. Acceptance of Approved Purchase Request for Public Bidding, Direct Contracting, Agency to Agency, Repeat Order, Emergency Case

Acceptance of Approved Purchase Request to be procured through Public Bidding, Direct Contracting, Agency to Agency, Repeat Order and Emergency Case modality of procurement with complete documentary requirements until the release of Approved Purchase Order to the Materials Management Office.

<b>Office or Division:</b>	<b>Procurement Management Office under Hospital Operations and Patients Support Service</b>			
<b>Classification:</b>	<b>G2G Government to Government</b>			
<b>Type of Transaction:</b>	<b>Highly technical</b>			
<b>Who may avail:</b>	<b>Employees of BGHMC (Internal Client)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request Stock Position Sheet		Procurement Management Information System (PMIS) and Procurement Management Office		
Required attachment/s for the Purchase Request according to classification of procurement: <ul style="list-style-type: none"> <li>a. Consumables - Stock Position Sheet</li> <li>b. Repairs/Maintenance/Calibration - Biomedical Report for Machines &amp; Equipment/ Management Information System Report for IT Equipment.</li> <li>c. Approved PPMP</li> <li>d. If not included in the PPMP, prepare justification letter and Supplemental PPMP. Affix signature of the Unit/Section Head and submit to the Division Head for Recommendatory Approval.</li> <li>e. For Direct Contracting Mode of Procurement: Certificate of No suitable Substitute, Certificate of Exclusivity and Price Quotation.</li> </ul>		<ul style="list-style-type: none"> <li>a. Procurement Management Office</li> <li>b. Biomed Unit / MIS Management Information System Office.</li> <li>c. End User Unit Copy.</li> <li>d. To be prepared by the End User Unit.</li> <li>e. End User shall request from the Supplier the Price Quotation and Certificate of Exclusivity. The End User unit then shall prepare Certificate of No-Suitable Substitute based on the submittals.</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1) Submit the Approved Purchase Request with complete documentary requirements	1) Receive the Approved Purchase Request and acknowledge the receipt.	None	1) 10 minutes	<i>Fatima Mae Zarate Administrative Officer I</i>



<p>to Procurement Management Office.</p>	<p>2) Prepare Purchase Order.</p> <p>3) Release of Purchase Order to Division Head Office.</p> <p>4) Division Heads Signature certifying charges to appropriation</p> <p>5) Budget Office for Obligation Request and Status</p> <p>6) Accounting Office for availability of Funds</p> <p>7) Financial Management Officer for recommending approval</p>		<p>2) 20 Minutes</p> <p>3) 15 Minutes</p> <p>4) 1 working day</p> <p>5) 3 working days</p> <p>6) 3 working days</p> <p>7) 4 hours</p>	<p><i>Frenzel Ray Tomas Administrative Officer III</i></p> <p><i>Frenzel Ray Tomas Administrative Officer III Greg Labinio, MBA Administrative Officer III</i></p> <p><i>Felicidad Atos, MPA Supervising Administrative Officer</i></p> <p><i>Joy Kingat Administrative Officer I</i></p> <p><i>*Division Heads</i></p> <p><i>Edna L. Mogamog, CPA, MBA SAO, Budget Section</i></p> <p><i>Cecilia J. Pugong, CPA Head, Accounting Office</i></p>
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	<p>8) Approval of the Purchase Order</p> <p>9) Receipt of Approved Purchase Order</p> <p>10) Serve the Approved Purchase to the Suppliers</p> <p>11) Release Approved Purchase Order to Materials Management Office</p>		<p>8) 1 working day</p> <p>9) 10 minutes</p> <p>10) 1 working day</p> <p>11) 4 hours</p>	<p><i>Edward C. Pudlao, CPA, MBA Financial Management Officer II</i></p> <p><i>Dr. Ricardo B. Runez Jr. Medical Center Chief II</i></p> <p><i>Fatima Mae Zarate Administrative Officer I</i></p> <p><i>Frenzel Ray Tomas Administrative Officer III</i></p> <p><i>Eduardson Galimba Administrative Assistant I</i></p> <p><i>Luis Bernabe Jr. Administrative Assistant I</i></p> <p><i>Joy Kingat Administrative Officer I</i></p>
<b>TOTAL:</b>	None	9 working days 8 hours 55 minutes		
<b>END OF TRANSACTION</b>				



# **HOSPITAL OPERATIONS AND PATIENT SUPPORT SYSTEM**

**Security Office**  
**External Service**





## 1. Request for CCTV Footage Review

This procedure covers the client requesting to review the CCTV footage.

<b>Office or Division:</b>	Security			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data Privacy Act (DPA) Request Form		Security Guard's Post		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A) Patient/Relative of Patient Request for:</b>				
1. Review of closed-circuit television	1. Issue Data Privacy Act (DPA) Request Form.	None	30 seconds	Mar R. Francia, OIC-Head, Security Service
2. Accomplish Data Privacy Act (DPA) Form	2. Receive the Accomplished DPA Form	None	30 seconds	Mar R. Francia, OIC-Head, Security Service
	2.1 Bring the accomplished DPA request form for approval of the Data Privacy Officer (DPO) and Chief Administrative Officer (CAO)	None	5 minutes	Mar R. Francia, OIC-Head, Security Service  DPO  CAO
	2.2 If approved - proceed to CCTV Monitoring Room for review	None	3 minutes	Mar R. Francia, OIC-Head, Security Service
	2.3 Call the MIS Staff for assistance to copy the CCTV footage	None	10 minutes	Mar R. Francia, OIC-Head, Security Service  MIS



	2.4 Advise the client to sign the Non-Disclosure Agreement at the back of the DPA Form inclusive of contact number and address	None	3 minutes	<i>Mar R. Francia, OIC-Head, Security Service</i>
	2.5 Release the copy of CCTV Footage, correspondingly the Security Guard signs at the back of the DPA Request Form.	None	30 seconds	<i>Mar R. Francia, OIC-Head, Security Service</i>
	2.6 If Disapproved -no review of CCTV footage			
		<b>Total</b>	22 minutes and 30 seconds	

**B) Police Officer/ Judge**

1. Request for review of CCTV;	1. Issue DPA Request Form.	None	30 seconds	<i>Mar R. Francia, OIC-Head, Security Service</i>
2. Accomplish DPA Request Form	2. Receive the accomplished DPA Form	None	30 seconds	<i>Mar R. Francia, OIC-Head, Security Service</i>
	2.1 Bring the Accomplished Request Form for approval of Data Privacy Officer and Chief Administrative Officer.	None	5 minutes	<i>Mar R. Francia, OIC-Head, Security Service</i>
	2.2. Proceed to closed-circuit television (CCTV) Monitoring Room.	None	3 minutes	<i>Mar R. Francia, OIC-Head, Security Service</i>



	2.3. Call the MIS Staff for Assistance to copy the closed-circuit television (CCTV) footage.	None	10 minutes	Mar R. Francia, OIC-Head, Security Service  MIS
	2.4 Advise client to sign the Non-Disclosure Agreement at the back of the DPA Request Form inclusive of contact number and address.	None	3 minutes	Mar R. Francia, OIC-Head, Security Service
	2.5 Release copy of CCTV Footage, correspondingly the Security Guard signs at the back of the DPA Request Form.	None	30 seconds	Mar R. Francia, OIC-Head, Security Service
	<b>TOTAL :</b>	None	22 mins, 30 seconds	
<b>END OF TRANSACTION</b>				



## 2. Request for Storage /Release of Cadaver

This pertains to the process of receiving and releasing of cadaver stored at the hospital's morgue.

<b>Office or Division:</b>	Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Nursing Attendant			
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nursing Attendant request to open the Morgue for the temporary storage and release of cadaver	1.1 To open and close the Morgue in coordination with the Nursing Attendant	None	1 minute	<i>Security Guard on duty at the Morgue</i>
	1.2 Record the details in the Logbook	None	1 minute	
	<b>TOTAL:</b>	None	2 minutes	
<b>END OF TRANSACTION</b>				



### 3. Screening of Outgoing Patients/Watchers, Visitors

This procedure involves the monitoring of outgoing patients/watchers, visitors of the hospital

<b>Office or Division:</b>	Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	External and Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Discharge Slip		Nurse Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Patients/Watchers: Submit Discharge Slip	1. 1.1 Accept Discharge Slip and record in the Logbook	None	30 seconds	<i>Security Guard on duty at the exit access:</i> -Main Building -Flavier Building -PR Suites -Cancer Center -OPD -Pathology
	1.2 Check Luggage		30 seconds	
	1.3 Release ID (if submitted) and sign on the logbook.		30 seconds	
B. Visitors	2.1 Release ID (if submitted) and let them sign in the Logbook	None	30 seconds	
	<b>TOTAL:</b>	None	2 minutes	
<b>END OF TRANSACTION</b>				



#### 4. Screening of Incoming Patients/Watchers, Visitors and Employees

All documents that are endorsed and filed in the office can be requested for official use only.

<b>Office or Division:</b>	Security Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	External and Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card		None		
2. Proof of Appointment		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Patients/ Watchers and Visitors:</b> 1. Inform the Security Guard at the entrance what office or ward to visit	1.1 Inquire the following:	None	1 minute	Security Guard on duty at the entrance access: -Main Building -Flavier Building -PR Suites -Cancer Center -OPD -Pathology
	1.1.a Purpose of visit			
	1.1.b Confirm appointment from the physician/ health pass			
	1.1.b.1 If yes, call the physician through the intercom or check the cellphone for text message of confirmation	None	1 minute	Security Guard on duty at the entrance access: -Main Building -Flavier Building -PR Suites -Cancer Center -OPD -Pathology
	1.1.b.2 If none request the information clerk to verify the availability of the physician	None		
	1.2 Check stamped mark of the Triage	None	30 seconds	Security Guard on duty at the entrance access: -Main Building -Flavier Building -PR Suites -Cancer Center
	1.3 Get the temperature using the thermo scan and advise the visitor to leave his/her ID if available	None	30 seconds	



	1.3.1 with fever, advise to proceed to the Triage at the Garden	None	30 seconds	
	1.4 Direct the patients/watchers & visitors to register at the logbook	None	30 seconds	
	<b>TOTAL:</b>	None	4 mins	
<b>B. Employees</b>				
2. Show Hospital Identification Card	2. Check temperature & Hospital ID	None	1 minute	<i>Security Guard on duty at the entrance access:</i> -Main Building -Flavier Building -PR Suites -Cancer Center -OPD -Pathology
	2.1. With fever advise to proceed to Triage at the Garden			
	2.2 Without fever, proceed to respective office.			
	<b>TOTAL:</b>	None	1 minute	
<b>END OF TRANSACTION</b>				