



National Center for Mental Health
CITIZEN'S CHARTER
2nd Edition 2020



NATIONAL CENTER FOR MENTAL HEALTH

CITIZEN'S CHARTER 2020 (2nd Edition)



I. MANDATE

The National Center for Mental Health was classified as Special Research Training Center and Hospital under the Department of Health on January 30, 1987. As the leading mental health care facility, the center provides a comprehensive range of preventive, promotive, curative and rehabilitative mental health services. It has an authorized bed capacity of four thousand two hundred.

As stated on Republic Act 11036 or also known as Mental Health Act of 2018, the National Center for Mental Health, being the premiere training and research center under the Department of Health, shall expand its capacity for research and development of interventions on mental and neurological services in the country.

II. VISION

NCMH envisions to be a globally - accepted mental health center.

III. MISSION

NCMH commits to provide responsive and comprehensive mental health services.

IV. SERVICE PLEDGE

We, the officials and employees of the National Center for Mental Health pledge and commit to deliver quality mental health services to the public.

Specially, we will:

- Serve with integrity;
- Be prompt and timely;
- Display procedures, fees, and charges;
- Provide adequate and accurate information;
- Be consistent in applying rules;
- Provide feedback mechanism;
- Be polite and courteous;
- Demonstrate sensitivity and appropriate behavior and professionalism;
- Wear proper uniform and identification; and,
- Be available during office hours.



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PSYCHIATRIC EMERGENCY CARE AND MANAGEMENT



The Emergency room caters all patients seeking urgent care. The services offered are available from Mondays to Sundays, 24 hours.

OFFICE	Pavilion 2 Psychiatric Emergency Room			
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen	
WHO MAY AVAIL	All clients requiring urgent psychiatric care and management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sociological Data Sheet		Pavilion 2 Psychiatric ER		
Official Receipt		Collecting Unit		
PWD / Senior Citizen ID (if applicable)		Respective issuing government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Pavilion 2 Psychiatric Emergency Room	1. Conducts initial assessment, vital signs taking, and triaging; provide rapid treatment and intervention if necessary.	None	10 minutes	Medical Officer Nurse Nursing Attendant (Pavilion 2 ER)
2. Accomplishes Sociological Data Sheet	2. Encodes data and issues Patient Chart	None	10 minutes	Nurse Nursing Attendant (Pavilion 2 ER)
3. Undergoes medical intervention and management and subject to required diagnostic procedures.	3.1. Conducts history taking, applicable examination and provide appropriate management 3.2 Performs the COVID assessment, requested diagnostic procedures: Rapid antibody test and Complete blood count 3.3 Evaluates results and prepare disposition; if for admission, please see Procedure for Admission If discharge, issue charge slip	None	4 hours	Medical Officer Nurse (Pavilion 2 ER) Medical Technician (Clinical Laboratory) Radiologic Technician (Radiology Section)
4. Proceeds to the Collecting Unit window and provide amount to be paid. If applicable, present PWD / Senior Citizen ID for discount	4.1 Receives and process the payment 4.2 Issues Official Receipt	ER Fee PHP 300.00 User's Fee PHP 100.00	3 minutes	Collecting Officer (Collecting Unit)

Continuation...
**PSYCHIATRIC EMERGENCY
 CARE AND MANAGEMENT**



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Returns to the Emergency Room and present Official Receipt	5. Conducts health education and provide follow-up schedule, prescription and referral slip if applicable	None	5 minutes	Nurse (Pavilion 2 ER)
END OF TRANSACTION		TOTAL	400.00	4 Hrs. 30 Mins.

ADMISSION TO PSYCHIATRIC WARDS



Admission of patients may be done at the Emergency Room and the Out Patient Section. Emergency Room is open from Mondays to Sundays for 24 hours while the Out Patient Section is available Mondays to Fridays from 8:00 AM to 5:00 PM.

OFFICE	Emergency Room / Out Patient Section			
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen	
WHO MAY AVAIL	All Psychiatric clients requiring admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Order / Admission Slip		Admitting Physician (ER/OPS)		
One (1) valid government issued ID		Respective issuing government agency		
Official Receipt (For pay patients)		Collecting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Medical Social Service Office for classification.	1.1 Conducts interview and classifies patient accordingly. 1.2 For non-philhealth member, facilitates enrollment to Philhealth.	None	15 minutes	Medical Social Service Section
2. For pay patients, proceeds to the Billing Unit.	2.1 Conducts orientation to hospital policies on payment. 2.2 Issues Charge Slip.	Please see Hospital Rates	5 minutes	Billing Unit
3. Pays required amount.	3. Receives payment and issues Official Receipt.	None	5 minutes	Collecting Unit
4. Signs contract and other necessary documents.	4. Conducts orientation and facilitates signing of necessary documents.	None	5 minutes	Health Information Management Section
5. Admits to designate ward.	5. Transfers patient to designate ward and facilitates proper endorsement.	None	5 minutes	Nurse Nursing Attendant
END OF TRANSACTION		TOTAL	None	35 Mins.

ADULT PSYCHIATRIC OUT PATIENT CONSULTATION



The Out Patient Section caters all patients seeking non-emergent cases. The services offered by the office are available from Mondays to Fridays, 8:00 AM to 5:00 PM.

OFFICE	Pavilion 2 - Out Patient Section		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen
WHO MAY AVAIL	All clients requiring non-emergency psychiatric care and management.		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PWD or Senior Citizen's ID for discounts (original copy)	Respective issuing government agency
Sociological Data Sheet	Health Information Management Section (HIMS)
OPD Card	Health Information Management Section (HIMS)
Prescription	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Health Information Management Section window. <u>For old clients</u> , present OPD Card; <u>For new clients</u> , accomplish Sociological Data Sheet and subject self for photo capturing	a. <u>For old clients</u> , verifies schedule b. <u>For new clients</u> , encodes Sociological Data Sheet and take photo of the client	None	10 minutes	HIMS Personnel
2. <u>For old clients</u> , wait for name to be called by the OPS personnel <u>For new clients</u> , wait for the name to be called by the ER personnel	2.1 Conducts initial assessment 2.2 Conducts consultation and provide intervention and management 2.3 Prepares proper disposition 2.4 Issues prescription, schedule of follow up and referral form if applicable	None	15 minutes	Physician-on-Duty Nurse-on-duty Nursing Attendant (Out Patient Section) Physician-on-duty Nurse-on-duty Nursing Attendant (Pavilion 2 ER)
3. Proceeds to Pharmacy Section (If with prescription)	3.1 Verifies prescription and other supporting documents if applicable 3.2 Checks availability of medicines requested 3.3 Issues Charge Slip (if applicable)	None	5 minutes	Pharmacist (Pharmacy Section)

Continuation...

ADULT PSYCHIATRIC OUT PATIENT CONSULTATION



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceeds to the Collecting Unit window and provide amount to be paid. If applicable, present PWD/ Senior Citizen ID for discount	4.1 Receives and process the payment 4.2 Issues Official Receipt	Price of medicine x quantity	3 minutes	Collecting Officer (Collecting Unit)
5. Returns to the Pharmacy Window, presents Official Receipt and prescription.	5.1 Verifies Official Receipt and prescription 5.2 Issues requested medicines	None	5 minutes	Pharmacist (Pharmacy Section)
END OF TRANSACTION		TOTAL	None	38 Mins.

CHILD AND ADOLESCENT PSYCHIATRIC OUT PATIENT CONSULTATION



The Child and Adolescent Psychiatric Out Patient Unit cater to all patients 17 years old and below seeking non-emergent cases. The services offered are available from Mondays to Fridays, 8:00 AM to 5:00 PM.

OFFICE	Pavilion 2 – Child and Adolescent Out Patient Section		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen
WHO MAY AVAIL	All clients 17 years old and below requiring non-emergency psychiatric care and management.		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
OPD Card (for old client)	Health Management Information Section (HIMS)
Sociological Data Form – 1 original copy	HIMS
Charge Slip (if applicable) – 1 original copy	HIMS / Pharmacy Section
PWD ID (if applicable) – 1 original copy	DSWD
Official Receipt (if applicable) – 1 original copy	Collecting Unit
Prescription – 1 original copy	Doctor
Patient Chart	HIMS
Psychological Assessment Request Form (if applicable)	OPS Child Doctor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Health Information Management Section window <u>For old client:</u> Presents OPD card <u>For new client:</u> Accomplishes Sociological Data Form	1. <u>For old client:</u> Verifies schedule <u>For new client:</u> Encodes Sociological Data Form	None	5 minutes	HIMS Personnel
2. Proceeds to OPS Child and Adolescent Unit and waits to be called.	2. Conducts initial assessment, management and disposition	None	10 minutes (1 st consult) 5 minutes (follow-up)	OPS Child Doctor Nurse-on-duty Midwife
3. Receives drug Prescription (if applicable) and schedule of follow-up consultation	3. Issues Drug Prescription (if applicable) and schedule of follow-up consultation	None	3 minutes	OPS Child Doctor
4. If with Prescription, proceeds to the Pharmacy section	4.1 Verifies prescription and other supporting documents 4.2 Checks availability of medicines requested 4.3 Issues Charge Slip (if applicable)	None	3 minutes	Pharmacist (Pharmacy Section)

Continuation...

**CHILD AND ADOLESCENT PSYCHIATRIC
OUT PATIENT CONSULTATION**



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceeds to the Collecting Unit window and provides amount to be paid (if applicable) <i>If applicable, present PWD ID for discount</i> <i>For Medical Assistance, Proceed to the Medical Social Service and present supporting documents</i>	5. Processes the payment and issues Official Receipt (if applicable)	Amount of medicine x quantity	3 minutes	Collecting Officer (Collecting Unit)
6. Returns to the Pharmacy window and presents Official Receipt (if applicable), prescription and receives purchased medicines	6.1 Verifies Official Receipt and prescription 6.2 Issues purchased medicines	None	2 minutes	Pharmacist (Pharmacy Section)
END OF TRANSACTION		TOTAL	None	26 Minutes (1 st Consultation) 21 Minutes (Follow Up Check Up)

CONSULTATION AT THE WOMEN AND CHILDREN PROTECTION UNIT (WCPU)



The Women and Children Protection Unit aims to:

1. Prevent violence against women and children from ever occurring
2. Intervene early to identify and support women and children who are at risk of violence
3. Respond to violence by holding perpetrators accountable, ensure connected services are available for women and their children

The service offered is available from Mondays to Fridays, 8:00 AM to 5:00 PM

OFFICE	Women and Children Protection Unit			
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen	
WHO MAY AVAIL	Women and Children under RA 9262, RA 7610, RA 7877, RA 8353, RA 8505, RA 9208			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter (Original Copy)		Referring agency (PNP, CSWD, LGU/Barangay), Attending Physician		
Social Case Study (1 photocopy)		CSWD		
Court Order/ Subpoena (if applicable, 1 photocopy)		Trial Court		
Police Report/blotter (1 photocopy)		PNP		
Barangay blotter (1 photocopy)		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to WCPU triage for COVID Screening	1.1. Checks temperature 1.2. Accomplishes History and symptoms checklist	None	5 minutes	WCPU Triage Officer of the Day (Chief, WCPU; Resident in Charge, Midwife, Administrative Aide)
2. For walk-in clients: Presents applicable documents	2.1 Verifies presented documents 2.2 Conduct initial assessment and classification	None	25 minutes	WCPU Triage Officer of the Day (Chief, WCPU; Resident in Charge, Midwife, Administrative Aide)
3. Signs Informed Consent <i>For minor clients, consent shall be signed by the legal guardian</i>	3.1. Conducts orientation on the process of consultation. 3.2. Provides Informed Consent Form	None	20 minutes	WCPU Triage Officer of the Day (Chief, WCPU; Resident in Charge, Midwife, Administrative Aide)
4. Scheduling for psychiatric evaluation and psychological test. <i>First consult clients will be scheduled at the earliest available date.</i>	4.1 Provides a schedule slip for Psychiatric Evaluation. 4.2 Coordinates with psychologist for psychological test schedule 4.3 Include client's name on master's list of schedule	None	10 minutes	Midwife Administrative Aide

Continuation...

CONSULTATION AT THE WOMEN AND CHILDREN PROTECTION UNIT (WCPU)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>First consult clients from provinces or with subpoena shall be instructed to proceed to Medical Records Section for registration.</i>				
5. For clients with scheduled 1 st consultation or psychological test: Presents schedule slip to triage after COVID screening For clients scheduled for follow up: Presents schedule slip and reference slip to triage after COVID screening	5.1 Verifies scheduled procedure and provides queuing number 5.2 Ushers client to reception/ waiting area	None	5 minutes	Midwife, Administrative Aide
6. Submit self for evaluation and management	6.1 Conducts interview, history taking, mental status examination, physical and neurological examination, and disposition. 6.2 Provides prescription (if necessary) and reference slip	None	1 hour 30 minutes	WCPU Resident in Charge Chief, WCPU
7. Secures schedule slip for follow-up consultation	7.1 Provides follow-up instructions and schedule slip 7.2 Includes client's name on the Master's list of Schedule	None	10 minutes	Midwife, Administrative Aide
END OF TRANSACTION	TOTAL	None	2 Hrs. 45 Mins.	

SCREENING AND CONSULTATION AT THE TRIAGE AREA



The Triage Area is tasked to screen all NCMH Employees coming in the hospital to determine case history in relation with COVID-19, it is open 24/7.

OFFICE	Triage Area		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2G - Government to Government G2C - Government to Citizen
WHO MAY AVAIL	All Employees of National Center for Mental Health		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
COVID-19 Screening Form	COVID Triage Area
Laboratory Results (CBC with PC, SARS-COV2 Rapid Test)	Clinical Laboratory
Chest X Ray Result	Radiology Section
PCR Test Result	COVID Triage Area

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the COVID-19 Triage Area.	1.1 Temperature Check 1.2 Accomplish COVID-19 screening form.	None	3 minutes	Nurse/ Midwife (Triage Area)
2. Submits self for history taking.	2.1 Conducts Initial history taking. 2.2 Conducts a thorough history taking. 2.3 Issues laboratory and chest x-ray request form.	None	13 minutes	Nurse Medical Officer (Triage Area)
3. Proceeds to Laboratory Section and submit the laboratory request form for laboratory workup (CBC with pc, SARS-Cov2, Rapid test).	3.1 Receives and verifies laboratory request form. 3.2 Conducts blood extraction. 3.3 Processes specimen, generates and validates result.	None	10 minutes Result will be released after an hour 1 hour	Medical Technician (Clinical Laboratory Section)
4. Proceeds to Radiology Section and submit the radiology request form.	4.1 Receives and verifies radiology request form. 4.2 Facilitates Chest x ray procedure.	None	10 minutes Result will be released after 2 working days	Radiologic Technologist (Radiology Section)
5. Returns to the Triage Area and submit the laboratory and x-ray result.	a. Interprets the laboratory result for proper management and treatment if needed. <i>IgM(+)/IgG(+)</i> <i>IgM(-)/IgG(+)</i> <i>May resume work</i>	None	5 minutes	Medical Officer (Triage Area)

Continuation...
SCREENING AND CONSULTATION
AT THE TRIAGE AREA



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>IgM(+)/IgG(-) (for PCR swab test, Home quarantine until with result, self- monitor)</i>			
6. Employees with IgM(+)/IgG(-) result will proceed to swabbing area for PCR test.	6. Performs nasopharyngeal & oropharyngeal swabbing.	None	1 minute Result will be released after 3 working days	Medical Technologist (Swabbing Area)
7. Once with result, returns to triage area for the interpretation of PCR test.	7. Interprets PCR Test. <i>PCR(-) may resume work</i> <i>PCR(+) Continue home quarantine until 14 days</i> <i>Asymptomatic (self-monitor)</i> <i>Symptomatic without facility for home quarantine (for interagency referral)</i>	None	5 minutes	Medical Officer (Triage Area)
END OF TRANSACTION	TOTAL	None	5 Days 1 Hour 47 Minutes	

RAPID MANAGEMENT OF EMERGENCY CASES



The Pavilion 7 Emergency Room caters all patients seeking urgent care. The services offered are available from Mondays to Sundays, 24 hours.

OFFICE	Pavilion 7 Emergency Room			
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen	
WHO MAY AVAIL	All clients requiring urgent care and management.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sociological Data Sheet		Pavilion 7 Emergency Room		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Pavilion 7 Emergency Room	1. Conducts initial assessment, vital signs taking, and triaging; provide rapid treatment and intervention if necessary.	None	5 minutes	Physician Nurse Nursing Attendant
2. Undergoes medical / surgical intervention and management and subject to required diagnostic procedures.	2.1 Conducts history taking, applicable examination and provide appropriate management and referral to other services 2.2 Evaluates COVID-19 diagnostic tests. 2.3 Provides diagnosis for proper disposition	None	15 minutes	Medical Officer Nurse (Pavilion 7 ER)
3. If for Admission: Admits to designated ward <i>See Procedure for Admission</i>	3. Transfers patient to designate ward and facilitates proper endorsement	None	5 minutes	Nurse on Duty Nursing Attendant
END OF TRANSACTION		TOTAL	None	25 Mins.

ADMISSION AT PAVILION 7 MEDICAL AND SURGICAL CASES



Admission of patients may be done at the Emergency Room and the Out Patient Section. Pavilion 7 Emergency Room is open from Mondays to Sundays for 24 hours for Psychiatric Patients with Medical Conditions

OFFICE		Pavilion 7		
CLASSIFICATION		Simple	TYPE OF TRANSACTION	G2C Government to Citizen
WHO MAY AVAIL		All clients with medical and surgical problems requiring admission.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admitting Order		Admitting Physician (Pavilion 7 ER)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Pavilion 7 Emergency Room	1.1 Conducts interview, patient history and classifies patient accordingly 1.2 Evaluates Covid-19 laboratory results 1.3 Facilitates enrollment to Philhealth	None	20 minutes	Physician (Medical/Surgical) Social Worker (Social Service) Philhealth Personnel
2. Signs patient's ID and other necessary documents	2. Accomplishes Patient's ID and conducts orientation policies on hospital set-up	None	15 minutes	Nurse on Duty Nursing Attendant
3. Admits to designate ward	3. Transfers patient to designate ward and facilitates proper endorsement	None	5 minutes	Nurse on Duty Nursing Attendant
END OF TRANSACTION		TOTAL	None	40 Mins.

CONSULTATION OF PRESUMPTIVE TB CASE FOR IN PATIENT



The TB DOTS Clinic ensures availability of quality assured sputum microscopy, provides uninterrupted supply of anti-TB drugs and supervised treatment. The service is available from Mondays to Fridays, 8:00 AM to 5:00 PM

OFFICE	Pavilion 7 TB DOTS Clinic			
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C Government to Citizen	
WHO MAY AVAIL	All in patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Chart		Pavilion of Origin		
Chest X-ray Result		Radiology Section		
Intra-Hospital Referral Form		Pavilion of Origin		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to TB DOTS Clinic and submits patient's chart, chest x-ray result and intra-hospital referral form.	1.1 Receives patient's chart, chest x-ray and intra-hospital referral form 1.2 Evaluates chest x-ray 1.3 Issues Gene xpert request form	None	25 minutes	TB DOTS Nurse TB DOTS Physician
2. Collects sputum specimen	2. Assists client in the collection of sputum specimen	None	10 minutes	Nursing Attendant
3. Submits sputum specimen to TB DOTS Clinic	3. Receives sputum specimen for Gene Xpert to be submitted to the Laboratory Section If positive: Refer back to TB DOTS Clinic for trans out to TB Pavilion If TB negative: Refer back to TB DOTS Clinic for re-evaluation If TB positive with Covid: start TB medication at the pavilion of origin then for trans out to TB pavilion once negative Covid-19 result as per TB clinic clearance	None	5 minutes Official Result will be released after one (1) working day	TB DOTS Nurse
4. Receives treatment plan and TB Medication	4.1 Orders and issues TB Medication 4.2 Endorses treatment plan	None	5 minutes	TB DOTS Physician TB DOTS Nurse
END OF TRANSACTION		TOTAL	None	1 Day and 40 Mins.

CLINICAL LABORATORY EXAMINATIONS FOR IN-PATIENT



The Clinical Laboratory is where clinical pathology tests are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment and prevention of disease.

OFFICE	Clinical Laboratory Section		
CLASSIFICATION	Complex	TYPE OF TRANSACTION	G2C Government to Citizen
WHO MAY AVAIL	All In-Patients		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request Form		Requesting Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Clinical Laboratory receiving window and submits Clinical Laboratory Request form <i>For non-blood specimen, submits specimen</i>	1. Receives Clinical Laboratory Request Form for verification <i>For non-blood specimen, evaluates specimen for adequacy and fitness For request requiring blood specimen, schedules blood extraction (morning pick-up)</i>	None	4 minutes	Clinical Laboratory Personnel
2. Awaits arrival of Clinical Laboratory Personnel to the ward	2. Proceeds to the ward to perform blood extraction	None	20 minutes	Clinical Laboratory Personnel
3. Submits self for blood extraction	3.1 Verifies patient for blood extraction 3.2 Performs blood extraction <i>The Ward Personnel assists the Clinical Laboratory Personnel in the procedure</i>	None	13 minutes	Clinical Laboratory Personnel Ward Personnel
4. Awaits result	4. Process specimen, generates and validates result	Refer to schedule of fees below	3 hours 45 minutes for General Clinical Laboratory Examination 5 days 45 minutes for Microbial Culture and Sensitivity Testing	Clinical Laboratory Personnel
5. Receives Official Result	5. Releases Official Result to the personnel at the ward	None	20 minutes	Clinical Laboratory Personnel Ward Personnel
END OF TRANSACTION	TOTAL	None	4 hrs. 42 mins. for General Examination 5 days 1 hour 42 minutes for Microbial Culture and Sensitivity Testing	

LIST OF FEES FOR CLINICAL LABORATORY EXAMINATION



EXAMINATION	FEE	EXAMINATION	FEE	EXAMINATION	FEE
CLINICAL CHEMISTRY		SEROLOGY AND BLOOD BANKING		CLINICAL MICROSCOPY /PARASITOLOGY	
Glucose	150	Blood typing (slide/tube method)	300	Urinalysis	100
BUN	160	Blood typing (gel technique)	300	Fecalalysis	100
Creatinine	150	Cross matching (slide/tube method)	400	Pregnancy test	100
BUA	190	Cross matching (gel technique)	800	Fecal Occult	150
Cholesterol	170	Coombs test	800	MICROBIOLOGY	
Triglyceride	220	HBsAg screening	300	Gram's stain	100
Alkaline Phosphatase	200	Anti-HBs	300	AFB	100
ALT/SGPT	200	Anti- HAV	300	KOH	100
AST/SGOT	200	Anti- HCV	300	Blood CS	1,500
Total Bilirubin	250	HIV screening	320	Blood CS with ARD	1,500
Direct Bilirubin	270	Syphilis test (RPR/Anti- TP)	150	Urine CS	650
Total Protein	180	Salmonella IgG IgM	450	Stool CS	650
Albumin	180	Dengue NS1	860	Wound CS	650
HDL	270	Dengue IgG/IgM	860	Throat swab	650
LDL	360	HEMATOLOGY		Rectal swab	650
Phosphorous	200	CBC	200		
Sodium	200	Peripheral Smear	200		
Potassium	200	ESR	100		
Lithium	300	CT	100		
Chloride	200	BT	100		
Calcium (Total)	200	Malarial Smear	150		
Troponin I	450	Reticulocyte count	200		
HbA1c	650				

COVID-19 RAPID ANTIBODY AND PCR TESTING



The Clinical Laboratory Section is where patient's blood samples are examined for the presence of IgM and IgG antibodies against the COVID-19 virus in human serum. The service is available 7 days a week, 24 hours a day.

OFFICE	Clinical Laboratory Section		
CLASSIFICATION	Simple – Rapid Antibody Testing Complex – PCR Testing	TYPE OF TRANSACTION	G2C Government to Citizen
WHO MAY AVAIL	All In-Patients		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Rapid Antibody Testing: <ul style="list-style-type: none"> Clinical Laboratory Request Form verified by the Infection Control Committee 	Requesting Physician
For PCR Testing: <ul style="list-style-type: none"> Case Investigation Form PhilHealth Claim Form 	Patient's Ward

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits applicable requirements to the Clinical Laboratory receiving window	1. Verifies requirements for completeness of data	None	4 minutes	Clinical Laboratory Personnel
2. Awaits arrival of Clinical Laboratory Personnel to the ward	2. Proceeds to the ward to perform blood extraction / collect swab sample from patient	None	20 minutes	Clinical Laboratory Personnel
3. Submits self for blood extraction / swabbing	3.3 Verifies patient for blood extraction / swabbing 3.4 Performs blood extraction / swab collection <i>The Ward Personnel assists the Clinical Laboratory Personnel in the procedure</i>	None	13 minutes	Clinical Laboratory Personnel Ward Personnel
4. Awaits result	4.1 For COVID-19 Rapid Antibody Testing: Process specimen, generates and validates result. 4.2 For PCR Testing: Prepares collected swab samples and performs proper packaging technique prior to sending and testing to the subnational laboratory	None	30 minutes 5 minutes	Clinical Laboratory Personnel

Continuation...
**COVID-19 RAPID ANTIBODY
 AND PCR TESTING**



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receives official result	5. Releases official result to the ward personnel	None	20 minutes For COVID-19 Rapid Antibody Testing 7 days For PCR Testing	Clinical Laboratory Personnel
END OF TRANSACTION		TOTAL	None	Rapid Antibody Testing 1 Hour 27 Minutes PCR Testing 7 Days 1 Hour 12 Minutes

X-RAY AND ULTRASOUND SERVICES



The Radiology Section provides a comprehensive diagnostic imaging service to all NCMH employees and In-Patients. The service is open 24/7.

OFFICE	Radiology Section		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen G2G – Government to Government
WHO MAY AVAIL	All employees and inpatients requiring X-Ray and Ultrasound procedures		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Radiology Request (1 original copy)	Requesting Physician
Patient Chart (for in-patient)	Pavilion of Origin

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <u>For NCMH employee:</u> presents the radiology request form <u>For the In-Patient:</u> the nursing attendant presents the radiology request and the patient chart	1.1. Receives Radiology request and patient chart for verification 1.2. Explains the procedure and fees (for pay patients only) <i>For special procedure, provides schedule, preparation and instruction</i>	None	4 minutes	Radiologic Technologist / Administrative Aide
2. Waits for the name to be called	2. Encodes Information at the Hospital Management Information System	None	5 minutes	Radiologic Technologist / Administrative Aide
3. Proceeds to the radiographic / ultrasound room <u>For the in-patient:</u> the nursing attendant accompanies the patient to the radiographic / ultrasound room	3.1 Verifies client's identity 3.2 Executes the desired procedure	None	30 minutes	Radiologic Technologist
4. Presents a valid ID to claim the Official Result <u>For the in-patient:</u> the receiving medical personnel writes his/her name and signs in the releasing folder	4. Issues Official Result <u>For the in-patient:</u> The Official Result will be delivered to the respective pavilions	None	2 minutes <i>Official Result will be released within 2 working days</i>	Radiologic Technologist / Administrative Aide

END OF TRANSACTION	TOTAL	See Rates	2 Days 41 Minutes
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LIST OF FEES FOR RADIOLOGY EXAMINATION



PROCEDURE	FEE	READER'S FEE	PROCEDURE	FEE	READER'S FEE	PROCEDURE	FEE	READER'S FEE
ABDOMEN (Adult)	350.00	50.00	INTRAOPERATIVE CHOLANGIOGRAM (IOC)	1200.00	200.00	T-TUBE CHOLANGIOGRAM	1000.00	200.00
ABDOMEN (Pedia)	350.00	50.00	INTRAVENOUS PYELOGRAPHY (IVP)	1500.00	200.00	UPPER GI SERIES	1500.00	200.00
ABDOMEN (Supine Cross Table Lateral)	350.00	50.00	KUB (Adult) with Bowel Preparation	250.00	50.00	URETHROGRAM	1150.00	200.00
ABDOMEN (Right and Left Decubitus)	350.00	50.00	KUB (Pedia) with Bowel Preparation	250.00	50.00	ONE (1) ORGAN	350.00	200.00
ANKLE AP/ LATERAL	300.00	50.00	LEG AP / Lateral	350.00	50.00	THYROID GLAND	500.00	200.00
ANKLE MORTISE	300.00	50.00	LUMBOSACRAL (2 Views)	400.00	50.00	HEMITHORAX	350.00	200.00
ARM AP / LATERAL	300.00	50.00	MAXILLA / MANDIBLE (Adult)	350.00	50.00	HEMITHORAX WITH MARKING	400.00	200.00
BABYGRAM (Neonates)	450.00	50.00	MAXILLA / MANDIBLE (Pedia)	400.00	50.00	SOFT TISSUE	350.00	200.00
BARIUM ENEMA – Adult & Pedia (ECM)	1600.00	50.00	MASTOID (Adult/ Pedia 3 Views)	500.00	50.00	KIDNEYS	450.00	200.00
BONE AGING (Adolescents)	800.00	50.00	MASTOID SERIES	600.00	50.00	KIDNEYS-URETER-BLADDER (KUB)	750.00	200.00
CALCANEUS AXIAL / LATERAL	350.00	50.00	MODEFIED BARIUM SWALLOW	850.00	50.00	KIDNEYS-URETER-BLADDER (KUB)-PROSTATE	1000.00	200.00
CERVICAL AP / LATERAL	300.00	50.00	NASAL BONE	250.00	50.00	HEPATOBILIATY TREE	500.00	200.00
CERVICAL OBLIQUE	300.00	50.00	NECK (STL)	300.00	50.00	UPPER ABDOMEN	1000.00	200.00
CERVICAL C1-C2 VIEW	300.00	50.00	ORBIT (Adult)	350.00	50.00	LOWER ABDOMEN	1000.00	200.00
CHEST PA (Adult)	350.00	50.00	ORBIT (Pedia 2 Views)	350.00	50.00	WHOLE ABDOMEN	1500.00	400.00
CHEST PA (Pedia 2 views)	350.00	50.00	PARANASAL SINUSES (Adult)	500.00	50.00	SCROTAL TESTIS	600.00	200.00
CHEST SUPINE	250.00	50.00	PARANASAL SINUSES (Pedia)	500.00	50.00	PELVIS (Trans-Abdominal Sonography)	500.00	200.00
CHEST APICOLORDOTIC View	220.00	50.00	PAROTID SIALOGRAM	1000.00	200.00	BIOPHYSICAL SCORING	700.00	200.00
CHEST SPOT View	220.00	50.00	PATELLA	220.00	50.00	TRANSVAGINAL KUB	600.00	200.00
CHEST (Right/ Lateral Decubitus)	350.00	50.00	PELVIS	350.00	50.00	PRE-VOID, POST-VOID ASSESSMENT	700.00	200.00
CHEST LATERAL View (Adult)	250.00	50.00	PROXIMAL COLONOGRAM	1500.00	200.00	KUB-PROSTATE PRE-VOIS POST-OVOID ASSESSMENT	800.00	200.00
CLAVICLE	300.00	50.00	SCOLIOSIS SERIES	500.00	120.00	PROSTATE (Transabdominal Approach)	1100.00	200.00
CYSTOGRAM	1150.00	50.00	SHOULDER JOINT (2 Views)	350.00	50.00	PROSTATE (Transrectal Approach)	350.00	200.00
CYSTOURETHROGRAM	1200.00	200.00	SKELETAL SURVEY	1500.00		INGUINO-SCROTAL	550.00	200.00
DISTAL COLONOGRAM	1500.00	200.00	SKULL AP/ LATERAL	350.00	50.00	BREAST	700.00	200.00
ELBOW JOINT AP/ LATERAL (1 side)	300.00	50.00	SKULL SERIES (PA, Lateral and Townie's)	450.00	50.00	CRANIAL	500.00	200.00
ESOPHAGOGRAM	800.00	200.00	SMALL BOWEL SERIES	1500.00	200.00	Focused Assessment with Sonography in Trauma	800.00	200.00
FISTULOGRAM	800.00	200.00	TEMPOROMANDIBULAR JOINT	350.00	50.00	ABDOMINAL AORTA	600.00	200.00
FOOT AP/ OBLIQUE	250.00	50.00	THIGH (FEMUR)	350.00	50.00	ZYGOMA	300.00	50.00
FOREARM AP/ LATERAL	250.00	50.00	THORACIC CAGE (Adult)	300.00	50.00	INVERTOGRAM	500.00	200.00
HAND AP / OBLIQUE	250.00	50.00	THORACIC CAGE (Pedia)	250.00	50.00	WRIST AP / LATERAL	250.00	50.00
HIPS	350.00	50.00	THORACIS SPINE	600.00	50.00			
HISTEROSALPINGOGRAM	1200.00	200.00	THORACO-LUMBAR	600.00	120.00			

DRUG TESTING



This DOH accredited drug testing unit offers screening drug tests which can be used for the following purposes: pre-employment; application of S2 license for licensed physicians; application for firearm's license and permit to carry firearms; and others. The service offered is available from Mondays to Fridays, 8:00 AM to 4:00 PM (No Noon Break).

OFFICE	Anatomic Laboratory - Drug Testing Unit		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C – Government to Citizen G2G – Government to Government
WHO MAY AVAIL	All Out Patients and NCMH employees		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Drug Testing Request Form (if available)	Requesting agency or Physician
Charge Slip	Drug Testing Unit
Official Receipt	Collecting Unit
Client Information Sheet	Drug Testing Unit
Custody and Control Form	Drug Testing Unit
Drug Testing Consent Form	Drug Testing Unit
PWD / Senior Citizen ID	Respective issuing government agency
Valid Government Issued ID / Company ID / School ID	Respective Agencies
Authorization Letter (if applicable)	To be provided by the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Drug Testing Unit and present Drug Testing Request Form	1. Receives Drug Testing Request for verification and issues Charge Slip	None	3 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)
2. Proceeds to the Collecting Unit and provide amount to be paid. <i>Presents PWD / Senior Citizen ID for discount)</i>	2. Processes the payment and issues Official Receipt	Drug Testing Fee PHP250.00	3 minutes	Collecting Officer (Collecting Unit)
3. Returns to Drug Testing Unit and presents Official Receipt	3. Verify Official Receipt	None	2 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)
4. Fill out the following forms: <ul style="list-style-type: none"> ▪ Client Information Sheet ▪ Verification Form ▪ Drug Testing Consent Form ▪ Custody and Control Form 	4. Issue the following forms: <ul style="list-style-type: none"> ▪ Client Information Sheet ▪ Verification Form ▪ Drug Testing Consent ▪ Custody and Control Form 	None	10 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)

**Continuation...
DRUG TESTING**



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submits the accomplished forms	5.1 Receives and checks the accomplished forms for completeness 5.2 Instructs the client regarding proper urine collection 5.3 Gives the urine specimen container	None	3 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)
6. Proceeds to the designated toilet for urine collection		None	3 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)
7. Submits the urine specimen	7. Receives the urine specimen and label the container accordingly	None	2 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)
8. Submits self for photo and biometrics capturing	8. Conducts photo and biometrics capturing	None	10 minutes	Analyst on duty (Drug Testing Unit)
9. Presents the Official Receipt, valid ID and authorization letter (if applicable) to claim the Official Result	9.1 Verifies Official Receipt and ID 9.2 Issues Official Result	None	2 minutes	Drug Testing Laboratory Staff on duty (Drug Testing Unit)
END OF TRANSACTION		TOTAL	250.00	38 Minutes

NEUROPSYCHIATRIC ASSESSMENT AND PSYCHOLOGICAL TESTING



The Psychological Section is tasked in administering different Neuropsychiatric and Psychological examinations that will determine the cognitive and behavioral functioning of a certain individual. The services offered by the office are available from Mondays to Fridays (except Thursdays) 7:00 AM – 4:00 PM.

OFFICE	Psychological Section		
CLASSIFICATION	Highly Technical	TYPE OF TRANSACTION	G2C - Government to Citizen G2G – Government to Government
WHO MAY AVAIL	All clients requiring Neuropsychiatric Assessment and Psychological Examination.		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Schedule Slip	Psychological Section's Neuropsychiatric Assessment Unit
Original Referral Letter	From Clients' respective offices/agencies
1 pc. 2x2 ID Picture with white background	To be provided by the client
Original Charge Slip	Psychological Section's Neuropsychiatric Assessment Unit
Official Receipt	Collecting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in or call the Psychological Section to inquire the available Schedule for Neuropsychiatric Assessment	1.1 Issues the Schedule Slip (for Walk-ins) 1.2 Verbal Schedule Confirmation through phone inquiries.	None	5 minutes	Administrative Personnel (Psychological Section)
2. On the Scheduled date, proceeds to the Psychological Section, present the Referral Slip/Letter and Sign the Attendance Sheet	2. Receives Referral Slip/Letter and verify schedule.	None	10 minutes	Administrative Personnel (Psychological Section)
3. Proceeds to the Testing Room and undertake the examination and interview	3.1 Administers the battery of Psychological Tests. 3.2 Conducts Interview 3.3 Checks completeness of the examination	None	6 Hours	Psychologist Psychologist Psychologist
4. Receives Charge Slip for payment of Psychological exam fee.	4. Issues the Charge Slip	None	2 minutes	Administrative Personnel (Psychological Section)
5. Proceeds to the Collecting Unit and pay required amount.	5. Processes the payment and issue Official Receipt	NCMH Applicants- Php 700	3 minutes	Collecting Officer (Collecting Unit)

Continuation...

NEUROPSYCHIATRIC ASSESSMENT AND PSYCHOLOGICAL TESTING



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		NCMH Employees that are for Promotion-Free Clients from Other Agencies-Php 1,300		
6. Returns to the Psychological Section and present Official Receipt.	6. Records Official Receipt number and provides schedule of release of Psychological Report	None	5 minutes <i>Releasing of Official Result is after 14 Working Days</i>	Administrative Personnel (Psychological Section)
7. Returns on the scheduled date/time of release of Psychological Report and presents one (1) valid Government issued ID. <i>If with representative, submits the Letter of Authorization and photocopy of one (1) valid Government issued ID of both the client and representative.</i>	7.1 Verifies schedule of release of Official Report and documents submitted. 7.2 Issues the Psychological Report.	None	10 minutes	Administrative Staff (Psychological Section)
END OF TRANSACTION		TOTAL	See Price List Below	14 Days 6 Hours 35 Minutes

PSYCHOLOGICAL EXAM FEES	AMOUNT
NCMH Applicants	PHP 700.00
NCMH Employees that are for promotion	FREE
Clients from other agencies	PHP 1,300

PSYCHOLOGICAL ASSESSMENT FOR OUT PATIENT



The Psychological Section is tasked in administering different psychological examinations that will determine cognitive and behavioral functioning of a certain individual. The services offered by the office are available from Mondays to Fridays (except Thursdays) 8:00 AM- 5:00 PM.

OFFICE	Psychological Section		
CLASSIFICATION	Highly Technical	TYPE OF TRANSACTION	G2C – Government to Citizen G2G – Government to Government
WHO MAY AVAIL	Out Patients with the following purposes: Diagnostic/ Treatment; School and Work Requirement; Court Order to assess competency to stand trial; SSS/ GSIS Dependency Claim; Philhealth/ PCSO / Medical Financial Assistance ; DSWD requirement.		

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Psychological Assessment Request Form (Original copy)			Attending Physician NCMH - OPS	
Charge Slip (original)			Psychological Section	
Official Receipt (original)			Collecting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Psychological Assessment Request Form.	1. Schedules the referred patient for assessment.	None	5 minutes	Administrative Personnel (Psychological Section)
2. On the scheduled day of assessment, presents the accomplished return slip of the Psychological Assessment Request Form.	2. Verifies the name/s on the list of scheduled examinees, and orients the patient to the testing process.	None	5 minutes	Administrative Personnel (Psychological Section)
3. Undertakes battery of Psychological tests and interview.	3. Administers battery of psychological tests and conducts interview.	None	6 hours	Psychologist (Psychological Section)
4. Receives Charge Slip for payment of psychological examination fee.	4. Issues Charge Slip.	None	5 minutes	Administrative Personnel (Psychological Section)
5. Proceeds to the Collecting Unit for payment.	5. Processes the payment and issues Official Receipt.	Please see price list below	5 minutes	Collecting Officer (Collecting Unit)
6. Returns to the Psychological Section and present Official Receipt for recording purposes.	6.1 Records Official Receipt Number. 6.2 Instructs client when and where to claim the result. <i>Report is available after 14 working days</i>	None	5 minutes	Administrative Personnel (Psychological Section)

Continuation...
PSYCHOLOGICAL ASSESSMENT
FOR OUT PATIENT



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receives results from the Medical Records Section.	7. Releases Psychological Report.	None	5 minutes	Administrative Personnel (Health Information Management Section)
END OF TRANSACTION		TOTAL	See Price List Below	Procedure – 6 Hours & 30 Minutes Releasing of Results – After 14 Working Days

PSYCHOLOGICAL TEST	AMOUNT
Service (OPS Child and Adult)	PHP 300.00
Pay (Adult) IQ Determination	PHP 1,500.00
IQ and Personality	PHP 3,500.00

PATIENT SOCIAL CLASSIFICATION



The Medical Social Service Section is mandated to classify all clients seeking admission and treatment. The services offered are available from Mondays to Fridays, 8:00 AM to 5:00 PM and Saturdays and Sundays, 8:00 AM to 4:00 PM.

OFFICE	Medical Social Service Section			
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen	
WHO MAY AVAIL	All clients seeking admission and treatment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Medical Social Service Office for interview	1. Conducts interview	None	15 minutes	Medical Social Worker (Medical Social Service Section)
2. Signs the Medical Social Work Department (MSWD) Assessment Tool	2. Orients client regarding his classification and possible qualification to PhilHealth and other related hospital policies	None	5 minutes	Medical Social Worker (Medical Social Service Section)
3. Returns to the referring section (ER / OPS)	3. Endorse related documents to Nurse on Duty	None	2 minutes	Medical Social Worker (Medical Social Service Section)
END OF TRANSACTION	TOTAL	None	22 Minutes	

AVAILMENT OF MEDICAL ASSISTANCE



The Medical Social Service Section provides medical assistance to poor and indigent patients seeking medical services. The services offered are available from Mondays to Fridays, 8:00 AM to 5:00 PM.

OFFICE	Medical Social Service Section		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	All clients seeking medical assistance		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter (if applicable)		Attending Physician and/or Referring Agency		
One (1) valid Government Issued ID		Respective issuing Government Agencies		
Certificate of Indigency or Social Worker Case Summary		Barangay or LGU		
Prescription, Laboratory Requests, Hospital Bill, etc. (whichever available)		Attending Physician, Referring Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Medical Social Service Office and submit necessary documents.	1.1 Verifies and evaluates submitted documents. 1.2 Conducts interview and validates patient's eligibility. 1.3 If eligible, computes for applicable amount to be provided or subsidized and inform the patient. 1.4 Approves documents.	None	15 minutes	Social Worker (Medical Social Service Section) Chief Social Worker (Medical Social Service Section)
2. Receives the approved and signed document and proceed to Pharmacy/ Laboratory/ Billing Unit (whichever is applicable).	2.1 Conducts information education. 2.2 Issues approved and signed document.	None	3 minutes	Social Worker (Medical Social Service Section)
END OF TRANSACTION		TOTAL	None	18 Minutes

REQUISITION AND ISSUANCE OF DRUGS AND MEDICINES



The Pharmacy Section caters to all patients availing medicines. The services offered are available from Monday to Sunday, 8:00 AM to 5:00 PM (No Noon Break).

OFFICE	Pharmacy Section		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	All clients availing medicines		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Prescription (3 copies for Dangerous drugs)	Attending Physician
White Card	Collecting Unit
PWD/ Senior Citizen's ID (For discount)	Local Government Agency
One (1) valid government issued ID (For Dangerous drugs)	Respective Issuing Government Agency
Official Receipt	Collecting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Pharmacy window and presents Prescription and White card. <i>For dangerous drugs, submits three (3) copies of the prescription and presents one (1) valid government issued ID.</i>	1.1 Verifies prescription and other supporting documents if applicable. 1.2 Checks availability of medicines requested. 1.3 Issue Charge Slip.	None	5 minutes	Pharmacist (Pharmacy Section)
2. Proceeds to the Collecting Window and provides amount to be paid. <i>If applicable, presents PWD / Senior Citizen ID for discount</i>	2. Processes the payment and issues Official Receipt.	Depends on the medicine purchased	3 minutes	Collecting Officer (Collecting Unit)
3. Returns to the Pharmacy window, presents Official receipt and prescription.	3.1 Verifies Official receipt and prescription. 3.2 Issues requested medicines.	None	5 minutes	Pharmacist (Pharmacy Section)

END OF TRANSACTION	TOTAL	None	13 Minutes
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REQUISITION AND ISSUANCE OF MEDICAL RECORDS



This service involves in processing and issuance of Medical Records/ Certificate. The service is available from Monday to Friday at 8:00 AM to 5:00 PM (No Noon Break).

OFFICE	Health Information Management Section (HIMS)		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	All clients requesting for Medical records		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For change of name and birthdate: Original Birth Certificate	Philippine Statistical Authority
For change of civil status: Original Marriage Certificate	Philippine Statistical Authority
For change of address: Original Barangay Certificate of the patient or any valid Government Issued ID with address, picture and signature Valid Government Issued ID's: <ul style="list-style-type: none"> • GSIS / SSS ID (UMID) • Tax Identification Number (TIN) • Passport • Driver's License ID • Firearm License ID • PhilHealth ID • Voter's ID • Postal ID 	Government Agencies
Authorization / Consent Letter from the patient / legal representative (if necessary)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Health Information Management Section, window 9 and fill-up Request Slip.	1.1 Verifies Request Slip and other supporting documents if applicable. 1.2 Issues Charge Slip and Claim Slip indicating the schedule of release of the needed documents.	None	15 minutes	HIMS Personnel (HIMS)
2. Proceeds to the Collecting Unit and pay required amount.	2.1 Processes the payment and issues Official Receipt.	Please see Hospital Rates for Certificates and Abstract below	3 minutes	Collecting Officer (Collecting Unit)
3. Returns on the scheduled release of document and proceed to the HIMS, window 9, present Official Receipt and Claim Slip.	3.1 Verifies Official Receipt and Claim Slip. 3.2 Checks availability of requested document. 3.3 Issues requested document.	None	5 minutes	HIMS Personnel (HIMS)

Continuation...
**REQUISITION AND ISSUANCE
 OF MEDICAL RECORDS**



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>If with representative, submit Authorization Letter and photocopy of one (1) valid Government issued ID of both the client and representative.</i>				
END OF TRANSACTION	TOTAL	See Price List Below	23 Minutes	

HOSPITAL RATES FOR CERTIFICATES AND ABSTRACT	
CERTIFICATES AND ABSTRACT	AMENDED RATES
1. Certificates of Confinement / Consultation	
a. Pay	PHP 200.00
b. Service (Classified as C1, C2, C3 and D)	Free of Charge
c. For Foreign use	PHP 1,000
2. Medical Abstract	
a. Pay	PHP 400.00
b. Service (Classified as C1, C2, C3 and D)	Free of Charge
c. For Foreign use	PHP 2,500
3. Certified True Copies (per page)	
a. Pay	PHP 50.00
b. Service	Free of Charge
4. Medical Certificate	
a. Pay	PHP 200.00
b. Service (Classified as C1, C2, C3 and D)	Free of Charge
5. Retrieval of Records and Photocopying services (per page)	
a. Pay	Free of Charge
b. Service	Free of Charge
6. Patient's ID with plastic	Free of Charge

REQUISITION OF PHILHEALTH BENEFITS ELIGIBILITY



This service is responsible for the processing and issuance of PhilHealth Benefit and Eligibility. The service is available from Monday to Friday at 8:00 AM to 5:00 PM (No Noon Break).

OFFICE	PhilHealth Section		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	All PhilHealth members (head of the family) and qualified dependents (legal spouse, children and parents who are 60 years old).		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilHealth Benefits Eligibility Requisition Form	PhilHealth Office
Valid identification Card	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures PhilHealth Benefits Eligibility Requisition Form from the ward or PhilHealth Office.	1. Provides PBEF requisition form.	None	2 minutes	PhilHealth Staff (PhilHealth Section)
2. Submits accomplished PBEF requisition form.	2.1 Reviews and evaluates PBEF requisition form. 2.2 Processes the PBEF requisition form using the iHOMIS system. 2.3 Print out generated PhilHealth Benefit Eligibility Form from the iHOMIS system.	None	10 minutes	PhilHealth Staff (PhilHealth Section)
3. Affix signature on the generated PhilHealth Benefit Eligibility Form.	3. Instructs the client to return to the ward where the patient is confined and submit the generated PhilHealth Benefit Eligibility Form to the nurse-on-duty to be affixed to the patient's chart.	None	3 minutes	PhilHealth Staff (PhilHealth Section)
END OF TRANSACTION	TOTAL	None	15 Minutes	

PAYMENT



The Collection and Deposit Unit primarily accept payment from all customers paying for hospital services / transactions. The service is offered from Mondays to Sundays, 6:00 AM to 6:00 PM.

OFFICE	Collection and Deposit Unit		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	All individuals paying for hospital services / transactions		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Charge Slip / Statement of Account		Issuing Sections of NCMH		
Official Receipt		Collecting Unit		
PWD / Senior Citizen ID		Respective issuing government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the Collecting Unit window and present Charge Slip / Statement of Account / Order of Payment	1. Verifies charge slip / statement of account	None	1 minute	Collecting Officer (Collecting Unit)
2. Provides amount to be paid	2. Receives and processes the payment	Depending on the amount indicated on the Charge Slip	1 minute	Collecting Officer (Collecting Unit)
3. Receives Official receipt	3. Issues Official Receipt	None	1 minute	Collecting Officer (Collecting Unit)
END OF TRANSACTION		TOTAL	None	3 Minutes

HIRING PROCESS



A guide for interested applicants on the Hiring Process.

OFFICE	Human Resource Management Office		
CLASSIFICATION	Simple	TYPE OF TRANSACTION	G2C - Government to Citizen
WHO MAY AVAIL	Qualified Applicants (Based on CSC Qualification Standards)		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application letter addressed to the Medical Center Chief II – 1 copy, original	Applicant
Resume/ CV with passport-sized ID picture - 1 copy, original	Applicant
Duly accomplished Personal Data Sheet (PDS) - 1 copy, original	CSC website (template)
Autobiography - 1 copy, original	Applicant
College/High School diploma – 1 photocopy	Respective university, school
Transcript of Records – 1 photocopy	Respective university, school
Training Certificates – 1 photocopy each	Respective training organizer
Employment Certificates – 1 photocopy each	Respective employer
NBI Clearance – 1 photocopy	National Bureau of Investigation
Birth Certificate – 1 photocopy	Philippine Statistics Office
Certificate of Eligibility (if applicable) – 1 photocopy	Civil Service Commission
Board Rating – 1 photocopy	Professional Regulatory Commission
License – 1 photocopy (front and back)	Professional Regulatory Commission
Performance Rating of 2 rating periods (for gov't employees – 1 photocopy)	Respective government agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to MCC office and submit the complete set of required documents.	1. Receives and endorse application documents to HRMO for processing.	None	5 minutes 5 working days (processing of endorsement)	MCC II office staff (MCC II Office)
2. Undertake the Technical Exam. <i>For Nursing applicants: proceed to Pag-Asa Hall</i> <i>For Administrative and other services: Proceed to HRMO</i>	2.1 Facilitates the Technical Exam 2.2 Checks the exam	None	2 hours 2 working days	Recruitment personnel (HRMO)

Continuation...
HIRING PROCESS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return on the scheduled date of NP Screening and secures referral slip at HRMO.	3. Issues Referral slip	None	1 minute	Recruitment personnel (HRMO)
4. Proceeds to Psychological Section, presents referral slip and provides payment for NP screening.	4.1 Verifies referral slip 4.2 Process the payment and issues Official Receipt	PHP 700.00	3 minutes	Administrative Personnel (Psychological Section)
5. Proceeds to the Testing Room and undertake the examination and interview. <i>Please see Procedure for NP Screening)</i>	5.1 Administers the battery of Psychological Tests 5.2 Conducts Interview 5.3 Checks completeness of the examination	None	6 Hours <i>Releasing of Official Result is after 14 Working Days</i>	Psychologist (Psychological Section)
6. Attends the deliberation.	6. Conducts the deliberation	None	2 hours	HR Merit Promotion and Selections Board (HRMPSB)
7. Attends the final interview with MCC II.	7.1 Conducts final interview 7.2 Endorse list of appointees to HRMO for processing of appointment papers with the Civil Service Commission.	None	2 working days	Medical Center Chief II (MCC II Office)
END OF TRANSACTION		TOTAL	700.00	23 Days 11 Hours 9 Minutes

FEEDBACK AND COMPLAINTS MECHANISM



SUBMISSION OF FEEDBACK	<ul style="list-style-type: none"> Accomplished the Customer Satisfaction Survey Form and drop it at the designated Suggestion Boxes located in the different transacting offices and areas of the hospital.
PROCESSING OF FEEDBACK	<ul style="list-style-type: none"> CSS Forms will be collected at the end of the month and will be analyzed by the Quality Management Office. Official Report will be forwarded to the Management and respective offices for proper action.
FILING OF COMPLAINTS	<ul style="list-style-type: none"> Accomplished the Customer Satisfaction Survey Form and directly submit to the assigned personnel at the Public Assistance and Complaints Desk (PACD) located in the different areas of the hospital. Complaint can also be filed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> ✓ Name of person being complained, incident and evidence, if applicable. ✓ Name and contact number of complainant.
PROCESSING OF COMPLAINTS	<ul style="list-style-type: none"> The Quality Management Office will receive all the complaints; upon evaluation, the complaint will be forwarded to relevant office or personnel. Concerned Office or Personnel shall facilitate comprehensive investigation and provides appropriate action; and shall submit explanation and action report with 48 hours. The QMO will then verify actions taken and prepares the Final Report to be approved and signed by the MCC. Final Report will be submitted to the concerned authority and will copy furnish the complainant within 72 hours from the receipt of the complaint.
CONTACT INFORMATION	<p>Presidential Complaints Center SMS/Call: 8888</p> <p>CSC Contact Center ng Bayan SMS: 0908-8816565 Call: 1-6565 Email: email@contactcenterngbayan.gov.ph</p> <p>Anti-Red Tape Authority Call: 8 478-5093 Email: complaints@arta.gov.ph</p> <p>National Center for Mental Health Quality Management Office - Complaint Unit Call: 8 531-9001 to 9011 Loc. 464 Email: qmo.ncmh@gmail.com</p>