



CITIZEN'S CHARTER

**PURSUANT TO RA 11032
EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT
SERVICE DELIVERY ACT OF 2018**





I. Mandate

Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein.

Such basic services and facilities include, but are not limited to, the following:

- a.) Agricultural extension and on-site research services and facilities which include the prevention and control of plant and animal pests and diseases; dairy farms, livestock markets, animal breeding stations, and artificial insemination centers; and assistance in the organization of farmers' and fishermen's cooperatives and other collective organizations, as well as the transfer of appropriate technology.
- b.) Industrial research and development services, as well as the transfer of appropriate technology
- c.) Pursuant to national policies and subject to supervision, control, and review of the DENR, enforcement of forestry laws limited to community-based forestry projects, pollution control law, small-scale mining law, and other laws on the protection of the environment; and mini-hydroelectric projects for local purposes.
- d.) Subject to the provisions of Title Five, Book I of this Code, health services which include hospitals and other tertiary health services.
- e.) Social welfare services which include programs and projects on rebel returnees and evacuees; relief operations; and population development services.
- f.) Provincial buildings, provincial jails, freedom parks and other public assembly areas, and other similar facilities.
- g.) Infrastructure facilities intended to service the needs of the residents of the province, and which are funded out of provincial funds including, but not limited to, provincial roads and bridges; inter-municipal waterworks, drainage, and sewerage, flood control, and irrigation systems; reclamation projects; and similar facilities.
- h.) Programs and projects for low-cost housing and other mass dwellings, except those funded by the Social Security System (SSS), Government Service Insurance System (GSIS), and the Home Development Mutual Fund (HDMF): Provided, that national funds for these programs and projects shall be equitably allocated among the regions in proportion to the ratio of the homeless to the population.



- i.) Investment support services, including access to credit financing.
- j.) Upgrading and modernization of tax information and collection services through the use of computer hardware and software and other means.
- k.) Inter-municipal telecommunications services, subject to national policy guidelines.
- l.) Tourism development and promotion programs.

II. Vision

Davao Oriental is a God centered society whose government faithfully carries out its duties, that judiciously develops and sustains its natural resources, whose industries benefit from robust infrastructure, whose products and services gain worldwide recognition, whose people strive for excellence, and thus enjoy abundance and prosperity, where every family lives with human dignity and where everyone is proud to be DABAWENYO!

III. Mission

Promote the general welfare of the people of Davao Oriental thru the pursuit of a dynamic socio-economic development, provision of adequate basis services and support facilities, rational and sustainable utilization of resources anchored on the value of commitment, justice, equality and genuine people's participation



IV. Service Pledge

D – Dedicate ourselves to God, to country and to the service of the Dabawenos

A – Advocate the protection of the environment

V – Validate issues and concerns before acting on it

A – Allocate funds to help the needy through medical and burial assistance

O – Opportunities will be opened to small medium entrepreneurs

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R – Revitalize the spirit of voluntarism

I – Instill the value of hard work

E – Empower the Barangays and Municipalities

N – No person will sleep hungry in Davao Oriental because of Pagkain at Kita Program

T – Total Restoration of forest through the million trees program

A – Assist affected constituents in time of calamity and disaster

L – Local Housing Programs will be initiated



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Provincial Governor's Office

External Services



I. Providing Medical Services

Providing Medical Services through referrals to the clients.

| | | | | |
|--|---|---|-----------------------------|--|
| Office or Division: | Provincial Governor's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> One (1) (Original) Doctor's Prescription | | <ul style="list-style-type: none"> Hospital/Prescribe Doctor | | |
| <ul style="list-style-type: none"> One (1) (Photocopy) Doctor's Prescription | | <ul style="list-style-type: none"> Hospital/Prescribe Doctor | | |
| <ul style="list-style-type: none"> One (1) (Original) Brgy. Certificate | | <ul style="list-style-type: none"> Barangay hall | | |
| <ul style="list-style-type: none"> One (1) (Photocopy) Brgy. Certificate | | <ul style="list-style-type: none"> Barangay hall | | |
| <ul style="list-style-type: none"> Two (2) (Photocopy) Valid ID | | <ul style="list-style-type: none"> BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to Capitol White Building, Ground Floor, Capitol Gymnasium on the left side to the Assigned Social Worker and present requirement/s. | 1.1 Receive the required documents/ requirements and check for completeness. | None | 30 Seconds | Administrative Aide III/ Provincial Governor's Office |
| | 1.2 Start the processing | None | 2 Minutes | |
| | 1.3 Release Medical Referral to the Claimant/Client. | None | 1 Minute | |
| | 1.4 The Claimant/ Client may now proceed to Provincial Social Welfare and Development Office (PSWDO) at the back of the Capitol Newly Construct Building. | None | 2 Minutes | |
| Total | | | 5 Minutes 30 Seconds | |



II. Providing Death/Burial Services

Providing Death/Burial Services through referrals to the clients.

| | | | | |
|--|---|---|-----------------------------|--|
| Office or Division: | Provincial Governor's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ One (1) (Original) Doctor's Prescription | | <ul style="list-style-type: none"> ▪ Hospital/Prescribe Doctor | | |
| <ul style="list-style-type: none"> ▪ One (1) (Photocopy) Doctor's Prescription | | <ul style="list-style-type: none"> ▪ Hospital/Prescribe Doctor | | |
| <ul style="list-style-type: none"> ▪ One (1) (Original) Brgy. Certificate | | <ul style="list-style-type: none"> ▪ Barangay hall | | |
| <ul style="list-style-type: none"> ▪ One (1) (Photocopy) Brgy. Certificate | | <ul style="list-style-type: none"> ▪ Barangay hall | | |
| <ul style="list-style-type: none"> ▪ Two (2) (Photocopy) Valid ID | | <ul style="list-style-type: none"> ▪ BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to Capitol White Building, Ground Floor, Capitol Gymnasium on the left side to the Assigned Social Worker and present requirement/s. | 1.1 Receive the required documents/ requirements and check for completeness. | None | 30 Seconds | Administrative Aide III/ Provincial Governor's Office |
| | 1.2 Start the processing | None | 2 Minutes | |
| | 1.3 Release Medical Referral to the Claimant/Client. | None | 1 Minute | |
| | 1.4 The Claimant/ Client may now proceed to Provincial Social Welfare and Development Office (PSWDO) at the back of the Capitol Newly Construct Building. | None | 2 Minutes | |
| Total | | | 5 Minutes 30 Seconds | |



Vice Governor's Office

External Services



I. Administrative/ Legislative Services

| Office or Division: | | Vice Governor's Office | | | |
|--|--|--|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2G - Government to Government | | | |
| Who may avail: | | 10 Municipalities & 1 City of Davao Oriental | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Transmittal Letter | | | <ul style="list-style-type: none"> The requesting party from the 10 municipalities and 1 city will comply all requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit legislative documents such as resolutions and ordinances and other correspondence for information and appropriate action of the Vice Governor.. | 1.1 Receive such documents | None | 2 - 5 Minutes | Administrative Aide I | |
| | 1.2 Endorsement to the Executive Assistant for the appropriate action/s of the Vice Governor | None | 1- 2 Days | Executive Assistant II | |
| Total | | | 2 Days 5 Minutes | | |



II. Social Services: Assistance to Individuals in Crisis Situation

| | | | | |
|--|---|------------------------|--|---------------------------|
| Office or Division: | Vice Governor's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizens | | | |
| Who may avail: | All indigent citizens requesting social services from the concerned government agencies | | | |
| Checklist of Requirements | | | Where to Secure | |
| <ul style="list-style-type: none"> ▪ Letter request ▪ Certificate of Indigency from the Barangay ▪ Medical Abstract for indigent clients ▪ Doctor's Prescription, referral, blood request (If applicable) ▪ Death Certificate (If applicable) | | | <ul style="list-style-type: none"> ▪ The requesting party will comply all requirements. | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit letter request and other attachment | 1.1 Receive letter request for entry in the logbook. | None | 2 Minutes | Administrative Aide I |
| | 1.2 Endorse to the Executive Assistant for review and recommendation to the Vice Governor | None | 2 - 5 Minutes | Executive Assistant II |
| | 1.3 Response from the Vice Governor | None | 1 Day | Vice Governor |
| | 1.4 Contact the concerned client to inform him/her the action/s taken | None | 5 Minutes | Local Legislative Staff |
| | 1.5 Process appropriate Financial Support | None | 5 – 10 Minutes | Private Secretary 1 |
| | 1.6 Release the appropriate assistance to the concerned client | None | 1 Day | Liaison Officer |
| Total | | | 2 Days 30 Minutes | |



III. Institutional Support

| | | | | |
|---|---|--|--------------------------|---------------------------|
| Office or Division: | Vice Governor's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizens; G2G – Government to Government | | | |
| Who may avail: | All indigent citizens requesting social services from the concerned government agencies | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Letter request ▪ Attachment to prove the legitimacy of the said request like activity design and the likes | | <ul style="list-style-type: none"> ▪ The requesting party will comply all requirements. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit letter request and other attachment | 1.1 Receive letter request for entry in the logbook. | None | 2 Minutes | Administrative Aide I |
| | 1.2 Endorse to the Executive Assistant for review and recommendation to the Vice Governor | None | 2 - 5 Minutes | Executive Assistant II |
| | 1.3 Response from the Vice Governor | None | 1 -2 Day | Vice Governor |
| | 1.4 Contact the concerned client to inform him/her the action/s taken | None | 5 Minutes | Local Legislative Staff |
| | 1.5 Process appropriate Financial Support | None | 5 – 10 Minutes | Private Secretary 1 |
| | 1.6 Release the appropriate assistance to the concerned client | None | 1 Day | Liaison Officer |
| | 1.7 Releases Certificate to client | None | 2 Minutes | Liaison Officer |
| Total | | | 3 Days 30 Minutes | |



Provincial Planning and Development Office

External Services



I. 20% Local Government Development Fund (LGDF) Control and Monitoring

Implementing units/offices such as the Provincial Engineer's Office, Provincial Tourism Office, Provincial Cooperative Office, Environment and Natural Resources Office (ENRO), among others of the Provincial Government of Davao Oriental

| | | | | | |
|---|--|------------------------|---|---|--|
| Office or Division: | Provincial Planning and Development Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G – Government to Government; G2B – Government to Business | | | | |
| Who may avail: | Implementing Units/Offices | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Payroll ▪ Purchase Request ▪ Disbursement Voucher ▪ Activity Design ▪ Program of Works ▪ Detailed Engineering Design ▪ Livelihood Support to Coops <ul style="list-style-type: none"> ○ Business Plan ○ Certificate of Registration ○ Financial Statement ○ Loan Agreement | | | From the implementing units/offices and cooperatives for livelihood support | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submitted pertinent documents by the implementing units/offices | 1.1 Receive and manually record the transaction | None | 2 Minutes | Honorato S. Martije Administrative Aide III | |
| | 1.2 Evaluate the completeness and compliance to the 20% DF guidelines | None | 15 Minute | Kent Dan J. Albite-PEO II | |
| | 1.3 Electronic recording and codification of transaction through MIS | None | 10 Minutes | Relaine L. Villarez-POI | |
| | 1.4 If complete, acknowledge receipt of noted and signed documents, by the | None | 7 Minutes | Freddie C. Bendulo-PPDC Kent Dan J. Albite –PEO II | |



| | | | | |
|--|--|-------------|-------------------|--|
| | office or department head If incomplete – return to concerned implementing unit/office, through its liaison, with notations, for compliance | | | |
| | Total | None | 34 Minutes | |



Provincial General Services Office

External Services



I. Rental of Capitol Covered Court

Availability of service: 8:00 AM to 5:00 PM Monday to Friday

| Office or Division: | Provincial General Services Office | | | |
|---|--|---|------------------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | | |
| Who may avail: | Private entities, Students, National agencies | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Approved letter of Request form LCE ▪ Official Receipt | | <ul style="list-style-type: none"> ▪ Requesting party ▪ Provincial Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Approved letter request from Governor | 1.1 Received the Letter of request | P100.00 from 8-5PM | 5 Minutes | Stella M. Brabante Admin Officer III PGSO Officer PGSO Officer |
| | 1.2 Check Availability of the venue of the facility - If Approved: Issue order of payment to be signed by PGSO Officer - If Disapproved: Issue Routing slip indicating Reason of the disapproval | P200.00 from 6-10PM | | |
| 2 Submit Official Receipt from PTO | 2.1 Issue Notice to Occupy addressed to CSU Officer | None | 5 Minutes | Stella M. Brabante Admin Officer |
| 3 Rescheduling of approved occupancy with order of payment and official Receipt | 3.1 Inform the Client of the | None | 2 Days | Stella M. Brabante Admin Officer |
| Total | | | 2 Days and 10 Minutes | |



II. Rental of Capitol Chairs

Availability of service: 8:00 AM to 5:00 PM Monday to Friday

| | | | | | |
|---|--|------------------------|---|------------------------------------|--|
| Office or Division: | Provincial General Services Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | | | |
| Who may avail: | Private entities, Students, National agencies | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Approved letter of Request form LCE | | | <ul style="list-style-type: none"> ▪ Requesting party | | |
| <ul style="list-style-type: none"> ▪ Official Receipt | | | <ul style="list-style-type: none"> ▪ Provincial Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Approved letter request from Governor | 1.1 Received the Letter of request | P3.00 Per piece | 5 Minutes | Antonia G. Tidoy Admin Assistant I | |
| | 1.2 Check Availability of the venue of the facility - If Approved: Issue order of payment to be signed by PGSO Officer - If Disapproved: Issue Routing slip indicating Reason of the disapproval | | | PGSO Officer | |
| 2 Submit Official Receipt from PTO | 2.1 Releasing of Chairs | None | 3 Hours | Antonia G. Tidoy Admin Assistant I | |
| Total | | | 3 Hours and 5 Minutes | | |



Provincial General Services Office

Internal Services



I. Processing of Voucher for Payment/ Reimbursement of Medicine/ Medicine Equipment (Emergency Purchases)

Availability of service: 8:00 AM to 5:00 PM Monday to Friday

| | | | | | |
|---|---|------------------------|--|---|--|
| Office or Division: | Provincial General Services Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G – Government to Government | | | | |
| Who may avail: | Provincial Offices | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Purchase Request ▪ OBR ▪ DAB ▪ ROPQ/Invitation to Bid ▪ BAC/Notation ▪ Abstract of Quotation ▪ Acceptance Report ▪ Inspection Report ▪ RIS ▪ PAR/ICS ▪ Waste Material Report ▪ Disbursement Voucher ▪ Confirmatory Report Justification | | | <ul style="list-style-type: none"> ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Provincial Inspectorate Team ▪ Recipient ▪ PGSO Inventory Division ▪ Recipient ▪ Recipient ▪ Recipient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Procurement documents | 1.1 Receive Procurement Documents | None | 5 Minutes | Graciella S. Tuazon Administrative Officer III | |
| | 1.2 Check if Procurement Documents is complete | None | 5 Minutes | Graciella S. Tuazon Administrative Officer III | |
| | 1.3 Inventory Division to prepare PAR/ICS if applicable | None | 5 Minutes | Dorisa O. Lanaban Administrative Aid I | |
| | 1.4 Inventory Division to Initial and approve PAR/ ICS/ RIS- Issuance/Waste Material Report | None | 5 Minutes | Graciella S. Tuazon Administrative Officer III Alberto C. Ludia Administrative Aid III | |



| | | | | | |
|--------------|-----|--|-------------|-------------------|---|
| | 1.5 | Supervising administrative officer to check and initial on Procurement Documents | None | 5 Minutes | Merelina Burgos Supervising Administrative Officer |
| | 1.6 | Assistant Head to check and Initial on Procurement Documents | None | 5 Minutes | Danilo Conde PGADH |
| | 1.7 | PGSO Officer to check and Initial on Procurement Documents | None | 5 Minutes | Arnulfo Bondoc PGDH |
| | 1.8 | Release Approved Procurement Document | None | 5 Minutes | Mary Jane V. Bascon Administrative Aide I |
| Total | | | None | 40 Minutes | |



II. Processing of Voucher for Payment/ Reimbursement of Medicine/ Medicine Equipment (Bidding Purchases)

Availability of service: 8:00 AM to 5:00 PM Monday to Friday

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Provincial General Services Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Provincial Offices | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Purchase Request ▪ Purchase order ▪ OBR ▪ DAB ▪ ROPQ/Invitation to Bid ▪ BAC/Notation ▪ Abstract of Quotation ▪ Acceptance Report ▪ Inspection Report ▪ RIS ▪ PAR/ICS ▪ Waste Material Report ▪ Disbursement Voucher ▪ Confirmatory Report Justification | | <ul style="list-style-type: none"> ▪ Recipient ▪ BAC ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Recipient ▪ Provincial Inspectorate Team ▪ Recipient ▪ PGSO Inventory Division ▪ Recipient ▪ Recipient ▪ Recipient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Procurement documents | 1.1 Receive Procurement Documents | None | 5 Minutes | Graciella S. Tuazon Administrative Officer III |
| | 1.2 Check if Procurement Documents is complete | None | 5 Minutes | Graciella S. Tuazon Administrative Officer III |
| | 1.3 Inventory Division to prepare PAR/ICS if applicable | None | 5 Minutes | Dorisa O. Lanaban Administrative Aid I |
| | 1.4 Inventory Division to Initial and approve PAR/ ICS/ RIS- Issuance/Waste Material Report | None | 5 Minutes | Graciella S. Tuazon Administrative Officer III Alberto C. Ludia |



| | | | | |
|--------------|--|-------------|-------------------|---|
| | | | | Administrative Aid III |
| 1.5 | Supervising administrative officer to check and initial on Procurement Documents | None | 5 Minutes | Merelina Burgos Supervising Administrative Officer |
| 1.6 | Assistant Head to check and Initial on Procurement Documents | None | 5 Minutes | Danilo Conde PGADH |
| 1.7 | PGSO Officer to check and Initial on Procurement Documents | None | 5 Minutes | Arnulfo Bondoc PGDH |
| 1.8 | Release Approved Procurement Document | None | 5 Minutes | Mary Jane V. Bascon Administrative Aide I |
| Total | | None | 40 Minutes | |



Provincial Budget Office

External Services



I. Budget Review of Different LGU's

Officials and employees within the PLGU and in the 10 municipalities and 1 city of Davao Oriental

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Provincial Budget Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | 10 Municipalities & 1 City of Davao Oriental | | | |
| Checklist of Requirements | | Where to Secure | | |
| Annual Budget <ul style="list-style-type: none"> ▪ Transmittal Letter ▪ Budget Message ▪ Appropriation Ordinance ▪ Annual Investment Program ▪ Resolution Approving the Annual Investment Program ▪ Veto Message, if any ▪ Sanggunian's action on veto, if any Supplemental Budget <ul style="list-style-type: none"> ▪ Certified Statement of Additional Realized Income ▪ Certification of Savings ▪ Certificate of Source of Funds Available for Appropriations | | The requesting party from the 10 municipalities and 1 city will comply all requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Forwarded documents from the Office of the Secretary to the Sanggunian. | 1.1 Receive the documents from the Office of the Secretary to the Sanggunian and forward to Supervising Administrative Officer and Administrative Officer V | None | 15 Minutes | Administrative Aide I |
| | 1.2 Receive and review the document. Checking for compliance with the law and | None | 19 Days | Supervising Administrative Officer and Administrative Officer V |



| | | | | |
|--------------|---|-------------|--|---------------------------|
| | budget circulars. Issues findings and recommendation and drafts review letter. Forward to PBO for review and approval | | | |
| | 1.3 Reviews and approves Review Letter | None | 30 Minutes | Provincial Budget Officer |
| | 1.4 Endorse Review Letter to LFC Members for signature and comments | None | 2 Hours | Administrative Aide IV |
| Total | | None | 19 Days, 2 Hours and 45 Minutes | |



II. Certificate of Fund Availability

All needing certification of fund availability

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Provincial Budget Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C- Government to Citizen, G2B- Government to Business, G2G – Government to Government | | | |
| Who may avail: | All citizens requesting fund availability | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter request for certification | | The requesting party will comply all requirements. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request for certification of fund availability | 1.1 Receive letter request | None | 2 Minutes | Administrative Aide I |
| | 1.2 Forward the letter to the PG Department Head | None | 1 Minute | Administrative Aide I |
| | 1.3 Reviews request and asks Administrative Officer IV or Supervising Administrative Officer to prepare certificate | None | 15 Minutes | Provincial Budget Officer |
| | 1.4 Prepares certification | None | 15 Minutes | Administrative Officer IV or Supervising Admin Officer |
| | 1.5 Signs certification | None | 5 Minutes | Provincial Budget Officer |
| | 1.6 Releases Certificate to client | None | 2 Minutes | Administrative Aide I |
| Total | | None | 40 Minutes | |



Provincial Budget Office

Internal Services



I. Allotment Release Order

Offices and Employees within the PLGU can avail the request of this service

| | | | | |
|---|---|--|------------------------------|--|
| Office or Division: | Provincial Budget Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices and Employees in PLGU | | | |
| Checklist of Requirements | | Where to Secure | | |
| Detailed Work Financial Plan | | The requesting party will comply all requirements. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish Detailed Work Financial Plan (WFP) | 1.1 Receive WFP and turns over employees in-charge | None | 1 Minute | Administrative Aide I |
| | 1.2 Evaluate WFP | None | 20 Minutes | Administrative Officer IV, Administrative Asst II, Admin Asst I, Admin Aide IV |
| | 1.3 Prepare (print) and countersign Allotment Release Order (ARO) | None | 1 Hour | Supervising Administrative, Administrative Officer IV |
| | 1.4 Sign ARO | None | 1 Minute | Provincial Budget Officer |
| 2. Once ARO is signed by PBO, forward ARO to PGO for approval | 2.1 Releasing O ARO | None | 5 Minutes | Administrative Aide I |
| | 2.2 Forward to client | None | 1 Minute | Administrative Aide I |
| 3. Once ARO is approved by LCE, return the same to PBO | 3.1 Receive approved Allotment Release Order | None | 1 minute | Administrative Aide I |
| | 3.2 Tag approved Allotment Release Order to the system | None | 30 minutes | Supervising Administrative Order, Administrative Officer IV |
| Total | | None | 1 Hour and 58 Minutes | |



II. Supplemental Budget

Offices and Employees within the PLGU can avail the request of this service

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Provincial Budget Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices and Employees in PLGU | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter Request for Funding | | The requesting party will comply all requirements. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Prepare and submit the letter request for funding | 1.1 Receive letter request | None | 3 minutes | Administrative Aide I |
| | 1.2 Forward the letter to the PG Department Head | None | 1 minute | Administrative Aide I |
| | 1.3 Evaluate and instruct SAO & AO IV for the determination of source of fund letter request; Letter request forwarded to SAO & AO IV | None | 15 minutes | Provincial Budget Officer |
| | 1.4 Consolidate and summarize other requests for funding and look for possible source of funds. | None | 1 hour | Supervising Administrative Officer, Administrative Officer IV |
| | 1.5 Prepare letter endorsing the summary to Local Finance Committee | None | 30 minutes | Supervising Administrative Officer, Administrative Officer IV |
| | 1.6 Sign letter | None | 5 minutes | Provincial Budget Officer |
| 2. Local Finance Committee Approval | 2.1 LFC will conduct meeting | N/A | N/A | N/A |



| | | | | |
|--|--|-------------|--------------------------------------|------------------------------------|
| 3. Local Chief Executive Approval | 3.1 Finalize all the requests approved by LFC for supplemental budget | None | 1 Minute | Administrative Aide I |
| | 3.2 Preparation of Supplemental Budget briefer for approval of the Governor | None | 30 minutes | Supervising Administrative Officer |
| | 3.2 Tag approved Allotment Release Order to the system | None | 30 minutes | Supervising Administrative Officer |
| 4. Preparation of local budget authorization forms | 4.1 Prepare necessary local budget preparation (LBP) forms | None | 4 Hours | Administrative Officer IV |
| | 4.2 Sign LBP forms | None | 15 minutes | Provincial Budget Officer |
| | 4.3 Endorse LBP forms and other necessary documents to Provincial Accountant, Provincial Treasurer, other LFC members and Local Chief Executive for signing and approval | None | 4 Hours | Administrative Aide IV |
| 5. Sangguniang Panlalawigan Approval | 5.1 Forward to Sangguniang Panlalawigan for approval through Appropriation Ordinance | None | 30 minutes | Administrative Aide IV |
| Total | | None | 1 Day, 3 Hours and 40 Minutes | |



III. Certification on Appropriation, Funds and Obligation of Allotment (CAFOA)

Offices within the PLGU can avail the request of this service

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Provincial Budget Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices in PLGU | | | |
| Checklist of Requirements | | Where to Secure | | |
| <p>At least 3 Original copies of the following: SIGNED and APPROVED CAFOA with:</p> <ul style="list-style-type: none"> ▪ If payroll attach payroll summary report, DTR, supporting docs and others ▪ If purchase order attach: purchase request, purchase order, notice of award and abstract of quotation forms, PPMP, activity design, requisition form, pre-inspection report and others ▪ If travel claim attach: travel order, permission to leave official station, itinerary of travel and others ▪ If utilities attach: disbursement voucher form, statement of account and others | | The requesting party will comply all requirements. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit CAFOA to receiving clerk and wait for the release of the doc | 1.1 Record CAFOA data in the logbook | None | 5 Minutes | Administrative Aide I |
| | 1.2 Encode in BMMS | None | 15 Minutes | Supervising Administrative Officer, Administrative Officer IV, Administrative Asst II, Admin Asst I, Admin Aide IV |
| | 1.3 Approval and Signature | None | 2 Minutes | Provincial Budget Officer |
| 2. Once released, may | 2.1 Releasing of Docs forwarding to clients | None | 3 Minutes | Administrative Aide I |



| | | | | |
|--|--|-------------|-------------------|--|
| proceed to PACCO for certification | | | | |
| Total | | None | 27 Minutes | |



Provincial Accountant's Office

External Services



I. Request of Tax Certificates - BIR Form 2307

NGO's, GO's and any sectors can avail the request of this service.

| | | | | | |
|---|--|------------------------------------|---|---|--|
| Office or Division: | | Provincial Accountant's Office | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C – Government to Citizen | | | |
| Who may avail: | | Government Offices & other sectors | | | |
| Checklist of Requirements | | | Where to Secure | | |
| BIR FORM 2307 | | | <ul style="list-style-type: none"> ▪ The requesting party will provide the required details. | | |
| <ul style="list-style-type: none"> ▪ Business Name ▪ Transaction check number(s) ▪ Tax Identification Number (TIN) | | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Request with the above-mentioned details | 1.1 Check the completeness of details provided. | None | 10 Minutes per check transaction (for BIR 2307) | APRILLE JANE M. MAI <i>Administrative Aide VI</i> | |
| | 1.2 Verify the transaction to the System. | | | or | |
| | 1.3 Prepare BIR Form and submit to head of the office for approval. | | | MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> | |
| PACCO | | | | | |
| 2 Obtain the requested tax certificate/ BIR Form | 2.1 Provide the approved tax certificate/ BIR form | None | 1 Minute | APRILLE JANE M. MAI <i>Administrative Aide VI</i> | |
| | 2.2 If the request is more than 5 transactions or would cover previous tax period(s), to advise the client to return to the office not later than 3 business days. | | | or | |
| | | | | MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> | |
| PACCO | | | | | |
| Total | | | | 11 Minutes | |



II. Request of Certificate of Appearance

NGO's, GO's and any sectors can avail the request of this service.

| | | | | |
|--|--|---|------------------------|----------------------------|
| Office or Division: | Provincial Accountant's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| Certificate of Appearance (C.A.) | | <ul style="list-style-type: none"> The requesting party will provide the required details. | | |
| <ul style="list-style-type: none"> Requestor Name Name of Office/ Agency | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Request with the above-mentioned details | 1.1 Check the completeness of details provided. | None | 5 Minutes per Person | Administrative Assistant I |
| | 1.2 Prepare Certification and submit to head of the office for approval. | | | |
| 2 Obtain the requested tax certificate/ BIR Form | 2.1 Provide the approved tax certificate/ BIR form | None | 1 Minute | Administrative Assistant I |
| | 2.2 If the request is more than 5 transactions or would cover previous tax period(s), to advise the client to return to the office not later than 3 business days. | | | |
| Total | | | 6 Minutes | |



III. Procurement Process

NGO's, GO's and any sectors can avail the request of this service.

| | | | | | |
|---|--|---|---|--|--|
| Office or Division: | Provincial Accountant's Office | | | | |
| Classification: | Complex | | | | |
| Type of Transaction: | G2C – Government to Citizen | | | | |
| Who may avail: | Government Offices & other sectors | | | | |
| Checklist of Requirements | | Where to Secure | | | |
| <ul style="list-style-type: none"> See Schedule I – List of Documents and Supports for Procurement Process | | <ul style="list-style-type: none"> The requesting party will comply all requirements from each offices/ departments. | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit complete documents as per requirements | 1.1 Received the documents | None | 4-7 days (depending on the transaction) | GLORIA L. FANGO <i>Administrative Aide I</i> | |
| | 1.2 Enter the details in the logbook | | | | |
| | 1.3 Stamp "Received" and indicate the date | | | | |
| | 1.4 Attach checklist and check the completeness of documents provided | | | ABELITA M. CONDE <i>Administrative Assistant II</i> | |
| | 1.5 Verification of type of tax payer | | | | |
| | 1.6 Computation of withholding tax | | | | |
| | 1.7 Update in Supplier's card monitoring/ Supplier's Subsidiary Ledger | | | | |
| | 1.8 Entry of transaction to the System | | | | ANA MARIA D. FERNANDEZ <i>Administrative Assistant II</i> |
| | 1.9 Final checking of documents for completeness and accuracy of attachments | | | | TOMASITA L. SILVERON <i>Administrative Assistant II</i> |



| | | | | |
|--|--|--|-------------------|---|
| | 1.10 Submit to Head of Office for Approval | | | EMELIA C. BARRERA <i>Department Head, PACCO</i> |
| | 1.11 Forward to PTO for processing | | | * For TRUST FUND Transactions – ANGELITA T. NUÑEZ <i>Administrative Aide III</i> |
| | Total | | 4 – 7 Days | |



SCHEDULE I - LIST OF DOCUMENTS AND SUPPORTS

| # | Documents | Infrastructure | Goods/Fuel /Supplies | Medicines | R&M/ Spareparts | Vehicles/ Equipment | Consulting | Catering/ Training | Rentals | GSS |
|--|--|----------------------------------|----------------------|-----------|-----------------|---------------------|------------|--------------------|---------|-----|
| Pre-procurement | | | | | | | | | | |
| 1 | Purchase request (preparation) | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 2 | Obligation request (preparation) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 3 | Completion of supporting documents: | | | | | | | | | |
| - | AAP/PPMP | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| - | Technical/Financial Proposals; or Specifications | ✓ | | | | | | | | |
| - | Activity design/program | | | | | | ✓ | ✓ | | |
| - | Terms of reference, indicating expected deliverables | | | | | | ✓ | | | |
| - | Approved Manning Schedule | | | | | | ✓ | | | |
| - | Copy of CVs of the consultant and staff | | | | | | ✓ | | | |
| - | Requisition form from department, if applicable | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| - | Approved authority to purchase vehicle/equipment | | | | ✓ | ✓ | | | | |
| - | Certificate of product registration from FDA | | | ✓ | | | | | | |
| - | Certificate of good manufacturing practice from FDA | | | ✓ | | | | | | |
| - | Batch release certificate from FDA | | | ✓ | | | | | | |
| - | Certificate of authority of dealership/distributorship if the supplier is not the manufacturer | | | ✓ | | | | | | |
| - | Pre-repair inspection certificate | | | | ✓ | | | | | |
| - | List of prevailing comparable property within vicinity | | | | | | | | | ✓ |
| - | Vicinity map | | | | | | | | | ✓ |
| Procurement | | | | | | | | | | |
| All procurements: | | | | | | | | | | |
| 4 | Purchase order (preparation) | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| If through alternative mode of procurement: | | | | | | | | | | |
| Preparation of the following documents: | | | | | | | | | | |
| 5 | Request for Quotations (at least 3 suppliers) | | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ |
| 6 | Abstract of Quotations (indicate awarded supplier) | | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ | ✓ |
| 7 | Letter of justification | | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Payment | | | | | | | | | | |
| 8 | Supporting documents: | | | | | | | | | |
| - | Letter request for payment/Billing statement/SOA | (refer to PEO process checklist) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| - | Official receipts, sales invoice, delivery receipts (as applicable) | | ✓ | ✓ | ✓ | ✓ | | ✓ | | |
| - | Trip ticket (for fuel) | | ✓ | | | | | | | |
| - | Fuel consumption report | | ✓ | | | | | | | |
| - | Monthly fuel consumption report | | ✓ | | | | | | | |
| - | Post-inspection reports | | | | ✓ | | | | | |
| - | Warranty security (if applicable) | | ✓ | ✓ | ✓ | ✓ | | | | |
| - | Attendance sheet | | | | | | | ✓ | | |
| - | Approved consultancy progress/final reports and/or output required under the contract | | | | | | ✓ | | | |
| - | Certificate of occupancy | | | | | | | | ✓ | |
| - | Accomplishment report | | | | | | | | | ✓ |
| - | Record of attendance or service/DTRs | | | | | | | | | ✓ |
| - | Proof of remittances for withholding | | | | | | | | | ✓ |



IV. Other Services and Requests (Simple)

NGO's, GO's and any sectors can avail the request of this service.

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Provincial Accountant's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ GWAPs Assistance - <i>None</i> ▪ Pull-out of Vouchers, Payroll and Other Documents - <i>Check Number and Check Date</i> ▪ Confirmation of GSIS Loan Application - <i>Client Name and Proof of Payment from Provincial Treasurer's Office (to obtain from PTO first before proceeding to Accounting Office)</i> | | <ul style="list-style-type: none"> ▪ The requesting party will provide the required details. | | |
| <p>Sworn Statements</p> <ul style="list-style-type: none"> ▪ ORIGINAL SIGNED AND NOTARIZED Sworn Statement ▪ Photocopy of official receipt ▪ Photocopy of Payment Form 0605 ▪ For newly hired personnel, kindly provide Bank account number and state assigned office for monitoring <p>REMINDERS:</p> <ul style="list-style-type: none"> ▪ Please ensure that the TIN and NAME are accurate and consistent across all documents (Sworn, OR and BIR Form 0605). ▪ Please ensure to SIGN all the documents applicable. | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| GWAPs ASSISTANCE | | | | |
| 1 Inquiry of GWAPs Process | 1.1 Provide assistance in using the GWAPs Kiosk and other inquiries | None | 10 Minutes | NORAVIL O. SALAZAR <i>Administrative Aide I</i> |
| Total | | | 10 Minutes | |



| PULL-OUT OF VOUCHERS, PAYROLL AND OTHER DOCUMENTS | | | | | |
|--|-----|--|------|-------------------|---|
| 1 Provide details of request | 1.1 | If requested to be pulled out in PACCO Office, to enter details in Logbook | None | 10 minutes | MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> or MARIA PATRICIA H. TEMPLA <i>Administrative Officer IV</i> *For SEF - JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> *For TF - APRILLE JANE M. MAI <i>Administrative Aide VI</i> |
| | 1.2 | Locate the voucher and provide to the requestor | | | |
| Total | | | | 10 Minutes | |
| CONFIRMATION OF GSIS LOAN APPLICATION | | | | | |
| 1 Submit complete documents as per requirements | 1.1 | Received the documents | None | 1-2 days | JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> Or ARNEL R. MANIO <i>Administrative Aide III</i> |
| | 1.2 | Verification of employee card by AAO for employee's loan eligibility | | | |
| | 1.3 | Online Approval by the AAO | | | |
| | 1.4 | Preparation of Promissory Note | | | |
| 2 Received and Ensure Approval of Payroll Clerk on the Promissory Note | 2.1 | Verify Payroll Clerk's Approval | None | 5 minutes | ARNEL R. MANIO <i>Administrative Aide III</i> |
| | 2.2 | Retain Copy of Promissory Note | | | |
| Total | | | | 1-2 Days | |



| SUBMISSION OF SWORN STATEMENTS | | | | | |
|--|-------------|--|------|-------------------|---|
| 1 Obtain Sworn Statement Form | 1.1 | Print and provide the form to client | None | 10 minutes | APRILLE JANE M. MAI <i>Administrative Aide VI</i> |
| | 1.2 | Instruct the next steps to be done by the client | | | |
| | 1.3 | To provide checklist | | | |
| 2 Comply requirements to BIR and paid the amount due | NONE | | | | |
| 3 Submit complete documents as per checklist | 3.1 | Received the documents | None | 10 minutes | APRILLE JANE M. MAI <i>Administrative Aide VI</i> |
| | 3.2 | Verification of details from documents submitted | | | |
| | 3.3 | Sign receiving copy | | | |
| | 3.4 | Sign receiving copy | | | |
| Total | | | | 20 Minutes | |



V. Other Services and Requests (Complex)

NGO's, GO's and any sectors can avail the request of this service.

| | | | | | |
|--|--|------------------------|---|--|--|
| Office or Division: | Provincial Accountant's Office | | | | |
| Classification: | Complex | | | | |
| Type of Transaction: | G2C – Government to Citizen | | | | |
| Who may avail: | Government Offices & other sectors | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Fund Utilization Report ▪ Statement of Receipts and Disbursements | | | The requesting party will provide the required reports and schedules. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Provide details of request | 1.1 Preparation of Reports | None | 5-7 Days (Depends on the nature of the request) | MARIA PATRICIA H TEMPLA <i>Administrative Officer IV</i> | |
| | 1.2 Review and Approval of Reports by Head of Office | | | or MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> or JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> | |
| Total | | | 5 – 7 Days | *For Trust Fund - ANGELITA T. NUÑEZ <i>Administrative Aide III</i> | |



Provincial Accountant's Office

Internal Services



I. Request of Net Take Home Pay or Payslip

Employees within the same PLGU can avail the request of this service.

| | | | | |
|---|---|---|-------------------------|---------------------------|
| Office or Division: | Provincial Accountant's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Employees in PLGU | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Employee Name ▪ Period/ Year covered ▪ Purpose of the said request ▪ Proof of payment from Provincial Treasurer's Office (to obtain from PTO first before proceeding to Accounting Office) | | The requesting party will provide the required details. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Request with the abovementioned details | 1.1 Check the completeness of details provided. | None | 10 minutes per employee | Administrative Aide I |
| | 1.2 Verify the employment status, current basic pay and other relevant details in the Employee's Card | | | |
| | 1.3 Prepare Net Take Home Pay and submit to head of the office for approval. | | | |
| 2 Obtain the requested Net Take Home Pay form | 2.1 Provide the approved Net Take Home Pay form | None | 1 Minute | Administrative Aide I |
| Total | | | 11 Minutes | |



II. Request of Tax Certificates - BIR Form 2316

Employees within the same PLGU can avail the request of this service.

| | | | | |
|---|---|------------------------|--|--|
| Office or Division: | Provincial Accountant's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | | Where to Secure | |
| BIR FORM 2316 <ul style="list-style-type: none"> Employee Name Tax Period/ Year covered | | | <ul style="list-style-type: none"> The requesting party will provide the required details | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Request with the abovementioned details | 1.1 Check the completeness of details provided. | None | 20 minutes per employee | ANA MARIA D. FERNANDEZ <i>Administrative Assistant II</i> |
| | 1.2 Verify the transaction to the System. | | | |
| | 1.3 Prepare BIR Form and submit to head of the office for approval. | | | |
| 2 Obtain the requested tax certificate/ BIR Form | 2.1 Provide the approved tax certificate/ BIR form | None | 1 Minute | ANA MARIA D. FERNANDEZ <i>Administrative Assistant II</i> |
| Total | | | 21 Minutes (Per Employee) | |



III. Request of Accountant's Certificate

Employees within the same PLGU can avail the request of this service.

| | | | | | |
|--|--|------------------------|---|--|--|
| Office or Division: | Provincial Accountant's Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G – Government to Government | | | | |
| Who may avail: | Government Offices & other sectors | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| Accountant's Certificate (for Cash Advances and other employee related certification) <ul style="list-style-type: none"> ▪ Employee Name | | | <ul style="list-style-type: none"> ▪ The requesting party will provide the required detail | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Request with the abovementioned details | 1.1 Check the completeness of details provided. | None | 5 minutes (Per employee) | ABELITA M. CONDE <i>Administrative Assistant II</i> | |
| | 1.2 Prepare Certification and submit to head of the office for approval. | | | | |
| 2 Obtain the requested Certificate | 2.1 Provide the Certificate | None | 1 Minute | ABELITA M. CONDE <i>Administrative Assistant II</i> | |
| Total | | | 6 Minutes (Per Employee) | | |



IV. Cash Advances

Employees within the same PLGU can avail the request on their advances

| Office or Division: | | Provincial Accountant's Office | | | |
|---|--|---|------------------------|---|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2G – Government to Government | | | |
| Who may avail: | | Government Employees in PLGU | | | |
| Checklist of Requirements | | Where to Secure | | | |
| <ul style="list-style-type: none"> Please refer to "List of requirements – Cash Advances". | | <ul style="list-style-type: none"> The requesting party will provide the details | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit complete documents as per requirements | 1.1 Received the documents | None | 1 – 2 Days | GLORIA L. FANGO <i>Administrative Aide I</i> | |
| | 1.2 Enter the details in the logbook | | | | |
| | 1.3 Stamp "Received" and indicate the date | | | | |
| | 1.4 Attach checklist and check the completeness of documents provided | | | ABELITA M. CONDE <i>Administrative Assistant II</i> or MERCEDITA A. SARON <i>Administrative Assistant I</i> | |
| | 1.5 Confirm if the requestor is eligible for cash advance | | | | |
| | 1.6 Entry of transaction to the System | | | | ANA MARIA D. FERNANDEZ <i>Administrative Assistant II</i> |
| | 1.7 Final checking of documents for completeness and accuracy of attachments | | | | TOMASITA L. SILVERON <i>Administrative Assistant II</i> |



| | | | | |
|--------------|---|--|-------------------|---|
| | 1.8 Submit to Head of Office for Approval | | | EMELIA C. BARRERA Department Head, PACCO |
| | 1.9 Forward to PTO for processing | | | * For TRUST FUND Transactions - ANGELITA T. NUÑEZ <i>Administrative Aide III</i> |
| Total | | | 1 – 2 Days | |



List of Requirements Cash Advances

CASH ADVANCES FOR PAYROLL

- For initial payment: Authority of the accountable officer issued by Head of Office indicating maximum accountability and purpose of cash advance
- Certification from Accountant that previous cash advances have been liquidated and accounted for in books
- For initial payment: Approved Contracts of services
- Approved payroll or Summary/ lists of employees for payroll, indicating net payments
- Approval/ authority (presidential directive or legislative enactment) or legal basis to pay any amount of allowance/ salaries/ wages/ fringe benefits; if applicable
- Daily time record (DTR) approved by Supervisor or Certificate of Service

***THIS CASH ADVANCE SHALL BE LIQUIDATED WITHIN 5 DAYS AFTER PAY PERIOD.

CASH ADVANCE - PETTY CASH FUND

- For initial payment: Authority of the accountable officer issued by Head of Office indicating maximum accountability and purpose of cash advance
- Certification from Accountant that previous cash advances have been liquidated and accounted for in books
- Approved estimates of petty expenses for one (1) month

***THIS CASH ADVANCE SHALL BE LIQUIDATED AT 75% USAGE OR AS NEEDED

CASH ADVANCES - OPERATING EXPENSES

- For initial payment: Authority of the accountable officer issued by Head of Office indicating maximum accountability and purpose of cash advance
- Certification from Accountant that previous cash advances have been liquidated and accounted for in books
- Approved budget for COE of the activity or responsible office
- For expenses below or above Php 50,000, to complete all required documents same with Procurement of Goods or Services. (Schedule I – List of Documents and Supports for Procurement Process)

***THIS CASH ADVANCE SHALL BE LIQUIDATED WITHIN 20 DAYS AFTER END OF THE YEAR

CASH ADVANCES - TRAVEL ALLOWANCE (Local)

- For initial payment: Authority of the accountable officer issued by Head of Office indicating maximum accountability and purpose of cash advance
- Certification from Accountant that previous cash advances have been liquidated and accounted for in books
- Office Order/ Travel Order approved in accordance with Section 3 of EO No. 298
 - * Sec 3 of EO No. 298: Travel of official employees of less than thirty (30) days - approved by head of office. Travel of more than thirty (30) days - approved by DBM Secretary or its equivalent
- Approved budget for COE of the activity or responsible office
- Duly approved Itinerary of travel
- Obligation request APPROVED by Budget
- In case of seminars/ trainings:
 - Invitation addressed to the office inviting participants
 - Acceptance of the nominees as participants
 - Programme Agenda and Logistics Information



CASH ADVANCES - TRAVEL ALLOWANCE (Foreign)

- Office Order/ Travel Order approved in accordance with Section 3 of EO No. 298
* Sec 1 and 2 of EO No. 459: All other government officials and employees seeking authority to travel abroad shall henceforth seek approval from their respective heads of agencies, regardless of the length of their travel and the number of delegates concerned...Provincial Governors and Mayors of highly urbanized cities or independent component cities shall seek approval from the Secretary of the Interior and Local Government.
- Duly approved Itinerary of travel
- Letter of invitation of host/ sponsoring country/ agency/ organization
- Obligation request APPROVED by Budget
- For plane fare, quotations of three (3) travel agencies or its equivalent
- Flight itinerary issued by airline/ ticketing office/ travel agency
- Copy of the United Nations Development Programme (UNDP) rate for daily subsistence allowance (DSA) for the country of destination (for computation of DSA to be claimed)
- Document to show dollar to peso exchange rate at the date of grant of cash advance
- Where applicable, authority from the Office of the President (OP) to claim representation expenses
- In case of seminars/ trainings:
 - Invitation addressed to the office inviting participants
 - Acceptance of the nominees as participants
 - Programme Agenda and Logistics Information

***THIS CASH ADVANCE SHALL BE LIQUIDATED WITHIN 30 DAYS AFTER RETURN

CASH ADVANCES - PRISONER'S SUBSISTENCE ALLOWANCE

- For initial payment: Authority of the accountable officer issued by Head of Office indicating maximum accountability and purpose of cash advance
- Certification from Accountant that previous cash advances have been liquidated and accounted for in books
- Roster of inmates duly certified by the Jail Warden/ Superintendent
- Certification from the concerned officials on actual number of inmates (jail population)

***THIS CASH ADVANCE SHALL BE LIQUIDATED AS SOON AS POSSIBLE



V. Procurement Process

Employees within the same PLGU can avail the request on their procurement transactions

| | | | | | |
|---|--|------------------------|---|--|--|
| Office or Division: | Provincial Accountant's Office | | | | |
| Classification: | Complex | | | | |
| Type of Transaction: | G2G – Government to Government | | | | |
| Who may avail: | Government Employees in PLGU | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> See Schedule I – List of Documents and Supports for Procurement Process | | | <ul style="list-style-type: none"> The requesting party will comply all requirements from each offices/ departments. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit complete documents as per requirements | 1.1 Received the documents | None | 4-7 days (depending on the transaction) | GLORIA L. FANGO <i>Administrative Aide I</i> | |
| | 1.2 Enter the details in the logbook | | | | |
| | 1.3 Stamp "Received" and indicate the date | | | | |
| | 1.4 Attach checklist and check the completeness of documents provided | | | ABELITA M. CONDE <i>Administrative Assistant II</i> | |
| | 1.5 Verification of type of tax payer | | | | |
| | 1.6 Computation of withholding tax | | | | |
| | 1.7 Update in Supplier's card monitoring/ Supplier's Subsidiary Ledger | | | | |
| | 1.8 Entry of transaction to the System | | | ANA MARIA D. FERNANDEZ <i>Administrative Assistant II</i> | |
| | 1.9 Final checking of documents for completeness | | | TOMASITA L. SILVERON | |



| | | | | |
|--------------|--|--|-------------------|---|
| | and accuracy of attachments | | | <i>Administrative Assistant II</i> |
| | 1.10 Submit to Head of Office for Approval | | | EMELIA C. BARRERA <i>Department Head, PACCO</i> |
| | 1.11 Forward to PTO for processing | | | * For TRUST FUND Transactions – ANGELITA T. NUÑEZ <i>Administrative Aide III</i> |
| | | | | |
| Total | | | 4 – 7 Days | |



VI. Liquidation of Cash Advances

Employees within the same PLGU can avail the request on their liquidation of advances

| | | | | | |
|--|--|--------------------------------|---|--|--|
| Office or Division: | | Provincial Accountant's Office | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2G – Government to Government | | | |
| Who may avail: | | Government Employees in PLGU | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Please refer to "List of requirements – Liquidation of Cash Advances". | | | <ul style="list-style-type: none"> The requesting party will provide the details | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit complete documents as per requirements | 1.1 Received the documents | None | 1 – 2 Days | MERCEDITA A. SARON <i>Administrative Assistant I</i> | |
| | 1.2 Check the completeness of documents provided | | | or SALIEDIE V. MELENDRES <i>Administrative Assistant I</i> | |
| | 1.3 Entry of transaction to the System | | | EMELIA C. BARRERA Department Head, PACCO | |
| | 1.4 Submit to Head of Office for Approval | | | * For TRUST FUND Transactions - ANGELITA T. NUÑEZ <i>Administrative Aide III</i> | |
| Total | | | 1 – 2 Days | | |



List of Requirements Liquidation of Cash Advance

LIQUIDATION/REIMBURSEMENT- PAYROLL

- Same requirements as per above Cash Advances for Payroll (For reimbursement - same requirements except Authorization from accountable officer and Accountant certification)
- Report of Disbursements certified correct by the accountable officer
- Approved application for leave
- In case of personnel under "job order (JO)" status, duly verified/ accepted accomplishment report
- In case of refund for unclaimed salaries, Official receipt (OR) - Not applicable for reimbursement
- For PHIC sharing, verify the amount collected from PHIC for sharing (for PACCO personnel)

LIQUIDATION - PETTY CASH FUND

- Same requirements as per above Cash Advances for PCF (For reimbursement - same requirements except Authorization from accountable officer and Accountant certification)
- Summary of Petty Cash Vouchers
- Petty Cash Vouchers duly accomplished and signed
- Report of Disbursements
- Petty Cash replenishment report
- Bills, receipts, sales invoices
- FOR PURCHASES Php 1,000 and above except for purchases made while on official travel:
 - Canvass from at least three (3) suppliers
 - Summary/ Abstract of Canvass
 - Certificate of Inspection and / Acceptance and inspection Report
- FOR OTHER PURCHASES:
 - **For replacement/ repair**, Report of waste materials
 - **For gasoline expenses**, Approved trip ticket
 - **For reimbursement of toll receipts**, Toll receipts and Trip tickets
 - **For Emergency Purchases**, approved purchase request with certificate of emergency purchase
 - **In case of refund**, Official receipt (OR)
 - Other supporting documents that may be required depending on nature of expense (if applicable)

LIQUIDATION - OPERATING EXPENSES

- Same requirements as per above Cash Advances for OPEX (For reimbursement - same requirements except Authorization from accountable officer and Accountant certification)
- Report of Disbursements
- Bills, receipts, sales invoices
- Same requirements as those for salaries, petty operating expenses, other personal services, and maintenance & other operating expenses depending on nature of expense incurred



LIQUIDATION/REIMBURSEMENT - TRAVEL ALLOWANCE (Local and Foreign)

- Same requirements as per above Cash Advances for Travel Allowance (For reimbursement - same requirements except Authorization from accountable officer and Accountant certification)
- Paper/ electronic plane, boat or bus tickets, boarding pass, terminal fee. (If no tickets issued, can be acknowledgement receipt or other proof of travel)
- Certificate of appearance/ attendance (indicating the location, date and time)
- Liquidation Report - Not applicable for Reimbursement
- Reimbursement Expenses Receipt (RER)
- Certificate of Travel Completed
- Hotel room accommodation/ lodging bills with official receipts
- Duly filled up trip tickets (for drivers)
- Other Requirements:
 - **If there are changes in travel schedule**, Revised or Supplemental Office Order or any support proof of changes
 - **If previous itinerary was not followed**, Revised itinerary of travel
 - **If expenses incurred for official travel exceeded the prescribed rate per day**, Certification from Head of office as to the absolute necessity of the expenses together with corresponding bills or receipts (Certification or affidavit of loss shall not be accepted)
 - **In case of refund or excess of cash advance**, Official receipt (OR) - Not applicable for reimbursement

LIQUIDATION - PRISONER'S SUBSISTENCE ALLOWANCE

- Same requirements as per above Cash Advances for Prisoner's Subsistence Allowance (For reimbursement - same requirements except Authorization from accountable officer and Accountant certification)
- Summary of Committed and Released Inmates on a daily basis duly signed by the Jail Warden/ Superintendent
- Certificate of discharge on a daily basis, if there is any, duly signed by the Jail Warden/ Duty Gater/ Superintendent and other responsible officials
- Report of disbursement duly supported with necessary documents depending in the nature of expenses



VII. Reimbursement for Travel Expenses

Employees within the same PLGU can avail the request on their work-related travels

| Office or Division: | | Provincial Accountant's Office | | | |
|---|---|--------------------------------|--|---|--|
| Classification: | | Complex | | | |
| Type of Transaction: | | G2G – Government to Government | | | |
| Who may avail: | | Government Employees in PLGU | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Please refer to "List of requirements – Reimbursement for Travel Expenses". | | | <ul style="list-style-type: none"> The requesting party will provide the details | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Travel Reimbursement Request with the required documents | 1.1 Input of Travel Control Number | None | 5-7 business days (Includes inquiries to employees, return and resubmission of documents) | <i>Administrative Aide I</i> | |
| | 1.2 Check the completeness of documents provided | | | | |
| | 1.3 Review the approval of official documents (i.e. Travel Order, Itinerary, etc.) | | | MARIA PATRICIA H TEMPLA <i>Administrative Officer IV</i> or | |
| | 1.4 Review the accuracy of per diem rates and reasonableness of transportation claims | | | MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> or | |
| | 1.5 Verify from third party any expenses charged (in case of seminars, trainings, etc.) | | | JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> or | |
| | 1.6 Return to Budget Office for second in of the final claim | | | SALIEDIE V. MELENDRES <i>Administrative Assistant I</i> | |



| | | | | | |
|--------------|------|--|--|-------------------|--|
| | 1.7 | Update in Travel Carding per Office for monitoring | | | ABELITA M. CONDE <i>Administrative Assistant II</i> |
| | 1.8 | Entry of transaction in the System | | | ANA MARIA D. FERNANDEZ <i>Administrative Assistant II</i> |
| | 1.9 | Submit to Head of Office for Approval | | | EMELIA C. BARRERA Department Head, PACCO |
| | 1.10 | Forward to PTO for processing | | | |
| Total | | | | 5 – 7 Days | |



List of Requirements Reimbursement for Travel Expenses

REIMBURSEMENT – TRAVEL

- Office Order/ Travel Order approved in accordance with Section 3 of EO No. 298
 - * Sec 3 of EO No. 298: Travel of official employees of less than thirty (30) days - approved by head of office. Travel of more than thirty (30) days - approved by DBM Secretary or its equivalent
- Approved permission to leave
- Duly approved Itinerary of travel
- CAFOA APPROVED by Budget
- In case of seminars/ trainings (as applicable):
 - Invitation addressed to the office inviting participants
 - Acceptance of the nominees as participants
 - Programme Agenda and Logistics Information
 - Activity design
- Documentary supports (as applicable):
 - Paper/ electronic plane, boat or bus tickets, boarding pass, terminal fee. (If no tickets issued, can be acknowledgement receipt or other proof of travel)
 - Certificate of appearance/ attendance (indicating the location, purpose, signature, date and time)
 - Reimbursement Expenses Receipt (RER)
 - Certificate of Travel Completed
 - Hotel room accommodation/ lodging bills with official receipts
 - Duly filled up trip tickets (for drivers)
 - For trip tickets, please ensure to indicate the location, purpose, signature, date and time.



VIII. Payroll and Other Employee Benefits Processes

Employees within the same PLGU can avail the request of this service.

| | | | | |
|---|--|---|---|---|
| Office or Division: | | Provincial Accountant's Office | | |
| Classification: | | Complex | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | Government Employees in PLGU | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Please refer to "List of Requirements - Payroll and Other Employee Benefits Processes". | | <ul style="list-style-type: none"> The requesting party will provide the details | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit complete documents as per requirements | 1.1 Received the documents | None | 4-7 days (depending on the transaction) | GLORIA L. FANGO <i>Administrative Aide I</i> |
| | 1.2 Enter the details in the logbook | | | TOMASITA L. SILVERON <i>Administrative Assistant II</i> or NORAVIL O. SALAZAR <i>Administrative Aide II</i> |
| | 1.3 Stamp "Received" and indicate the date | | | |
| | 1.4 Attach checklist and check the completeness of documents provided | | | |
| | 1.5 For Job Order/ Consultants and Other Professionals, verify the submission of Sworn Statement | | | |



| | | | | | |
|--------------|------|--|--|-------------------|--|
| | 1.6 | Check accuracy of payroll computation | | | TOMASITA L. SILVERON <i>Administrative Assistant II</i> |
| | 1.7 | Update in Employee's card monitoring | | | or NORAVIL O. SALAZAR <i>Administrative Aide II</i> |
| | 1.8 | Entry of transaction to the System | | | <i>Administrative Aide I</i> |
| | 1.9 | Submit to Head of Office for Approval | | | EMELIA C. BARRERA <i>Department Head, PACCO</i> |
| | 1.10 | Forward to PTO for processing | | | |
| | 1.11 | Preparation of Payroll Summary to be submitted to the Bank | | | ARNEL R. MANIO <i>Administrative Aide III</i> |
| | 1.12 | Preparation of Bank Authorization | | | |
| | 1.13 | Email of requirements to the Bank | | | |
| Total | | | | 4 – 7 Days | |



List of Requirements Payroll and Other Employee Benefits Processes

Salary - Regular

- SIGNED AND APPROVED Obligation request
- SIGNED AND APPROVED payroll summary report
- Supporting documents for other salary deductions - (a) loans/debts; (b) statutory deductions such as GSIS, PHIC, PAG-IBIG, etc. (c) other deductions - SSS, PGEA, etc.
- Supporting documents for other salary additions - i.e., PERA and RATA
- For RATA, Certification that the official/employee did not use government vehicle and is not assigned any government vehicle
- Approved daily time record (DTR)
- Approved leave form
- Other pertinent document relevant to payroll report
- FOR FIRST CLAIMS
 - Certified true copy of duly approved Appointment
 - Assignment Order, if applicable
 - Certified true copy of Oath of Office
 - Certificate of Assumption
 - Statement of Assets, Liabilities and Net Worth (SALN)
 - BIR withholding Certificates (Forms 1902 and 2305)
- FOR LAST PAY
 - Clearance from money, property and legal accountabilities
- IN MATERNITY LEAVE
 - Certified true copy of approved application for leave
 - Certified true copy of Maternity leave clearance
 - Medical certificate for maternity leave
- PACCO personnel
 - Downloaded amount is the same as net pay per payroll summary

Salary – Casual/ Contractual

- SIGNED AND APPROVED Obligation request
- SIGNED AND APPROVED payroll summary report
- Copy of the HR certification indicating the list of job order and casual employees
- Supporting documents relevant to the deductions or additions in the report such as but not limited to:
 - Approved daily time record (DTR)
 - Monthly accomplishment report
 - Other pertinent document relevant to payroll report
- FOR FIRST CLAIMS
 - Contract of services
 - SIGNED AND APPROVED by Head of Office and HRMO certificate detailing the employees under job order
- PACCO personnel
 - Downloaded amount is the same as net pay per payroll summary

Salary – Promotion/ Step Increment

- SIGNED AND APPROVED Obligation request
- FOR PROMOTION, Certified true copy of approved appointment
- FOR STEP INCREMENT, Notice of salary adjustment
- Certificate of Assumption
- Approved DTR or Certification that the employee has not incurred leave without pay



- PACCO personnel
 - Downloaded amount is the same as net pay per payroll summary

Other Employee Benefits - Monetization

- SIGNED AND APPROVED Obligation request
- SIGNED AND APPROVED monetization certificate from HR
- For more than 10 days, Request for leave monetization covering more than ten days duly approved by the Head of Office
- For monetization of 50 percent (50%) or more of accumulated leave credits:
 - Clinical abstract/ medical procedures to be undertaken in case of health, medical and hospital needs
 - Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc.
- PACCO personnel
 - Downloaded amount is the same as net pay per payroll summary

General Guidelines: Monetization of leave credits shall be allowed with a minimum of 10 days, provided that at least 5 days is retained after monetization and provided further that a maximum of 30 days may be monetized in a given year.

Other Employee Benefits – Clothing/Uniform Allowance

- SIGNED AND APPROVED Obligation request
- Clothing/Uniform Allowance Payroll
- Payroll Register
- Clothing/Uniform Allowance Payroll
- FOR FIRST CLAIMS
 - Certified true copy of approved Appointment of new employees
 - Certificate of Assumption of new employees
 - For transferees, Certificate of non-payment from previous agency

Other Employee Benefits – Subsistence, Laundry, Quarters Allowance

- SIGNED AND APPROVED Obligation request
- Payroll of personnel entitled to claim subsistence, laundry and quarters allowance
- Approved DTR

Other Employee Benefits – Hazard Pay

- SIGNED AND APPROVED Obligation request
- Certification by Secretary of the Department of Science and Technology (DOST)/ Department of Health (DOH)/ Department of National Defense (DND) Director of the Philippine Institute of Volcanology and Seismology that the place of assignment/travel is a strife-torn/ embattled/ disease-infested/ distresses or isolated areas/stations, or areas declared under state of calamity or emergency, or with volcanic activity and/or eruption
- Duly accomplished time record of employees or travel report
- Copy of special order from the Agency/ Department Head covering the assignment to hazardous/ difficult areas
- Approved DTR/ Service Report

**Other Employee Benefits – Overtime Pay**

- Overtime Authority - stating the necessity and urgency of the work to be done, and duration of overtime work.
- Overtime work program
- Quantified Overtime accomplishment duly signed by the employee and supervisor
- Certificate of service OR Approved DTR

Other Employee Benefits – Year-end Bonus (YEB) and Cash Gift (CG)

- Clearance from money, property and legal accountabilities
- Certification from head of office that employee is qualified to receive YEB and CG benefits (pursuant to DBM Circular No. 2003-2 dated May 9, 2003)
- FOR GENERAL CLAIMS
 - YEB and CG Payroll
 - Payroll Register
 - Letter to the bank to credit employees account of their YEB and CG claims

Other Professional / Consultancy Services

- Certification by the Local Chief Executive (LCE), in case of LGUs, that the employment/ hiring is still within the Personal Services (PS) limitation prescribed under Section 325(a) of RA No. 7160
- Certification by the LCE/ Personnel Officer that the activities/ services cannot be provided by regular or permanent personnel of the agency (for first claim)
- Accomplishment Report
- Approved DTR

Honoraria – For Personnel Involved in Government Procurement

- SIGNED AND APPROVED Obligation request
- Office Order creating and designating the BAC composition and authorizing the members to collect honoraria
- Minutes of BAC meeting
- Notice of award to the winning bidder of procurement activity being claimed
- Certification that the procurement involves competitive bidding
- Attendance Sheet listing names of attendees to the BAC meeting

Honoraria – For Lecturer / Coordinator

- SIGNED AND APPROVED Obligation request
- Office Order
- Coordinator's report on lecturer's schedule
- Course Syllabus/ Program of Lectures
- Duly approved DTR in case of claims by the coordinator and facilitators



IX. Other Services and Requests (Simple)

Employees within the same PLGU can avail the request of this service.

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | Provincial Accountant's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ GWAPs Assistance - <i>None</i> ▪ Pull-out of Vouchers, Payroll and Other Documents - <i>Check Number and Check Date</i> ▪ Confirmation of GSIS Loan Application - <i>Client Name and Proof of Payment from Provincial Treasurer's Office (to obtain from PTO first before proceeding to Accounting Office)</i> | | <ul style="list-style-type: none"> ▪ The requesting party will provide the required details. | | |
| Sworn Statements | | | | |
| <ul style="list-style-type: none"> ▪ ORIGINAL SIGNED AND NOTARIZED Sworn Statement ▪ Photocopy of official receipt ▪ Photocopy of Payment Form 0605 ▪ For newly hired personnel, kindly provide Bank account number and state assigned office for monitoring | | | | |
| REMINDERS: | | | | |
| <ul style="list-style-type: none"> ▪ Please ensure that the TIN and NAME are accurate and consistent across all documents (Sworn, OR and BIR Form 0605). ▪ Please ensure to SIGN all the documents applicable. | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| GWAPS ASSISTANCE | | | | |
| 1 Inquiry of GWAPS Process | 1.1 Provide assistance in using the GWAPS Kiosk and other inquiries | None | 10 Minutes | NORAVIL O. SALAZAR <i>Administrative Aide I</i> |
| Total | | | 10 Minutes | |



| PULL-OUT OF VOUCHERS, PAYROLL AND OTHER DOCUMENTS | | | | | |
|--|-----|--|------|-------------------|---|
| 1 Provide details of request | 1.1 | If requested to be pulled out in PACCO Office, to enter details in Logbook | None | 10 minutes | MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> or MARIA PATRICIA H. TEMPLA <i>Administrative Officer IV</i> *For SEF - JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> *For TF - APRILLE JANE M. MAI <i>Administrative Aide VI</i> |
| | 1.2 | Locate the voucher and provide to the requestor | | | |
| Total | | | | 10 Minutes | |
| CONFIRMATION OF G SIS LOAN APPLICATION | | | | | |
| 1 Submit complete documents as per requirements | 1.1 | Received the documents | None | 1-2 days | JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> or ARNEL R. MANIO <i>Administrative Aide III</i> |
| | 1.2 | Verification of employee card by AAO for employee's loan eligibility | | | |
| | 1.3 | Online Approval by the AAO | | | |
| | 1.4 | Preparation of Promissory Note | | | |
| 2 Received and Ensure Approval of Payroll Clerk on the Promissory Note | 2.1 | Verify Payroll Clerk's Approval | None | 5 minutes | ARNEL R. MANIO <i>Administrative Aide III</i> |
| | 2.2 | Retain Copy of Promissory Note | | | |
| Total | | | | 1-2 Days | |



| SUBMISSION OF SWORN STATEMENTS | | | | | |
|--|-------------|--|------|-------------------|---|
| 1 Obtain Sworn Statement Form | 1.1 | Print and provide the form to client | None | 10 minutes | APRILLE JANE M. MAI <i>Administrative Aide VI</i> |
| | 1.2 | Instruct the next steps to be done by the client | | | |
| | 1.3 | To provide checklist | | | |
| 2 Comply requirements to BIR and paid the amount due | NONE | | | | |
| 3 Submit complete documents as per checklist | 3.1 | Received the documents | None | 10 minutes | APRILLE JANE M. MAI <i>Administrative Aide VI</i> |
| | 3.2 | Verification of details from documents submitted | | | |
| | 3.3 | Sign receiving copy | | | |
| | 3.4 | Sign receiving copy | | | |
| Total | | | | 20 Minutes | |



X. Other Services and Requests (Complex)

Employees within the same PLGU can avail the request of this service.

| | | | | | |
|--|------------------------------------|--|---|--|--|
| Office or Division: | Provincial Accountant's Office | | | | |
| Classification: | Complex | | | | |
| Type of Transaction: | G2G – Government to Government | | | | |
| Who may avail: | Government Offices & other sectors | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Fund Utilization Report ▪ Statement of Receipts and Disbursements | | | The requesting party will provide the required reports and schedules. | | |
| CLIENT STEPS | AGENCY ACTION | | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Provide details of request | 1.1 | Preparation of Reports | None | 5-7 Days (Depends on the nature of the request) | MARIA PATRICIA H TEMPLA <i>Administrative Officer IV</i> or MICHELLE A. JARAMILLO <i>Administrative Officer IV</i> or JEANNETTE C. TE <i>Supervising Administrative Officer IV</i> *For Trust Fund - ANGELITA T. NUÑEZ <i>Administrative Aide III</i> |
| | 1.2 | Review and Approval of Reports by Head of Office | | | |
| Total | | | | 5 – 7 Days | |



Provincial Treasurer's Office

External Services



I. Releasing of Accountable Forms

Releasing of Purchased Accountable Forms from the Inventory

| | | | | |
|---|--|--|------------------------|--|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government; G2B – Government to Business | | |
| Who may avail: | | National Government Agencies (NGAs), Local Government Units (LGUs), State Universities and Colleges (SUCs), Government Owned and Controlled Corporations (GOCCs), Sand and Gravel Permittees | | |
| Checklist of Requirements | | Where to Secure | | |
| Official Receipt | | Revenue Collection Division, PTO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to WINDOW 1 or 2 and present requirement to the Collection Officer/ Clerk; Pay the Total Amount Due | 1.1 Check/verify requirements presented; Accept payment and issue the corresponding Official Receipt (AF No. 51); Forward Request to Accountable Form In-charge for Releasing Of Accountable Forms | Based on Order of Payment / Computation of Accountable Form Officer (AFO) | 3 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Process Request in the System (ETRACS); Prepare the Requisition Issue Slip (RIS) and Accountable Forms (Stubs); Record | None | 3 – 15 Minutes | Prudence Gerald T. Serra, Administrative Officer V, or Jose A. Corminal, Jr., Job Order, Provincial Treasurer's Office |



| | | | | |
|--|--|------|-----------------------|--|
| | transaction in the designated AF Logbook | | | |
| 2 Acknowledge receipt in the RIS and designated AF Logbook | 2.1 Release Accountable Forms to Client | None | 2 Minutes | Prudence Gerald T. Serra, Administrative Officer V, or Jose A. Corminal, Jr., Job Order, Provincial Treasurer's Office |
| Total | | | 8 – 20 Minutes | |



II. Releasing of Checks to Individual

Releasing of duly issued and approved checks to individual claimants for Disbursement Voucher transactions under the General Fund, Special Education Fund, and Trust Fund

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Persons of legal age, with duly approved Disbursement Voucher/s charged against the proper funds of the Provincial Government of Davao Oriental | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> One (1) Valid Identification Card | | Government agencies/ entities/ instrumentalities, private companies, non-government organizations, etc. | | |
| For Client Representative | | | | |
| <ul style="list-style-type: none"> One (1) Valid Identification Card (1 Photocopy) | | Government agencies/ entities/ instrumentalities, private companies, non-government organizations, etc. | | |
| <ul style="list-style-type: none"> Special Power of Attorney or SPA (1 Photocopy) | | Law Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 5 and present requirement/s to the Check Releasing In-charge | 1.1 Release Check to Claimant | None | 1 Minute | Josephine S. Bandigan, AA IV, Provincial Treasurer's Office |
| | 1.2 Prepare the Check Register and Disbursement Voucher | None | 1 Minute | |
| 2. Acknowledge receipt in the corresponding Check Register and in the pertinent Disbursement Voucher | 2.1 Release Check to Claimant | None | 1 Minute | Josephine S. Bandigan, AA IV, Provincial Treasurer's Office |
| | 2.2 If Client is a Representative, attach photocopy of SPA and valid ID in the pertinent Disbursement Voucher | None | 1 Minute | |
| Total | | | 4 Minutes | |



III. Releasing of Checks to Local Government Units

Releasing of duly issued and approved checks to Local Government Units for Disbursement Voucher transactions under the General Fund, Special Education Fund, and Trust Fund

| | | | | |
|--|--|------------------------|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Local Government Units as duly represented by their respective designated/appointed Local Treasurer or authorized official/personnel | | | |
| Checklist of Requirements | | | Where to Secure | |
| <ul style="list-style-type: none"> Valid LGU/Government-issued ID Official Receipt (OR) Duly signed/approved Undertaking Agreement (for Subsidies/Aids) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 5 and present requirement/s to the Check Releasing In-charge | 1.1 Check/verify requirement/s presented | None | 1 Minute | Josephine S. Bandigan, AA IV, Provincial Treasurer's Office |
| | 1.2 Prepare the Check Register and Disbursement Voucher | None | 1 Minute | |
| 2. Acknowledge receipt in the corresponding Check Register Control Logbook (for Financial Subsidies/Aid) and in pertinent Disbursement Voucher; Issue corresponding Official Receipt | 2.1 Release Check to Claimant | None | 2 Minute | Josephine S. Bandigan, AA IV, Provincial Treasurer's Office |
| | 2.2 Attach original OR in the pertinent Disbursement Voucher; file copies of Undertaking Agreement (if applicable) | None | 1 Minute | |
| Total | | | 5 Minutes | |



IV. Releasing of Checks to Private Business and Organization

Releasing of duly issued and approved checks to Private Companies, Cooperatives, Associations, Non-Government Organizations, and among other juridical persons, for Disbursement Voucher transactions under the General Fund, Special Education Fund, and Trust Fund

| | | | | |
|--|---|---|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Private companies, cooperatives, associations, NGOs, and other juridical persons duly represented by the designated Cashier or authorized personnel | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Valid LGU/Government-issued ID | | Government agencies/ entities/ instrumentalities, private companies, non-government organizations, etc. | | |
| <ul style="list-style-type: none"> Official Receipt (OR) | | Claimant | | |
| <ul style="list-style-type: none"> Special Power of Attorney or SPA (1 Photocopy) | | Law Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 5 and present requirement/s to the Check Releasing In-charge | 1.1 Check/verify requirement/s presented | None | 1 Minute | Josephine S. Bandigan, AA IV, Provincial Treasurer's Office |
| | 1.2 Prepare the Check Register and Disbursement Voucher | None | 1 Minute | |
| 2. Acknowledge receipt in the corresponding Check Register and in the pertinent Disbursement Voucher; Issue corresponding Official Receipt | 2.1 Release Check to Claimant | None | 2 Minute | Josephine S. Bandigan, AA IV, Provincial Treasurer's Office |
| | 2.2 Attach original OR in the pertinent Disbursement Voucher | None | 1 Minute | |
| Total | | | 5 Minutes | |



V. Disbursement of Wages, Honoraria, Assistance & Other Claims

Disbursement of Cash for Wages, Honoraria, Educational Assistances, Subsidies, and Other Financial Claims based on duly approved Payrolls charged against the appropriate funds of the Provincial Government of Davao Oriental

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All persons specified in duly approved Payrolls charged against the Province's General Fund, SEF, and Trust Fund | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Valid Company/School/Government-Issued ID | | Government agencies/ entities/ instrumentalities, non-government organizations, Schools, Universities, etc. | | |
| For Client Representative | | | | |
| <ul style="list-style-type: none"> One (1) Valid Identification Card (1 Photocopy) | | Government agencies/ entities/ instrumentalities, private companies, non-government organizations, etc. | | |
| <ul style="list-style-type: none"> Special Power of Attorney or SPA (1 Photocopy) | | Law Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 4 and present requirement/s to the Disbursing Officer | 1.1 Check/verify requirement/s presented | None | 1 Minute | Michael M. Rodriguez, Administrative Assistant II, Provincial Treasurer's Office |
| | 1.2 Prepare the pertinent Payroll | None | 1 Minute | |
| 2. Acknowledge receipt in the approved payroll | 2.1 Release Cash to Client based on the Net Amount indicated in the approved Payroll | None | 1 Minute | Michael M. Rodriguez, Administrative Assistant II, Provincial Treasurer's Office |
| Total | | | 3 Minutes | |



VI. Collection of Real Property Tax (RPT)

Collection of Payment of Real Property Tax - Basic and Special Education Fund (SEF) pursuant to Sections 232 and 235 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article A and B, respectively, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business | | | |
| Who may avail: | Owners, administrators, possessors or beneficiaries of real properties situated within the Province of Davao Oriental, unless specifically exempted under Section 234 of RA No. 7160 | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Latest Official Receipt (Original/ Photocopy) or Certificate of RPT Payment (Original/Photocopy) | | Office of the Municipal Treasurer in the LGU where the real property is located | | |
| <ul style="list-style-type: none"> • Community Tax Certificate (Cedula) | | Office of the City/Municipal/Barangay Treasurer in the LGU where the payor presently resides | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and present Requirements to the collection Officer/ Clerk | 1.1 Check/verify requirement/s presented | None | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Prepare the Check Register and Disbursement Voucher | None | 3 Minutes | |
| | 1.3 Generate RPT Bill/Statement of Account (SOA) and provide copy to client | None | 1 Minute | |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue the corresponding Real Property Tax Receipt (AF No.56) | Annual Tax Due = Assessed Value (AV) x 2% (1% Basic & 1% SEF) | 2 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 5 Minutes | |



VII. Collection of Real Property Tax (RPT) Provincial Share

Collection of the Province's Share in the proceeds of the Real Property Tax - Basic (35%) and SEF (50%) based on the Remittance Reports and supporting documents submitted by the component Municipal LGUs

| | | | | |
|--|---|--|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Municipal Treasurers of the ten (10) component Municipalities of the Province of Davao Oriental or their duly authorized treasury personnel | | | |
| Checklist of Requirements | | Where to Secure | | |
| • Monthly Real Property Tax Collection Reports | | Office of the concerned Municipal Treasurer | | |
| • Abstract of Collections Report | | Office of the concerned Municipal Treasurer | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements | 1.1 Receive submitted requirements and forward to concerned Collection Officer | None | 1 Minute | Alquin H. Qunitio, AA IV, Provincial Treasurer's Office |
| | 1.2 Check/verify requirements submitted | None | 3 Minutes | Eugene B. Tomale, LRCCO IV, Provincial Treasurer's Office |
| 2. Pay the Provincial RPT Share | 2.1 Accept check payment and issue corresponding Official Receipt (AF No. 51) | Amount Due based on the Provincial RPT Share computed for the particular period and as indicated in the corresponding Disbursement Voucher | 2 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, LRCCO I, Provincial Treasurer's |
| | 2.2 Acknowledge receipt of payment in the Disbursement | None | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, LRCCO I, |



| | | | | |
|--------------|--|--|------------------|------------------------|
| | Voucher and obtain one (1) copy for records purposes | | | Provincial Treasurer's |
| Total | | | 7 Minutes | |



VIII. Collection of Tax on Transfer of Real Property Ownership

Collection of Payment of Tax on Transfer of Real Property Ownership pursuant to Section 135 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article H, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business | | | |
| Who may avail: | Seller, donor, transferor, executor or administrator of the real properties subject to sale, donation, barter, or any other mode of transferring ownership or title | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Latest Tax Declaration (Photocopy) | | <ul style="list-style-type: none"> • Office of the Provincial Assessor | | |
| <ul style="list-style-type: none"> • Death Certificate of Decedent Owner (Photocopy) | | <ul style="list-style-type: none"> • Local Civil Registry Office | | |
| <ul style="list-style-type: none"> • Deed of Sale/ Donation/ Extrajudicial Partition/ Reconveyance (Photocopy) | | <ul style="list-style-type: none"> • Legal document made, executed and entered into by the parties involved, duly notarized by a lawyer | | |
| <ul style="list-style-type: none"> • RPT Clearance/Certificate of Non-Delinquency (Photocopy) | | <ul style="list-style-type: none"> • Office of the concerned Treasurer where payment of RPT for the subject real property has been made | | |
| <ul style="list-style-type: none"> • Property Title (Photocopy) | | <ul style="list-style-type: none"> • Registry of Deeds (ROD) | | |
| <ul style="list-style-type: none"> • Community Tax Certificate (Cedula) | | <ul style="list-style-type: none"> • Office of the City/Municipal/Barangay Treasurer in the LGU where the payor presently resides | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Proceed to WINDOW 1 & 2 and submit Requirements | 1.1 Check/verify requirements submitted | None | 3 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Compute Tax Due and provide the Computation of Transfer Tax Slip | None | 3 Minutes | |



| | | | | |
|--------------------------|---|--|------------------|---|
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Tax Due = 55% of 1% of the total monetary consideration or of the fair market value, whichever is higher | 2 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 8 Minutes | |



IX. Collection of Tax on Business of Printing and Publication

Collection of Payment of Tax on the Business of Printing and Publication pursuant to Section 136 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article I, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Persons engaged in the business of printing and/or publication of books, cards, posters, leaflets, handbills, certificates, receipts, pamphlets, and other of similar nature, within the Province of Davao Oriental | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Audited Financial Statements for the preceding year duly submitted to and received by the concerned BIR Revenue District Office (Photocopy) | | <ul style="list-style-type: none"> Business establishment | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements | 1.1 Check/verify documents submitted | None | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Compute Tax Due and provide Computation slip | None | 2 Minutes | |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Tax Due = 55% of 1% of the total monetary consideration or of the fair market value, whichever is higher | 2 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |



| | | | | |
|--------------|----------------------------------|------|------------------|--|
| | 2.2 Update taxpayer's Index Card | None | 1 Minute | |
| Total | | | 6 Minutes | |



X. Collection of Franchise Tax

Collection of Payment of Franchise Tax pursuant to Section 137 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article J, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Businesses enjoying a Franchise within the Province of Davao Oriental | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Audited Financial Statements for the preceding year duly submitted to and received by the concerned BIR Revenue District Office (Photocopy) | | <ul style="list-style-type: none"> Business establishment | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements | 1.1 Check/verify documents submitted | None | 1 Minute | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Compute Tax Due and provide Computation slip | None | 2 Minutes | |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Tax Due = 55% of 1% of the total monetary consideration or of the fair market value, whichever is higher | 2 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2.2 Update taxpayer's Index Card | None | 1 Minute | |
| Total | | | 6 Minutes | |



XI. Collection of Professional Tax

Collection of Payment of Professional Tax pursuant to Section 139 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article K, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All persons engaged in the exercise or practice of profession requiring government examination within the Province of Davao Oriental, except those professionals exclusively employed in the government | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> License or Valid Identification Card (Original/Photocopy) Community Tax Certificate (Cedula) | | <ul style="list-style-type: none"> Professional Regulation Commission (PRC) and other proper Government Agencies Office of the City/Municipal/Barangay Treasurer in the LGU where the payor presently resides | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, LRCCO I, Provincial Treasurer's Office |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | P 300.00 | 1 Minutes | |
| | 2.2 Update taxpayer's Index Card | None | 1 Minute | |
| Total | | P 300.00 | 3 Minutes | |



XII. Collection of Amusement Tax

Collection of Payment of Amusement Tax pursuant to Section 140 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article L, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business | | | |
| Who may avail: | Proprietors, lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadium, and other amusement places within the Province of Davao Oriental | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Monthly Amusement Tax Return with attached Daily Count Sheets of Admission Tickets (Original/Photocopy) | | <ul style="list-style-type: none"> Business establishment | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 2. Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 2 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Compute tax due for the particular month and provide computation slip | None | 2 Minutes | |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Tax Due = 10% of Gross Receipts from Admission Fees realized in the preceding month/s | 1 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2.2 Update taxpayer's Index Card | None | 1 Minute | |
| Total | | | 6 Minutes | |



XIII. Collection of Tax for Every Delivery Truck or Van

Collection of Payment of Annual Fixed Tax for every Delivery Truck/Van of Manufacturers or Producers, Wholesalers of, Dealers or Retailers in, Certain Products, pursuant to Section 141 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article M, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business | | | |
| Who may avail: | Manufacturers, producers, wholesalers, dealers or retailers engaged in the delivery or distribution of distilled spirits, fermented liquors, soft drinks, cigar and cigarettes, and other products, whether directly or indirectly, within the province of Davao Oriental | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Vehicle's Certificate of Registration and corresponding Official Receipt (Photocopy) | | <ul style="list-style-type: none"> Land Transportation Office (LTO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| | 1.2 Compute tax due for the particular month and provide computation slip | None | 1 Minutes | |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | P 550.00 | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |



| | | | | |
|--------------|----------------------------------|-----------------|------------------|--|
| | 2.2 Update taxpayer's Index Card | None | 1 Minute | |
| Total | | P 550.00 | 4 Minutes | |



XIV. Collection of Tax on Sand, Gravel & Other Quarry Resources

Collection of Payment of Tax on Sand, Gravel, and Other Quarry Resources pursuant to Section 138 of the Republic Act No. 7160, otherwise known as the Local Government Code of 1991, as implemented under Article N, Chapter II of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen; G2B – Government to Business | | |
| Who may avail: | | All Mining Companies, Public Works Contractors, and Sand and Gravel Permittees, among others, engaged in the extraction of sand and gravel, boulders, armor rock and other quarry resources, earth fill/mountain mix, pebbles, gemstone, guano, mineral and energy resources from public and private lands, or from beds of seas, lakes, rivers, streams, creeks and other public waters, within the territorial jurisdiction of the Province | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Order of Payment | | <ul style="list-style-type: none"> Environment and Natural Resources Office-Davao Oriental (ENRO-DO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Tax Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Tax Due = 10% of the Fair Market Value in the locality per cubic meter of sand, gravel and other quarry resources extracted | 2 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2.2 File copy of Order of Payment for records Purposes | None | 1 Minute | |
| Total | | P 550.00 | 4 Minutes | |



XV. Collection of Permit & Regulatory Fees

Collection of Payment of Permits and Regulatory Fees imposed by ENRO-DO pursuant with Articles A to J, Chapter III of the Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business | | | |
| Who may avail: | All individuals, buyers, traders, processors and operators undertaking mining activities including shippers and/or exporters of minerals, mineable resources and mineral/quarry products/by-products operating/doing business within the province; Industry, project or establishment considered as Environmentally Critical Project (ECP) or located within Environmentally Critical Area (ECA); All individuals or juridical persons engaging in groundwater drilling | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> • Order of Payment for any of the following <ul style="list-style-type: none"> ○ Governor's Mining Accreditation Certificate ○ Governor's Registration Fee for Mineral Processing Permit (MPP) ○ Provincial Environment Assessment Certificate (PEACE) ○ Regulatory/Extraction Fees on Mining/Quarrying ○ Conservation and Protection Fee ○ Ore Transport Permit Fee ○ Commodity Clearance Fee ○ Certification Fee and Other Administrative Related Services ○ Surety Bond ○ Groundwater Drilling Permit | | <ul style="list-style-type: none"> • Environment and Natural Resources Office-Davao Oriental (ENRO-DO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, |



| | | | | |
|---|---|---------------------------|------------------|---|
| Requirements to the collection officer/ Clerk | | | | Provincial Treasurer's Office |
| 2. Pay the total Amount due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Based on Order of Payment | 1 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2.2 File copy of Order of Payment for records Purposes | None | 1 Minute | |
| Total | | | 3 Minutes | |



XVI. Collection of Clearance/ Certification/ Verification/ Authentication Fee

Collection of Payment of Clearance and Certification Fee/Verification and Authentication Fee pursuant with Article A, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | | |
| Who may avail: | All juridical persons and individuals of legal age | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Order of Payment/ Notice | | <ul style="list-style-type: none"> Concerned PLGU Department or Unit issuing the copies of requested documents | | |
| <ul style="list-style-type: none"> One (1) Valid ID | | <ul style="list-style-type: none"> Government agencies/ entities/ instrumentalities, private companies, non-government organizations, etc. | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| a) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex A: Schedule of Provincial Fees and Charges | 1 Minute | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2. For PTO Clearances/ Certifications: prepare and issue requested document/ record | None | 3 Minute | |
| Total | | | 5 Minutes | |



Annex A

SCHEDULE OF PROVINCIAL FEES & CHARGES

Pursuant to Section 4A.01, Article A, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Certification and/or Issuance of Certified Copies/ Other Related Services | Amount |
|--|---|
| a) For every page or fraction thereof typewritten/computerized (not including the certificate and notation) | P 100.00 |
| b) For each certificate of correctness (with seal of Office) written on the copy or attached thereto | 50.00 |
| c) For certified copies of any paper, record, decree, judgment, or entry of which any person is entitled to demand and receive a copy (in connection with judicial proceedings) for each page | 100.00 |
| d) Photocopy or any other copy produced by copying machine per page | 1.00 |
| e) By the Provincial Assessor's Office (PASSO): <ul style="list-style-type: none"> ▪ Tax Declaration, FAAS, and other related documents ▪ Verification Fee ▪ Reproduction of Sketch Map / Tax Map ▪ Certifications: <ul style="list-style-type: none"> ○ Encumbrance ○ Improvements ○ No Improvements ○ Landholding ○ No Landholding ▪ Inspection Fee (Per Property) ▪ Annotation Fee ▪ Traceback / Research Fee Property | 100.00 100.00 500.00 100.00 3,000.00 1/8 of 1% of the amount of mortgage/bail bond 300.00 |
| f) By the Sangguniang Panlalawigan (SP): <ul style="list-style-type: none"> ▪ Resolutions and Ordinances ▪ Stenographic Transcripts | 50.00 50.00 |
| g) By the Provincial Treasurer's Office (PTO): <ul style="list-style-type: none"> ▪ Certifications: <ul style="list-style-type: none"> ○ Payment of Real Property Tax ○ Payment of Tax on Transfer of Real Property Ownership ▪ PTO Clearance for Travel Abroad ▪ PTO Clearance (Terminal Leave, Maternity, Paternity, etc.) | 100.00 100.00 50.00 |



Annex A

SCHEDULE OF PROVINCIAL FEES & CHARGES

Pursuant to Section 4A.01, Article A, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Certification and/or Issuance of Certified Copies/ Other Related Services | Amount |
|---|---|
| h) By the Provincial Human Resource & Development Office (PHRMDO): <ul style="list-style-type: none"> ▪ Service Record ▪ Certificate of Employment & Compensation | P 50.00 / Page 50.00 / Page |
| i) By the Provincial Accountant's Office (PACCO): <ul style="list-style-type: none"> ▪ Certificate of Remittance ▪ Loan Confirmation ▪ PACCO Clearance (Terminal Leave, Maternity, Paternity, etc.) ▪ PACCO Clearance for Travel Abroad | 50.00 50.00 50.00 100.00 |
| j) By the Provincial General Services Office (PGSO): <ul style="list-style-type: none"> ▪ Bond Services ▪ PGSO Clearance (Terminal Leave, Maternity, Paternity, etc.) ▪ PGSO Clearance for Travel Abroad | 1,000.00 / Affair 50.00 100.00 |
| k) By the Provincial Engineer's Office (PEO): <ul style="list-style-type: none"> ▪ Compaction Test ▪ Grading Services ▪ Field Density Test ▪ Relocation Survey Fee ▪ Survey Monumentation Fee ▪ Technical Preparation with DED ▪ Reproduction of Plans and Designs | 400.00 / Test 100.00 / Service 250.00 / test 1,000.00 / parcel 5,000.00 / parcel 10,000.00 500.00 |
| l) By the Provincial Planning & Development Office (PPDO): <ul style="list-style-type: none"> ▪ Certificate of Conformity to Land Use Plan ▪ Technical / Consultancy Services ▪ Photocopy / Reproduction of Maps ▪ Photocopy / Reproduction of Maps | 100.00 5% of Project Cost 500.00 / Page 5.00 / Page |



XVII. Collection of Engineering Service Fees & Charges

Collection of Payment of Service Fees and Charges for Engineering Services pursuant with Article D, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | |
| Who may avail: | | All juridical persons and individuals of legal age | | |
| Checklist of Requirements | | Where to Secure | | |
| • Order of Payment | | • Provincial Engineer's Office (PEO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| b) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex B: Schedule of Engineering Service Fees & Charges | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 2 Minutes | |



Annex B

SCHEDULE OF ENGINEERING SERVICE FEES & CHARGES

Pursuant to Section 4D.01, Article D, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Service / Test | Amount |
|--|--|
| a) Soils <ul style="list-style-type: none"> ▪ Sieve Analysis with Moisture Content ▪ Allerberg Limit ▪ Compaction ▪ Field Density Test | P 200.00 250.00 450.00 200.00 |
| b) Aggregates <ul style="list-style-type: none"> ▪ Coarse Aggregates <ul style="list-style-type: none"> ○ Sieve Analysis with Moisture Content ○ Abrasion ○ Specific Gravity and Absorption / MC ○ Unit Weight, Loose and Flooded ○ Soundness ○ Organic Impurities ▪ Fine Aggregates <ul style="list-style-type: none"> ○ Sieve Analysis with Moisture Content ○ Specific Gravity and Absorption / MC ○ Unit Weight, Loose and Flooded ○ Soundness ○ Organic Impurities | 200.00 300.00 190.50 126.50 Chemicals + 500.00 300.00 200.00 190.50 126.50 Chemicals + 500.00 300.00 |
| c) Bituminous Materials <ul style="list-style-type: none"> ▪ Specific Gravity ▪ Sieve Test | 190.00 200.00 |
| d) Bituminous Mixtures <ul style="list-style-type: none"> ▪ Bituminous Mixtures ▪ Marshall Stability ▪ Field Density ▪ Job Mix Formula | 500.00 500.00 200.00 5,000.00 |
| e) Other Services <ul style="list-style-type: none"> ▪ Concrete Design with Trial Mix ▪ Concrete Compression Strength ▪ Concrete Core Drilling <ul style="list-style-type: none"> ○ Rental of Equipment per day or fraction thereof ○ Per Core drilled ▪ Flexural Strength ▪ Steel Bars Tensile Strength / Percentage of Elongation ▪ Moisture Content (Wood) ▪ CHB Absorption and MC Zinc Coating | 3,500.00 120.00 700.00 1,500.00 120.00 1,200.00 70.00 500.00 |



XVIII. Collection of Heavy Equipment Rental

Collection of Payment of Heavy Equipment Rental Fees pursuant with Article E, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | |
| Who may avail: | | All juridical persons and individuals of legal age | | |
| Checklist of Requirements | | Where to Secure | | |
| • Order of Payment | | • Provincial Engineer's Office (PEO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| c) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex C: Schedule of Heavy Equipment Rental Rates | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 2 Minutes | |



Annex C

SCHEDULE OF HEAVY EQUIPMENT RENTAL RATES

Pursuant to Section 4E.01, Article E, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Type of Equipment / Make | Rental Rates per Hour Using DPWH Formula as per COA Circular No. 2003-2007 | | |
|---|---|--|--|
| | Bare Rental Basis (RB) w/o Wage & Fuel | Fully Maintained Basis (RFM) w/o Fuel | Fully Operated Basis (RFO) w/ Wage & Fuel |
| | Rate / Hour | Rate / Hour | Rate / Hour |
| a) Other Services | | | |
| ▪ Tractor Crawler w/ Hydraulic ripper | P 1,352.00 | P 2,390.00 | P 3,427.00 |
| ▪ Tractor Crawler w/ Hydraulic Ripper | 1,694.00 | 3,015.00 | |
| ▪ Loader, Wheel Type | 516.00 | 986.00 | 2,164.00 |
| ▪ Loader, Wheel Type | 603.00 | 1,142.00 | 1,294.00 |
| ▪ Grader, Motorized | 808.00 | 1,544.00 | 2,789.00 |
| ▪ Grader, Motorized | 856.00 | 1,622.00 | 1,803.00 |
| ▪ Grader, Motorized | 437.00 | 828.00 | 1,988.00 |
| ▪ Grader, Motorized | 940.00 | 1,797.00 | 3,072.00 |
| ▪ Grader, Motorized | 1,809.00 | 3,456.00 | 1,953.00 |
| b) Compaction | | | |
| ▪ Road Roller Compactor Vibratory | P 640.00 | P 1,223.00 | P 2,429.00 |
| ▪ Road Roller Vibratory | 478.00 | 905.00 | 2,073.00 |
| ▪ Road Roller Vibratory | 1,126.00 | 2,492.00 | 3,851.00 |
| c) Excavating | | | |
| ▪ Backhoe Crawler Hydraulic Excavator | P 918.00 | P 1,754.00 | P 3,024.00 |
| ▪ Backhoe Loader | 1,304.00 | 2,295.00 | 3,630.00 |
| ▪ Backhoe Loader | 734.00 | 1,650.00 | 2,908.00 |
| ▪ Backhoe Crawler | 817.00 | 1,547.00 | 1,240.00 |
| ▪ Backhoe Crawler | 1,347.00 | 2,573.00 | 2,855.00 |
| ▪ Backhoe Crawler w/ Hydraulic Pavement Breaker | 1,347.00 | 3,163.00 | 4,602.00 |
| d) Hauling | | | |
| ▪ Dump Truck 10 Wheelers | P 286.00 | P 921.00 | P 2,092.00 |
| ▪ DFZL Dump Truck 6 Wheelers | 370.00 | 707.00 | 1,852.00 |
| ▪ Dump Truck 6 Wheelers | 294.00 | 964.00 | 2,139.00 |
| ▪ Dump Truck 6 Wheelers | 569.00 | 968.00 | 2,144.00 |
| ▪ Dump Truck 6 Wheelers | 1,326.00 | 1,291.00 | 2,506.00 |
| ▪ Dump Truck 6 Wheelers | 949.00 | 1,291.00 | 2,506.00 |
| ▪ Mini Dump Truck | 390.00 | 593.00 | 1,724.00 |
| ▪ Trailer, Low Bed w/ Truck Tractor | 813.00 | 1,540.00 | 2,784.00 |



Annex C

SCHEDULE OF HEAVY EQUIPMENT RENTAL RATES

Pursuant to Section 4E.01, Article E, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Type of Equipment / Make | Rental Rates per Hour Using DPWH Formula as per COA Circular No. 2003-2007 | | |
|--|---|---------------------------------------|---|
| | Bare Rental Basis (RB) w/o Wage & Fuel | Fully Maintained Basis (RFM) w/o Fuel | Fully Operated Basis (RFO) w/ Wage & Fuel |
| | Rate / Hour | Rate / Hour | Rate / Hour |
| e) Concreting <ul style="list-style-type: none"> ▪ Concrete Mixer | P 6.40 | P 138.00 | P 1,214.00 |
| f) Power Generating <ul style="list-style-type: none"> ▪ Diesel Driven Generator 50KVA ▪ Diesel Driven Generator 20KVA | P 224.00 94.00 | P 377.00 109.00 | P 1,483.00 1,181.00 |
| g) Shop <ul style="list-style-type: none"> ▪ Welding Machine w/ GenSet ▪ Welding Machine Electric | P 94.00 2.30 | P 109.00 24.00 | P 1,181.00 1,087.00 |
| h) Pump <ul style="list-style-type: none"> ▪ FLYGT Pump 5HP ▪ FLYGT Pump 3HP | P 76.00 73.00 | P 144.00 140.00 | P 459.00 394.00 |



XIX. Collection of Motor Pool Repair, Servicing & Maintenance

Collection of Payment of Motor Pool Repair, Servicing and Maintenance pursuant with Article F, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | |
| Who may avail: | | All juridical persons and individuals of legal age | | |
| Checklist of Requirements | | Where to Secure | | |
| • Order of Payment | | • Provincial Engineer's Office (PEO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| d) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex D: Schedule of Rates for Motor Pool Repair, Servicing & Maintenance | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 2 Minutes | |



Annex D

SCHEDULE OF RATES FOR MOTOR POOL REPAIR, SERVICING & MAINTENANCE

Pursuant to Section 4F.01, Article F, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Description | Amount |
|---|---|
| a) Change Oil and Tune-up including Filter Replacement (Labor only) | P 500.00 |
| b) Brake System (Labor only) <ul style="list-style-type: none"> ▪ Brake Checking including Test Drive ▪ Brake Pad replacement without parts supply ▪ Brake Shoe replacement without parts supply ▪ Brake Re-facing ▪ Rotor Disc Re-facing ▪ Brake Master fixing without parts supply ▪ Rubber Cap replacement without parts supply | 150.00/ Wheel 150.00/ Wheel 150.00/ Vehicle 650.00/ Unit 650.00/ Unit 450.00/ Unit 250.00/ Unit |
| c) Steering System (Labor only) <ul style="list-style-type: none"> ▪ Steering Gear (replace oil seal) ▪ Steering Wheel ▪ Ball Joint ▪ Tie Road End ▪ Idler Arm ▪ Steering Pump | 250.00/ Vehicle 200.00/ Vehicle 500.00/ Vehicle 250.00/ Vehicle 250.00/ Vehicle 250.00/ Vehicle |
| d) Oxygen and Acetylene (Labor only) <ul style="list-style-type: none"> ▪ Minimum Work ▪ Maximum Work | 250.00/ Unit 500.00/ Unit |
| e) Welding Works (with Materials) <ul style="list-style-type: none"> ▪ Welding Rod | 250.00/ rod |



XX. Collection of Charges for the use of Recreational Facilities

Collection of Payment of Charges for the Use of Recreational Facilities pursuant with Article G, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|---|------------------------|---|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government | | |
| Who may avail: | | All juridical persons and individuals of legal age | | |
| Checklist of Requirements | | Where to Secure | | |
| • Order of Payment | | • Provincial Engineer's Office (PEO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| e) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex E: Schedule of Rates for Recreational Facilities | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 2 Minutes | |



Annex E

SCHEDULE OF RATES FOR RECREATIONAL FACILITIES

Pursuant to Section 4G.01, Article G, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Description | Amount |
|--|--------|
| a) Brake System (Labor only) Daytime: <ul style="list-style-type: none"> ▪ School P.E. Classes and Ordinary Games <ul style="list-style-type: none"> ○ Student Fee <ul style="list-style-type: none"> • Basketball P 50.00/ Hour • Volleyball 50.00/ Hour ▪ Private Groups <ul style="list-style-type: none"> ○ Ordinary Games (including Team Practice and Workouts) 100.00/ Hour ○ Tournaments (not for Fund Raising) 100.00/Hour/Period <ul style="list-style-type: none"> • Exclusive Use Whole Day (8:00 AM - 5:00 PM) 500.00 • Half-day Use 250.00 Night-time <ul style="list-style-type: none"> ▪ 6:00 PM - 10:00 PM (Inclusive Use of Lighting Facilities) 800.00 or 200.00/ Hour | |
| b) Tennis Court <ul style="list-style-type: none"> ▪ Public Use (8:00 AM - 12:00 PM; 1:00 PM - 5:00 PM) <ul style="list-style-type: none"> ○ Weekdays 50.00/ Hour ○ 6:00 PM - 10:00 PM (Inclusive Use of Lighting Facilities) 100.00/ Hour ○ Weekends and Holidays 100.00/ Hour ▪ School P.E. Classes (Weekdays only) 50.00/ Hour | |
| c) Provincial Physical Fitness Gym <ul style="list-style-type: none"> ▪ Public Use (Individual) <ul style="list-style-type: none"> ○ Weekdays (5:30 PM – 9:30 PM) 50.00/ Person ○ 6:00 PM - 10:00 PM (Inclusive Use of Lighting Facilities) 200.00/ Person ○ Weekends and Holidays (8:00 AM - 5:00 PM) 100.00/ Person ▪ Group or Association (8:00 AM - 5:00 PM) 1,000.00 | |
| d) Use of Provincial Covered Court for Socio-Cultural Activities <ul style="list-style-type: none"> ▪ 8:00 AM - 5:00 PM 250.00/ Unit ▪ 6:00 PM - 10:00 PM (Inclusive Use of Lighting Facilities) 500.00/ Unit | |
| e) Rental <ul style="list-style-type: none"> ▪ Chairs 3.00 each ▪ Tables 6.00 each | |



XXI. Collection of Capitol Waterworks System Fees & Charges

Collection of Payment of Provincial Capitol Waterworks System Fees and Charges pursuant with Article H, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2B – Government to Business | | | |
| Who may avail: | All juridical persons and individuals of legal age | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Duly accomplished Application Form (For New Connections) Notice of Water Bill (For Existing Connections) | | <ul style="list-style-type: none"> Eugene B. Tomale, LRCO IV, Provincial Treasurer's Office (PTO) Served by the assigned personnel of the Provincial Engineer's Office (PEO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex F: Schedule of Fees & Charges for Capitol Waterworks System | 1 Minute | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2. Update Client's Index Card | None | 1 Minute | |
| Total | | | 3 Minutes | |



Annex F

SCHEDULE OF FEES & CHARGES FOR CAPITOL WATERWORKS SYSTEM

Pursuant to Section 4H.01, Article H, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

| Description | Amount |
|--|------------------------|
| a) Application Fee - New Connection | P 200.00 |
| b) Guarantee Deposit for every application | 200.00 |
| c) Installation / Connection Fee | 200.00 |
| d) For Metered Service: | 200.00 |
| ▪ Minimum Charge - no more than ten (10) cubic meters per month | |
| ○ Residential Service | 100.00 |
| ○ Commercial Service | 200.00 |
| ○ Industrial Service | 500.00 |
| ▪ For every cubic meter in excess of ten (10) cubic meters per month | |
| ○ Residential Service | 10.00 |
| ○ Commercial Service | 20.00 |
| ○ Industrial Service | 30.00 |
| e) Re-Installation Fee | 200.00 |
| f) Drilling Fees for Ground Water | |
| ▪ Shallow Well | |
| ○ 1 ¼ inches diameter | 180.00/ foot |
| ○ 2 inches diameter | 280.00/ foot |
| ▪ Deep Well | |
| ○ 3 inches diameter | 2,500.00/ linear meter |
| ○ 4 inches diameter | 3,500.00/ linear meter |



XXII. Collection of Fees & Charges for Agricultural Products/ Services

Collection of Payment of Fees and Charges for the Availment of Seedlings and other Agricultural Products, Resources, Aqua-Culture Products and Services pursuant with Article J, Chapter IV of Provincial Ordinance No. 15-25-08-2018 or the Revised Revenue Code of the Province of Davao Oriental

| | | | | |
|---|---|--|------------------------|---|
| Office or Division: | | Provincial Treasurer's Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Citizen; G2B – Government to Business | | |
| Who may avail: | | All juridical persons and individuals of legal age | | |
| Checklist of Requirements | | Where to Secure | | |
| • Order of Payment | | • Provincial Engineer's Office (PEO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| f) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the total Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Please see Annex G: Schedule of Prices, Fees & Charges for Agricultural Services | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 2 Minutes | |



Annex F

SCHEDULE OF PRICES, FEES & CHARGES FOR AGRICULTURAL SERVICES

Pursuant to Section 4J.01, Article J, Chapter IV, Revised Revenue Code of the Province of Davao Oriental

A) Fruit Tree, Cacao, Coconut Seedlings

| Type of Seeding | Price | Remarks |
|---|-------------------|--|
| <ul style="list-style-type: none"> ▪ Mango ▪ Durian ▪ Lanzones ▪ Rambutan ▪ Cacao ▪ Coconut ▪ Others | P 30.00/ seedling | Fees are based on private nurseries and other LGU Nursery rates or based on market prevailing price, whichever is higher |

B) Fruit and Coconut in Government-Owned Properties

| Type of Seeding | Price | Remarks |
|---|-------------------------|-----------------------------|
| <ul style="list-style-type: none"> ▪ Mango Fruit | Market prevailing price | 70:30 sharing with sprayman |
| <ul style="list-style-type: none"> ▪ Coconut | Market prevailing price | |

C) Tractor Rental

| Type of Seeding | Price | Remarks |
|---|------------------|--|
| <ul style="list-style-type: none"> ▪ Fully Operated Tractor Rental | P 1,000.00/ Hour | This amount or based on market prevailing price, whichever is higher |

D) Tractor Rental

| Type of Seeding | Price | Remarks |
|---|---|---|
| <ul style="list-style-type: none"> ▪ Palay Seeds | 105 Kilos/ Hectare or its Cash Equivalent | Cash Equivalent is based on market prevailing price |

E) Tilapia Fingerlings

| Type of Seeding | Price | Remarks |
|---|---------------|------------------|
| <ul style="list-style-type: none"> ▪ Size 24 – 1.40cm | P 0.25/ Piece | Less than 1 gram |
| <ul style="list-style-type: none"> ▪ Size 22 – 2.554cm | 0.50/ Piece | 1 – 4 grams |
| <ul style="list-style-type: none"> ▪ Size 17 – 3.812cm | 0.75/ Piece | 5 – 10 grams |
| <ul style="list-style-type: none"> ▪ Size 14 – 4.786cm | 1.00/ Piece | 11 – 20 grams |

E) Tilapia Breeders – P 5.00 per piece or ₱ 45.00 per kilo

F) Vermi Compost – P 5.00 per piece or ₱ 45.00 per kilo

G) Live Earthworm – P 600.00 per kilo



XXIII. Collection of Fiscal's Clearance Fee

Collection of Payment of Fiscal's Clearance for purposes of local or foreign employment, foreign travel, firearm license, permit to carry firearms, retirement, and among others.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Any person of legal age residing within the Province of Davao Oriental (excluding residents of the City of Mati) | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Community Tax Certificate (Cedula) | | <ul style="list-style-type: none"> Office of the Municipal/Barangay Treasurer in the Municipality where the payor presently resides | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | P 50.00 | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | P 50.00 | 2 Minutes | |



XXIV. Collection of Payment of Bidding Documents

Collection of Payment of Bidding Documents based on the fixed rate on fixed range approach pursuant with Section 17.4 of the Implementing Rules and Regulations (IRR) of the Republic Act No. 9184, otherwise known as the Government Procurement Reform Act

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | All Prospective Bidders for the procurement of goods, consulting services, and the contracting for infrastructure projects by the Procuring Entity - Provincial Government of Davao Oriental - whether by way of public bidding or any of the alternative methods of procurement that utilize processes and procedures in competitive bidding | | | |
| Checklist of Requirements | | Where to Secure | | |
| • Order of Payment | | • Bids & Awards Committee (BAC) Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Based on Order of Payment | 1 Minute | Benilda R. Maglines, LRCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| Total | | | 2 Minutes | |



XXV. Collection of Payment of Accountable Forms

Collection of Payment of Accountable Forms being used by Government Agencies, Corporations, Offices, and other Government Entities to Acknowledge Receipt of Payment made by the Public, in the course of the conduct of Government Business Transactions, performance of regulatory function, and for other legal purposes

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business; G2G – Government to Government | | | |
| Who may avail: | National Government Agencies (NGAs), Local Government Units (LGUs), State Universities and Colleges (SUCs), Government Owned and Controlled Corporations (GOCCs), Sand and Gravel Permittees | | | |
| Checklist of Requirements | | Where to Secure | | |
| <u>For Government Entities</u> <ul style="list-style-type: none"> ▪ Purchase Request / Purchase Order / Note from Local Treasurer | | Requesting Party | | |
| <u>For Sand and Gravel Permittees</u> <ul style="list-style-type: none"> ▪ Order of Payment | | Environment and Natural Resources Office-Davao Oriental (ENRO-DO) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) Proceed to WINDOW 1 & 2 and submit Requirements to the collection officer/ Clerk | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's Office |
| 2. Pay the Amount Due | 2.1 Accept payment and issue corresponding Official Receipt (AF No. 51) | Based on Order of Payment / Computation of Accountable Form Officer (AFO) | 1 Minute | Benilda R. Maglines, LRCCO III, or Leonor C. Villaruz, RCC I, Provincial Treasurer's |
| | 2.2 Forward Request to Accountable Form In charge for Releasing of Accountable | None | 1 Minute | |



| | | | | |
|--------------|-------|--|------------------|--|
| | Forms | | | |
| Total | | | 2 Minutes | |



Provincial Treasurer's Office

Internal Services



I. Issuance of Certificate of Appearance

Issuance of Certificate of Appearance to requesting party as proof that the latter's official business/transaction have been undertaken by the concerned government personnel at the PTO

| | | | | |
|---|---|------------------------|------------------------|---|
| Office or Division: | Provincial Treasurer's Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All Government officials and employees | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> 1 Valid Government-issued ID Approved Travel Order (Permission to Leave Station) or duly approved Office Order | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to WINDOW 3 and present requirements to the Receiving In-charge | 1.1 Check/verify Requirements Presented | None | 1 Minutes | Alquin H. Qunitio, AA IV, Provincial Treasurer's Office |
| 2. Register appearance in the designated Logbook | 2.1 Prepare and issue corresponding Certificate of Appearance | None | 1 Minute | Alquin H. Qunitio, AA IV, Provincial Treasurer's Office |
| Total | | | 2 Minutes | |



Provincial Assessors Office

External Services



I. Approval of Field Assessment Sheet

Availability of service: 8:00 AM to 5:00 PM

| | | | | | |
|--|--|------------------------|---|---------------------------------|--|
| Office or Division: | Provincial Assessors Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2G - Government to Government | | | | |
| Who may avail: | (10) Municipal Assessors of Davao Oriental | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| Sale of Property <ul style="list-style-type: none"> ▪ Deed of sale ▪ Transfer Tax ▪ RPTA Tax ▪ BIR (CAR) Capital Gains Tax ▪ Photocopy of Title Extra Judicial Settlement/Partition <ul style="list-style-type: none"> ▪ Extra Judicial Settlement/Partition ▪ Transfer Tax ▪ RPTA Tax ▪ BIR, Estate Tax ▪ Subdivision Plan Donations <ul style="list-style-type: none"> ▪ Deed of Donations ▪ BIR, CAR, Donors Tax ▪ RPTA Tax ▪ Transfer Tax ▪ Deed of Acceptance CARP (RA 6657) <ul style="list-style-type: none"> ▪ CLOA ▪ Payment of Taxes ▪ Subdivision/ Segregation w/out transfer ▪ Approved Subdivision Plan ▪ Optional Payment of taxes | | | <ul style="list-style-type: none"> ▪ Law office ▪ Provincial Treasurer's Office ▪ Municipal Treasurer's office ▪ BIR ▪ Registry of Deeds <ul style="list-style-type: none"> ▪ Law Office ▪ Provincial Treasurer's Office ▪ Municipal Treasurer's office ▪ BIR ▪ Approved Plan from Geodetic Engineer <ul style="list-style-type: none"> ▪ Law office ▪ BIR ▪ Municipal Treasurer's office ▪ Provincial Treasurer's Office ▪ Law Office <ul style="list-style-type: none"> ▪ DAR ▪ Municipal Treasurer's office ▪ DAR <ul style="list-style-type: none"> ▪ Approved Plan from Geodetic Engineer ▪ Municipal Treasurer's office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Municipal Assessor to Submit FAAS / documents with transmittal | 1.1 Receiving/ Releasing Assessment Records Division | None | 5 Minutes | Marilou B. Toroba Admin Aide IV | |
| | 1.2 Requirement Evaluation Assessment | None | 5 Minutes | Roland G. Silvosa LAOO - III | |



| | | | | |
|---|---|------|--|--|
| to Assessment Records Division | Evaluation/ Operation | | | |
| | 1.3 Lot/ Parcel Imposition/ Pinning Tax Mapping Division | None | 5 Minutes | Engr. Elmer A. Caina Tax Mapper IV |
| | 1.4 For Approval / Disapproval Provincial Assessor | None | 5 Minutes | Engr. Marie Eleonor R. Serrano OIC- Provincial Assessor |
| | - For Approved for encoding assessment records division/ assessment operations | | 7 Minutes | Roland G. Silvosa LAOO – III Zyra Dyan B. Bandigan Assessment Clerk II |
| | - For disapproved Receiving/ Releasing Assessment Records Division | | | Marilou B. Toroba Admin Aide IV Marites L. Dujali Statistician I |
| 1.5 Archiving Assessment Records Division | None | | Marites L. Dujali Statistician I | |
| Total | | | 27 Minutes | |



II. Issuance of Certified Assessment Records

Availability of service: 8:00 AM to 5:00 PM

| | | | | | |
|--|---|------------------------|---|---|--|
| Office or Division: | Provincial Assessors Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government | | | | |
| Who may avail: | Public Clientele/ Any Government Agency/ Bank Representative | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Requisition Slip ▪ Tax Declarations ▪ RPTA Receipt ▪ Any valid ID | | | <ul style="list-style-type: none"> ▪ Provincial Assessors Office ▪ Provincial Assessors Office ▪ Municipal Treasurer's Office ▪ Government agencies/ entities/ instrumentalities, private companies, non-government organizations, etc. | | |
| <ul style="list-style-type: none"> ▪ Official receipt | | | <ul style="list-style-type: none"> ▪ Provincial Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Filled up Requisition Slip form and submit to Assessment Records Division | 1.1 Receiving Assessment Records Division | None | 3 Minutes | Marilou B. Toroba Admin Aide IV | |
| | 1.3 Extraction/ Reproduction Assessment Records Division/ Assessment Evaluation & Operation | None | 3 Minutes | Roland G. Silvosa LAOO – III | |
| | 1.4 For Signature Provincial Assessor | None | 5 Minutes | Engr. Marie Eleonor R. Serrano OIC – Provincial Assessor | |
| | 1.5 Releasing Assessment Records Division | None | 5 Minutes | Marilou B. Toroba Admin Aide IV Marites L. Dujali Statistician I | |
| Total | | | 16 Minutes | | |



III. Annotations of Liens and Encumbrances of Real Estate Mortgage Documents and Bail Bonds

Availability of service: 8:00 AM to 5:00 PM

| | | | | | |
|---|--|------------------------|--|---|--|
| Office or Division: | Provincial Assessors Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government | | | | |
| Who may avail: | Public Clientele/ Any Government Agency/ Bank Representative | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Requisition Slip | | | ▪ Provincial Assessors Office | | |
| ▪ Real Estate Mortgage Documents | | | ▪ Bank | | |
| ▪ Bail Bond Documents order from any Judiciary Branch of the Philippines | | | ▪ Client | | |
| ▪ Documentary Stamps | | | ▪ Regional Trial Court/ Bureau of Internal Revenue | | |
| ▪ Official Receipt | | | ▪ Provincial Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Filled up Requisition Slip form and submit to Assessment Records Division | 1.1 Receiving/ Releasing Assessment Records Division | None | 1 Minute | Engr. Esteban G. Silvosa Jr. SAO Marites L. Dujali Statistician I | |
| | 1.3 Annotation of Tax Declaration from office file | None | 5 Minutes | Engr. Esteban G. Silvosa Jr. SAO | |
| | 1.4 Update the Tax Declaration from the system and provide a copy of annotated Tax Declaration Annotation Evaluation and Operation | None | 5 Minutes | Roland G. Silvosa LAOO - III | |
| | 1.5 For Signature Provincial Assessor | None | 1 Minute | Engr. Marie Eleonor R. Serrano OIC Provincial Assessor | |
| Total | | | 12 Minutes | | |



IV. Tax Declarations Trace Up or Trace Back

Availability of service: 8:00 AM to 5:00 PM

| | | | | | |
|---|---|------------------------|---------------------------------|--|--|
| Office or Division: | Provincial Assessors Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2B - Government to Business; G2G - Government to Government | | | | |
| Who may avail: | Public Clientele/ Any Government Agency/ Bank Representative | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Requisition Slip | | | ▪ Provincial Assessors Office | | |
| ▪ Tax Declaration | | | ▪ Provincial Assessors Office | | |
| ▪ Certificate of Land Title | | | ▪ Registry of Deeds | | |
| ▪ Official Receipt | | | ▪ Provincial Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Filled up Requisition Slip form and submit to Assessment Records Division | 1.1 Receiving/ Assessment Records Division | None | 3 Minutes | Marites L. Dujali Statistician I | |
| | 1.3 Verification/ Trace Up or Back | None | 3 Days | Engr. Esteban G. Silvosa Jr. SAO Marites L. Dujali Statistician I | |
| | 1.4 For Signature Provincial Assessor | None | 5 Minutes | Engr. Marie Eleonor R. Serrano OIC Provincial Assessor | |
| | 1.5 Releasing Assessment Records Division Releasing | None | 2 Minutes | Marites L. Dujali Statistician I | |
| Total | | | 3 Days 10 Minutes | | |



**Davao Oriental Provincial Hospital
(Lupon)
Clinical Laboratory
External Services**



Annex A
LABORATORY DEPARTMENT
Schedule of Fees

| Test | Amount |
|--|---|
| m) Blood Chemistry <ul style="list-style-type: none"> ▪ Fasting Blood Sugar (FBS) ▪ Creatinine ▪ Uric Acid ▪ Total Cholesterol ▪ Triglycerides ▪ Lipid Profile ▪ Random Blood Sugar (RBS) | P 120.00 170.00 170.00 170.00 200.00 700.00 60.00 |
| n) Hematology <ul style="list-style-type: none"> ▪ Complete Blood Count w/ Platelet count ▪ ABO and Rh Typing (Tube Method) | P 150.00 50.00 |
| o) Clinical Microscopy <ul style="list-style-type: none"> ▪ Urinalysis (Manual) ▪ Urine hCG (Pregnancy Test) ▪ Direct Fecal Smear (DFS) ▪ Fecal Occult Blood (FOB) | P 70.00 130.00 70.00 300.00 |
| p) Serology <ul style="list-style-type: none"> ▪ Salmonella typhi Rapid Test (Typhidot) ▪ Dengue NS1 Test ▪ Serum H. pylori | P 650.00 Free 600.00 |



I. Blood Chemistry Tests (Inpatient Department)

Routine Blood Chemistry Tests for Admitted Patients
 Fasting Blood Sugar (FBS), Random Blood Sugar (RBS), Total Cholesterol, Triglycerides,
 Lipid Profile, ALT (SGPT), Uric Acid, Creatinine
 Availability of Service: 6:00 AM - 8:00 AM; DAILY (except STAT Creatinine, cut-off 10:00 PM)

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|---|---|--|-----------------------------|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Request for Blood Chemistry | | | ▪ Attending Physician/Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Present request to Laboratory Aide or MedTech On-Duty (MTOD) | 1.1 Forwards request to Phlebotomist/ MTOD | Chemistry Request Fee (Refer to approved schedule of fees Annex A) | 2 Minutes | Laboratory Aide/MTOD | |
| 2 Go back to ward and wait for Phlebotomist to collect blood from patient | 2.1 Collects blood requests from receiving area and sorts them according to patient location | None | 20 Minutes | Phlebotomist/ MTOD | |
| | 2.2 Proceeds to wards and locates patient Identifies patient and prepares for blood collection | None | 20 Minutes | Phlebotomist/ MTOD | |
| | 2.3 Explains procedure to patient/watcher, verifies patient adherence to fasting requirement (if any) | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.4 Collects blood sample from the patient and labels sample | None | 5 Minutes | Phlebotomist/ MTOD | |



| | | | | |
|--------------|--|------|----------------------------|----------------------|
| 2.5 | Deliver samples and requests to Chemistry Section | None | 10 Minutes | Phlebotomist/ MTOD |
| 2.6 | Chemistry Section In-Charge sorts out samples and corresponding requests | None | 10 Minutes | Medical Technologist |
| 2.7 | Waits for samples to clot and retract | None | 20 Minutes | Medical Technologist |
| 2.8 | Centrifuge samples | None | 10 Minutes | Medical Technologist |
| 2.9 | Checks serum integrity | None | 10 Minutes | Medical Technologist |
| 2.10 | Prepares and labels test tubes according to test | None | 20 Minutes | Medical Technologist |
| 2.11 | Prepares reagents and dispenses them in corresponding tubes | None | 20 Minutes | Medical Technologist |
| 2.12 | Adds patient's serum and incubates samples | None | 60 Minutes | Medical Technologist |
| 2.13 | Loads incubated samples to Chemistry Analyzer | None | 30 Minutes | Medical Technologist |
| 2.14 | Validates and computes results (LDL cholesterol) | None | 30 Minutes | Medical Technologist |
| 2.15 | Writes results in result form | None | 20 Minutes | Medical Technologist |
| 2.16 | Forwards results to respective wards | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | 4 Hours, 57 Minutes | |



II. Blood Chemistry Tests (Outpatient Department)

Routine Blood Chemistry Tests for Admitted Patients

Fasting Blood Sugar (FBS), Random Blood Sugar (RBS), Total Cholesterol, Triglycerides, Lipid Profile, ALT (SGPT), Uric Acid, Creatinine

Availability of Service: 6:30 AM - 8:00 AM; DAILY (except STAT Creatinine, cut-off 10:00 PM)

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request for Blood Chemistry | | <ul style="list-style-type: none"> ▪ Doctor | | |
| <ul style="list-style-type: none"> ▪ Approved socialized request form (if any) | | <ul style="list-style-type: none"> ▪ Social Worker | | |
| <ul style="list-style-type: none"> ▪ Official Receipt for paid Blood Chemistry Request | | <ul style="list-style-type: none"> ▪ Cashier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Wait for the Phlebotomist at the extraction area and present request and official receipt to Phlebotomist | 1.1 Verifies request and arranges them according to first-come, first-serve basis | Chemistry Request Fee (Refer to approved schedule of fees Annex A) | 20 Minutes | Phlebotomist/ MTOD |
| 2 Proceed to Blood extraction chair for blood sample collection | 2.1 Calls patient by their last name | None | 1 Minute | Phlebotomist/ MTOD |
| | 2.2 Verifies Patient Identity with the blood request form | None | 1 Minute | Phlebotomist/ MTOD |
| | 2.3 Explains procedure to patient/ watcher, verifies patient adherence to fasting requirement (if any) | None | 5 Minutes | Phlebotomist/ MTOD |



| | | | | |
|------|--|------|------------|----------------------|
| 2.4 | Collects blood sample from the patient and labels sample | None | 5 Minutes | Phlebotomist/ MTOD |
| 2.5 | Deliver samples and requests to Chemistry Section | None | 10 Minutes | Phlebotomist/ MTOD |
| 2.6 | Chemistry Section In-Charge sorts out samples and corresponding requests | None | 10 Minutes | Medical Technologist |
| 2.7 | Waits for samples to clot and retract | None | 20 Minutes | Medical Technologist |
| 2.8 | Centrifuge samples | None | 10 Minutes | Medical Technologist |
| 2.9 | Checks serum integrity | None | 10 Minutes | Medical Technologist |
| 2.10 | Prepares and labels test tubes according to test | None | 20 Minutes | Medical Technologist |
| 2.11 | Prepares reagents and dispenses them in corresponding tubes | None | 20 Minutes | Medical Technologist |
| 2.12 | Adds patient's serum and incubates samples | None | 60 Minutes | Medical Technologist |
| 2.13 | Loads incubated samples to Chemistry Analyzer | None | 30 Minutes | Medical Technologist |
| 2.14 | Validates and computes results (LDL cholesterol) | None | 30 Minutes | Medical Technologist |
| 2.15 | Writes results in result form | None | 20 Minutes | Medical Technologist |



| | | | | |
|--------------|---|------|----------------------------|----------------------|
| | 2.16 Forwards results to respective wards | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | 4 Hours, 57 Minutes | |



III. Hematology Tests (Inpatient Department)

Routine Hematology tests for Inpatients
 Complete Blood Count (CBC), ABO and Rh Typing
 Availability of Service: 6:00 AM to 10:00 PM; DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Laboratory request form | | | <ul style="list-style-type: none"> Attending Physician/Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Presents request to Laboratory Aide or MedTech On-Duty (MTOD) | 1.1 Forwards request to Phlebotomist/ MTOD | Hematology Request Fee (Refer to approved schedule of fees Annex A) | 2 Minutes | Laboratory Aide/MTOD | |
| 2 Go back to ward and wait for Phlebotomist to collect blood from patient. | 2.1 Collects blood requests from receiving area and sorts them according to patient location | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.2 Proceeds to wards and locates patient Identifies patient and prepares for blood collection | None | 8 Minutes | Phlebotomist/ MTOD | |
| | 2.3 Explains procedure to patient/watcher , verifies patient identity | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.4 Collects blood sample from the patient and labels sample | None | 5 Minutes | Phlebotomist/ MTOD | |



| | | | | | |
|--------------|-----|---|------|---------------|----------------------|
| | 2.5 | Deliver samples and requests to Hematology Section | None | 5 Minutes | Phlebotomist/ MTOD |
| | 2.6 | Hematology Section In-Charge sorts out samples and corresponding requests | None | 5 Minutes | Medical Technologist |
| | 2.7 | Processing of samples according to test | None | 15 Minutes | Medical Technologist |
| | 2.8 | Writes results in result form | None | 5 Minutes | Medical Technologist |
| | 2.9 | Forwards results to respective wards | None | 5 Minutes | Medical Technologist |
| Total | | | | 1 hour | |



IV. Hematology Tests (Outpatient Department)

Routine Hematology tests for Inpatients

Complete Blood Count (CBC), ABO and Rh Typing

Availability of Service: 6:30 AM to 10:00 PM DAILY (except for Patients for Physical Exam, 8:00 AM to 4:00 PM; Mondays - Saturdays except Holidays)

| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
|--|---|---|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory Request Form | | <ul style="list-style-type: none"> ▪ Doctor | | |
| <ul style="list-style-type: none"> ▪ Approved socialized request form (if any) | | <ul style="list-style-type: none"> ▪ Social Worker | | |
| <ul style="list-style-type: none"> ▪ Official Receipt for paid Hematology Request | | <ul style="list-style-type: none"> ▪ Cashier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Wait for the Phlebotomist at the extraction area and present request and official receipt to Phlebotomist) | 1.1 Verifies request and arranges them according to first-come, first-serve basis | Hematology Request Fee (Refer to approved schedule of fees Annex A) | 10 Minutes | Phlebotomist/ MTOD |
| 2 Proceed to Blood extraction chair for blood sample collection | 2.1 Calls patient by their last name | None | 1 Minute | Phlebotomist/ MTOD |
| | 2.2 Verifies Patient Identity with the blood request form | None | 1 Minute | Phlebotomist/ MTOD |
| | 2.3 Explains procedure to patient/watcher | None | 5 Minutes | Phlebotomist/ MTOD |
| | 2.4 Collects blood sample from the patient and labels sample | None | 5 Minutes | Phlebotomist/ MTOD |
| | 2.5 Deliver samples and requests to Hematology Section | None | 5 Minutes | Phlebotomist/ MTOD |



| | | | | | |
|--------------|-----|---|------|---------------|----------------------|
| | 2.6 | Hematology Section In-Charge sorts out samples and corresponding requests | None | 8 Minutes | Medical Technologist |
| | 2.7 | Processing of samples according to test | None | 15 Minutes | Medical Technologist |
| | 2.8 | Writes results in result form | None | 5 Minutes | Medical Technologist |
| | 2.9 | Forwards results to respective wards | None | 5 Minutes | Medical Technologist |
| Total | | | | 1 Hour | |



V. Clinical Microscopy Tests (Inpatient Department)

Routine Clinical Microscopy tests for Inpatients

Urinalysis, Urine hCG (Pregnancy test), Direct Fecal Smear (DFS), Fecal Occult Blood

Availability of Service: 7:00 AM to 10:00 PM; DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|---|--|--|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory request form ▪ Specimen sample | | | <ul style="list-style-type: none"> ▪ Attending Physician/Nurse ▪ Specimen sample | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit specimen sample together with laboratory request form | 1.1 Receives specimen | Clinical Microscopy Request Fee (Refer to approved schedule of fees Annex A) | 5 Minutes | Laboratory Aide/MTOD | |
| 2 Wait for the laboratory result | 2.1 Checks quality and quantity of specimen received | None | 5 Minutes | Medical Technologist | |
| | 2.2 Clinical Microscopy Section In-Charge sorts out samples and corresponding requests | None | 10 Minutes | Medical Technologist | |
| | 2.3 Prepares and labels tubes for urinalysis (if any) and/or test kits for urine hCG and FOBT | None | 10 Minutes | Medical Technologist | |
| | 2.4 Processing of samples according to test | None | 15 Minutes | Medical Technologist | |



| | | | | | |
|--------------|-----|--------------------------------------|------|---------------|----------------------|
| | 2.5 | Writes results in result form | None | 10 Minutes | Medical Technologist |
| | 2.6 | Forwards results to respective wards | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | | 1 hour | |



VI. Clinical Microscopy Tests (Outpatient Department)

Routine Clinical Microscopy tests for Inpatients

Urinalysis, Urine hCG (Pregnancy test), Direct Fecal Smear (DFS), Fecal Occult Blood

Availability of Service: 6:30 AM to 10:00 PM DAILY (except for Patients for Physical Exam, 8:00 AM to 4:00 PM; Mondays - Saturdays except Holidays)

| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
|---|--|---|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory request form | | <ul style="list-style-type: none"> ▪ Doctor | | |
| <ul style="list-style-type: none"> ▪ Approved socialized request form (if any) | | <ul style="list-style-type: none"> ▪ Social Worker | | |
| <ul style="list-style-type: none"> ▪ Official Receipt for paid Clinical Microscopy Request | | <ul style="list-style-type: none"> ▪ Cashier | | |
| <ul style="list-style-type: none"> ▪ Specimen sample | | <ul style="list-style-type: none"> ▪ Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit specimen sample together with laboratory request form | 1.1 Receives specimen | Clinical Microscopy Request Fee (Refer to approved schedule of fees Annex A) | 5 Minutes | Laboratory Aide/MTOD |
| | 1.2 Inform the patient or representative on the claiming of results | | 5 Minutes | Laboratory Aide/MTOD |
| 2 Wait for the laboratory result | 2.1 Deliver samples and requests to laboratory | None | 5 Minutes | Phlebotomist/ MTOD |
| | 2.2 Checks quality and quantity of specimen received | None | 5 Minutes | Medical Technologist |
| | 2.3 Clinical Microscopy section in-charge sorts out samples and corresponding requests | None | 5 Minutes | Medical Technologist |
| | 2.4 Prepares and labels tubes for urinalysis (if any) | None | 10 Minutes | Medical Technologist |



| | | | | |
|--------------|---|------|---------------|----------------------|
| | and/or test kits for urine hCG and FOBT | | | |
| 2.5 | Processing of samples according to test | None | 15 Minutes | Medical Technologist |
| 2.6 | Writes results in result form | None | 10 Minutes | Medical Technologist |
| 2.7 | Forwards results to OPD releasing area | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | 1 Hour | |



VII. Serology Tests (Inpatient Department)

Routine Serology tests for admitted patients
 Salmonella typhi Rapid Test (Typhidot), Dengue NS1, Serum H. pylori
 Availability of Service: 6:00 AM to 9:00 PM DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|---|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Laboratory request form | | | <ul style="list-style-type: none"> Attending Physician/Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Presents request to Laboratory Aide or MedTech On-Duty (MTOD) | 1.1 Forwards request to Phlebotomist/ MTOD | Serology Request Fee (Refer to approved schedule of fees Annex A) | 2 Minutes | Laboratory Aide/MTOD | |
| 2 Go back to ward and wait for Phlebotomist to collect blood from patient. | 2.1 Collects blood requests from receiving area and sorts them according to patient location. | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.2 Proceeds to wards and locates patient Identifies patient and prepares for blood collection | None | 8 Minutes | Phlebotomist/ MTOD | |
| | 2.3 Explains procedure to patient/watcher , verifies patient identity | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.4 Collects blood sample from the patient and labels sample. | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.5 Deliver samples and requests to | None | 5 Minutes | Phlebotomist/ MTOD | |



| | | | | |
|--------------|---|------|----------------|----------------------|
| | Serology Section | | | |
| 2.6 | Serology Section In-Charge sorts out samples and corresponding requests | None | 10 Minutes | Medical Technologist |
| 2.7 | Waits for samples to clot and retract | None | 20 Minutes | Medical Technologist |
| 2.8 | Centrifuge samples | None | 10 Minutes | Medical Technologist |
| 2.9 | Checks serum integrity | None | 5 Minutes | Medical Technologist |
| 2.10 | Prepares test kits according to test/s requested. | None | 10 Minutes | Medical Technologist |
| 2.11 | Processing of samples | None | 20 Minutes | Medical Technologist |
| 2.12 | Writes results in result form | None | 10 Minutes | Medical Technologist |
| 2.13 | Forwards results to respective wards | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | 2 Hours | |



VIII. Serology Tests (Outpatient Department)

Routine Serology tests for admitted patients
 Salmonella typhi Rapid Test (Typhidot), Dengue NS1, Serum H. pylori
 Availability of Service: 6:30 AM to 9:00 PM DAILY

| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
|---|--|---|---|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | | Where to Secure | |
| <ul style="list-style-type: none"> ▪ Laboratory request form | | | <ul style="list-style-type: none"> ▪ Doctor | |
| <ul style="list-style-type: none"> ▪ Approved socialized request form (if any) | | | <ul style="list-style-type: none"> ▪ Social Worker | |
| <ul style="list-style-type: none"> ▪ Official Receipt for paid Serology Request (except for Dengue NS1 – free of charge) | | | <ul style="list-style-type: none"> ▪ Cashier | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Wait for the Phlebotomist at the extraction area and present request and official receipt to Phlebotomist | 1.1 Verifies request and arranges them according to first-come, first-served basis | Serology Request Fee (Refer to approved schedule of fees Annex A) | 10 Minutes | Phlebotomist/ MTOD |
| 2 Proceed to Blood extraction chair for blood sample collection | 2.1 Calls patient by their last name | None | 1 Minute | Phlebotomist/ MTOD |
| | 2.2 Verifies Patient Identity with the blood request form | None | 1 Minute | Phlebotomist/ MTOD |
| | 2.3 Explains procedure to patient/watcher | None | 5 Minutes | Phlebotomist/ MTOD |
| | 2.4 Collects blood sample from the patient and labels sample | None | 5 Minutes | Phlebotomist/ MTOD |
| | 2.5 Deliver samples and requests to Serology Section | None | 8 Minutes | Phlebotomist/ MTOD |



| | | | | |
|--------------|---|------|----------------|----------------------|
| 2.6 | Serology Section In-Charge sorts out samples and corresponding requests | None | 10 Minutes | Medical Technologist |
| 2.7 | Waits for samples to clot and retract | None | 20 Minutes | Medical Technologist |
| 2.8 | Centrifuge samples | None | 10 Minutes | Medical Technologist |
| 2.9 | Checks serum integrity | None | 5 Minutes | Medical Technologist |
| 2.10 | Prepares test kits according to test/s requested | None | 10 Minutes | Medical Technologist |
| 2.11 | Processing of samples | None | 20 Minutes | Medical Technologist |
| 2.12 | Writes results in result form | None | 10 Minutes | Medical Technologist |
| 2.13 | Forwards results to OPD releasing area | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | 2 Hours | |



IX. Direct Sputum Smear Microscopy (Inpatient Department)

Availability of Service: Mondays - Fridays

Receiving of samples cut-off: 8:00 AM

Releasing of results: 4:00 PM of same day

| | | | | | |
|--|--|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Inpatients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Fully Accomplished DSSM Request/Result Form | | | <ul style="list-style-type: none"> Attending Physician/Nurse | | |
| <ul style="list-style-type: none"> Negative RAT/RT-PCR Test | | | <ul style="list-style-type: none"> Social Worker | | |
| <ul style="list-style-type: none"> 2 Sputum samples – 1st) Early morning; 2nd) after 1 hour of first sample | | | <ul style="list-style-type: none"> Cashier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit sputum Samples together with DSSM request/result form | 1.1 Check the correctness of data written on both container and the request form | Free of charge | 5 minutes | Laboratory Aide/MTOD | |
| | 1.2 Receive request form and two sputum samples | | | | |
| 2 Wait for the laboratory result | 2.1 Staining and drying of slides | None | 2 Hours | Laboratory Aide | |
| | 2.2 Reading of stained slides | None | 40 Minutes | Medical Technologist | |
| | 2.3 Writing of results in DSSM result form | None | 15 Minutes | Medical Technologist | |
| | 2.4 Forwards results to respective wards | None | 4:00 PM | Medical Technologist | |
| Total | | | 3 Hours | | |



X. Gram Stain (Inpatient & Outpatient Department)

Availability of Service: 8:00 AM - 4:00 PM DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|---|---|--|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients, Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory result form ▪ Vaginal smear (2 slides) ▪ Official Receipt for paid Gram Stain Request | | | <ul style="list-style-type: none"> ▪ Doctor/Nurse ▪ Social Worker ▪ Cashier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit vaginal smear together with laboratory request form | 1.1 Receives request form and vaginal smear samples | Gram stain fee (Refer to approved schedule of fees) | 5 minutes | Laboratory Aide/MTOD | |
| 2 Wait for the laboratory result | 2.1 Microbiology Section In-Charge sorts out samples and corresponding requests | None | 10 Minutes | Medical Technologist | |
| | 2.2 Staining and drying of slides | None | 60 Minutes | Laboratory Aide | |
| | 2.3 Reading of stained slides | None | 25 Minutes | Medical Technologist | |
| | 2.4 Forwards results to respective wards | None | 5 Minutes | Medical Technologist | |
| Total | | | 2 Hours | | |



XI. Blood Smear for Malarial Parasite (Inpatient & Outpatient Department)

Availability of Service: 8:00 AM - 4:00 PM DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|--|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients, Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Laboratory result form | | | <ul style="list-style-type: none"> Doctor/Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Presents request to Laboratory Aide or MedTech On-Duty (MTOD) | 1.1 Forwards request to Phlebotomist/ MTOD | Free of charge | 5 minutes | Laboratory Aide/MTOD | |
| 2 Wait for the laboratory result | 2.1 Collects blood requests from receiving area and sorts them according to patient location | None | 10 Minutes | Phlebotomist/ MTOD | |
| | 2.2 Proceeds to wards and locates patient Identifies patient and prepares for blood collection | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.3 Explains procedure to patient/watcher , verifies patient identity | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.4 Collects blood sample from the patient and labels sample | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.5 Deliver samples and requests to Microbiology Section | None | 5 Minutes | Phlebotomist/ MTOD | |
| | 2.6 Microbiology section in- | None | 10 Minutes | Medical Technologist | |



| | | | | |
|--------------|--|------|----------------|----------------------|
| | charge sorts out samples and corresponding requests | | | |
| 2.7 | Staining and drying of slides | None | 40 Minutes | Medical Technologist |
| 2.8 | Reading of stained slides | None | 20 Minutes | Medical Technologist |
| 2.9 | Writing of results | None | 10 Minutes | Medical Technologist |
| 2.10 | Forwards result to respective wards/OPD releasing area | None | 5 Minutes | Laboratory Aide/MTOD |
| Total | | | 2 Hours | |



XII. Expanded Newborn Screening Blood Collection

Blood is extracted via heel prick and collected onto the special filter cards which can diagnose 29 newborn disorders.

Availability of Service: 1:00 PM - 4:00 PM DAILY

| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
|---|--|--|----------------------------|----------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | >24 hour-born babies (Admitted and Out born) | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Fully Accomplished Newborn Screening Form | | <ul style="list-style-type: none"> Nurse | | |
| <ul style="list-style-type: none"> PhilHealth Approved Card/Official Receipt for paid ENBS (if non-PhilHealth) | | <ul style="list-style-type: none"> Claims Section/Cashier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit fully accomplished Newborn Screening Form together with proof of payment | 1.1 Receive and review completeness of form | ENBS fee (Refer to approved schedule of fees) | 5 Minutes | Laboratory Aide/MTOD |
| | 1.2 Fill-up Expanded Newborn Screening Filter Card | | 10 Minutes | Medical Technologist |
| 2 Mother/Watcher brings baby to the laboratory at the assigned time of collection | 2.1 Extraction of blood via heel prick | None | 5 Minutes | DOH-Trained Medical Technologist |
| | 2.2 Conduct an information drive about the importance of Newborn Screening | None | 10 Minutes | DOH-Trained Medical Technologist |
| Total | | | 30 Minutes per baby | |



XIII. COVID-19 Rapid Antigen Testing (Inpatient Department)

Availability of Service: 8:00 AM to 10:00 PM DAILY (Collection is every 2 hours)

| | | | | |
|--|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Inpatients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory Request Form ▪ Official Receipt for paid Rapid Antigen Testing ▪ Fully accomplished Case Investigation Form (CIF) | | <ul style="list-style-type: none"> ▪ Attending Physician/Nurse ▪ Cashier ▪ Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present request to Laboratory Aide or MedTech On-Duty (MTOD) together with proof of payment and fully accomplished CIF | 1.1 Forwards request to MTOD | Rapid Antigen Testing Fee (Refer to approved schedule of fees) | 2 Minutes | Laboratory Aide/MTOD |
| | 1.2 Verifies completeness of CIF | | | |
| 2 Mother/Watcher brings baby to the laboratory at the assigned time of collection | 2.1 Collects RAT requests from receiving area and sorts them according to patient location. | None | 8 Minutes | Medical Technologist |
| | 2.2 Prepares extraction tubes and buffer and labels them accordingly | None | 10 Minutes | Medical Technologist |
| | 2.3 Proceeds to wards and locates patient Identifies patient for collection | None | 5 Minutes | Medical Technologist |



| | | | | | |
|--------------|-----|---|------|---------------|----------------------|
| | 2.4 | Explains procedure to patient/watcher , verifies patient identity | None | 5 Minutes | Medical Technologist |
| | 2.5 | Collects swab sample from the patient and labels sample | None | 5 Minutes | Medical Technologist |
| | 2.6 | Processing of samples | None | 15 Minutes | Medical Technologist |
| | 2.7 | Writes results in result form | None | 5 Minutes | Medical Technologist |
| | 2.8 | Forwards result to respective wards | None | 5 Minutes | Medical Technologist |
| Total | | | | 1 Hour | |



XIV. COVID-19 Rapid Antigen Testing (Outpatient Department)

Availability of Service: 10:00 AM and 4:00 PM only; DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
|---|---|---|------------------------|---------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen | | |
| Who may avail: | | Outpatients and Walk-In Patients | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory Request Form | | <ul style="list-style-type: none"> ▪ Doctor/Nurse | | |
| <ul style="list-style-type: none"> ▪ Official Receipt for paid Rapid Antigen Testing | | <ul style="list-style-type: none"> ▪ Cashier | | |
| <ul style="list-style-type: none"> ▪ Fully accomplished Case Investigation Form (CIF) | | <ul style="list-style-type: none"> ▪ Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 1. Present request to Laboratory Aide or MedTech On-Duty (MTOD) together with proof of payment and fully accomplished CIF | 1.1 Forwards request to MTOD | Rapid Antigen Testing Fee (Refer to approved schedule of fees) | 2 Minutes | Laboratory Aide/MTOD |
| | 1.2 Verifies completeness of CIF | | | |
| 2 Go back to OPD area and wait for scheduled specimen collection time | 2.1 Collects RAT requests from receiving area and sorts them according to first come, first serve basis | None | 8 Minutes | Medical Technologist |
| | 2.2 Prepares extraction tubes and buffer and labels them accordingly | None | 10 Minutes | Medical Technologist |
| | 2.3 Proceeds to OPD area and locates patient Identifies patient for collection | None | 5 Minutes | Medical Technologist |



| | | | | | |
|--------------|-----|---|------|---------------|----------------------|
| | 2.4 | Explains procedure to patient/watcher , verifies patient identity | None | 5 Minutes | Medical Technologist |
| | 2.5 | Collects swab sample from the patient and labels sample | None | 5 Minutes | Medical Technologist |
| | 2.6 | Processing of samples | None | 15 Minutes | Medical Technologist |
| | 2.7 | Writes results in result form | None | 5 Minutes | Medical Technologist |
| | 2.8 | Forwards result to respective wards | None | 5 Minutes | Medical Technologist |
| Total | | | | 1 Hour | |



XV. Duplicate/Second Copy of Results

Availability of Service: 8:00 AM - 4:00 PM, Mondays to Fridays except Holidays

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Outpatients and Walk-In Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Official Receipt for paid Duplicate of Results | | | <ul style="list-style-type: none"> Cashier | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Present Official Receipt to Medical Records Department | 1.1 Verifies details of requesting party for retrieval of charts | Duplicate Copy of Results Fee (Refer to approved schedule of fees) | 10 Minutes | Medical Records Clerk | |
| | 1.2 Retrieves patient records | | 20 minutes | Medical Records Clerk | |
| 2 Go back to OPD area and wait for scheduled specimen collection time | 2.1 Medical Records Clerk forwards patient's records to the laboratory | None | 5 Minutes | Medical Records Clerk | |
| | 2.2 Laboratory Aide verifies patient's record and forwards it to MTOD | None | 5 Minutes | Laboratory Aide/MTOD | |
| | 2.3 MTOD duplicates results | None | 15 Minutes | Medical Technologist | |
| | 2.4 Forwards duplicate results to OPD releasing area | None | 5 Minutes | Laboratory Aide/MTOD | |
| Total | | | 1 Hour | | |



XVI. HIV Counseling and Testing for Outpatients

Due to ongoing Covid-19 situation, these services are for special cases only. The clients that will be catered for HIV Screening are the following:

- a. Partner of infected client
- b. Children of infected Mother
- c. Client for Confirmatory Test

| | | | | | |
|--|---|------------------------|---|------------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Out-patients; Walk-In patients and referred patients from other hospitals/clinics | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Valid Identification Card (ID) | | | <ul style="list-style-type: none"> ▪ Patient | | |
| <ul style="list-style-type: none"> ▪ Information sheet, filled out, for new clients | | | <ul style="list-style-type: none"> ▪ Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Present ID and client's information sheet | 1.1 Verifies client details | Free of Charge | 5 Minutes | Counselor HACT | |
| 2 Undergoes Pre-testing and Counseling | 2.1 Provides lecture on HIV/AIDS | None | 15 minutes | Counselor HACT | |
| | 2.2 Conducts counseling and assessment | None | 20 Minutes | Counselor HACT | |
| | 2.3 Provides schedule of the release of results | None | 5 Minutes | Counselor HACT | |
| 3 Undergoes blood extraction | 3.1 Prepares materials and prepares the patient for blood extraction | None | 5 Minutes | Medical Technologist HACT | |
| | 3.2 Verifies the patient identity and extracts blood | None | 5 Minutes | Medical Technologist HACT | |
| | 3.3 Processing of sample | None | 15 Minutes | Medical Technologist HACT | |



| | | | | | |
|--------------------------------------|-----|---|------|---------------------------|---------------------------|
| | 3.4 | Releases results to HACT Counselor | None | 5 Minutes | Medical Technologist HACT |
| 4 Undergoes Post-Test and Counseling | 4.1 | Explains the result of HIV screening and emphasize the importance of the test | None | 15 Minutes | Counselor HACT |
| | 4.2 | Assesses the understanding of the client about HIV test | None | 15 Minutes | Counselor HACT |
| Total | | | | 1 Hour, 45 Minutes | |



XVII. HIV Counseling and Testing for Admitted Patients

Availability of Service: 8:00 AM to 3:00 PM; Mondays to Fridays except Holidays

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|---|--|--|---|------------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Referral form | | | <ul style="list-style-type: none"> Attending Physician | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Undergoes Pre-testing and Counseling through phone call | 1.1 Provides lecture on HIV/AIDS | None | 15 Minutes | Counselor HACT | |
| | 1.2 Conducts counseling and assessment | None | 20 Minutes | Counselor HACT | |
| | 1.3 Provides schedule of the release of results | None | 5 Minutes | Counselor HACT | |
| 2 Undergoes blood extraction | 2.1 Prepares materials and prepares the patient for blood extraction | None | 5 minutes | Medical Technologist HACT | |
| | 2.2 Goes to assigned ward | None | 5 Minutes | Medical Technologist HACT | |
| | 2.3 Verifies the patient identity and extracts blood | None | 5 Minutes | Medical Technologist HACT | |
| | 2.4 Processing of sample | None | 15 Minutes | Medical Technologist HACT | |
| | 2.5 Releases results to HACT Counselor | None | 5 Minutes | Medical Technologist HACT | |
| 3 Undergoes Post-Test | 3.1 Provides HIV result | None | 5 Minutes | Counselor HACT | |



| | | | | |
|----------------|---|------|---------------------------|----------------|
| and Counseling | 3.2 Explains the result of HIV screening and emphasize the importance of the test | None | 15 Minutes | Counselor HACT |
| Total | | | 1 Hour, 35 Minutes | |



**Davao Oriental Provincial Hospital
(Lupon)
Pharmacy Services
External Services**



I. Provision of All Available Drugs/Medicines/Medical Supplies and Other Pharmaceuticals (Cash Transaction Pricing for Regular Client)

A Provision of available needs of OPD Paying Patients
 Availability of Service: 24 hours

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Outpatients | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> ▪ Physicians' prescription outside DOPH-Lupon | | <ul style="list-style-type: none"> ▪ Where patient seek consultation | | |
| <ul style="list-style-type: none"> ▪ DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> ▪ Nurse Station at the OPD, where patient presently consulted | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submits Medical Charge Slip and Patient's Chart (out-patient) | 1.1 Accept prescription from the client and process the prescription by checking availability of requested items | None | 2 Minutes | Pharmacist on Duty |
| 2 Inform the pharmacy personnel which of the listed items will be bought and the quantity to be purchased | 2.1 Process transaction | None | 5 Minutes | Pharmacist on Duty |
| | 2.2 Compute the total cost of the item/s requested in the prescription then return the prescription and inform client the total amount to be paid at the Cashier Note: Maximum one (1) month | | | |



| | | | | |
|--------------|--|--|------------------|--|
| | maintenance medications One week for antibiotics prescribed | | | |
| Total | | | 7 Minutes | |



II. Provision of All Available Drugs/Medicines/Medical Supplies and Other Pharmaceuticals (Cash Transaction - Availment of Medicines for Regular Client)

Provision of available needs of OPD Paying Patients
 Availability of Service: 24 hours

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Outpatients | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> ▪ Official Receipt | | <ul style="list-style-type: none"> ▪ Cashier | | |
| <ul style="list-style-type: none"> ▪ Physicians' prescription outside DOPH-Lupon | | <ul style="list-style-type: none"> ▪ Physician of clinic where patient sought consultation | | |
| <ul style="list-style-type: none"> ▪ DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> ▪ Nurse Station at the OPD, where patient presently consulted | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present prescription to receiving window with the Official Receipt | 1.1 Accept prescription and check validity of the Official Receipt | None | 5 Minutes | Pharmacist on Duty |
| 2 Receive purchased items and receipt | 2.1 Issue the items and receipt to the client | None | 10 Minutes | Pharmacist on Duty |
| Total | | | 15 Minutes | |



III. Provision of All Available Drugs/Medicines/Medical Supplies and Other Pharmaceuticals (Cash Transaction- Pricing Senior Citizen/PWD)

Provision of available needs of paying Senior Citizen/PWD Patients
 Availability of Service: 24 hours

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | DOPH-Lupon patients/Patients of Physicians aged 60 years old and beyond (Senior Citizen), or person with disability (PWD) | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> Personalized Physician's Prescription | | <ul style="list-style-type: none"> Physician of clinic where patient sought consultation | | |
| <ul style="list-style-type: none"> DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> Nurse Station at the OPD, where patient presently consulted | | |
| <ul style="list-style-type: none"> Medical Abstract | | <ul style="list-style-type: none"> Nurse Station at the OPD, where patient presently consulted | | |
| Principal | | | | |
| <ul style="list-style-type: none"> Senior Citizen ID or PWD | | <ul style="list-style-type: none"> Local Government Unit | | |
| OSCA or PWD Medical Booklet | | | | |
| <ul style="list-style-type: none"> Medical Abstract | | <ul style="list-style-type: none"> Physician of clinic where patient sought consultation | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present client prescription and other pertinent documents to receiving window to avail discount and for validation | 1.1 Accept prescription and check completeness of required information, validity and requirements | None | 5 Minutes | Pharmacist on Duty |
| | 1.2 Process the prescription by checking availability of requested item/s | | | |



| | | | | |
|--|--|------|-------------------|--------------------|
| 2 Inform which of the listed items will be bought and the quantity to be purchased | 2.1 Process transaction on HIS and inform client the total amount to be paid | None | 10 Minutes | Pharmacist on Duty |
| | 2.2 Return the prescription to the client | | | |
| | 2.3 Instruct the client to bring the prescription to the cashier and pay the indicated amount Note: a) Maximum one (1) month maintenance medications. b) One (1) week for antibiotics prescribed | | | |
| Total | | | 15 Minutes | |



IV. Provision of All Available Drugs/Medicines/Medical Supplies and Other Pharmaceuticals (Cash Transaction - Availment Senior Citizen/PWD)

P Provision of available needs of paying Senior Citizen/PWD Patients
 Availability of Service: 24 hours

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Inpatients aged 60 years old and beyond (Senior Citizen) or person with disability (PWD) | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> ▪ Personalized Physician's Prescription | | <ul style="list-style-type: none"> ▪ Physician of clinic where patient sought consultation | | |
| <ul style="list-style-type: none"> ▪ DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> ▪ Nurse Station at the OPD, where patient presently consulted | | |
| <ul style="list-style-type: none"> ▪ Medical Abstract | | <ul style="list-style-type: none"> ▪ Nurse Station at the OPD, where patient presently consulted | | |
| Principal <ul style="list-style-type: none"> ▪ Senior Citizen ID or PWD | | <ul style="list-style-type: none"> ▪ Local Government Unit | | |
| OSCA or PWD Medical Booklet <ul style="list-style-type: none"> ▪ Medical Abstract | | <ul style="list-style-type: none"> ▪ Physician of clinic where patient sought consultation | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present client prescription to receiving window with Official Receipt and other pertinent documents | 1.1 Accept prescription and check completeness of required information, validity, and requirements | None | 2 Minutes | Pharmacist on Duty |



| | | | | | | |
|---|--|-----|--|------|-------------------|--------------------|
| 2 | Receive purchased items, receipt and other documents | 2.1 | Record transaction on the medicine booklet and issue the items and receipt to the client including documents presented | None | 10 Minutes | Pharmacist on Duty |
| | | | Total | | 12 Minutes | |



V. Provision of All Available Drugs/Medicines/Medical Supplies and other Pharmaceuticals (Cash Transaction - PRICING for Admitted Patients)

Provision of available needs of admitted paying patients
 Availability of Service: 24 Hours

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Clients admitted in DOPH-Lupon and ER Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> Doctors | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present DOPH-Lupon prescription and Pink card to receiving window for validation | 1.1 Receive the prescription from the client and process the prescription by checking availability of requested item | None | 20 Minutes | Pharmacist on Duty |
| | 1.2 Compute the total cost of the item/s requested in the prescription | | | |
| | 1.3 Return the prescription (with the total amount) to the client | | | |
| | 1.4 Instruct the client to bring the prescription (with the total amount) to the cashier and pay the indicated amount | | | |
| Total | | | 20 Minutes | |



VI. Provision of All Available Drugs/Medicines/Medical Supplies and other Pharmaceuticals (Cash transaction- AVAILMENT- for admitted paying patient)

Provision of available needs of admitted paying patients
 Availability of Service: 24 Hours

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Clients admitted in DOPH-Lupon and ER Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| ▪ DOPH-Lupon Prescription Form | | ▪ Doctors | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present DOPH-Lupon prescription and Official Receipt (proof of payment) at the dispensing area | 1.1 Fill the prescription | None | 5 Minutes | Pharmacist on Duty |
| 2 Receive/ claim the item/s | 2.1 Issue the purchased item/s to the client | None | 5 Minutes | Pharmacist on Duty |
| Total | | | 10 Minutes | |



VII. Provision of All Available Drugs/Medicines/Medical Supplies and other Pharmaceuticals (PHIC Patient in Service Ward and Pay Ward)

Provision of available needs of PHIC Patient in service ward and pay ward
 Availability of Service: 24 Hours

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Clients admitted in Service Ward and Pay Ward | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> ▪ DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> ▪ Doctors | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present DOPH-Lupon prescription and Official Receipt (proof of payment) at the dispensing area | 1.1 Fill the prescription | None | 1 Hour | Pharmacist on Duty |
| | 1.2 Inform the client that they will receive a call if request is ready for pick up | | | |
| | 1.3 Process the prescription by checking availability of requested items | | | |
| | 1.4 Encode the requested items for charging | | | |
| | 1.5 Print issuance log book | | | |
| | 1.6 Prepare all the items encoded | | | |
| | 1.7 Call the client if the requested items are ready for pick up | | | |
| 2 Approach the releasing personnel Receive/ | 2.1 Issue the purchased item/s to the client | None | 5 Minutes | Pharmacist on Duty |



| | | | | |
|------------------|--|--|--------------------------|--|
| claim the item/s | 2.2 Request to sign on the space provided in the issuance report | | | |
| Total | | | 1 Hour, 2 Minutes | |



VIII. Replacement of all Available Drugs/Medicines/Medical Supplies and other Pharmaceuticals in the Emergency Cart

Provision of Emergency Cart Replacement of the different wards/units/clinics of the hospital

Availability of Service: 24 Hours

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All Wards, Units, Clinics of the Hospital | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> ▪ Requisition and Issue Slip ▪ DOPH-Lupon Prescription Form | | <ul style="list-style-type: none"> ▪ Requesting Unit/Wards/Clinics ▪ Doctor(s) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Requisition and Issue Slip (RIS) for regular stocks while for consignment and medicines and supply prescriptions | 1.1 Receive the Requisition and Issue Slip for regular stock/s prescription for consignment, medicines, and supplies | None | 30 Minutes | Pharmacist on Duty |
| | 1.2 Check RIS versus Stock on Hand | | | |
| | 1.3 Process and fill the request RIS | | | |
| | 1.4 Call the client and ask to sign over printed name at the space provided (RIS and Ward Stock Logbook) | | | |



| | | | | | | |
|--------------|--|-----|--|------|-------------------|--------------------|
| 2 | Approach the releasing counter to receive the Emergency Cart Replacement | 2.1 | Issue the requested Emergency Cart Replacement Drugs | None | 5 Minutes | Pharmacist on Duty |
| Total | | | | | 35 Minutes | |



IX. Provision of all Available Drugs/Medicines/Medical Supplies and other Pharmaceuticals

Provision of available needs of Service Ward and Pay Ward patients with PHIC
 Availability of Service: 24 Hours

| | | | | |
|---|--|------------------------|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Clients with PHIC admitted in Service Ward and Pay Ward | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| ▪ DOPH-Lupon Prescription Form | | ▪ Doctor(s) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present prescription and PHIC Card to receiving window | 1.1 Receive the prescription from the client | None | 10 Minutes | Pharmacist on Duty |
| | 1.2 Process the prescription by checking availability of requested items | | | |
| | 1.3 Encode the requested items on HIS for charging | | | |
| | 1.4 Prepare all the items encoded | | | |
| 2 Receive/claim the item/s | 2.1 Issue the requested item/s | None | 2 Minutes | Pharmacist on Duty |
| Total | | | 12 Minutes | |



X. Provision of all available drugs/Medicines/Medical Supplies and Other Pharmaceuticals (Charge to Donor with Government Funds) (MAIP) for Consignment and Regular Stocks

Provision of available needs of patients charge donor with government funds (MAIP)
 Availability of Service: 24 Hours

| | | | | |
|---|---|---|------------------------|------------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | DOPH-Lupon Outpatients, Employees, Patients admitted in DOPH-Lupon, Patients in different hospital with donor from government | | | |
| Checklist of Requirements | | Where to Secure | | |
| The following requirements must have the complete information pursuant to RA 6675 (Generics Law). Invalid prescription will not be accepted for processing. | | | | |
| <ul style="list-style-type: none"> DOPH-Lupon prescription (Original with signature of the client) | | <ul style="list-style-type: none"> DOPH-Lupon Doctor(s) | | |
| <ul style="list-style-type: none"> Personalized Physicians Prescription with signature of the client | | <ul style="list-style-type: none"> Physician of clinic where patient seek consultation | | |
| <ul style="list-style-type: none"> Approved Guarantee Letter (Original) | | <ul style="list-style-type: none"> PAD (Public Assistance Desk) | | |
| <ul style="list-style-type: none"> Approved Guarantee Letter (Photocopy) | | <ul style="list-style-type: none"> Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present prescription and PHIC Card to receiving window | 1.1 Accept and check completeness of required information, validity and requirements | None | 10 Minutes | Pharmacist on Duty / Pharmacy Aide |
| | 1.2 Process the prescription by checking availability of requested item/s | | | |



| | | | | |
|--|--|------|------------|--------------------|
| | 1.3 Process transaction on HIS for tracking and inventory | | | |
| | 1.4 Request additional payment if total amount of items exceeds the approved fund | | | |
| | 1.5 Instruct clients to pay at the cashier | | | |
| 2 Present the prescription and Official Receipt with complete requirements to the releasing window | 2.1 Receive prescription with complete required documents | None | 10 Minutes | Pharmacist on Duty |
| 3 Photocopy the guaranteed letter if the amount given by PAD is not consumed | 3.1 Fill the prescription | | | |
| | 3.2 Issue the items | | | |
| | 3.3 Stamp FS/MG to prescription | | | |
| | 3.4 Write SERVE to the original guaranteed letter with signature | | | |
| | 3.5 Return the original copy of the guaranteed letter if there is still balance | | | |
| | 3.6 Retain the original copy of the guaranteed letter if the approved funds are consumed | | | |
| 3 Receive the items and | 3. File prescription and | None | 2 Minutes | Pharmacist on Duty |



| | | | | |
|-----------------|----------------------------------|--|-------------------|--|
| other documents | guarantee letter for transmittal | | | |
| Total | | | 22 Minutes | |



**Davao Oriental Provincial Hospital
(Lupon)
Nutrition and Dietetics Section (NDS)
External Services**



I. Provision of Diet Counselling

Availability of Service: 8:00 AM - 4:00 PM; Mondays to Fridays

| | | | | | |
|---|--|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | | |
| Who may avail: | All patients needing dietary counselling | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Referral Slip ▪ Patient's Data | | | <ul style="list-style-type: none"> ▪ Attending Physician ▪ Nurses Station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Present referral form for Dietary Counselling | 1.1 Receives referral form | None | 1 Minute | Nutritionist – Dietitian | |
| | 1.2 Performs Nutritional Assessment based on the anthropometric data and medical diagnosis, and interviews patient's food intake/ preference | None | 10 Minutes | Nutritionist - Dietitian | |
| | 1.3 Computes for patient's Body Mass Index (BMI) to determine nutritional status and calculates recommended energy intake | None | 5 Minutes | Nutritionist - Dietitian | |
| | 1.4 Prepares patient's meal plan | None | 10 Minutes | Nutritionist - Dietitian | |
| Total | | | 26 Minutes | | |



II. Provision of Diet Tags & Food Rations

Availability of Service: 6:00 AM - 7:00 PM; Mondays to Sundays

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|---|---|---|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | | All Admitted Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Patient's Data ▪ Patient's Diet Meal Plan ▪ Diet Tags | | | <ul style="list-style-type: none"> ▪ Nurses Station ▪ Nurses Station ▪ Food Service Worker | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Provide patients' data | 1.1 Recording of patients' data and their diet meal plans in a list and assigns diet number tags at the Nurses Station. | None | 5 Minutes | Nutritionist - Dietitian | |
| | 1.2 Getting the patients' diet requests/order forms at the Nurse Station | None | 10 Minutes | Food Service Worker | |
| | 1.3 Prepares food based on the patients' diet meal plan. | None | 1 Hour | Cook | |
| | 1.4 Preparing of diet tags | None | 10 Minutes | Food Service Worker | |
| | 1.5 Distributes diet tags to each patient in their respective rooms | None | 30 Minutes | Food Service Worker | |
| | 1.6 Serves food rations to patients based on the scheduled distribution time: | None | 1 Hour | Food Service Worker | |



| | | | | |
|-----------------|---|------|----------------------------|---------------------|
| | Breakfast: 5:30 AM - 6:30 AM Lunch: 10:45 AM - 11:30 AM Supper: 4:00 PM - 5:00 PM | | | |
| 2 Receives food | 2.1 Serves meals according to diet prescription | None | 1 Hour | Food Service Worker |
| Total | | | 3 Hours, 45 Minutes | |



**Davao Oriental Provincial Hospital
(Lupon)
Birth Registration Services
External Services**



Annex B
HEALTH INFORMATION MANAGEMENT DEPARTMENT
Schedule of Fees

| Description | Amount |
|--|---|
| a) Retrieval Fee: <ul style="list-style-type: none">▪ Medical Records filed 5 years > 18 years▪ Medical Records and Registry books 18 years and above | P 100.00 100.00 |
| b) Certification <ul style="list-style-type: none">▪ Medical Certificate▪ Certificate of Confinement▪ Certificate of No Record▪ Certificate to Support Late Filing of Birth/Death Certificate▪ Medical Certificate for Insurance with Supporting Documents | P 75.00 75.00 75.00 75.00 75.00 |
| c) Re-issuances <ul style="list-style-type: none">▪ Birth/Death Certificate▪ Medical Certificate | P 75.00 75.00 |
| d) Authenticated Copy of Clinical Record | P 75.00 |



I. Birth Registration of Newborns with Married Parents

Birth Registration for MARRIED PARENTS

Availability of Service: 8:00 AM - 5:00 PM; Mondays to Thursdays

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Parents of newborn delivered within the institution | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Birth Data Form | | <ul style="list-style-type: none"> ▪ Nurse Station/Birth Registration Unit | | |
| <ul style="list-style-type: none"> ▪ Birth Certificate of Parents | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ Marriage Contract | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ At least two (2) valid identification cards, if necessary: <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Company ID ○ School ID (Within the school year) ○ Police Clearance | | <ul style="list-style-type: none"> ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Place of Employment ▪ School ▪ Police station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present fully filled up Birth Data Form with requirements. | 1.1 Receive and validate entries in the Birth Data Form and requirements presented | None | 30 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| | 1.2 Transcribe data to Official Birth Certificate Form | | | |
| | 1.3 Proofread data and print draft copy of Certificate of Live Birth. | | | |
| | 1.4 Prepares patient's meal plan | | | |



| | | | | | | |
|--------------|--|-----|---|------|-------------------|--|
| 2 | Review all entries on the draft copy of the Certificate of Live Birth for completeness and accuracy. Affix signature on the draft copy of the Certificate of Live Birth. | 2.1 | Print official copy of the Certificate of Live Birth and releases responsibility for Erroneous Entry Form | None | 10 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| 3 | Affix signature on official copies: <ul style="list-style-type: none"> • Certificate of Live Birth • Release of Responsibility for Erroneous Entry | 3.1 | Validate and check client's signature | None | 5 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| 4 | Acknowledge receipt of Birth claim stub. | 4.1 | Issue Birth claim stub and log at Birth Certificate issuance logbook | None | 5 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| Total | | | | | 50 Minutes | |



II. Birth Registration (Processing of Certificate of Live Birth for Late Registration)

Availability of Service: Per scheduled date

| | | | | |
|--|---|--|------------------------|---|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Parents of newborn delivered within the institution | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Birth Data Form | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ Marriage Contract (If married during the date of birth) | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ For unregistered claimed Certificate of Live Birth: <ul style="list-style-type: none"> ○ Affidavit of Explanation | | <ul style="list-style-type: none"> ▪ Public Attorney's Office, Private Lawyer's Office | | |
| <ul style="list-style-type: none"> ▪ For Lost Certificate of Live Birth <ul style="list-style-type: none"> ○ Affidavit of loss | | <ul style="list-style-type: none"> ▪ Public Attorney's Office, Private Lawyer's Office | | |
| <ul style="list-style-type: none"> ▪ Certificate of No Record | | <ul style="list-style-type: none"> ▪ Local Civil Registrar (LCR) | | |
| <ul style="list-style-type: none"> ▪ Negative Certification of Birth | | <ul style="list-style-type: none"> ▪ Philippine Statistics Authority (PSA) | | |
| <ul style="list-style-type: none"> ▪ Recent Community Tax Certificate (CEDULA) | | <ul style="list-style-type: none"> ▪ Brgy. Hall/City Treasurer's Office | | |
| <ul style="list-style-type: none"> ▪ At least two (2) valid identification cards, if necessary: <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Company ID ○ School ID (Within the school year) ○ Police Clearance | | <ul style="list-style-type: none"> ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Place of Employment ▪ School ▪ Police station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present receipt with indicated schedule together with the requirements | 1.1 Check corresponding requirements | None | 25 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| | 1.2 Verify the entry on the Certificate of Live Birth | | | |



| | | | | |
|---|--|------|------------|--|
| | 1.3 Fills-out and print the Affidavit for Delayed Registration of Birth (back page). | | | |
| | 1.4 For re-issuance and lost copies, a draft copy of the Certificate of Live Birth is printed | | | |
| 2 For Re-issuance and lost copies: Review all entries on the draft copy of the Certificate of Live Birth for completeness and accuracy. Affix signature on the draft copy of the Certificate of Live Birth | 2.1 Print official copy of the Certificate of Live Birth including the Affidavit for Delayed Registration of Birth (back page) and Release of Responsibility for Erroneous Entry Form. | None | 10 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| 3 Affix signature on official copies: <ul style="list-style-type: none"> • Certificate of Live Birth • Affidavit for Delayed Registration of Birth (back page) • Release of Responsibility for Erroneous Entry | 3.1 Validate and check client's signature | None | 5 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |



| | | | | | | |
|---|--|-----|---|------|-------------------|---|
| 4 | Acknowledge receipt of Certificate of Live Birth | 4.1 | Give 3 copies of the Certificate of Live Birth and instruct client to proceed to Local Civil Registrar (LCR) for birth registration | None | 5 Minutes | Birth Registration Staff-in-Charge Local Civil Registrar |
| | | | Total | | 45 Minutes | |



III. Birth Registration (Request for Late Registration)

- Clients who have the claim stub but was not able to get the Certificate of Live Birth of their child.
- Clients who have received the Certificate of Live Birth but was not able to submit to the Local Civil Registrar
- Clients who lost the Certificate of Live Birth

Availability of Service: 8:00 AM - 12:00 NN to 1:00 PM - 5:00 PM, Mondays to Thursdays
Except Holidays

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Parents of newborn delivered within the institution | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Birth Certificate of Parents | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ Marriage Contract (If married during the date of birth) | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ For unregistered claimed Certificate of Live Birth: <ul style="list-style-type: none"> ○ Affidavit of Explanation | | <ul style="list-style-type: none"> ▪ Public Attorney's Office, Private Lawyer's Office | | |
| <ul style="list-style-type: none"> ▪ For Lost Certificate of Live Birth <ul style="list-style-type: none"> ○ Affidavit of loss | | <ul style="list-style-type: none"> ▪ Public Attorney's Office, Private Lawyer's Office | | |
| <ul style="list-style-type: none"> ▪ Certificate of No Record | | <ul style="list-style-type: none"> ▪ Local Civil Registrar (LCR) | | |
| <ul style="list-style-type: none"> ▪ Negative Certification of Birth | | <ul style="list-style-type: none"> ▪ Philippine Statistics Authority (PSA) | | |
| <ul style="list-style-type: none"> ▪ Recent Community Tax Certificate (CEDULA) | | <ul style="list-style-type: none"> ▪ Brgy. Hall/City Treasurer's Office | | |
| <ul style="list-style-type: none"> ▪ At least two (2) valid identification cards, if necessary: <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Company ID ○ School ID (Within the school year) ○ Police Clearance | | <ul style="list-style-type: none"> ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Place of Employment ▪ School ▪ Police station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to Medical | 1.1 Interview the client | None | 10 Minutes | Medical Records Staff |



| | | | | | |
|-------------------------------|-----|--|--|-------------------|-----------------------|
| Records Office | 1.2 | Instruct the client to comply the necessary requirements | | | |
| 2 Present needed requirements | 2.1 | Check and validate completeness of needed requirements | Refer to approved schedule of fees Annex B | 10 Minutes | Medical Records Staff |
| | 2.2 | Instruct patient to pay appropriate fees | | | |
| Total | | | | 20 Minutes | |



IV. Birth Registration (Single Mothers)

Newborn uses the SURNAME OF THE MOTHER ONLY

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Thursdays

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Mother of the newborn delivered within the institution | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Birth Data Form ▪ Birth Certificate of Mother ▪ At least two (2) valid identification cards, if necessary: <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Company ID ○ School ID (Within the school year) ○ Police Clearance ▪ Mother or Father - for minor patients | | <ul style="list-style-type: none"> ▪ Nurse Station/Birth Registration Unit ▪ PSA/LCR ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Place of Employment ▪ School ▪ Police station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present fully filled up Birth Data Form with requirements | 1.1 Receive and validate entries in the Birth Data Form and requirements presented | None | 10 Minutes | Medical Records Staff |
| | 1.2 Transcribe data to official Birth Certificate Form | | | |
| | 1.3 Proofread data and print draft copy of Certificate of Live Birth | | | |



| | | | | | | |
|--------------|--|-----|---|------|-------------------|-----------------------|
| 2 | Review all entries on the draft copy of the Certificate of Live Birth for completeness and accuracy. Affix signature on the draft copy of the Certificate of Live Birth. | 2.1 | Print official copy of the Certificate of Live Birth and Release of Responsibility for Erroneous Entry Form. | None | 10 Minutes | Medical Records Staff |
| 3 | Affix signature on official copies: <ul style="list-style-type: none"> • Certificate of Live Birth • Release of Responsibility for Erroneous Entry | 3.1 | Validate and check client's signature | None | 5 Minutes | Medical Record Staff |
| 4 | Acknowledge receipt of Certificate of Live Birth | 4.1 | Issue Birth claim stub and log at Birth Certificate issuance logbook | None | 5 Minutes | Medical Records Staff |
| | | 4.2 | Give 4 Copies of the Certification of Live Birth and instruct client to proceed to Local Civil Registrar (LCR) for birth. | | | Local Civil Registrar |
| Total | | | | | 60 Minutes | |



V. Birth Registration of Newborns with Unmarried Parents

The caters to UNMARRIED PARENTS in which the newborn uses the surname of the father.

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Parents of the newborn delivered within the institution | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Birth Data Form | | <ul style="list-style-type: none"> ▪ Nurse Station/Birth Registration Unit | | |
| <ul style="list-style-type: none"> ▪ Birth Certificate of Mother | | <ul style="list-style-type: none"> ▪ PSA/LCR | | |
| <ul style="list-style-type: none"> ▪ Recent Community Tax Certificate (CEDULLA) | | <ul style="list-style-type: none"> ▪ Brgy. Hall/City Treasurer's Office | | |
| <ul style="list-style-type: none"> ▪ For minor parents/Unmarried Parents: <ul style="list-style-type: none"> ○ Affidavit or Attestation ○ Mother/Father of both parents | | <ul style="list-style-type: none"> ▪ Birth Registration Unit ▪ For notarization of the affidavit: <ul style="list-style-type: none"> ▪ Public Attorney's Office, Private Practice Lawyer's Office | | |
| <ul style="list-style-type: none"> ▪ At least two (2) valid identification cards, if necessary: <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Company ID ○ School ID (Within the school year) ○ Police Clearance | | <ul style="list-style-type: none"> ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Place of Employment ▪ School ▪ Police station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present fully filled up Birth Data Form with requirements | 1.1 Receive and validate entries in the Birth Data Form and requirements presented | None | 30 Minutes | Medical Records Staff |
| | 1.2 Transcribe data to official Birth Certificate Form | | | |



| | | | | | |
|---|-----|--|------|------------|-----------------------|
| | 1.3 | Proofread data and print draft copy of Certificate of Live Birth | | | |
| 2 | 2.1 | Print official copy of the Certificate of Live Birth and Release of Responsibility for Erroneous Entry Form. | None | 10 Minutes | Medical Records Staff |
| | 2.2 | Print Affidavit to Use the Surname of the Father (AUSF) and Affidavit of Attestation for minor parents | | | |
| 3 | 3.1 | Validate and check client's signature | None | 5 Minutes | Medical Record Staff |
| | | <p>Affix signature on official copies:</p> <ul style="list-style-type: none"> • Certificate of Live Birth • Release of Responsibility for Erroneous Entry • Affidavit to Use the Surname of the Father (AUSF) • Affidavit of Attestation (for minor parents) | | | |



| | | | | |
|---|---|---|--------------------------|---|
| <p>4 Notarize the following:</p> <ul style="list-style-type: none"> • Certificate of Live Birth • Affidavit to Use the Surname of the Father (AUSF) • Affidavit of Attestation (for minor parents) | <p>4.1 4. Instruct client to have the Certificate of Live Birth, AUSF, and Affidavit of Attestation notarized and proceed to Municipal Cashier to pay corresponding fees.</p> | <p>None</p> | <p>5 Minutes</p> | <p>Medical Records Staff</p> |
| <p>5 Pay corresponding fees (AUSF/Birth) and present back the official receipt to the Birth Registration Unit together with the notarized Certificate of Live Birth and AUSF.</p> | <p>5.1 Receive and check the official receipt and notarized documents.</p> | <p>Php 300.00 (Filipinos) Php 700.00 (Foreigners)</p> | <p>5 Minutes</p> | <p>Birth Registration Staff-in-Charge Local Civil Registrar</p> |
| <p>6 Acknowledge receipt of Birth claim stub</p> | <p>6.1 Issue Birth claim stub and log at Birth Certificate issuance logbook</p> | <p>None</p> | <p>5 Minutes</p> | <p>Birth Registration Staff-in-Charge Local Civil Registrar</p> |
| <p>Total</p> | | | <p>60 Minutes</p> | |



**Davao Oriental Provincial Hospital
(Lupon)
Medical Record Services
External Services**



I. Issuance of Medical Certificate for Emergency Department Consultation

This service is intended for patients who requests for Medical Certificate for Legal, Work, Medical Assistance and/or school requirement after consultation.

Availability of Service: 8:00 AM to 4:00 PM, Mondays to Fridays except Holidays

| Office or Division: | Davao Oriental Provincial Hospital - Lupon |
|--|--|
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen |
| Who may avail: | Patients (Emergency Cases and Referrals), Parents of Patients, Legal Guardian. Duly Authorized Representative |
| Checklist of Requirements | |
| Where to Secure | |
| A. Patient, or Parent of minor, or Legal Guardian (with Certificate of Guardianship) <ul style="list-style-type: none"> ▪ Any valid identification cards of patients and/or authorized representative. (Original & Photocopy) <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Senior ID ○ Company ID ○ School ID (Within the school year) | <ul style="list-style-type: none"> ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Office of the Senior Citizen Affairs ▪ Place of Employment ▪ School |
| <ul style="list-style-type: none"> ▪ Birth Certificate, if necessary | <ul style="list-style-type: none"> ▪ Philippine Statistics Authority (PSA) |
| <ul style="list-style-type: none"> ▪ Certificate of Guardianship, if necessary | <ul style="list-style-type: none"> ▪ Legal Office,, Public Attorney's Office, Private Attorney's Office |
| <ul style="list-style-type: none"> ▪ Billing Statement | <ul style="list-style-type: none"> ▪ ER Billing Section |
| <ul style="list-style-type: none"> ▪ Proof of Payment/Official Receipt | <ul style="list-style-type: none"> ▪ Cashier |
| B. Other Authorized Requesting Party <ul style="list-style-type: none"> ▪ Special Power of Attorney or Affidavit of Authorization | Legal Office,, Public Attorney's Office, Private Attorney's Office |
| <ul style="list-style-type: none"> ▪ Any valid identification cards of patients and/or authorized representative. (Original & Photocopy) <ul style="list-style-type: none"> ○ Voter's ID ○ SSS ○ UMID ○ TIN ID | <ul style="list-style-type: none"> ▪ COMELEC ▪ SOCIAL SECURITY SYSTEM ▪ Government Insurance System/SSS ▪ Bureau of Internal Revenue (BIR) |



| <ul style="list-style-type: none"> ○ PRC (Updated) ○ Driver's License (Updated) ○ Passport (Updated) ○ Senior ID ○ Company ID ○ School ID (Within the school year) | <ul style="list-style-type: none"> ▪ Professional Regulation Commission ▪ Land Transportation Office ▪ Department of Foreign Affairs ▪ Office of the Senior Citizen Affairs ▪ Place of Employment ▪ School | | | |
|---|--|-----------------|-----------------|-----------------------|
| <ul style="list-style-type: none"> ▪ Birth Certificate | <ul style="list-style-type: none"> ▪ Philippine Statistics Authority (PSA) | | | |
| <ul style="list-style-type: none"> ▪ Billing Statement | <ul style="list-style-type: none"> ▪ ER Billing Section | | | |
| <ul style="list-style-type: none"> ▪ Proof of Payment/Official Receipt | <ul style="list-style-type: none"> ▪ Cashier | | | |
| <ul style="list-style-type: none"> ▪ Clinical Cover Sheet <ul style="list-style-type: none"> ○ For patients who went to the nurses' station with billing statement which includes medical certificate, may proceed to Step 4 | <ul style="list-style-type: none"> ▪ Doctor, Nurse, Admitting Clerk | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Inquires for requirements in securing Medical Certificate | 1.1 Identifies if client is the actual patient, parent, sibling, or authorized representative | None | 3 Minutes | Medical Records Staff |
| | 1.2 Verifies status of patient if still Admitted or Discharged to identify availability of patient's record for retrieval | | | |
| | 1.3 In the event that the patient's record has already been submitted to the Medical Records Office, instructs patient to continue transaction at the window | | | |



| | | | | | |
|--|-----|---|---------|-----------|----------------------|
| | 1.4 | Determines and informs client necessary requirements based on the relationship of client to patient. | | | |
| 2 Wait for instructions of the clerk on duty | 2.1 | Instructs clients to pay for medical certificate at the cashier | P 75.00 | 3 Minutes | Cashier |
| | 2.2 | If billing statement already includes medical certificate, asks for official receipt | | | |
| 3 Process requirements and present completed requirements to clerk | 3.1 | Receive requirements and determine the completeness and accuracy of requirements presented | None | 5 Minutes | Medical Record Staff |
| | 3.2 | Instruct client to borrow patient's ER clinical cover sheet from the consulting doctor for encoding | | | |
| | 3.3 | In the event that clinical cover sheet was already endorsed to Nurses' Station or Admitting Section, specify the area on the routing slip | | | |



| | | | | | | |
|---|---|-----|---|------|---|---------------------------|
| 4 | Proceeds to Doctor's table and states the request then goes back to the Registration Table accompanied by the nurse-in-charge with the borrowed document | 4.1 | Receives Clinical cover sheet then access patient data | None | 5 Minutes | Nurse I |
| | | 4.2 | Encodes necessary details, including Final Diagnosis and Doctor's name | | | Nurse on Duty |
| 5 | Proceed to designated area specified and presents routing slip to Nurse or Clerk on Duty then goes back to Registration Table accompanied by the Nurse or Clerk on Duty | 5.1 | Prints out 2 copies (Client Copy & Hospital Copy) of the completed form and instruct client to proceed to the consulting doctor to sign the medical certificate | | | Medical Records Staff |
| 6 | Proceeds to the consulting doctor's table for verification and signing of medical certificate. | 6.1 | Verifies medical certificate and signs it, and indicates number of days if he/she is advised to rest | None | (Paused-clock) Depends on the availability of the doctor | Consulting Doctor on Duty |
| 7 | Goes back to the Registration table with the signed document | 7.1 | Examines completeness of medical certificate | None | 5 Minutes | Medical Records Staff |
| | | 7.2 | Logs in the patient's name and consulting | | | |



| | | | | | |
|--|-----|--|----------------|-------------------|-----------------------|
| and waits for instruction | | department on the Medical Certificate Releasing Logbook | | | |
| | 7.3 | Asks client to sign logbook and hospital copy of the medical certificate | | | |
| 8 Acknowledges receipt of Medical Certificate. | 8.1 | Dry seal of Medical Certificate | None | 4 Minutes | Medical Records Staff |
| | 8.2 | Releases Medical Certificate | | | |
| Total | | | P 75.00 | 25 Minutes | |



II. Certificate of Confinement

This applies to the issuance on a valid request of a Certificate of Confinement on an admitted patient.

Availability of Service: 8:00 AM to 4:00 PM, Mondays to Fridays except Holidays

| | | | | |
|--|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patient; Parent or legal; guardian (with Certificate of Guardianship) in case of minors or incapacitated patients; Nearest of Kin or immediate Family | | | |
| Checklist of Requirements | | Where to Secure | | |
| A. Patient, or Parent of minor, or Legal Guardian (with Certificate of Guardianship) and other Authorized Requesting Party <ul style="list-style-type: none"> ▪ Request Slip ▪ At least two (2) valid identification cards of patient and/or authorized representative ▪ Proof of payment/Official Receipt or Social Worker's Approval | | <ul style="list-style-type: none"> ▪ Medical Records Office ▪ Personal, Any Government Issued IDs ▪ Cashier/Social Service | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Accomplishes request slip and fills-out Draft Copy of the Certificate of Confinement | 1.1 Receives, validates, and verifies request | P 75.00 | 20 Minutes | Medical Records Staff |
| | 1.2 Issues charge slip | | | |
| | 1.3 Instructs client to pay to cashier or ask assistance from social worker | | | |
| | 1.4 Instruct client to bring draft to the Nurse-on-duty to confirm patient's admission and for signature | | | |
| After Nurse-On-Duty Confirmation | | | | |



| | | | | |
|---|--|----------------|-------------------|-----------------------|
| 2 Present Draft Form with Nurse's signature together with proof of payment or Charge Slip with Social Worker's Approval | 2.1 Check documents | None | 20 Minutes | Medical Record Staff |
| | 2.2 Transcribes Certificate of Confinement | | | |
| | 2.3 Facilities signing of Certificate of Confinement | | | |
| 3 Acknowledges receipt of Certificate of Confinement | 3.1 Logs in at the issuance of Requested Documents Logbook | None | 5 Minutes | Medical Records Staff |
| Total | | P 75.00 | 45 Minutes | |



III. Death Certificate - Initial Issuance

This applies to all Death occurred at the Davao Oriental Provincial Hospital-Lupon
 Availability of Service: 8:00 AM to 4:00 PM, Mondays to Fridays except Holidays

| | | | | | |
|---|---|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Parent or legal; guardian (with Certificate of Guardianship) in case of minors or incapacitated patients; Nearest of Kin or immediate Family; Authorized representative | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request slip ▪ Settled Statement of Account | | | <ul style="list-style-type: none"> ▪ DOPH-Lupon Medical Record Office ▪ Billing Section | | |
| <ul style="list-style-type: none"> ▪ At least two (2) valid identification cards of patient and/or authorized representative | | | <ul style="list-style-type: none"> ▪ Any Government Issued IDs | | |
| <ul style="list-style-type: none"> ▪ PSA Birth Certificate and/or PSA Marriage Certificate, if necessary | | | <ul style="list-style-type: none"> ▪ Philippine Statistics Authority | | |
| <ul style="list-style-type: none"> ▪ Sworn Statement, if necessary | | | <ul style="list-style-type: none"> ▪ Notary Public | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Accomplishes request slip. Present Hospital Statement of Account (SOA) and valid identification cards. | 1.1 Interviews client to verify relationship with the deceased | None | 20 Minutes | Medical Records Staff | |
| | 1.2 Verifies status of patient's medical records | | | | |
| | 1.3 Retrieves patient's record. | | | | |
| | 1.4 If SOA is not available, advice client to secure from Billing Section | | | | |
| | 1.5 1.5 if clearance and SOA are not settled, advice client to pay, or ask assistance from social worker | | | | |



| | | | | | | |
|--------------|--|-----|--|----------------|-------------------|-----------------------|
| 2 | Checks patient's data and validate the required information | 2.1 | Encode and proofread entries on death certificate | None | 25 Minutes | Medical Record Staff |
| 3 | Review all entries for completeness and accuracy. Affix signature on copy of Death Certificate and "Release of Responsibility for Erroneous Entry" form. | 3.1 | Prints Death Certificate | None | 10 minutes | Medical Record Staff |
| | | 3.2 | Releases death certificate with instruction to complete the process with Local Civil Registrar in Davao City | | | |
| 4 | Acknowledges receipt of Death Certificate | 4.1 | Logs in at the issuance of Death Certificate Logbook. | None | 5 Minutes | Medical Records Staff |
| Total | | | | P 75.00 | 60 Minutes | |



IV. Death Certificate - Re-Issuance

Availability of Service: 8:00 AM to 4:00 PM, Mondays to Fridays except Holidays

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Parent or legal; guardian (with Certificate of Guardianship) in case of minors or incapacitated patients; Nearest of Kin or immediate Family; Authorized representative | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request slip | | <ul style="list-style-type: none"> ▪ DOPH-Lupon Medical Record Office | | |
| <ul style="list-style-type: none"> ▪ At least two (2) valid identification cards of patient and/or authorized representative | | <ul style="list-style-type: none"> ▪ Any Government Issued IDs | | |
| <ul style="list-style-type: none"> ▪ PSA Birth Certificate and/or PSA Marriage Certificate, if necessary | | <ul style="list-style-type: none"> ▪ Philippine Statistics Authority | | |
| <ul style="list-style-type: none"> ▪ Certificate of Guardianship, if necessary | | <ul style="list-style-type: none"> ▪ Lawyer or Notary Public | | |
| <ul style="list-style-type: none"> ▪ Affidavit of Loss or Sworn Statement for non-registration of previously issued death certificate | | <ul style="list-style-type: none"> ▪ Lawyer or Notary Public | | |
| <ul style="list-style-type: none"> ▪ Certificate of No Record | | <ul style="list-style-type: none"> ▪ LCR or PSA | | |
| <ul style="list-style-type: none"> ▪ Proof of payment/Official Receipt or Charge Slip with Social Worker's Approval | | <ul style="list-style-type: none"> ▪ Cashier/Social Service | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Accomplishes request slip for the re-issuance of death certificate and present valid identification card/s. | 1.1 Interviews client to verify relationship with the deceased | None | 20 Minutes | Medical Records Staff |
| | 1.2 Issues charge slip. | | | |
| | 1.3 Instructs client to pay to cashier or assistance from social worker | Php 100.00 Re-Issuance Fee Php 100.00 Retrieval Fee for Records filed 5 years above | | |



| After Five (5) Working Days | | | | | | |
|------------------------------------|--|-----|---|---|---------------------------|-----------------------|
| 2 | Presents proof of payment or Charge Slip with Social Worker's Approval and other required documents. | 2.1 | Encodes and proofreads entries on death certificate | None | 25 minutes | Medical Record Staff |
| 3 | Reviews all entries for completeness and accuracy Affix signature on copy of Death Certificate and "Release of Responsibility for Erroneous Entry" form | 3.1 | Prints Death Certificate | None | 10 Minutes | Medical Records Staff |
| | | 3.2 | Releases death certificate with instruction to complete the process with Local Civil Registrar in Lupon | | | |
| 4 | Acknowledges receipt of Death Certificate | 4.1 | Logs in at the issuance of Death Certificate Logbook | None | 5 Minutes | Medical Records Staff |
| Total | | | | Refer to approved schedule of fees Annex B | 5 Days, 60 Minutes | |



V. Issuance of Medical Certificate - Outpatient Consultation

This applies to the issuance of a valid request of a medical certificate on same day
Outpatient consultation

Availability of Service: 8:00 AM to 4:00 PM, Mondays to Fridays except Holidays

| | | | | | |
|--|---|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Patient; Parent or legal; guardian (with Certificate of Guardianship) in case of minors or incapacitated patients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Patient's Identification Card | | | <ul style="list-style-type: none"> ▪ OPD | | |
| <ul style="list-style-type: none"> ▪ Draft Copy - Medical Certificate | | | <ul style="list-style-type: none"> ▪ Doctor | | |
| <ul style="list-style-type: none"> ▪ Atleast two (2) valid identification cards | | | <ul style="list-style-type: none"> ▪ Any Government Issued IDs | | |
| <ul style="list-style-type: none"> ▪ Proof of payment/Official Receipt or Social Worker's Approval | | | <ul style="list-style-type: none"> ▪ Cashier/Social Service | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submits Patient's Identification Card and completely filled out draft copy of medical certificate from Outpatient Department | 1.1 Receives, validates and verifies request | None | 5 Minutes | Medical Records Staff | |
| | 1.2 Issues charge slip. | P 75.00 | 5 Minutes | Medical Records Staff | |
| | 1.3 Instructs client to pay to cashier or assistance from social worker | None | 5 Minutes | Cashier/Social Worker | |
| 2 Presents proof of payment or Charge Slip with Social Worker's Approval and other required documents. | 2.1 Encodes the diagnosis in the system | None | 5 Minutes | Medical Records Staff | |
| | 2.2 Prints Medical Certificate | None | 5 Minutes | Medical Records Staff | |
| | 2.3 2.2 Facilitates signing of Medical Certificate by attending Physician | None | 15 Minutes | Medical Records Staff | |



| | | | | |
|---|--|----------------|---------------|-----------------------|
| 3 Presents valid identification card/s and other required documents | 3.1 Checks submitted requirements | None | 5 Minutes | Medical Record Staff |
| | 3.2 Stamps dry seal of Medical Certificate then releases the certificate | None | 5 Minutes | Medical Records Staff |
| 4 Acknowledges receipt of Medical Certificate | 4.1 Logs in at the issuance of Medical Certificate Logbook | None | 10 Minutes | Medical Records Staff |
| Total | | P 75.00 | 1 Hour | |



VI. Issuance of Medical Certificate - Previously Admitted, Outpatient, ER Patients

This applies to the issuance of a valid request of a medical certificate on previous Outpatient Consultation at OPD Department, ER Consultation, and Previously Admitted Patients.

Availability of Service: 8:00 AM to 4:00 PM, Mondays to Fridays except Holidays

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patient; Parent or legal; guardian (with Certificate of Guardianship) in case of minors or incapacitated patients; Nearest of Kin or immediate Family; Authorized representative | | | |
| Checklist of Requirements | | Where to Secure | | |
| A. Patient, or Parent of minor, or Legal Guardian (with Certificate of Guardianship) and other Authorized Requesting Party <ul style="list-style-type: none"> ▪ Request Slip ▪ At least two (2) valid identification cards of patient and/or authorized representative ▪ Certificate of Guardianship, If necessary ▪ Proof of payment/Official Receipt or Social Worker's Approval | | <ul style="list-style-type: none"> ▪ Medical Records Office ▪ Any Government Issued IDs ▪ Lawyer or Notary Public ▪ Cashier/Social Service | | |
| B. Other Authorized Requesting Party <ul style="list-style-type: none"> ▪ Request Slip ▪ Special Power of Attorney or Affidavit of Authorization ▪ At least two (2) valid identification cards of patient and/or authorized representative ▪ Proof of payment/Official Receipt or Social Worker's Approval | | <ul style="list-style-type: none"> ▪ Medical Records Office ▪ Lawyer or Notary Public ▪ Any Government Issued IDs ▪ Cashier/Social Service | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Accomplishes request slip | 1.1 Receives, validates and verifies request | None | 5 Minutes | Medical Records Staff |
| | 1.2 Issues charge slip. | | | |



| | | | | | | |
|------------------------------------|--|---|---|---------------------------|------------|-----------------------|
| | 1.3 | Instructs client to pay to cashier or ask assistance from social worker | (Refer to approved schedule of fees Annex B) | | | |
| | 1.4 | Issues claim stub-schedules client when and where to come back | None | | | |
| After Five (5) Working Days | | | | | | |
| 2 | Presents claim stub and other required documents together with proof of payment, or Social Worker's Approval | 2.1 | 2. Checks requirements | None | 10 Minutes | Medical Record Staff |
| | | 2.2 | 2.1 Dry seal of Medical Certificate | | | |
| | | 2.3 | Logs in at the issuance of Medical Certificate Logbook. | | | |
| 4 | Acknowledges receipt of Medical Certificate | 4.1 | Logs in at the issuance of Medical Certificate Logbook | None | 5 Minutes | Medical Records Staff |
| Total | | | P 75.00 | 5 Days, 30 Minutes | | |



**Davao Oriental Provincial Hospital
(Lupon)
Medical Social Worker Service
External Services**



I. Attending Ward Referrals and Emergency Room

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays

| | | | | | |
|---|--|---|------------------------|---------------------------|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | | Inpatient and Observation | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ None | | | ▪ None | | |
| CLIENT STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Nurse on Duty inform SW regarding their patient's situation | 1.1 Conduct initial interview | None | 10 Minutes | Social Worker | |
| | 1.2 Follow up patients inside the wards or in Emergency Room | | | | |
| | 1.3 Assist the patient's needs and problems | | | | |
| Total | | | 10 Minutes | | |



II. Classification of Patients in Availing Discounts of Consultation, Laboratory, X-Ray, Medicines, Suturing, and other Medical Supplies

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays

| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
|---|---|---|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | Patients from ER, Observation and OPD | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Prescription, Request Form (Laboratory, X-Ray, ECG) | | <ul style="list-style-type: none"> ▪ Doctor | | |
| <ul style="list-style-type: none"> ▪ Charged Slip | | <ul style="list-style-type: none"> ▪ ER/Pharmacy/OPD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Walk-in and referred patients present charged slip and request form (Laboratory, X-Ray & ECG) | 1.1 Receives the charged slip of the following: <ul style="list-style-type: none"> • Consultation • Suturing • X-Ray Request • Laboratory Request • Prescriptions • ECG | Depends on the financial capability of the patient | 15 Minutes | Social Worker |
| | 1.2 Conducts interview for data gathering and facilitates Medical Assistance/ Discounts on: | | | |
| | 1.3 Full Charity: charged to medical assistance | | | |
| | 1.4 To pay with discount, instruct patient to proceed to cashier for payment | | | |



| | | | | | | |
|--------------|--|-----|-----------------------|------|-------------------|---------------|
| 2 | Receives the charged slip and laboratory request, X-ray request, prescriptions and ECG Request | 2.1 | Record in the logbook | None | 5 minutes | Social Worker |
| Total | | | | | 20 Minutes | |



III. Classification of Patients in Availing Discount to Hospital Bill

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays; 8:00 AM - 4:00 PM Saturdays & Holidays

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | |
| Who may avail: | | Patients from ER, Observation and OPD | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Hospital Billing | | ▪ Billing Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 1. Walk-in and referred patients present hospital bill | 1.1 Receives hospital bill | None | 20 Minutes | Social Worker |
| | 1.2 Conducts interview for data gathering and facilitates medical assistance/ discounts | | | |
| | 1.3 Counter parting and charged to medical assistance | Depends on the financial capability of the patient | | |
| | 1.4 To pay with discount, instruct patients to proceed to cashier for payment | | | |
| 2 2. Receives the hospital bill with the corresponding amount | 2.1 Record in the logbook | None | 10 minutes | Social Worker |
| Total | | | 30 Minutes | |



IV. Conducting Ward Rounds

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government | | |
| Who may avail: | | All | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ None | | ▪ None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Nurse on Duty inform SW regarding their patient's situation | 1.1 Conducts initial interview | None | 5 Minutes | Medical Social Worker |
| | 1.2 Follow up the client/patient inside the wards and assists their needs | | | |
| Total | | | 5 Minutes | |



V. Daily Discharged of Patients - PhilHealth with Excess

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | |
| Who may avail: | | Inpatients | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Hospital Billing | | ▪ Billing Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present hospital bill | 1.1 Receives hospital bill | None | 5 Minutes | Medical Social Worker |
| 2 Present financial difficulty in settling their hospital obligation | 2.1 Intake interview Classifies and Assess the capability to pay in full or in counterpart, if not, charged to medical assistance | None | 15 minutes | Medical Social Worker |
| | 2.2 Advice patients to secure or provide the necessary documents for attachment | | | |
| 3 Presents the required documents | 3.1 Receives and verifies the documents presented | Depends on the financial capability of the patient | 30 Minutes | Medical Social Worker |
| | 3.2 Instruct patients to have a triplicate copy of hospital bill and present the hospital bill and the SW referral note to MLO | | | |
| | 3.3 Instruct client to comeback with the SW referral note and the | | | |



| | | | | |
|---|---|------|-------------------------|-----------------------|
| | MLO note with the corresponding amount. | | | |
| 4 Submit referral note from MLO and returned the SW referral note | 4.1 Receives the SW referral note and the referral note from the MLO with the corresponding amount | None | 5 Minutes | Medical Social Worker |
| 5 Signs the prepared documents for attachment | 5.1 Presents the prepared documents for signature of the patients | None | 5 Minutes | Medical Social Worker |
| | 5.2 Record the names of the patients in the logbook | | | |
| 6 Receives the hospital bill with the corresponding signature in the clearance form | 6.1 Signed the clearance form and returned to the client | None | 5 Minutes | Medical Social Worker |
| | 6.2 At the end of the month prepare the list of patients who availed the medical assistance and submit to PGO and DOH | | | |
| Total | | | 1 Hour 5 Minutes | |



VI. Daily Discharged of Patients with Philhealth

Availability of Service: 8:00 AM to 5:00 PM, Mondays to Fridays; 8:00 AM - 4:00 PM; Saturdays

| | | | | | |
|---|--|---|------------------------|---------------------------|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Hospital Billing | | | ▪ Billing Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Present hospital bill | 1.1 Receives hospital bill and sign the clearance form | None | 2 Minutes | Medical Social Worker | |
| 2 Receives the hospital bill with the corresponding signature in the clearance form | 2.1 Record the names of the patients in the logbook | None | 3 Minutes | Medical Social Worker | |
| Total | | | 5 Minutes | | |



VII. Discharged of Non-PHIC Patient during Saturday and Holidays

Availability of Service: 8:00 AM to 4:00 PM

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | |
| Who may avail: | | Inpatients & Observations | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Hospital Billing | | ▪ Billing Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present hospital bill | 1.1 Receives hospital bill | None | 5 Minutes | Medical Social Worker |
| 2 Present financial difficulty in settling their hospital obligation | 2.1 Intake interview Classifies and Assess the capability to pay in full or in counterpart, if not, charged to medical assistance | None | 30 Minutes | Medical Social Worker |
| | 2.2 Advice patients to secure or provide the necessary documents for attachment | | | |
| | 2.3 Instruct patient to come back on Monday or Weekdays for the settlement of their hospital bills and secure the referral note from MLO | | | |
| | 2.4 Record the names of the patients in the | | | |



| | | | | |
|--------------|--|--|-------------------|--|
| | logbook and sign in the clearance form | | | |
| Total | | | 35 Minutes | |



VIII. Discharged of Non-PHIC Patient during Saturday and Holidays

Availability of Service: 8:00 AM to 4:00 PM

| | | | | |
|---|--|---|------------------------|---------------------------|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | |
| Who may avail: | | Inpatients & Observations | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Hospital Billing | | <ul style="list-style-type: none"> Billing Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Cashier/ Billing/ Security Guard will take charged on behalf of the patients to call the SW | 1.1 Receives the call from the cashier, billing, security guard on duty | None | 10 Minutes | Medical Social Worker |
| | 1.2 Advise them to let the client to have a counterpart or any amount but if not, charged to medical assistance | | | |
| | 1.3 Advise them to inform and instruct patients to come back on weekdays for the settlement of their hospital bills and bring the necessary documents for attachment | | | |
| Total | | | 10 Minutes | |



IX. Medical Assistance Thru MAIP

Availability of Service: 8:00 AM - 5:00 PM Mondays to Fridays

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
|--|---|--|------------------------|---------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government | | |
| Who may avail: | | Inpatients & Observations | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Laboratory Request, Prescription & Hospital Bill | | <ul style="list-style-type: none"> Doctor/Billing | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Walk-in and referred patients present charged slip and request form (Laboratory, X-Ray, & ECG) | 1.1 Receives the laboratory request, x-ray request, ECG, hospital bill and charged slip | None | 20 Minutes | Medical Social Worker |
| | 1.2 Intake Interview Classifies and assess the capability to pay in full or in counterpart, if not, charged to medical assistance | | | |
| | 1.3 Advice client to secure or provide the required documents | | | |
| 2 Present the required document | 2.1 Receives and verifies the required documents presented | None | 15 minutes | Medical Social Worker |
| | 2.2 Instruct patients to have a copy of laboratory request, prescription, x-ray request, ECG, hospital bill | | | |



| | | | | |
|--|---|------|--------------------------|-----------------------|
| | bill and charged slip. Inform the patients to present the copy of request together with the SW referral note to MLO | | | |
| | 2.3 Informed client to comeback with the SW referral note and the MLO note with the corresponding amount of Medical Assistance extended | | | |
| 3 Submit referral note from MLO and returned the SW referral note. | 3.1 Receives the SW referral note and the referral note from MLO with the corresponding amount | None | 15 Minutes | Medical Social Worker |
| | 3.2 Let the client sign the necessary documents | | | |
| | 3.3 Record in the logbook | | | |
| | 3.4 Prepare brief case summary of the patient | | | |
| | 3.5 Prepare and submit the list of patients who have availed the MAIP Fund to PGO and DOH | | 2 Days | |
| Total | | | 2 days 50 Minutes | |



X. Medical Assistance Thru MAIP - Emergency Room

Availability of Service: 8:00 AM - 5:00 PM Mondays to Fridays; 8:00 AM - 4:00 PM; Saturdays & Holidays

| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
|---|---|---|------------------------|---------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | ER patient and Observation Patient | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory Request, Prescription, X-Ray Request & ECG | | <ul style="list-style-type: none"> ▪ Doctor/Billing | | |
| <ul style="list-style-type: none"> ▪ Any Valid ID | | <ul style="list-style-type: none"> ▪ Client | | |
| <ul style="list-style-type: none"> ▪ Barangay Certification | | <ul style="list-style-type: none"> ▪ Barangay Office | | |
| <ul style="list-style-type: none"> ▪ COMELEC Certification | | <ul style="list-style-type: none"> ▪ COMELEC Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Walk-in and referred patients present charged slip and request form (Laboratory, X-Ray, & ECG) | 1.1 Receives the laboratory request, x-ray request, ECG, hospital bill and charged slip | None | 20 Minutes | Medical Social Worker |
| | 1.2 Intake Interview Classifies and assess the capability to pay in full or in counterpart, if not, charged to medical assistance | | | |
| | 1.3 Advice client to secure or provide the required documents | | | |
| 2 Present the required document | 2.1 Receives and verifies the required documents presented | None | 15 minutes | Medical Social Worker |
| | 2.2 Instruct patients to have a copy of laboratory | | | |



| | | | | | | |
|---|---|-----|--|------|------------|-----------------------|
| | request, prescription, x-ray request, ECG, and the required documents presented | | | | | |
| | 2.3 Instruct patient to endorsed the needed request of the billing department for hospital bill | | | | | |
| | 2.4 Provides a copy of hospital bill and instruct the client to present the hospital bill and SW referral note to the MLO | | | | | |
| | 2.5 Informed the client to comeback with the SW referral note and the MLO note with the corresponding amount of Medical Assistance extended | | | | | |
| 3 | Submit referral note from MLO and returned the SW referral note | 3.1 | Receives the SW referral note and the referral note from MLO with the corresponding amount | None | 15 Minutes | Medical Social Worker |
| 4 | Sign the prepared documents for attachment | 4.1 | Let the client sign the necessary documents for attachment | None | 5 Minutes | Medical Social Worker |



| | | | | |
|------------------------|--|------|---------------------------|-----------------------|
| | Records the names of the patient in the logbook | | | |
| 5 Receives the request | 5.1 Signed the laboratory request, ECG request, prescription, x-ray request and charged slip | None | 5 Minutes | Medical Social Worker |
| | 5.2 At the end of the month prepares the list of patients who availed the medical assistance and submit to PGO and DOH | | 5 Minutes | |
| Total | | | 1 Hour; 10 Minutes | |



XI. Medical Assistance Thru MAIP -OPD

Availability of Service: 8:00 AM - 5:00 PM Mondays to Fridays

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Outpatient | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Laboratory Request, Prescription, X-Ray Request & ECG | | <ul style="list-style-type: none"> ▪ Doctor | | |
| <ul style="list-style-type: none"> ▪ Charged Slip | | <ul style="list-style-type: none"> ▪ OPD on Duty | | |
| <ul style="list-style-type: none"> ▪ Any Valid ID | | <ul style="list-style-type: none"> ▪ Client | | |
| <ul style="list-style-type: none"> ▪ Barangay Certification | | <ul style="list-style-type: none"> ▪ Barangay Office | | |
| <ul style="list-style-type: none"> ▪ COMELEC Certification | | <ul style="list-style-type: none"> ▪ COMELEC Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Walk-in and referred patients present charged slip and request form (Laboratory, X-Ray, & ECG) | 1.1 Receives the laboratory request, x-ray request, ECG, hospital bill and charged slip | None | 30 Minutes | Medical Social Worker |
| | 1.2 Intake Interview Classifies and assess the capability to pay in full or in counterpart, if not, charged to medical assistance | | | |
| | 1.3 Advice client to secure or provide the required documents. Note from OPD for verification of their request | | | |
| 2 Present the required document | 2.1 Receives and verifies the required documents presented | None | 30 minutes | Medical Social Worker |



| | | | | |
|---|---|------|------------|-----------------------|
| | 2.2 Instruct patients to have a copy of laboratory request, prescription, x-ray request, ECG, and the required documents presented | | | |
| | 2.3 Instruct patient to endorsed the needed request of the billing department for hospital bill | | | |
| | 2.4 Provides a copy of hospital bill and instruct the client to present the hospital bill and SW referral note to the MLO | | | |
| | 2.5 Informed the client to comeback with the SW referral note and the MLO note with the corresponding amount of Medical Assistance extended | | | |
| 3 Submit referral note from MLO and returned the SW referral note | 3.1 Receives the SW referral note, and the referral note from MLO with the corresponding amount | None | 10 Minutes | Medical Social Worker |
| 4 Sign the prepared documents | 4.1 Let the client sign the necessary | None | 5 Minutes | Medical Social Worker |



| | | | | |
|------------------------|---|------|-------------------|-----------------------|
| for attachment | documents for attachment | | | |
| | Records the names of the patient in the logbook | | | |
| 5 Receives the request | 5.1 Signed the laboratory request, ECG request, prescription, x-ray request and charged slip | None | 5 Minutes | Medical Social Worker |
| | 5.2 Instruct patients to presents the request to laboratory dept., pharmacy dept., Xray dept. and OPD for ECG | | | |
| | 5.3 Prepare and submit the list of patients who have availed the MAIP Fund to PGO and DOH | | 5 Minutes | |
| Total | | | 55 Minutes | |



XII. Point of Service

Availing point of service from Non-Phic Patients

Availability of Service: 8:00 AM - 5:00 PM Mondays to Fridays

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Walk-In and Referred Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Birth Certificate | | ▪ Client | | |
| ▪ Marriage Contract | | ▪ Client | | |
| ▪ COMELEC Certification | | ▪ COMELEC Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Walk in and referred Clients from: <ul style="list-style-type: none"> • Pharmacy • Emergency Room • OPD • Billing • Laboratory • X-ray | 1.1 Conduct interview | None | 10 Minutes | Medical Social Worker |
| | 1.2 Instruct client to verify their patient's name at the PHIC office for possible PHIC membership | | | |
| 2 Presents generated information from PHIC Office | 2.1 Receives the generated information | None | 30 Minutes | Medical Social Worker |
| | 2.2 If the patient is PHIC member or dependent let them comply the required documents for processing | | | |
| | 2.3 If the patient is NOT a PHIC member, intake interview, assess and classify | | | |



| | | | | | |
|----------------------------------|-----|--|------|-------------------|-----------------------|
| | 2.4 | Advice client to secure and submit the required documents for attachment | | | |
| 3 Submits the required documents | 3.1 | Receives and verifies the validity of documents | None | 30 Minutes | Medical Social Worker |
| | 3.2 | Accomplish PMRF and attach valid documents | | | |
| | 3.3 | Endorsed complete documents to the PHIC/Billing Office for scanning and email POS required documents to PHIC main office | | | |
| | 3.4 | Informed client to follow up on their POS enrollment on the same date or on the following day for PHIC response | | | |
| | 3.5 | Explained the benefits of POS and the validity period | | | |
| Total | | | | 55 Minutes | |



Davao Oriental Provincial Hospital (Lupon)

X-Ray Services External Services



I. In-Patient (TTF) Department General X-Ray

Diagnostic X-ray imaging.

Availability of Service: 8:00 AM - 5:00 PM Monday; Wednesday & Friday

| | | | | | |
|--|--|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | COVID Inpatients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> X-ray request form with Requesting Physician name & signature | | | <ul style="list-style-type: none"> TTF Station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Wait for the Nurse/Nursing aide who will transport the patient to the X-ray room. With the complete X-ray request form | 1.1 Verify patients' information | None | 10 Minutes | Radiologic Technologist | |
| 2 Undergo x-ray procedure | 2.1 Calls the patient and instruct/explain what to do | None | 5 Minutes | Radiologic Technologist | |
| | 2.2 Conduct Procedure | | | | |
| | 2.3 Examine images and provide initial/preliminary reading | | | | |
| 3 X-ray Result | 3.1 Sends the official result to Nurse Station Department | None | 1 Day | Radiologic Technologist | |
| Total | | | 1 Day 10 Minutes | | |



II. Out-Patient (TTF) Department General X-Ray

Diagnostic X-ray imaging.

Availability of Service: 8:00 AM - 4:00 PM Monday, Wednesday & Friday; 8:00 AM to 9:00 PM Tuesday & Thursday

| | | | | | |
|---|--|--|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Outpatients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> X-ray request form with Requesting Physician name & signature | | | <ul style="list-style-type: none"> OPD Department | | |
| <ul style="list-style-type: none"> Official Receipt for paid X-ray procedure | | | <ul style="list-style-type: none"> Cashier in charge | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Wait for your Turn in the X-ray room | 1.1 Verify patients' information | None | 5 Minutes | Radiologic Technologist | |
| 2 Undergo x-ray procedure | 2.1 Calls the patient and instruct/explain what to do | None | 5 Minutes | Radiologic Technologist | |
| | 2.2 Conduct Procedure | | | | |
| | 2.3 Examine images and provide initial/preliminary reading | | | | |
| 3 Post examination | 3.1 Collects the Radiologist's Reading Fee from patient | Php 50.00 for every part of examine | 1 Minute | Radiologic Technologist | |
| 4 X-ray Result | 4.1 Sends the official result to Nurse Station Department | None | 1 Day after x-ray examination | Radiologic Technologist | |
| Total | | Php 50.00 for every part of examine | 1 Day 11 Minutes | | |



III. In-Patient Department General X-Ray

Diagnostic X-ray imaging.

Availability of Service: 8:00 AM - 3:30 PM Monday, Wednesday & Friday; 8:00 AM to 9:00 PM Tuesday & Thursday; 8:00 AM to 9:00 PM; SUNDAY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Inpatients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> X-ray request form with Requesting Physician name & signature | | | <ul style="list-style-type: none"> Nurse in charge | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Wait for the Nurse/Nursing aide who will transport the patient to the X-ray room. With the complete X-ray request form | 1.1 Verify patients' information | None | 5 Minutes | Radiologic Technologist | |
| 2 Undergo x-ray procedure | 2.1 Calls the patient and instruct/explain what to do | None | 5 Minutes | Radiologic Technologist | |
| | 2.2 Conduct Procedure | | | | |
| | 2.3 Examine images and provide initial/preliminary reading | | | | |
| 3 Post examination | 3.1 Collects the Radiologist's Reading Fee from patient | Php 50.00 for every part of examine | 3 Minute | Radiologic Technologist | |



| | | | | |
|----------------|---|--|-------------------------------|-------------------------|
| 4 X-ray Result | 4.1 Sends the official result to Nurse Station Department | None | 1 Day after x-ray examination | Radiologic Technologist |
| Total | | Php 50.00 for every part of examine | 1 Day 13 Minutes | |



IV. Covid Inpatient Department General X-Ray

Diagnostic X-ray imaging.

Availability of Service: 8:00 AM - 3:30 PM Monday, Wednesday & Friday

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|---|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | COVID patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> X-ray request form with Requesting Physician name & signature | | | <ul style="list-style-type: none"> TTFM Stations | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Wait for the Nurse/Nursing aide who will transport the patient to the X-ray room. With the complete X-ray request form | 1.1 Verify patients' information | None | 5 Minutes | Radiologic Technologist | |
| 2 Undergo x-ray procedure | 2.1 Calls the patient and instruct/explain what to do | None | 5 Minutes | Radiologic Technologist | |
| | 2.2 Conduct Procedure | | | | |
| | 2.3 Examine images and provide initial/preliminary reading | | | | |
| 3 X-ray Result | 3.1 Sends the official result to Nurse Station Department | None | 1 Day after x-ray examination | Radiologic Technologist | |
| Total | | Php 50.00 for every part of examine | 1 Day 10 Minutes | | |



**Davao Oriental Provincial Hospital
(Lupon)
Outpatient Department
External Services**



I. Outpatient Consultation & Treatment

Steps for patient seeking consultation & treatment

Availability of Service: 2:00 PM - 4:00 PM; Mondays to Fridays

| | | | | |
|----------------------------------|---|-------------------------------|------------------------|---------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Patient Identification Card | | ▪ OPD Nurse/Nursing Attendant | | |
| ▪ Charge Slips | | ▪ OPD Nurse/Nursing Attendant | | |
| ▪ Request Forms | | ▪ OPD Nurse/Nursing Attendant | | |
| ▪ Examination results | | ▪ OPD Nurse/Nursing Attendant | | |
| ▪ Official Receipt | | ▪ Cashier | | |
| ▪ Referral Form | | ▪ Doctor | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Registration | 1.1 Register patient | None | 5 Minutes | OPD Nurse/ Nursing Attendant |
| | 1.2 Issuance of new card or replacement of lost card | P 50.00 | | |
| | 1.3 Retrieval of patient's card | None | | |
| 2 Proceed to Assessment Area | 2.1 Interview and determine case | None | 10 Minutes | OPD Nurse/ Nursing Attendant |
| | 2.2 Take Vital Signs | | | |
| | 2.3 Give queue numbers | | | |
| 3 Consultation & Examination | 3.1 Take history and thorough physician examination | None | 30 Minutes | Doctor |
| | 3.2 Prepare request for basic ancillary procedures | | | |
| | 3.3 Issue charge slip for consultation & ancillary procedures | Refer to posted rates/fees | | OPD Nurse/ Nursing Attendant |
| 4 Proceed to Social Service | 4.1 Evaluate and classify patients | None | 5 Minutes | Social Welfare Officer |



| | | | | | |
|---|-----|---|----------------------------------|---|---|
| for discount/ classification | 4.2 | Gives discount | | | |
| 5 Proceed to Cashier for payment | 5.1 | Cashier issues Official Receipt for every payment paid for services | Refer to posted rates/fees | 5 Minutes | Cashier on Duty |
| 6 Proceed to Ancillary Services: (Laboratory, Radiology & ECG) | 6.1 | Performed required procedures | None | 25 Minutes | MedTech On- Duty |
| | 6.2 | Advise patient time to get result | | Diagnostic procedure results (2 Hours) | RadTech On- Duty OPD Nurse/Nursing Attendant |
| 7 Get results from Ancillary Services | 7.1 | Releases results | None | 5 Minutes | OPD Nurse/Nursing Attendant |
| 8 Returns to assessment area | 8.1 | Examination results attach to OPD Records and advise patient to proceed to consultation area | None | 5 Minutes | OPD Nurse/ Nursing Attendant |
| 9 Proceed to Consultation Room for Re- examination of Treatment | 9.1 | Re-examine patient based on diagnostic results | None | 30 Minutes | Medical Officer |
| | 9.2 | Execute Treatment plan <ul style="list-style-type: none"> • Nebulization (Proceed to cashier for payment) • Stitches Removal (Proceed to cashier for payment) • Catheterizati on (Proceed to cashier for payment) • Dressing (Proceed to | | | Nurse/Nursing Attendant |



| | | | | |
|--------------|---|--|----------------|--|
| | <p>cashier for payment)</p> <ul style="list-style-type: none">• ECG (Proceed to cashier for payment) <p>NOT FOR ADMISSION: Advices client for follow up and give home medications & health instructions</p> <p>FOR ADMISSION: Issues admission orders & accompany patient to ER Department for admitting procedures</p> | | | |
| Total | | | 2 Hours | |



**Davao Oriental Provincial Hospital
(Lupon)
Nurse Service Division
External Services**



I. Admission in the Emergency

Availability of Service: 24 hours a day, 7 days a week

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | All patients needing admission procedure, observation patient, patients need treatment care | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Hospital Number ▪ Triage Form | | <ul style="list-style-type: none"> ▪ OPD Section ▪ ER Triage Nurse | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to triage area for interview and assessment | 1.1 Interview patient and accomplishes ER brief history & Triage Form | None | 15 Minutes | Resident on Duty |
| | 1.2 Examines and assesses patient's condition if admission is necessary | | | |
| | 1.3 Prepares admitting Slip and written Physician order | | | |
| | 1.4 Instruct and endorse to nurse on duty | | | |
| | 1.5 Checks for completeness of patient data & admitting orders | None | 1 Hour | Nurse/Nursing Attendant |
| 2 Proceed to admitting area | 2.1 Calls the patient and instruct/explain what to do | None | 5 Minutes | Nurse/Nursing Attendant |



| | | | | | | |
|---|---|---|---|------|---------------------------|-------------------------|
| | 2.2 | Checks and determine for room/ward vaccines | | | | |
| 3 | Proceeds to clinical service department | 3.1 | Accompanies patient to ER department & place patient on ER beds | None | 25 Minutes | Nurse/Nursing Attendant |
| | | 3.2 | Assesses and takes vital signs | | | |
| | | 3.3 | Gives initial medication & treatment | | | |
| 4 | Transfer to designated ward | 4.1 | Checks for completeness of chart | None | 25 Minutes | Nurse/Nursing Attendant |
| | | 4.2 | Informs ROD regarding transfer | | | |
| | | 4.3 | Endorses patient to NOD | | | |
| | | Total | | | 2 Hours 10 Minutes | |



II. Admission in Delivery Room

Availability of Service: 24 hours a day, 7 days a week

| | | | | |
|--|---|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All DR Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Triage Form ▪ Prenatal Book/Ultrasound Result ▪ If from RHU birthing Home; Referral Form, if appropriate | | <ul style="list-style-type: none"> ▪ ER Triage Nurse ▪ Patient ▪ RHU Birthing Home Facility | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Proceed to triage area for initial assessment | 1.1 Performs triaging | None | 10 Minutes | Triage Nurse |
| | 1.2 Performs vital signs taking | | | |
| 2 Escort patient to DR and present triage form | 2.1 Accepts triage form from ER and encode in admission chart | None | 5 Minutes | Nurse on Duty |
| 3 Undergo assessment, evaluation, and management | 3.1 Perform assessment and evaluation | None | 1 Hour | ROD/NOD/ Midwife |
| | 3.2 Request for laboratory and diagnostic work up | | | |
| 4 Proceeds to admitting area | 4.1 Checks and determine for room/ward vacancy | None | 5 Minutes | Nurse/Nursing Attendant |
| 5 Proceeds to clinical service department | 5.1 Accompanies patient to clinical department & place patient on ER beds | None | 25 Minutes | Nurse/Nursing Attendant |
| | 5.2 Assesses and takes vital signs | | | |
| 6 Secure OB Kit at Pharmacy | 6.1 Instruct patient to secure OB Kit at Pharmacy | P 350.00 | 5 Minutes | NOD/Midwife |



| | | | | | |
|--------------|--|---|------|--------------------------------------|-----------------|
| | 6.2 | For Non-PhilHealth Patients who cannot pay the whole amount, they may ask assistance from medical social worker section of the hospital | | | |
| 7 | Sign consent for admission | 7.1 Secure consent for admission from patient/watcher | None | 3 Minutes | NOD |
| 8 | Proceed to labor room to receive plan of care/management/treatment <ul style="list-style-type: none"> • Mother • Newborn | 8.1 Provide plan of care/management/treatment | None | Depending on the case of the patient | ROD/NOD/Midwife |
| | | 8.2 Labor and Delivery | | | |
| | | 8.3 Episiorrhaphy if with Perineal Laceration | | | |
| | | 8.4 Emergency Procedures | | | |
| 9 | Skin to skin contact of mother & newborn | 9.1 Initiate skin to skin contact & breastfeeding | None | 1 Hour | NOD/Midwife |
| 10 | Patient for transfer ward | 10.1 Transfer patient to designated area | None | 5 Minutes | NOD/Midwife |
| Total | | | | 2 Hours | |



III. Direct Admission to TTMF from RHU

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|--|---|--|------------------------|---------------------------|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | All confirmatory patient; male/female, adult /pedia with mild, moderate and severe cases | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Chart Endorsement | | | ▪ MESU | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Arrive at TTMF on the day of admission | 1.1 Carry out the patient admission procedure | None | 10 Minutes | NOD | |
| | 1.2 Obtains patient data & consent for admission | None | 30 Minutes | ROD | |
| | 1.3 Get initial vital signs | | | | |
| | 1.4 Get the chief complaints | | | | |
| 2 Present self for assessment & history taking | 2.1 Refers to doctor: examines the patient & writes order | None | 5 Minutes | NOD | |
| | 2.2 Carry out doctor's order | | | | |
| | 2.3 Inform patient of the hospital policies | | | | |
| 3 Awaits for the medicines to be given | 3.1 Request medicines & IV Solution from the Pharmacy | None | 40 Minutes | NOD | |
| 4 Provide the prescribed medication to undergo | 4.1 Prepare and start the medication | None | 10 Minutes | NOD | |
| | 4.2 Start intravenous line | | | | |



| | | | | | |
|------------------------------------|------|---|------|----------------|-------------------|
| laboratory examination | 4.3 | Start oral and intravenous medication | | | |
| 5 Patient for diagnostic procedure | 5.1 | Request for laboratory exams for the patient & watcher | None | 10 Minutes | MOD |
| | 5.2 | Properly filled-out forms | | | |
| | 5.3 | Inform MedTech on Duty | | | |
| | 5.4 | Instruct NPO for 6-8 if for blood chemistry | None | 10 Minutes | NOD |
| | 5.5 | Collect the blood specimen for the requested laboratory examinations | None | 30 Minutes | ROD |
| | 5.6 | Notify X-ray Department & scheduled for Chest X-ray for patient and watcher | None | 5 Minutes | NOD |
| | 5.7 | Properly filled-out forms | None | 40 Minutes | NOD |
| | 5.8 | Request ambulance for transportation | None | 10 Minutes | NOD |
| | 5.9 | Notify janitor on duty for disinfection during the transport | None | 10 Minutes | MOD |
| | 5.10 | Transport the patient to X-ray Department as scheduled | None | 30 Minutes | Nursing Attendant |
| | 5.11 | X-ray Procedure | None | 1 Hour | RADTECH |
| | 5.12 | Chest x-ray | | | |
| Total | | | | 5 Hours | |



IV. Trans-IN from ER/Respiratory Ward (TTF)

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|---|--|---|------------------------|---------------------------|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | All confirmatory patient; male/female, Adult/Pedia with mild, moderate and severe cases | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Patient's Chart | | | ▪ ER/Respiratory Ward | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Arrive at TTF on the day of admission | 1.1 Prepares the room for trans-in | None | 2 Minutes | TTF Staff | |
| | 1.2 Put bed linen | | | | |
| | 1.3 Prepares oxygen & other needed equipment for the patient Get the chief complaints | | | | |
| 2 Transfer to designated area | 2.1 Receives the endorsement and patient | None | 5 Minutes | TTF Staff | |
| | 2.2 Place patient on bed and assess patient's status | | | | |
| | 2.3 Take vital signs, if desat hook to oxygen | | | | |
| | 2.4 Check chart for completeness of entries & validates doctor's order of transfer | | | | |
| | 2.5 Check the result of the SWAB Test | | | | |
| 3 Perform independent nursing care | 3.1 Orient patients & watchers about the policies | None | 10 Minutes | NOD | |



| | | | | | |
|--------------|-----|---|------|--------------------------|--|
| | 3.2 | Obtain initial vital signs | None | 10 Minutes | |
| | 3.3 | Regulate patient's gadgets attached | None | 10 Minutes | |
| | 3.4 | Transport and place patient to bed safely and comfortably | None | 10 Minutes | |
| | 3.5 | Provide safe medication accordingly | None | 1 Hour | |
| Total | | | | 1 Hour 47 Minutes | |



V. Transfer patient to tertiary hospital (TTF)

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|---|---|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | All confirmatory patient; male/female, adult /pedia with mild, moderate and severe cases | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Call Endorsement to Tertiary Hospital | | | <ul style="list-style-type: none"> TTF Staff | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Receive order for transfer | 1.1 Carry out doctor's order for transfer | None | 1 Minute | NOD | |
| 2 Receive notice of transfer to another hospital | 2.1 Inform patient & watcher of the transfer & if they have hospital of choice in mind | None | 5 Minutes | NOD | |
| | 2.2 Inquire to transferring tertiary hospital for vacancy: <ul style="list-style-type: none"> If with vacancy endorse patient If without vacancy, deck the patient for prioritization | None | 30 Minutes | ROD | |
| 3 Secure clearance from Billing Section and Social Service <ul style="list-style-type: none"> Present the bill and clearance | 3.1 Forward patient's chart to Pharmacy and Billing Section | None | 30 Minutes | TTF Staff | |
| | 3.2 Instruct patient/watcher to ask someone from outside or their relative who can | | | | |



| | | | | |
|--|--|------|--------------------------|--------|
| | process their clearance at billing section | | | |
| | 3.3 Present the bill and clearance | | | |
| | 3.4 Check the bill & clearance for completeness of signature | | | |
| 4 Wait for transfer to tertiary hospital | 4.1 Arrange patient's transportation | None | 10 Minutes | NOD |
| | 4.2 Coordinate with security guard & ambulance driver about the transfer | | | |
| | 4.3 Inform needed equipment to be available during transport | | | |
| | 4.4 Identify personnel to accompany/escort the patient during transfer | | | |
| 5 Patients transfer procedure | 5.1 Transport the patient to designated tertiary hospital | None | 1 Hour | NOD/NA |
| Total | | | 2 Hour 46 Minutes | |



VI. Discharge from TTMF

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|--|--|------------------------|------------------------|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | All confirmatory patient; male/female, adult /pedia with mild, moderate and severe cases | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Patient's Chart | | | ▪ TTMF Staff | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Receive doctor's order for discharge | 1.1 Carry out doctor's order | None | 30 Minutes | NOD | |
| | 1.2 Fill out Discharge Summary | | | | |
| | 1.3 Provide prescription of home medicines | | | | |
| 2 Discharge Procedure | 2.1 Forward patient's chart Pharmacy and Billing Section | None | 5 Minutes | NOD | |
| | 2.2 Present the bill & clearance | None | 30 Minutes | ROD | |
| | 2.3 Check the bill & clearance for completeness of signature | | | | |
| | 2.4 Give home medicine instruction & health teachings | | | | |



| | | | | | | |
|--------------|--|-----|---|------|--------------------------|-----|
| 3 | Wait for transport vehicle to arrive and clearance | 3.1 | Call and endorse to MESU or continuation of home quarantine & request for transportation of patient | None | 5 Minutes | NOD |
| 4 | Discharge | 4.1 | Discharge patient to home via ambulance for LGU/MESU | None | 30 Minutes | NOD |
| Total | | | | | 1 Hour 40 Minutes | |



VII. Observation Status (OBS) in the ER

Availability of Service: 24 hours a day, 7 days a week

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|---|---|--|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | All ambulatory patient needing immediate management | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Triage Form ▪ Hospital Number | | | <ul style="list-style-type: none"> ▪ For Triage Nurse ▪ OPD Department | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Proceed to Triage Area for interview and assessment | 1.1 Interviews patient and accomplishes ER brief history | None | 5 Minutes | Triage Nurse | |
| 2 Proceeds to designated clinical service department | 2.1 Direct and accompanies patients to designated clinical department for observation of chief complaints | None | 3 Minutes | Nurse / Nursing Attendant | |
| | 2.2 Examines and assess patient's condition for any injury and/or illness | None | 10 Minutes | Resident on Duty | |
| | 2.3 Accomplishes ER Blotter / ER Registry Form | None | 5 Minutes | Resident on Duty | |
| | 2.4 Renders initial treatment & intervention | None | 30 Minutes | Resident on Duty/ Nurse | |
| 3 Forward specimen bottle to Laboratory Department | 3.1 Facilitates and assist in the submission of specimen to the laboratory | None | 10 Minutes | NOD / Nursing Attendant | |



| | | | | | |
|---|-----|--|------|--------------------------|-------------------------|
| | 3.2 | Checks and verify availability of laboratory results | | | |
| 4 Monitoring and providing independent nursing care | 4.1 | Evaluates patient care | None | 1 Hour | NOD / Nursing Attendant |
| | 4.2 | Determines disposition of patient | | | |
| | 4.3 | Accomplishes OPD slip or home medicine prescription if for discharge | | | |
| 5 Discharge from hospital | 5.1 | Gives ER Clearance Slip | None | 10 Minutes | Nurse |
| | 5.2 | Provides home instruction and OPD follow up schedule | | | |
| Total | | | | 3 Hours 3 Minutes | |



VIII. Receiving Admission of patient from ER

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|---|---|--|------------------------|---------------------------|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | DOPH-Respi Ward caters service of communicable/ non-communicable related to pulmonary cases patient. The unit serve both adult/pedia/male and female/Pre-post partum (OB Case) who needs medical interventions | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Patient's Chart | | | ▪ Emergency Department | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Admission/ Transfer from ER to Ward | 1.1 Receiving patient together with patient's data (chart) with Physician's order from ER (Emergency Department Unit) | None | 5 Minutes | ER Nurse | |
| | 1.2 Reviews of chart <ul style="list-style-type: none"> • Encoding Physician's order to Kardex • Assess patient on bed upon receiving from admission • Educate patient's diet plan, hospital policies and the their bill of rights <ul style="list-style-type: none"> - Diet plan - Hospital policies - Patient's bill of rights | None | 30 Minutes | ER Nurse | |



| | | | | |
|---|---|------|---|--|
| 2 Continuity of patient's care and management | 2.1 Obtain vital signs | None | 5-15 Minutes every patient, extension of Time depends on patient's Monitoring | Nurse or Nursing Attendant |
| | 2.2 Giving Medication | None | 30 Minutes | NOD (PO Meds, IVTT Meds) Nursing Attendant |
| | 2.3 Documentation of progress notes/ Nurses notes | None | 30 Minutes | NOD |
| | 2.4 Doctor's rounds and re-assessment | None | 1 Hour | ROD |
| | 2.5 Carry out Doctor's Order | None | 1 Hour | NOD |
| | 2.6 Nurse endorsement to next shift | None | 30 Minutes | NOD/Nursing Attendant |
| 3 Undergo laboratory/ X-ray examination | 3.1 Sending request X-ray and Lab Exams for patient lab | None | 10 Minutes | NOD / Nursing Attendant |
| | 3.2 Collection of Specimen - Urinalysis & Fecalysis | | | |
| 4 Undergo radiologic procedure | 4.1 Sending CXRAY Form | None | 20 Minutes | NOD / Nursing Attendant for Patient transportation to RAD TECH |
| | 4.2 Inform X-Ray Department | | | |
| | 4.3 Transport patient as scheduled | | | |
| Total | | | 4 Hours 50 Minutes | |



IX. Respiratory Ward Internal Referral

Availability of Service: 24 hours a day, 7 days a week

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|--|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | All Respiratory Patient for ER & Non-respiratory Patient | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Patient's Chart | | | <ul style="list-style-type: none"> ▪ Patient Chart ER & Non-respiratory Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Undergoes evaluation and assessment for referral to other facilities | 1.1 Assess patient status and order | None | 15 Minutes | Attending Physician | |
| | 1.2 For transfer to hospitals for further evaluation and management | None | 10 Minutes | Attending Physician | |
| | 1.3 Appraise patient and family about his/her condition that need to be manage by huge facilities | | | | |
| 2 Decision making for transfer to other facilities | 2.1 Needs to fill-up consent form for transfer moves | None | 5 minutes | Ward Nurses | |
| | 2.2 Referral notes by Physician indicating full details of patient's history, investigation, findings, treatment, present status, and reason for referrals | None | 10 Minutes | Attending Physician | |
| | 2.3 Make a call to the receiving unit | None | 10 Minutes | Attending Physician | |



| | | | | |
|--|---|------|------------|---------------------|
| | <ul style="list-style-type: none"> - About patient's status - Availability of designated room - Referral arrangement should be doctor to doctor | | | |
| | 2.4 Prepare 3 copies of referral notes with Physician Signature <ul style="list-style-type: none"> - Referral documents preparation - Copies of examination, laboratories, RT-PCR and CXR Result | None | 20 Minutes | Ward Nurses |
| 3 Updates of referral status | 3.1 Do follow-up update of checking status to receiving facilities every shift and logbook it afterwards | None | 10 Minutes | Ward Nurses |
| | 3.2 Daily update of referral notes by Physician on duty during patient's round and any untoward changes to patient's status | None | 5 Minutes | Attending Physician |
| 4 Prepare for transfer to receiving unit | 4.1 Inform Physician on duty and update Patient's referral notes | None | 3 Minutes | Ward Nurses |



| | | | | | |
|---------------------------------|-----|---|--------------|------------|--|
| | 4.2 | Patient's Chart - Forward Patient's chart to other department - Pharmacy Section - Billing Section - NHIP Section/ Claims Section (As to completion of PhilHealth requirements) | None | 1 Hour | Ward Nurses / Pharmacy / Billing Section |
| | 4.3 | Assist patient's representative to security section to coordinate for means of transportation either hospital ambulance or municipal ambulance | With payment | 10 Minutes | Ward Nurses Station / Cashier |
| | 4.4 | Provide instruction to secure hospital bills to cashier section | None | 10 Minutes | Ward Nurses Station / Cashier |
| | 4.5 | Proceed to Social Worker for any financial adjustment/ assistance | None | 10 Minutes | Social Worker |
| 5 Obtain Clearance for transfer | 5.1 | Signature of clearance to every department | None | 5 Minutes | Ward Nurses |
| | 5.2 | Collect patient's clearance for transfer and clearance slip should be given | | | |
| | 5.3 | Follow the facilities | | | |



| | | | | |
|--|---|--|--------------------------|--|
| | <p>standard operating procedures when referring a patient</p> <ul style="list-style-type: none">- Give to patient's representative the following documents- Updated referral notes- Original Copy of RT-PCR Result- Chest X-Ray result- Copies of other laboratory result | | | |
| | 5.4 Patients with critical or life threatening condition shall be accompany during transport with nurses if possible with Physician on Duty or Nursing Aid if non-critical spaces | | | |
| | Total | | 3 Hours 3 Minutes | |



X. Respiratory Ward - Post-Mortem Care/COVID-19 Case

Availability of Service: 24 hours a day, 7 days a week

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All COVID death patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Patient's Chart | | <ul style="list-style-type: none"> ▪ Emergency Department ▪ Respiratory Ward ▪ TTMF | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Undergoes pronouncement of being clinically dead | 1.1 Pronounces patient clinically dead after resuscitation or with signed DNI (Do Not Intubate); DNR Form (Absence vital signs of life) | None | 15 Minutes | Attending Physician |
| | 1.2 Appraises the family of patient's status & death | None | 15 Minutes | Attending Physician |
| | 1.3 Informs about hospital protocol of death for respiratory cases that includes the result of RT-PCR (OPS/NPS) - The bunos staffed of the patient depends to RT-PCR results | None | 15 Minutes | NOD |
| | 1.4 Prepare 4 copies of death certificate with Physician signature; | None | 5 Minutes | NOD |



| | | | | |
|--------------------|--|------|------------|----------------------------|
| | complete data of covid death form and informs supervisor | | | |
| | 1.5 Forward patient's claim to Billing Section | None | 5 Minutes | NOD |
| | 1.6 Notifies the respective MESU (Municipal Epidemiology Surveillance Unit) about the patient's case | None | 5 Minutes | NOD |
| 2 Post-Mortem Care | 2.1 Perform Morter Care | None | 3 Minutes | NOD/Security Guard on Duty |
| | 2.2 Prepares and completes orange death tags for patient identification | None | 10 Minutes | Attending Physician |
| | 2.3 Inform security section to instruct patient's outside representative to secure the Cadaver Bag at Pharmacy Section | None | 45 Minutes | NOD / Nursing Aide |
| | 2.4 Observes standard precaution in holding cadaver - Wears complete personal protective equipment (PPE) and observe standard precaution in | | | |



| | | | | |
|-----|---|------|------------|------------------------|
| | <p>handling cadaver</p> <ul style="list-style-type: none"> - Pertain hand washing procedure | | | |
| 2.5 | <p>Removes any assistive devices</p> <ul style="list-style-type: none"> - Tubing - Put on yellow bags for standard isolation measures - Cleanse patient's any visible fluid and secretion | None | 20 Minutes | Ward Nurses |
| 2.6 | <p>For post-mortem swab</p> <ul style="list-style-type: none"> - Complete Case Investigation Form (CIF) and RITM - Performs OPS or NPS Tests | | | |
| 2.7 | <p>Wrap the body properly with condemned linen (white) making sure no body part is exposed</p> <ul style="list-style-type: none"> - Places one orange death on patient's forehead then another one over the linen - Places the 3rd orange death tag on the head part of the Cadaver Bag | None | 10 Minutes | Security Guard on Duty |



| | | | | |
|-----------------------------|--|---|---|---|
| 3 Being taken to the morgue | 3.1 Coordinate with security guard on duty for transport of patient's body of morgue | None | 30 Minutes | NOD/Security Guard on Duty |
| | 3.2 Place the body inside a leak proof cadaver bag and zipped properly | | | |
| | 3.3 Coordinate with janitorial staff for cleaning and disinfection of pathways going towards the morgue for infection control purposes | None | NOD/Nursing Attendant/ Security Guard on Duty | |
| 4 Family Instruction | 4.1 Instructs the family to secure billing and clearances | with payment depending on their hospital expenses | 15 Minutes | Pharmacy Section/Billing Section/ Cashier |
| | 4.2 Instructs significant command about the process of cleaning and how the body will be managed | | 1 Hour | Ward Nurses/ Pharmacy/ Billing Section |



| | | | | | |
|--------------|-----|---|------|------------------------------------|-------------------------------------|
| | 4.3 | Releases cadaver clearance slip with the original copy of swab test result (OPS/NPS) - Cadaver referral slip/ clearances depend with RT-PCR results - If with confirm RT-PCR results, referral for cremation ordinance/ burial procedure within 24 hours - If negative result of RT-PCR, inform MESU (wait for 3-5 days) | None | 10 Minutes | NOD |
| | | | None | 15 Minutes | Billing Section/ Medical Records |
| | | | None | 24 Hours | |
| Total | | | | 1 Day 3 Hours 8 Minutes | |



XI. Discharge of Patient from Station 2

Process of discharging patient from Station 2

Availability of Service: 8:00 AM - 5:00 PM DAILY

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|--|--------------------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Admitted Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Discharge Order | | | <ul style="list-style-type: none"> ▪ Resident on Duty | | |
| <ul style="list-style-type: none"> ▪ Completed Discharge Document (CF3 & CF4) | | | <ul style="list-style-type: none"> ▪ Resident on Duty | | |
| <ul style="list-style-type: none"> ▪ Discharge Instructions | | | <ul style="list-style-type: none"> ▪ Nurse on Duty | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Undergoes evaluation and assessment for discharge | 1.1 Eliminates and assesses patient for discharge | None | 1 Hour | Resident on Duty | |
| | 1.2 Carry out Doctor's order for discharge | None | 30 Minutes | Nurse on Duty | |
| 2 Receives request for notice of discharge | 2.1 Explains the process of discharge | None | 10 Minutes | Nurse on Duty | |
| 3 Wait for the instruction to secure clearance | 3.1 Discharge process | None | 2 hours & 40 Minutes | Nurse on Duty | |
| | 3.2 Chart send to Pharmacy for checking of dispensed medicines and other medical supplies used during their stay | | | | |
| | 3.3 Send chart to Billing Section | None | 5 Minutes | Pharmacy Aide/ Pharmacist on Duty | |
| | 3.4 Bill processed and call station if okay for billing | None | 1 Hour | Billing Officer on Duty | |



| | | | | |
|--|--|------|---------------------------|---------------------------|
| 4 Secure Clearance | 4.1 Inform client to secure slip for discharge and hospital evaluation checklist to Guard on Duty (OPD Area) | None | 5 Minutes | Nursing Attendant on Duty |
| | 4.2 Instruct to drop evaluation checklist to the drop box | None | 5 Minutes | OPD Guard on Duty |
| | 4.3 After completion, inform to get the clearance form to billing section | None | 5 Minutes | Nurse/Nursing Attendant |
| | 4.4 Gives clearance form and instructs to complete all signatures listed | None | 1 Hour | Billing Officer on Duty |
| 5 Presents completed clearance and discharged slip | 5.1 Verifies clearance and discharge slip | None | 5 Minutes | Nurse on Duty |
| | 5.2 Gives discharge instructions - Home Medications - Dates on follow-up, check-up - Health Teachings - Other special instructions | | 15 Minutes | Nurse on Duty |
| | 5.3 Assist in getting to the lobby in a wheelchair | None | 10 Minutes | Nursing Attendant on Duty |
| 6 Discharging of patients with probable cases | 6.1 The Nurse on duty will call the MESU for endorsement | None | 5 Minutes | Nurse on Duty |
| Total | | | 7 Hours 10 Minutes | |



**Davao Oriental Provincial Hospital
(Lupon)
Ward Station Services
External Services**



I. Admission of Patient from Emergency Department to Station-1

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|--|--|------------------------|---|--|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Female, male, pediatric patients, & OB-GYN patients (Post-Partum & Pre-Partum)-Non Pulmo Cases | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Admitting Order ▪ Consent for Admission | | | <ul style="list-style-type: none"> ▪ Resident on Duty ▪ Nurse on Duty | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Waits for the confirmation of admission to the assigned ward | 1.1 Endorsement of the patient's chart | None | 20 Minutes | Nurse On Duty (ER Department Nurse on Duty Receiving Unit) | |
| | 1.2 Validate admitting orders and admission consent | | | | |
| | 1.3 Ensures completeness of the chart and other important data | | | | |
| 2 Arrive to Nurses Station | 2.1 Provide nursing care | None | 30 Minutes | Nurse On Duty (ER Department Nurse on Duty Receiving Unit) | |
| | 2.2 Escort patient to assigned bed | | | | |
| | 2.3 Take initial vital signs, history taking | | | | |
| | 2.4 Orient patients and watchers to ward policies | | | | |
| Total | | | 50 Minutes | | |



II. Preparation for transferring Admitted Patients to other Station & different Ward (Station 2-Respi Ward)

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|--|--|------------------------|---|--|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Admitted Patients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Transfer-out Order ▪ Complete Pertinent Data ▪ Receiving Unit Bed Vacancy ▪ Endorsement ▪ Transport Medium | | | <ul style="list-style-type: none"> ▪ Resident on Duty ▪ Nurse on Duty ▪ Receiving Unit (Station 2) ▪ Nurse on Duty ▪ Endorsing Unit (Equipment & Manpower) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Undergoes evaluation assessment for transfer to other station | 1.1 Assess and evaluates patient for transfer of unit | None | 30 Minutes | Resident on Duty | |
| 2 Receives information that the patient should be transferred to another ward | 2.1 Provides an explanation and justification for the transfer towards the patients and watchers | None | 30 Minutes | Nurse On Duty (ER Department Nurse on Duty Receiving Unit) | |
| | 2.2 Carry out doctor's order | None | 15 Minutes | Resident on Duty | |
| | 2.3 Ensures completeness of the chart and other pertinent data/ documents for the transfer | None | 20 Minutes | Nurse on Duty | |
| 3 Inform notice about the process of transfer to other station | 3.1 Ask for room vacancy at the receiving unit if with vacancy: | None | 5 Minutes | Nurse on Duty | |
| | 3.2 Continue with the endorsement | None | 20 Minutes | Nurse on Duty | |



| | | | | |
|--------------|---|------|---------------------------|-------------------------------------|
| | process and patient's transfer if without | | | |
| 3.3 | Prioritization is accomplished by checking and monitoring the patient | None | 20 Minutes | Nurse on Duty |
| 3.4 | Provide independent nursing care | None | 31 Minutes | Nurse on Duty/ Nursing Attendant |
| Total | | | 2 Hours 51 Minutes | |



III. Transferring of Patient to other Station & Admitted Patients to different Ward

Availability of Service: 24 hours a day, 7 days a week

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Admitted Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Transfer-out Order ▪ Complete Pertinent Data ▪ Receiving Unit Bed Vacancy | | <ul style="list-style-type: none"> ▪ Resident on Duty ▪ Nurse on Duty ▪ Receiving Unit (Station 2) | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Wait for the transfer to the designated area/unit | 1.1 Endorse the patient's chart, medication and ensure all equipment needed are available | None | 20 Minutes | Nurse on Duty |
| | 1.2 Instruct watchers to prepare the belongings of the patient for transfer | None | 10 Minutes | Nursing Attendant on Duty |
| | 1.3 Prepare patient and ensures patient is stable for transport | None | 20 Minutes | Nurse on Duty |
| 2 Transfer patient | 2.1 Transport the patient to another station | None | 10 Minutes | Nursing Attendant on Duty |
| Total | | | 55 Minutes | |



IV. Discharge of Patient from Station 1

Process of discharging patient

Availability of Service: 8:00 AM - 6:00 PM Daily

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
|--|--|--|--|-----------------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen | | | |
| Who may avail: | | Admitted Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Discharge Order | | | <ul style="list-style-type: none"> ▪ Resident on Duty | | |
| <ul style="list-style-type: none"> ▪ Completed Discharge Document (CF3 & CF4) | | | <ul style="list-style-type: none"> ▪ Resident on Duty | | |
| <ul style="list-style-type: none"> ▪ Discharge Instructions | | | <ul style="list-style-type: none"> ▪ Nurse on Duty | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Undergoes evaluation and assessment for discharge | 1.1 Eliminates and assesses patient for discharge | None | 1 Hour | Resident on Duty | |
| | 1.2 Carry out Doctor's order for discharge | None | 30 Minutes | Nurse on Duty | |
| 2 Receives request for notice of discharge | 2.1 Explains the process of discharge | None | 10 Minutes | Nurse on Duty | |
| 3 Wait for the instruction to secure clearance | 3.1 Discharge process | None | 2 Hours & 40 Minutes | Nurse on Duty | |
| | 3.2 Chart send to Pharmacy for checking of dispensed medicines and other medical supplies used during their stay | | | | |
| | 3.3 Send chart to Billing Section | None | 5 Minutes | Pharmacy Aide/ Pharmacist on Duty | |
| | 3.4 Bill processed and call station if okay for billing | None | 1 Hour | Billing Officer on Duty | |
| 4 Secure Clearance | 4.1 Inform client to secure slip for discharge and | None | 5 Minutes | Nursing Attendant on Duty | |



| | | | | |
|--|--|------|---------------------------|---------------------------|
| | hospital evaluation checklist to Guard on Duty (OPD Area) | | | |
| | 4.2 Instruct to drop evaluation checklist to the drop box | None | 5 Minutes | OPD Guard on Duty |
| | 4.3 After completion, inform to get the clearance form to billing section | None | 5 Minutes | Nurse/Nursing Attendant |
| | 4.4 Gives clearance form and instructs to complete all signatures listed | None | 1 Hour | Billing Officer on Duty |
| 5 Presents completed clearance and discharged slip | 5.1 Verifies clearance and discharge slip | None | 5 Minutes | Nurse on Duty |
| | 5.2 Gives discharge instructions - Home Medications - Dates on follow-up, check-up - Health Teachings - Other special instructions | None | 15 Minutes | Nurse on Duty |
| | 5.3 Assist in getting to the lobby in a wheelchair | None | 10 Minutes | Nursing Attendant on Duty |
| Total | | | 7 Hours 10 Minutes | |



V. Facilitating of Prescribed Laboratory Examinations for Patients Admitted at Station 1

Assisting with Prescribed Laboratory Test

Availability of Service: 6:00 AM - 11:00 PM, 7 Days in a Week

| | | | | | |
|--|---|------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Admitted Patients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Doctor's Order ▪ Filled-up Request Form | | | <ul style="list-style-type: none"> ▪ Resident on Duty ▪ Nurse on Duty | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Receive order for Laboratory Test | 1.1 Carry out doctor's order | None | 10 Minutes | Nurse on Duty | |
| | 1.2 Routine Lab, Exam Fecalysis, Urinalysis and CBC | | | | |
| | 1.3 Provides specimen bottle accordingly - Instruct patient to collect specimen according to specific laboratory test required | None | 5 Minutes | Nurse on Duty | |
| | 1.4 For blood extraction required: - Inform patient about blood extraction - Instruct if there are special preparations | None | 5 Minutes | Nurse on Duty | |
| 2 Collect the requested specimen (If SE & UA) | 2.1 Send laboratory request form and specimen to Laboratory Department | None | 5 Minutes | Nurse on Duty | |



| | | | | | |
|---|-----|--|-------------|---------------------------|-------------------------|
| | 2.2 | For PHIC member patients; give the request directly to the Laboratory Department | None | 5 Minutes | Nurse on Duty |
| | 2.3 | For NON-PHIC member; pay first at the cashier before sending it to the lab | See Annex A | 10 minutes | Nurse on Duty |
| 3 Sending laboratory request for Hematology | 3.1 | Permit collection of specimen (blood extraction) [Urinalysis & Fecalalysis] | None | 1 Hour | NOD/ MedTech on Duty |
| | 3.2 | For PHIC member, send directly to lab | | | |
| | 3.3 | For Non-PHIC member, pay first to cashier before sending the request to the Lab | | | |
| | 3.4 | For STAT ORDER | None | 10 Minutes | NOD/ MedTech on Duty |
| Total | | | | 1 Hours 50 Minutes | |



VI. X-Ray Procedure: Facilitation for Patients Admitted at Station 1

Facilitation of the Prescribed X-Ray Procedure

Availability of Service: 6:00 AM - 11:00 PM, 7 Days in a Week

| | | | | | |
|--|--|------------------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Admitted Patients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Doctor's Order ▪ Filled-up Request Form | | | <ul style="list-style-type: none"> ▪ Resident on Duty ▪ Nurse on Duty | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Receive order for X-Ray Procedure | 1.1 Verifies Doctor's order | None | 5 Minutes | Nurse on Duty | |
| | 1.2 Complete request form for the procedure | | | | |
| | 1.3 Non-PHIC members; advise to pay first at the Cashier | Refer to approved schedule of fees | 5 Minutes | Nurse on Duty | |
| | 1.4 PHIC members; instruct to wait for a call | None | 1 Minute | Nurse on Duty | |
| 2 Transportation of patient to X-Ray Room | 2.1 Accompany patient via wheelchair/ stretcher | None | 10 Minutes | Nursing Attendant on Duty | |
| | 2.2 X-Ray Procedure | Refer to approved schedule of fees | 45 Minutes | RADTECH on Duty | |
| Total | | | 1 Hours 6 Minutes | | |



VII. Facilitating Transfer of Admitted Patient to Tertiary Hospital

Process of transferring patient to other hospital for further management

Availability of Service: 24 hours a day, 7 days a week

| | | | | | |
|---|---|------------------------------------|---|---------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Admitted Patients | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Transfer order to other hospital ▪ Referral Form ▪ Completed Pertinent Data | | | <ul style="list-style-type: none"> ▪ Doctor ▪ Doctor ▪ Nurse on Duty | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Receive order for X-Ray Procedure | 1.1 Assess and evaluates patient for transfer | None | 30 Minutes | Resident on Duty | |
| 2 Receives information that the patient should be transferred | 2.1 Provides an explanation and justification for transfer and made referral form | None | 30 Minutes | Resident on Duty | |
| | 2.2 Carry out Doctor' Order | None | 5 minutes | Nurse on Duty | |
| | 2.3 Transfer procedure: - Calls receiving hospital endorsement and vacancy - If with vacancy; Send chart to billing and instruct client to proceed to ambulance dispatch area - Advise to settle bill or proceed to medical social welfare | None | 20 Minutes | Nurse on Duty | |
| | | Refer to approved schedule of fees | 20 Minutes | Nurse on Duty | |
| | | None | 10 Minutes | Resident on Duty | |
| Total | | | 1 Hours 6 Minutes | | |



**Davao Oriental Provincial Hospital
(Lupon)
Cashier Department
External Services**



I. Collection of Payment

Collection of payment for various hospital services rendered to clients.
 Availability of Service: 24 hours; Mondays to Sundays including Holidays

| | | | | |
|---|--|---|------------------------|-----------------------------------|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen | | |
| Who may avail: | | Patients/Payor | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Request Form/Charge Slip/Hospital Bill/Prescription | | <ul style="list-style-type: none"> Ward/Laboratory/Pharmacy/Office In-Charge of the service rendered | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present request form/charge slip/hospital bill/prescription and payment. | 1.1 Verifies request | Applicable Fees reflected in the request/charge slip/hospital bill/prescription | 10 Minutes | Administrative Officer I/ Cashier |
| | 1.2 Receives payment and issues official receipt | | | |
| Total | | Applicable Fees reflected in the request/charge slip/hospital bill/prescription | 10 Minutes | |



II. Collection of Payment (For Patients who have not yet processed their PHIC documents)

Collection of payment for various hospital services rendered to clients.
 Availability of Service: 24 hours; Mondays to Sundays including Holidays

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
|---|--|---|------------------------|--------------------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen | | |
| Who may avail: | | Patients/Payor | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Request Form/Charge Slip/Hospital Bill/Prescription | | <ul style="list-style-type: none"> Ward/Laboratory/Pharmacy/Office In Charge of the service rendered | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present request form/charge slip/hospital bill/prescription and payment. | 1.1 Verifies request | Applicable Fees reflected in the request/charge slip/hospital bill/prescription | 10 Minutes | Administrative Officer I/ Cashier |
| | 1.2 Receives payment and issues official receipt | | | |
| | 1.3 Inform patient/watcher the processing period of refund after complying the PHIC documents. | None | 5 Minutes | |
| Total | | Applicable Fees reflected in the request/charge slip/hospital bill/prescription | 15 Minutes | |



III. Processing of Refund (CHEQUE REFUND)

Refund of Payment/s for PHIC Patients (CHEQUE REFUND)

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays

| | | | | |
|--|--|--|------------------------|--------------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | Patients/Payor | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Official Receipt/s | | <ul style="list-style-type: none"> ▪ Clients | | |
| <ul style="list-style-type: none"> ▪ Orange Card (Proof of processing PHIC documents) with Name & Signature | | <ul style="list-style-type: none"> ▪ Philhealth Section | | |
| <ul style="list-style-type: none"> ▪ Mobile Number | | <ul style="list-style-type: none"> ▪ Clients | | |
| <ul style="list-style-type: none"> ▪ Valid ID | | <ul style="list-style-type: none"> ▪ Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present all the requirements indicated above | 1.1 Verifies the validity of refund | None | 1 Minute | Administrative Officer I/ Cashier |
| | 1.2 Interview Patient/ Watcher | None | 2 Minutes | |
| | 1.3 Inform patient/watcher the processing period of voucher and the update of the releasing of check when check is available | None | 3 Minutes | |
| | 1.4 Prepares voucher | None | 5 Minutes | |
| | 1.5 Forward the documents to Accounting Section | None | 4 Minutes | |
| Total | | | 15 Minutes | |



IV. Releasing of Petty Cash

Releasing of petty cash fund to various agency employees/departments

Availability of Service: 8:00 AM to 5:00 PM; Monday to Friday except Holidays

| | | | | |
|---|---|---|------------------------|--------------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | Those agency employees/departments with petty cash requests | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Petty Cash Voucher ▪ Purchase Request Form ▪ Quotation/Canvass forms (for purchases above P 1,000.00) | | <ul style="list-style-type: none"> ▪ Cashier Office ▪ Requesting Department ▪ Procurement Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Presents Petty Cash request documents with approved signature of Admin Head/Chief of Hospital | 1.1 Verifies documents for accuracy & completion | None | 5 Minutes | Administrative Officer I/ Cashier |
| | 1.2 Releases cash if documents are complete | None | 3 Minutes | |
| 2 Affixing name & signature in PCV form after receipt of cash | 2.1 Checks signature | None | 2 Minutes | Administrative Officer I/ Cashier |
| Total | | | 10 Minutes | |



V. Releasing of Refund (CASH REFUND)

Refund of Unserved Procedure or Medicine (CASH REFUND)

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays

| | | | | |
|--|--|---|------------------------|--------------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients/Payor | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Official Receipt/s | | <ul style="list-style-type: none"> ▪ Clients | | |
| <ul style="list-style-type: none"> ▪ Note of Justification for refund with Name and Signature | | <ul style="list-style-type: none"> ▪ Doctor/Nurse/Pharmacists/Billing/Laboratory In-Charge | | |
| <ul style="list-style-type: none"> ▪ Valid ID | | <ul style="list-style-type: none"> ▪ Patient | | |
| <ul style="list-style-type: none"> ▪ Authorization Letter (If the name appeared in OR is unable to claim personally the refund) | | <ul style="list-style-type: none"> ▪ Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present all the requirements indicated above | 1.1 Verifies the validity of refund | None | 1 Minute | Administrative Officer I/ Cashier |
| | 1.2 Interview Claimant | None | 2 Minutes | |
| | 1.3 Provide the Logbook for the claimant for signature | None | 5 Minutes | |
| | 1.4 Release the Cash Refund | None | 2 Minutes | |
| Total | | | 10 Minutes | |



VI. Releasing of Refund (CHEQUE REFUND)

Refund of Payment/s for PHIC Patients (CHEQUE REFUND)

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Fridays

| | | | | |
|--|---|---|------------------------|--------------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Patients/Payor | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Original & Photocopy of Valid ID ▪ Authorization Letter (If patient is unable to claim personally the refund) | | <ul style="list-style-type: none"> ▪ Patient and Claimant ▪ Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Present all the requirements indicated above | 1.1 Verifies documents for accuracy & completion | None | 2 Minutes | Administrative Officer I/ Cashier |
| | 1.2 Provide the approved voucher for claimant signature | None | 3 Minutes | |
| | 1.3 Provide the Logbook for the claimant for signature | None | 3 Minutes | |
| | 1.4 Release check if documents are complete | None | 2 Minutes | |
| Total | | | 10 Minutes | |



**Davao Oriental Provincial Hospital
(Lupon)
Billing & Claims Services
External Services**



I. Preparation of Statement of Accounts

Preparation of statement of accounts for Service and Payward (PHIC, Non-PHIC, COVID-19).

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays including Holidays

| | | | | | |
|--|--|------------------------|--|----------------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Patient and their Relatives/Authorize Representative | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Patient's Chart (PhilHealth Member & Non-PhilHealth members) | | | <ul style="list-style-type: none"> ▪ Nurses Station | | |
| <ul style="list-style-type: none"> ▪ Medical Charge Slip (PhilHealth Member & Non-PhilHealth members) | | | <ul style="list-style-type: none"> ▪ Pharmacy | | |
| <ul style="list-style-type: none"> ▪ Patient's Clearance Certificate | | | <ul style="list-style-type: none"> ▪ Pharmacy | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submits Medical Charge Slip and Patient's Chart | 1.1 Receives and checks items if correct and creates progress bill | None | 5 Minutes | Billing Staff Billing Section | |
| | 1.2 Prepares patient's Statement of Accounts and finalizes charges once MGH charts are forwarded from Pharmacy | None | 25 Minutes | Billing Staff Billing Section | |
| | 1.3 Prints the final bill, releases statement of accounts & clearance slips, explains the charges posted in the hospital bill and instruct patient/watcher on the next process | None | 10 Minutes | Billing Staff Billing Section | |
| Total | | | 40 Minutes | | |



II. Releasing of Statement of Accounts

Releasing of patient's statement of accounts

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays including Holidays

| | | |
|-----------------------------|--|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen | |
| Who may avail: | Patient and their Relatives/Authorize Representative | |
| | Checklist of Requirements | Where to Secure |
| | <p>The following are the Complete Philhealth requirements that needs to be submitted with 24 hours upon patient admission:</p> <ul style="list-style-type: none"> ▪ Sponsored/Indigent Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Government/Private Employee: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Individually Paying/Self-Employed Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Lifetime/Non-paying Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Philhealth Lifetime/Non-paying ID Card (For | |
| | | <ul style="list-style-type: none"> ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff |



| | |
|--|---|
| <p>Member-Patient) - 1 copy [back to back]</p> <ul style="list-style-type: none"> ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below <ul style="list-style-type: none"> ▪ OFW/OWWA Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) reflecting validity period of OFW/OWWA Remittance - 1 copy ○ Please read note below <p>Note: If member is unable to sign, attach any Government Issued Valid ID and document that would establish relationship of the member to the signatory (NEAREST KIN)</p> | <ul style="list-style-type: none"> ▪ Philhealth Claims Staff |
|--|---|

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---|-----------------|-----------------|----------------------------------|
| 1 Fills-up and presents documents. (For Philhealth Members only) | 1.1 Receives and verifies the Philhealth requirements. (Non-PHIC directs watcher/patient to respective Nurse Station) | None | 5 Minutes | Billing Staff Billing Section |
| | 1.2 Assists clients in conformance of SOA | None | 5 Minutes | Billing Staff Billing Section |
| | 1.3 Release client's copy of SOA to patient/watcher , explains the charges posted in the hospital bill and instruct patient/watcher on the next process | None | 10 Minutes | Billing Staff Billing Section |



| | | | | |
|--|---|------|-------------------|----------------------------------|
| 2 For Non-Philhealth Members: They will be instructed to go to the Medical Social Service | 2.1 Assist clients in conformance of SOA | None | 5 Minutes | Billing Staff Billing Section |
| | 2.2 Release client's copy of SOA to patient/watcher , explains the charges posted in the hospital bill and instruct patient/watcher on the next process | None | 10 Minutes | Billing Staff Billing Section |
| Total | | | 40 Minutes | |



III. Processing of Statement of Account

Process for patients requesting for an issuance of Statement of Account.

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Fridays including Holidays;

8:00 AM to 4:00 PM; Saturdays to Sundays

| | | |
|-----------------------------|--|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen | |
| Who may avail: | All | |
| | Checklist of Requirements | Where to Secure |
| | <p>The following are the Complete Philhealth requirements that needs to be submitted with 24 hours upon patient admission:</p> <ul style="list-style-type: none"> ▪ Sponsored/Indigent Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Government/Private Employee: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Individually Paying/Self-Employed Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Lifetime/Non-paying Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Philhealth Lifetime/Non-paying ID Card (For | |
| | | <ul style="list-style-type: none"> ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff |



| Member-Patient) - 1 copy [back to back] <ul style="list-style-type: none"> ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below <ul style="list-style-type: none"> ▪ OFW/OWWA Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) reflecting validity period of OFW/OWWA Remittance - 1 copy ○ Please read note below <p>Note: If member is unable to sign, attach any Government Issued Valid ID and document that would establish relationship of the member to the signatory (NEAREST KIN)</p> | | <ul style="list-style-type: none"> ▪ Philhealth Claims Staff | | | |
|--|---|---|-----------------|-----------------------------|--|
| <ul style="list-style-type: none"> ▪ Statement of Account | | <ul style="list-style-type: none"> ▪ Billing Section | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Fills-up and presents documents. (For Philhealth Members only) For non-Philhealth members: They will be instructed to go to the Medical Social Service | 1.1 Accept the accomplished pre-billing notification slip For non-Philhealth members: Instruct client to go to the Medical Social Service | None | 5 Minutes | Billing Clerk/ Claims Staff | |



| | | | | |
|--|--|-------------|-------------------|--|
| <p>2 Accept the Statement of account form and do the following:</p> <ul style="list-style-type: none"> - Proceed to the Medical Social Service if needed - Proceed to the Cashier for payment - Return to the Respective ward and submits accomplished discharge clearance form | <p>2.1 Compute the Hospital Bill, prepare the Statement of Account and release it to the client with instructions of the following:</p> <ul style="list-style-type: none"> - Refer patients/ watchers to Medical Social Worker for assistance, etc. - Instruct patients/ watchers to proceed to Cashier if: - PHIC: Excess of case rates except for No Balance Billing - Non-Philhealth: Amount due - Other: Amount due after assistance, etc - Receives accomplished discharge clearance form | <p>None</p> | <p>45 minutes</p> | <p>Billing Clerk/ Claims Staff</p> <p>Social Welfare Officer I</p> <p>Cashier</p> <p>Nurse On-Duty</p> |
| Total | | | 50 Minutes | |



IV. Availing of PhilHealth Benefits

Receiving of patients PhilHealth documents

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Fridays including Holidays;

8:00 AM to 4:00 PM; Saturdays to Sundays

| | | | | | |
|--|---|------------------------|---|-------------------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen | | | | |
| Who may avail: | Patient and their Relatives/Authorize Representative | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ PHIC Claim Signature Form (CSF) ▪ PHIC ID or any valid ID | | | <ul style="list-style-type: none"> ▪ PhilHealth website: www.philhealth.gov.ph/downloads/forms | | |
| <ul style="list-style-type: none"> ▪ PhilHealth Membership Registration Form (PMRF) if needed. | | | <ul style="list-style-type: none"> ▪ Philhealth Claims | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Fills-up and presents documents | 1.1 Receives and checks items of complete | None | 5 Minutes | Claims Staff | |
| | 1.2 Verifies PHIC portal for membership eligibility vs submitted documents | None | 10 Minutes | Claims Staff | |
| | 1.3 Issue Philhealth benefit slip (Orange Card) | None | 2 Minutes | Claims Staff | |
| | 1.4 Files documents | None | 2 Minutes | Claims Staff | |
| 2 Submits Philhealth Slip (Orange Card) to Pharmacy | 2.1 Receives Philhealth Slip (Orange Card) and attached to Medical Charges Slip, etc. | None | 3 Minutes | Pharmacist / Pharmacy Aide Pharmacy | |
| Total | | | 22 Minutes | | |



Davao Oriental Provincial Hospital (Lupon)

Security Section

External Services



I. Issuance of Watcher's ID

Releasing of Watcher's ID to watchers of admitted patients.

Availability of Service: 24 hours a day, 7 days a week

| | | | | |
|---|--|------------------------|------------------------|-----------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Admitted Patient's Watcher | | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Referral Form | | ▪ Nurses Station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Clients present a referral form from ward nurses station address to the guard on duty | 1.1 Records the patient's details in the logbook | None | 5 Minutes | Guard on duty Security Section |
| | 1.2 Issues watcher's ID to client | | 5 Minutes | |
| Total | | | 10 Minutes | |



II. Replacement of Lost Watcher's ID

Releasing of Watcher's ID to watchers of admitted patients

Availability of Service: 24 hours a day, 7 days a week

| | | | | |
|--|---|------------------------|------------------------|--------------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | Admitted Patient's Watcher | | | |
| Checklist of Requirements | | Where to Secure | | |
| ▪ Referral Form | | ▪ Ward Nurses Station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Receives referral form issued from the nurse on duty | 1.1 Records patient's and watcher's details in the logbook | None | 5 Minutes | Guard on duty Security Section |
| | 1.2 Issues charge slip and instructs client to pay for the lost ID to the Cashier | | 5 Minutes | |
| 2 Pays for the lost watcher's ID at the Cashier | 2.1 Receives payment and issues an official receipt | P 50.00 | 10 Minutes | Cashier on duty Cashier |
| 3 Submits official receipt to Guard on duty | 3.1 Checks receipt then issues replacement watcher's ID | None | 10 Minutes | Guard on duty Security Section |
| Total | | P 50.00 | 30 Minutes | |



III. Incident Investigation

Investigation of any untoward incident.

Availability of Service: 8:00 AM to 5:00 PM Mondays to Fridays

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | Watchers, Patients, Visitors, Clients; DOPH-Lupon Personnel/Offices | | | |
| Checklist of Requirements | | Where to Secure | | |
| Present any of the following: <ul style="list-style-type: none"> Memorandum/Order Letter Request for Investigation Verbal Request or Complaint | | <ul style="list-style-type: none"> Admin Office Requesting Person or Unit Victim/Complainant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Forward Memo/ Investigation request or verbal instruction address to security section and state the details of the untoward incident | 1.1 Records and verifies reported untoward incident | None | 30 Minutes | Security Officer Security Section |
| 2 Give statements/details or facts of the incident | 2.1 Conducts ocular inspection and proper investigation | None | 2 Days | Security Officer Security Section with Police Investigator |
| | 2.2 Interviews persons involved: Complainant, suspect or witnesses if available | | | |
| | 2.3 Gathers evidence | | | |



| | | | | |
|--------------|--|------|--------------------------|--|
| | 2.4 Evaluates evidences based on the generated facts and finding with corresponding recommendation/s | None | 5 Days | Security Officer Security Section with Police Investigator |
| | 2.5 Submits Investigation Report (IR) to Admin Head for proper disposition | | | |
| Total | | | 7 Days 30 Minutes | |



IV. Issuance of PPEs to All Security Guards

Secure the PPE's of all guards on duty assigned/posted at identified covid areas

Availability of Service: 24 hours a day Mondays - Sundays

| | | | | | |
|--|--|--|--|---|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2G - Government to Government | | | |
| Who may avail: | | Security Guards | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Physical Appearance of Security Guards | | | <ul style="list-style-type: none"> Security Station | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Proceed to Security Station to ask for PPE | 1.1 Issues PPE then logs the issuance on the inventory sheet | None | 5 Minutes | Security Guard In-Charge Security Section | |
| Total | | | 5 Minutes | | |



**Davao Oriental Provincial Hospital
(Lupon)
Linen and Laundry Services
External Services**



I. Issuance of Clean Linen

This process covers the different wards requesting clean linens. The service is upon the request of the area duty accomplished by the requesting officer. Soiled linen shall be replenished with clean linen as per actual count.

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays

| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | |
|--|--|---|------------------------|---------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen | | |
| Who may avail: | | All Wards | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Linen Request Form | | <ul style="list-style-type: none"> ▪ Requesting Ward | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Surrenders all soiled linens and submits request form for clean linens from the Nurses Station | 1.1 The end user carries the dirty linens down to the designated area for counting | None | 1 Hour | Laundry and Linen Staff |
| | 1.2 Linen and laundry staff on duty, as well as the nursing attendants, will count the soiled linens and replace it with clean linen on a first-come, first-served basis | | | |
| 2 Receives issued clean linens | 2.1 Issues clean linens as per the number of surrendered soiled linens indicated on the requisition and issuance slip from the Nurses' Station | None | 2 Hours | Laundry and Linen Staff |
| | 2.2 Registers the number of soiled linens surrendered | | | |



| | | | | |
|--------------|--|--|----------------|--|
| | and the number of issued clean linens into the inventory logbook | | | |
| Total | | | 3 Hours | |



II. Replacement of Linens

This process covers the replacement of linen for the different wards. The service is upon the request of the area duly accomplished by the requesting personnel and as per number of request for replacement.

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays

| | | | | | |
|--|--|---|-----------------------------|---------------------------|--|
| Office or Division: | | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G - Government to Government | | | |
| Who may avail: | | All Wards; All Admitted Patients | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Request Form | | | ▪ Linen and Laundry Section | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Surrenders all soiled linens and submits request form from the Nurses Station for clean linens | 1.1 Issues clean linens | None | 1 Hour | Laundry and Linen Staff | |
| | 1.2 Informs the watcher and/or patient that the 1st linen issued will be free of charge but Php 50.00 will be charge if the patient requests for a change of linen everyday - Every other day is the regular schedule of changing linens | P 50.00 Extra linen | | Ward Personnel Cashier | |
| | 1.3 If the patient will be referred to other hospital and the linen was not returned to the Linen Section, the Ward Personnel will be responsible for returning it - In case the patient died, | P 300.00 Linen | | Ward Personnel | |



| | | | | |
|--------------|--|--|----------------|----------------|
| | issues charge slip for the linen used and instructs patient to pay to the Cashier | | | |
| | 1.4 When the patient is transferred to another room, alley, or ward, the same linen will be used | | | Ward Personnel |
| Total | | | 1 Hours | |



III. Signing of Discharge Clearance

Secures all used linen issued from patient whenever they are scheduled for discharge and signs clearance.

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays including Holidays

| | | | | |
|---|---|---|------------------------|---------------------------|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen | | | |
| Who may avail: | All Admitted Patients | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Discharge Clearance | | <ul style="list-style-type: none"> Nurse Station (where the patient is admitted) | | |
| <ul style="list-style-type: none"> Duly Accomplished Request Form for Return and/or Issuance of Linen (2 Copies) | | <ul style="list-style-type: none"> Nurse Station (where the patient is admitted) | | |
| <ul style="list-style-type: none"> Soiled linens and/or patient's gown to be replaced or returned | | <ul style="list-style-type: none"> Patient | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submits copy of Discharge Clearance and shows the number of the soiled linens and patient gowns to be returned *if patient is checked with a missing linen or patient gown | 1.1 Obtains the discharge clearance from the patient and/or watcher and verifies logbook for the number of linens and/or patient gowns issued versus surrendered soiled linens and patient gowns before signing | None | 10 Minutes | Laundry and Linen Staff |
| | 1.2 Instructs the patient and/or watcher where to put the soiled linens and/or patient gowns | | | |
| | 1.3 Signs the Discharge Clearance if the patient is free from any liability | | | |



| | | | | |
|--------------|---|---|-----------------|---------|
| | on missing linen/s or patient gown/s | | | |
| | 1.4 If in case of missing linen or patient gown, issues a charge slip and instructs the patient to proceed to the Cashier and pay for the missing linen/patient gown and asks for the Official Receipt to verify payment before signing their clearance | Php 300.00 Linen Php 300.00 Patient Gown | 10 Minutes | Cashier |
| Total | | | 20 Hours | |



**Davao Oriental Provincial Hospital
(Lupon)
Billing and Claims Services
Internal Services**



I. Processing of Philhealth Claims

Processing of patient Philhealth Claims

Availability of Service: 8:00 AM to 5:00 PM; Mondays to Sundays

| | | |
|-----------------------------|---|---|
| Office or Division: | Davao Oriental Provincial Hospital - Lupon | |
| Classification: | Simple | |
| Type of Transaction: | G2G - Government to Government | |
| Who may avail: | Patient member and qualified dependents | |
| | Checklist of Requirements | Where to Secure |
| | <ul style="list-style-type: none"> ▪ Statement of Account | <ul style="list-style-type: none"> ▪ Billing Section |
| | <ul style="list-style-type: none"> ▪ Doctor's order and Nurse's notes for confinement below 24 hours | <ul style="list-style-type: none"> ▪ Nurses Station |
| | <ul style="list-style-type: none"> ▪ Claim Form 3 (CF3) | <ul style="list-style-type: none"> ▪ Nurses Station |
| | <ul style="list-style-type: none"> ▪ Case Investigation Form | <ul style="list-style-type: none"> ▪ Nurses Station |
| | <ul style="list-style-type: none"> ▪ Newborn Filter Sticker | <ul style="list-style-type: none"> ▪ Laboratory |
| | <ul style="list-style-type: none"> ▪ Hearing Test Result | <ul style="list-style-type: none"> ▪ Laboratory |
| | <p>The following are the Complete Philhealth requirements that needs to be submitted with 24 hours upon patient admission:</p> <ul style="list-style-type: none"> ▪ Sponsored/Indigent Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Government/Private Employee: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below ▪ Individually Paying/Self-Employed Members: <ul style="list-style-type: none"> ○ Properly accomplished Claim Signature Form (CSF)-1 Copy ○ Updated Member Data Record (MDR) with validation - 1 Copy ○ Please read note below | |
| | | <ul style="list-style-type: none"> ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff ▪ Philhealth Claims Staff |



| | | | | | |
|---|-----|---|------|---|-----------------------|
| for processing of claims | 2.2 | Processes PHIC claims | None | 20 Minutes | |
| | 2.3 | Prepares transmittal of processed PHIC claims | None | 5 Minutes | |
| 3 Submits PHIC processed claims for transmittal | 3.1 | Receives processed PHIC claims | None | 15 Minutes | Administrative Aide I |
| | 3.2 | Scans and uploads PHIC claim via e-claims | None | 60 Days | |
| | 3.3 | Files PHIC documents | None | 5 Minutes | |
| Total | | | | 60 days and 1 hour and 4 minutes | |



Provincial Disaster Risk Reduction and Management Office External Services



I. Provision of assistance to conduct training on disaster risk reduction and management

Availability of Service: 8:00AM to 5:00 PM Monday to Friday

| | | | | |
|--|--|--|------------------------|--|
| Office or Division: | Provincial Disaster Risk Reduction and Management Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | Local Government Units, Government Agencies, CSOs & Private Sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <p>Letter request addressed to the Honorable Governor through the Department Head of the PDRRMO:</p> <ul style="list-style-type: none"> ▪ Letter should contain the following: <ul style="list-style-type: none"> ○ Type of training ○ Preferred date of training ○ Venue of the training ○ Target participants ▪ Letter should be signed by the authorized officer and should provide their contact number | | <ul style="list-style-type: none"> ▪ The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Sign/Record in the attendance logbook | 1.1 Check the logbook signed for verification to ensure correctness of data. | None | 1 Minute | AL JAMIL A. MACATABOG LDRRMO II, Research & Planning Division Chief |
| 2 Submits letter request in person (ideally 2 months before the conduct of the activity). Via Email | 2.1 Receives letter request in person and advise the client to wait for feedback not later than 3 days. | None | 5 Minutes | |
| | 2.2 Acknowledges receipt of the letter request and advise the client to wait for feedback not later than 3 days. | None | 1 Hour | |



| | | | | | |
|--------------|---|---|------|----------------------------------|--|
| 3 | Receives approval of the training request and logistical requirement for their compliance *For Approved Request* | 3.1 Provides logistical and administrative requirement for the training and training team | None | Within 5 days upon receipt | RIZEL MAE P. BALUNCIO LDRMO II, Training Administration Division Chief |
| | 3.2 Prepares completed staff work: - Memorandum orders - Travel Orders | | | | |
| 4 | Receives the training | 4.1 Implements/Conducts training | None | Day of the Training | |
| | | 4.2 Endorses training certificates to the Dept. Head for Signature | | | |
| | | 4.3 Provides signed certificates to the client | | | |
| | | 4.4 Submits After Activity Report to the Department Head | | Within 2 days after the training | |
| Total | | | | 7 Days | |



II. Provision of Financial Assistance (FA) to the Victims of Disasters or Calamities

Availability of Service: 8:00AM to 5:00 PM Monday to Friday

| | | | | |
|--|--|---|------------------------|---------------------------|
| Office or Division: | Provincial Disaster Risk Reduction and Management Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Victims of Emergencies or Calamities | | | |
| Checklist of Requirements | | Where to Secure | | |
| BURIAL ASSISTANCE <ul style="list-style-type: none"> ▪ Death Certificate ▪ Proof of filial relationship ▪ Certification from the Barangay Captain ▪ Local DRRM Office Certification ▪ Police Report on the incident ▪ PSWDO Case Study and endorsement for payment of claims from PSWDO FINANCIAL AND EMERGENCY SHELTER ASSISTANCE <ul style="list-style-type: none"> ▪ Proof of filial relationship ▪ Certification from the Barangay Captain ▪ Local DRRM Office Certification ▪ BFP on the incident (fire incidents) ▪ Health Office Report (health emergency concerns) ▪ PSWDO Case Study and endorsement for payment of claims from PSWDO | | <ul style="list-style-type: none"> ▪ Local Civil Registrar ▪ Client will provide ▪ Client's residential barangay ▪ Mun/City Local DRRM Office ▪ Mun/City Police Station ▪ PSWDO ▪ Client will provide ▪ Client's residential barangay ▪ Mun/City Local DRRM Office ▪ Mun/City Fire Station ▪ Mun/City Health Office ▪ PSWDO | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submits pertinent documents to the PSWDO | 1.1 (PSWDO) receives the document, evaluate and validate the completeness of the documents | None | 10 Minutes | PSWDO Person In-charge |
| | 1.2 Person in-charge advise the client to wait for feedback not later than 3 days | | | |



| | | | | | | |
|--------------|-----------------------------------|---|---|--|---|------------------------|
| | 1.3 | Conducts site assessment and home visits | | Within 5 days depending on the location and distance of the client | | |
| | 1.4 | Prepares the following documents: - Financial documents - Case study Certificate of eligibility | | | | |
| | 1.5 | Transmit the financial documents and attached all other pertinent documents to the PDRRMO | | | | |
| | 1.6 | Evaluate documents, attach DAB and indicate corresponding funding charges | None | 30 Minutes | AL JAMIL A. MACATABOG LDRRMO II, Finance & Administration Section In-charge | |
| | 1.7 | Sign the financial documents | None | | JESUSA C. TIMBANG PGDH-PDRRMO | |
| | 1.8 | Transmit the said documents to the PSWDO for processing | None | | AL JAMIL A. MACATABOG LDRRMO II, Finance & Administration Section In-charge | |
| | 1.9 | Process the documents | None | 3 Days | Process the documents | |
| 2 | Receives the financial assistance | 2.1 | Let the client sign pertinent documents for documentation | None | 10 Minutes | PSWDO Person In-charge |
| Total | | | | 8 Days 50 Minutes | | |



III. Provision of 24/7 Emergency Assistance Through Emergency Hotline

Availability of Service: 24/7 Available including Holidays

| Office or Division: | | Provincial Disaster Risk Reduction and Management Office | | | |
|--|---|--|------------------------|---------------------------|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C – Government to Citizen | | | |
| Who may avail: | | General Public | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ None | | | ▪ None | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Call or Text to the following Emergency Hotline Numbers: 09488386060 (TM) 09973243755 (SMART) (087) 3884-911 (TEL.) | 1.1 Receives call or text from the client and verify the information such as: - Type of incident/ emergency - Possible number of individuals concerned - Location of incident/ emergency - Status | None | 3-5 Minutes | RADIO OPERATOR ON-DUTY | |
| | 1.2 Records all information to the Communication Logbook | | | | |
| | 1.3 Forward the information to the concerned LGU through their Local DRRM Office Operation Center for their appropriate action | | | | |



| | | | | |
|--------------|---|--------------------------|---|---------------------------------|
| | <p>1.4 FOR MASS CASUALTY INCIDENTS that needs the PDRRMO augmentation</p> <ul style="list-style-type: none"> - Alerts the Responder's Team on-duty - Respond to incident/emergency with appropriate equipment or resources. - Provide appropriate intervention to individuals affected. - Ferry victims to nearest hospital if needed | None | <p>Within 20 Minutes depending on the location (within Mati City) and at-least 1-hour for outside Mati City</p> | RESPONDER'S TEAM LEADER ON DUTY |
| | <p>1.5 Make report regarding the incident including the supplies used during the operation and let the Hospital Nurse-on-duty sign the report (if victim is transported to hospital)</p> | None | Within 10 Minutes | RESPONDER'S TEAM LEADER ON DUTY |
| | <p>1.6 Submit report to Radio Operator on-duty</p> | | | |
| Total | | 1 Hour 10 Minutes | | |



Office of the Provincial Agriculture External Services



I. Training, Organization (Request for Entrepreneurial and Skills training, Organization and Re-Organization of RIC, 4H Club, other Agri-Fishery and Non-Agricultural related associations and Cooperatives)

NGOs, GOs, CSOs and other sectors within Davao Oriental can avail the following services

| | | | | |
|--|--|--|------------------------|---------------------------|
| Office or Division: | | Office of the Provincial Agriculture | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government | | |
| Who may avail: | | Government Offices & Other sectors | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter addressed to the Provincial Government Department Head (PGDH) – (Fas, 4H Club, RICs, Reach Program and Non- Agricultural related associations and cooperatives) | | <ul style="list-style-type: none"> The requesting party will provide the letter request | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Fill-up attendance in the logbook and receiving of proposal/request (Receiving Desk) - REACH advocacy - Training on redirecting towards Entrepreneurial attitudes for change (ReTEACH – LVL1) - Training on Entrepreneurial form Management (ENTREFARM) – Level 2 - Livelihood skills training | 1.1 Fill-up attendance in the logbook with complete data for communication and monitoring purposes | None | 10 Minutes | Focal Person |



| | | | | |
|--|--|-------------|-------------------|---------------------|
| <p>on tomato ketchup</p> <ul style="list-style-type: none"> - Livelihood skills training on squash naja (Kalamaja) - Livelihood skills training on fish processing (tilapia lamayo, tilapia empanada and tuna flakes) - Livelihood skills training on banana chips - Livelihood skills training on pineapple Jam - livelihood skills training on bangus deboning, smoking and tocino making - Organization and reorganization of RIC and 4H Club | <p>1.2 Receive the request letter and advise the client on related requirements. If complete, clients is advised to proceed to coordinators desk; if incomplete, client is advised accordingly</p> | | | |
| <p>2 Assessment of proposal/ Request (Coordinators Desk)</p> | <p>2.1 Assess proposal/ request for completeness and validity</p> | <p>None</p> | <p>15 Minutes</p> | <p>Focal Person</p> |
| <p>3 Finalization and agreement</p> | <p>3.1 Finalize and agree together with the requesting party regarding the arrangement of the activity</p> | <p>None</p> | <p>30 Minutes</p> | <p>Focal Person</p> |



| | | | | |
|--|---|------|--------------------------|---|
| 4 Scheduling | 4.1 Finalize and agree together with the requesting party regarding the arrangement of the activity | None | 15 Minutes | Focal Person |
| 5 Conducting of trainings, organization and reorganization | 5.1 Actual conduct of activities | None | | Focal Person, pool of trainers and other partner agencies |
| Total | | | 1 Hour 10 Minutes | |



II. Request of Data – Commodity Profile (Area Planted, No. of Farmers and Production) of these crops: rice, corn banana – cardaba, vegetables, cacao, coffee, rubber, oil palm, and hot chili.

Commodity Profile (No. of fishermen and volume catch) of these fish products: Tilapia, bangus & Tuna
 NGOs, GOs, CSOs and other sectors within Davao Oriental can avail the following services

| Office or Division: | | Office of the Provincial Agriculture | | | |
|--|---|---|--|--|--|
| Classification: | | Simple | | | |
| Type of Transaction: | | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | | Government Offices & Other sectors | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Request Letter addressed to PAGRO – PGDH | | | <ul style="list-style-type: none"> The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Record the attendance in the logbook | 1.1 Check the logbook signed for verification to ensure correct data | None | 1 Minute | Focal Person assigned in the Public Assistance Counter (PAC) | |
| 2 Present the request letter with the complete data (Name, Address and contact number) | 2.1 Receive the request letter and advise the client to wait for feedback not later than 3 Days | None | 1 Minute | | |
| 3 Will wait for further notice thru text message | 3.1 Prepare the data requested by client | None | 2 Hours | Planning staff | |
| 4 Go back to PAGRO office to pick up requested data | 4.1 Inform the client thru text message that data requested is now ready for pick up | None | 3 Minutes | Planning staff | |



| | | | | | | |
|--------------|--|-----|--|------|-------------------------|--|
| 5 | Record attendance in the logbook | 5.1 | Check the logbook signed for verification to ensure correct data | None | 1 Minute | Focal Person assigned in the Public Assistance Counter (PAC) |
| 6 | Present the text message from PAGRO Planning staff as proof that data requested is now ready for pick up | 6.1 | Check the text message as to sender's name and address and content | None | 1 Minute | |
| 7 | Take a seat and wait | 7.1 | Advise the client to take a seat and wait while he/she informs the planning staff that client is waiting to receive the data requested | None | 1 Minute | |
| 8 | Received the requested data by signing in the logbook | 8.1 | Record in the logbook | None | 1 Minute | |
| Total | | | | | 2 Hour 9 Minutes | |



III. Request of Palay, corn, vegetable seeds, banana seedlings, coffee seedlings, chili/oil palm, cacao seedlings, rubber seedlings, abaca seedlings, organic planting Materials, fertilizers and other input support interventions for the project

| | | |
|-----------------------------|--|---|
| Office or Division: | Office of the Provincial Agriculture | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | |
| Who may avail: | Government offices, farmers & fisherfolk and other sectors | |
| | Checklist of Requirements | Where to Secure |
| | <ul style="list-style-type: none"> ▪ Request letter should be addressed to the Department Head of PAGRO | <ul style="list-style-type: none"> ▪ The letter from the requesting party will be received by the PAGRO administrative office and affix the date and time received for proper recording and forwarded to the Head of office then the letter will be forwarded to the concern division for action |
| | <ul style="list-style-type: none"> ▪ Endorsement letter | <ul style="list-style-type: none"> ▪ Endorsement letter will be given immediately to requesting party if it does not need for validation/ inspection of his request by PAGRO Head. |
| | <ul style="list-style-type: none"> ▪ Request of Intervention Support | <ul style="list-style-type: none"> ▪ The requesting party need to avail of interventions/ planting materials they should submit names of beneficiaries, location, area to be planted and verified/ signed by the concerned barangay captain and endorsed by AEW assigned in the barangay and approved by municipal agriculturist for proper protocol |
| | <ul style="list-style-type: none"> ▪ Training/ Briefings/ Orientations | <ul style="list-style-type: none"> ▪ Requested Trainings/ briefing/ orientations by the LGUs, farmer associations and other sectors to the crops division they should have a letter request approved by the PAGRO head and they should state in their letter that they will provide the needed training materials included foods for the trainees |
| | <ul style="list-style-type: none"> ▪ Clients satisfaction form | <ul style="list-style-type: none"> ▪ All farmers and other stakeholders who withdrawn any interventions from PAGRO they are oblige to sign |



| | | or fill up the clients satisfaction form and masterlist for liquidation of the project. | | |
|--|---|---|-----------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Withdrawal of palay, corn, vegetable seeds, banana seedlings; coffee seedlings; chili/oil palm; cacao seedlings; rubber seedlings; abaca seedlings; organic planting materials; fertilizers and other input support interventions for the projects | 1.1 PAGRO GSS office process the withdrawal slip and signed by the FF: <ul style="list-style-type: none"> - Requisition- Project Coordinator - Noted by the GSS Head - Approved by the Head of Office - Received by the Client - No approved withdrawal slip no released of items - Guard on duty will be provided a copy of withdrawal slip | None | 15- 20 Minutes | Project Coordinators: Eugene C. Dujali Rice Rosa Mia A. Cristino Corn Rita Jane C. Bilagantol Vegetable Ponie P. Tamay Banana Renante Alonzo Coffee Roy Tamayo Chili/oil palm Dana Mae Piedra Cacao Mariano Londa Rubber Jaheden Odoy Abaca Magil John A Pandac Organic Agri |
| 2 Withdrawal of planting Materials produced/ raised at PAGRO Nursery | 2.1 PAGRO GSS office process the withdrawal slip and signed by the FF: <ul style="list-style-type: none"> - Nursery Incharge in the requisition - Noted by the GSS Head - Approved by the Head of Office - Received by the Client - No approved withdrawal slip no released of items | None | 15 – 20 Minutes | Mario Obatonon Nursery Incharge |



| | | | | | |
|--------------|---------------------------------|---|----------------------|--|---|
| | | - Guard on duty will be provided a copy of withdrawal slip | | | |
| 3 | Withdrawal of coconut seedlings | 3.1 PAGRO GSS office process the withdrawal slip and signed by the FF: - Nursery Incharge in the requisition - Noted by the GSS Head - Approved by the Head of Office - Received by the Client - No approved withdrawal slip no released of items - Guard on duty will be provided a copy of withdrawal slip | P 25.00 per seedling | 1 Hour depending on the volume requested | Cristobal Macapala Coconut Focal Person |
| Total | | | | 1 Hour 40 Minutes | |



IV. Fisheries Production and Distribution – Tilapia Fingerling Dispersal

| | | | | | |
|--|--|------------------------|--|---------------------------|--|
| Office or Division: | Office of the Provincial Agriculture | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | | |
| Who may avail: | Tilapia Operators and potential operators (Fishpond/Fish cage) Fisherfolk organizations/ associations , academe (Students, on the job Trainee) Local Government Units (LGUs) | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter and pond lay-out (Individual), List of Beneficiaries and pond lay-out/sketch map (Group) Addressed to Provincial Agriculture Office, Fisheries Division | | | <ul style="list-style-type: none"> The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Record attendance in the logbook | 1.1 Check the logbook signed for verification to ensure correct data | None | 5 Minutes | Focal Person | |
| 2 Present the request letter with the complete data (Name, address and contact number) | 2.1 Receive the letter request with attachments or accomplished client request form and process the request for approval | None | 10 Minutes | Focal Person | |
| | 2.2 Approval of fisheries Division chief | None | 10 Minutes | Fisheries Division Chief | |
| 3 Receive schedule of distribution and confirmed pick up | 3.1 Schedule the distribution and notify the client on the schedule pick-up date | None | 5 Minutes | Focal Person | |



| | | | | | |
|--------------|---------------------|---|------|--------------------------|----------------|
| 4 | Receive fingerlings | 4.1 Actual distribution (Loading and packing) | None | 1 Hour | Dispersal Aide |
| Total | | | | 1 Hour 30 Minutes | |



V. Fisheries Production and Distribution – Dispersal of Seaweed Propagules

| | | | | | |
|--|--|------------------------|--|---------------------------|--|
| Office or Division: | Office of the Provincial Agriculture | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | | |
| Who may avail: | Individual seaweed farmer, fishfolk association, local government units (LGUs) | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter and Farm lay-out (Individual), List of Beneficiaries and farm lay-out/sketch map (Group) Addressed to Provincial Agriculture Office, Fisheries Division | | | <ul style="list-style-type: none"> The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Record attendance in the logbook | 1.1 Check the logbook signed for verification to ensure correct data | None | 5 Minutes | Focal Person | |
| 2 Present the request letter with the complete data (Name, address and contact number) | 2.1 Receive the letter request with attachments or accomplished client request form and process the request for approval | None | 10 Minutes | Focal Person | |
| | 2.2 Approval of fisheries Division chief | None | 10 Minutes | Fisheries Division Chief | |
| 3 Receive schedule of distribution and confirmed pick up | 3.1 Schedule the distribution and notify the client on the schedule pick-up date | None | 5 Minutes | Focal Person | |



| | | | | | | |
|--------------|----------------------------|-----|--|------|-------------------------|--------------------------|
| 4 | Receive Seaweed propagules | 4.1 | Conduct lecture, demonstration and supervises activities | None | 1 Day | Fisheries Training staff |
| Total | | | | | 1 Day 30 Minutes | |



VI. Technical Assistance for walk-in clients

| | | | | |
|---|--|--|---------------------------|---------------------------------|
| Office or Division: | Office of the Provincial Agriculture | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Private fish farmers/ fishpond operators, fisherfolk organizations, peoples cooperatives, women's associations, out of school youth, local government units (LGUs) | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter addressed to Provincial Agriculture office, Fisheries Division | | <ul style="list-style-type: none"> The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit Letter to the PAGRO Head Office | 1.1 Receive and record the letter request | None | 5 Minutes | Record Officer PAGRO Officer |
| | 1.2 Endorse to the fisheries division and render needed assistance, information | None | 5 Minutes | Fisheries Division Head |
| 2 Discuss Inquiry/ Concerns | 2.1 Render the appropriate technical assistance | None | 2 Hours | Fisheries Training staff |
| 3 Fill -out client feedback form | 3.1 Receive the accomplished client feedback form | None | 5 Minutes | Fisheries Training staff |
| Total | | | 2 Hours 15 Minutes | |



VII. Technical Assistance on-site visit/ inspection

| | | | | | |
|---|---|------------------------|--|---------------------------|--|
| Office or Division: | Office of the Provincial Agriculture | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | | |
| Who may avail: | Private fish farmers/ fishpond operators, fisherfolk organizations, peoples cooperatives, women's associations, out of school youth, ,local government units (LGUs) | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter addressed to Provincial Agriculture office, Fisheries Division | | | <ul style="list-style-type: none"> The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Receive Invitation Letter | 1.1 Send invitation letter for the regular trainings conducted | None | 5 Minutes | Fisheries Division Head | |
| 2 Receive Training schedule and confirmed attendance | 2.1 Schedule training and notify the client about the schedule of training and ask confirmation of attendance | None | 5 Minutes | Fisheries Training Staff | |
| 3 Attend Training | 3.1 Conduct/ facilitate training | None | 3 Days | Fisheries Training staff | |
| 4 Fill out training evaluation form | 4.1 Receive the accomplished training evaluation form | None | 5 Minutes | Fisheries Training staff | |
| Total | | | 3 Days 15 Minutes | | |



VIII. Tractor Services

| Office or Division: | Office of the Provincial Agriculture | | | |
|---|--|--|------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Farmers province-wide who need tractor services, PLGU's, FA's, academe, private organizations and associations | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter for LKGU's, FA's, association, and Academe | | <ul style="list-style-type: none"> The requesting party will provide the letter | | |
| <ul style="list-style-type: none"> Personal appearance for individual farmers | | <ul style="list-style-type: none"> Go to PAGRO office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Record appearance at Guard House Logbook | 1.1 Client data provided by the client in the logbook | None | 5 Minutes | Guard on Duty |
| 2 Present request letter to ABE Division | 2.1 Check request letter and process it for approval | None | 10 Minutes | ABE Division Head |
| | 2.2 Secure approval from PAGRO Head | None | 5 Minutes | PAGRO Head/ ABE Incharge |
| | 2.3 Discuss the operation protocols and payment to the client | Basic Fee: 1 HR = P500.00/ rent 10L = Fuel/Hour | 15 Minutes | ABE Head/ ABE Incharge |
| | 2.4 Compute the payment and provide the schedule of services | None | 15 Minutes | ABE Head/ ABE Incharge |
| 3 Deliver the computation to PAGRO disbursement officer | 3.1 Assist the client to the office of PAGRO Disbursement Officer | Payment Made | 10 Minutes | ABE Incharge and PAGRO Disbursement Officer |



| | | | | |
|--------------|--|--|-------------------------|---|
| 4 | Received official receipt and schedule of Services | | 5 Minutes | ABE Incharge and PAGRO Disbursement Officer |
| Total | | | 1 Hour 5 Minutes | |



IX. Request of Planting Materials, Inputs and other services

NGO's, GO's, and any sector within Davao Oriental can avail the request of this services

| | | | | |
|--|--|---|---|-----------------------------------|
| Office or Division: | Office of the Provincial Agriculture | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | Farmers, Fisherfolk, Government and other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Request letter addressed to PAGRO | | <ul style="list-style-type: none"> Requesting party will provide the letter duly signed and endorsed by the barangay captain and the municipal/city agriculture office | | |
| <ul style="list-style-type: none"> Pre-Listing of Cooperators | | <ul style="list-style-type: none"> Requesting party will provide pre-listing of cooperators attached to the request letter | | |
| <ul style="list-style-type: none"> Endorsement Letter | | <ul style="list-style-type: none"> Barangay Captain of the concerned barangay the city/ Municipal Agriculture office | | |
| <ul style="list-style-type: none"> Attendance sheet, acknowledgement receipt with agreement, Farmers Profilers, withdrawal slip | | <ul style="list-style-type: none"> Will be release and signed by the cooperators during the delivery of the basic goods | | |
| <ul style="list-style-type: none"> Clients' satisfaction form | | <ul style="list-style-type: none"> Cooperators will sign CSF after receiving the goods and services being rendered | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Withdrawal of planting materials | 1.1 Process withdrawal slip, signing of withdrawal slip | None | 15 Minutes | Analyn Solano |
| | 1.2 Outgoing of planting materials from nursery to guard house | None | Depending on the volume to be withdrawn | Nursery Incharge and MASO concern |
| 2 Withdrawal of inputs and other materials | 2.1 Process withdrawal slip, signing of withdrawal slip | None | 15 Minutes | Focal Person |
| | 2.2 Outgoing of planting materials from nursery to guard house | None | Depending on the volume to be withdrawn | Nursery Incharge and MASO concern |



| | | | | | |
|--|-----|--|------|--|--|
| 3 One-on-one consultation on project assistance under Pagkain at Kita Save and other special projects/ commodities (Cacao, Corn, coffee, vegetables, rubber, abaca, falcata, oil palm, adlai, chili etc. | 3.1 | MASO and AFT assigned will validate and conduct interview to farmers in the area | None | | |
| | 3.2 | Verify farmers/ Fisherfolk willingness to participate in the program/ project | None | | |
| | 3.3 | Training will be conducted within the farmers area/ barangay hosted by PAGRO office in coordination with CAD/ MAO Office | None | | |
| | 3.4 | When planting materials and/or seeds are ready for delivery, cooperators will be contacted for withdrawal | None | | |
| | 3.5 | After withdrawal, selected cooperators will fill out the following: - Attendance sheet - Acknowledgement Receipt with agreement - Farmer profile - Withdrawal slip - Client satisfactory form | None | | |
| | 3.6 | Verify farmers planting schedule | None | | |
| | 3.7 | MASO and AFT will conduct monthly field monitoring to | None | | |



| | | | | |
|--|--|------|-------------------------|--|
| | verify if the given assistance is properly utilized | | | |
| | 3.8 Monthly reporting will be submitted by the concern MASO and AFT for proper recording | None | | |
| 4 Request of planting materials, inputs and other services | | | | |
| Total | | | 1 Hour 5 Minutes | |



Provincial Cooperative Office

External Services



I. Institutional Development

Training facilitation/ structural build-up

| | | | | | |
|---|---|------------------------|--------------------------|-----------------------------|--|
| Office or Division: | Provincial Cooperative Office | | | | |
| Classification: | Complex | | | | |
| Type of Transaction: | G2C - Government to Citizen; Government to Business | | | | |
| Who may avail: | Cooperatives and associations | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Request Letter | | | ▪ The Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Request with the above-mentioned details | 1.1 Receive request letter | None | 2 – 5 Minutes | PCO Staff | |
| | 1.2 Evaluation of request letter | None | 5 - 10 Minutes | PCO Staff | |
| | 1.3 If approved, preparation of training materials | None | 1 Day | Training Officer/ PCO Staff | |
| | 1.4 If disapproved, issuance of notice | None | 2 – 5 Minutes | PCO Staff | |
| | 1.5 Set schedule | None | 10 -15 Minutes | PCO Staff | |
| | 1.6 Conduct of training | None | 1 – 3 Days | Training Office/ PCO Staff | |
| | 1.7 Release of Certificates | None | 10 – 15 Minutes | PGDH | |
| Total | | | 4 Days 50 Minutes | | |



II. Enterprise Development

Davao Oriental Negosyo and livelihood development support fund (DO-NLD SF)

| Office or Division: | Provincial Cooperative Office |
|---|--|
| Classification: | Complex |
| Type of Transaction: | G2C - Government to Citizen; Government to Business |
| Who may avail: | Cooperatives, associations and individuals |
| Checklist of Requirements | |
| Where to Secure | |
| <p>Cooperative/ Associations</p> <ul style="list-style-type: none"> ▪ Fill up the application form ▪ Organization profile ▪ Financial Statement (for the recent year) ▪ Barangay Clearance (for the contact person Community Tax Certificate) ▪ TIN and Valid ID of contact person (Photocopy) ▪ Board Resolution ▪ Business/ Project Implementation Plan ▪ Location Map of the business ▪ DTI Registration ▪ Must undergo orientation of the credit program (Certificate of Attendance) ▪ Business Plan ▪ Collateral (OR-CR/Land Title/PDC) <p>Individuals</p> <ul style="list-style-type: none"> ▪ Fill up application form ▪ Business Plan ▪ Project/ Business Implementation Plan ▪ DTI Registration ▪ Business Permit ▪ Valid ID (Photocopy) ▪ Location Map of the business ▪ Barangay Clearance ▪ Undergo Orientation of the Credit Program (Certificate of Attendance) ▪ Financial Statement (For the Recent Year) | <ul style="list-style-type: none"> ▪ The requesting party |



| <ul style="list-style-type: none"> ▪ Collateral (OR-CR/ Land Title/PDC) ▪ TIN Numbers of Contact Person | | | | |
|---|---|-----------------|-----------------|--------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Submit request letter with the above-mentioned details and submit loan requirements | 1.1 Receive of request letter and loan requirements for individual and also associations/ cooperatives BOD resolution requesting for financial assistance | None | 2 – 5 Minutes | PCO Staff |
| | 1.2 Initial interview and orientation during submission of the loan requirements and BOD resolution requesting for financial assistance | None | 5 – 10 Minutes | PCO Staff |
| | 1.3 Evaluation of loan requirements submitted | None | 1 Day | PCO Staff |
| | 1.4 Set the schedule credit and background investigation report for project/business proposal validation | None | 2 – 5 Minutes | PCO Staff |
| | 1.5 Conduct credit and background investigation report (CIR) by the team in the area | None | 10 – 15 Minutes | PCO Staff |
| | 1.6 Credit officer will evaluate CIR submit credit | None | 1 – 2 Days | PCO Staff |



| | | | | |
|------|---|------|-----------------|-----------------------------|
| | evaluation report appropriate bodies (if approve or disapprove) | | | |
| 1.7 | If disapproved issuance of notice. It means, that the applicants or clients did not meet the requirements or qualification of the program | None | 10 – 15 Minutes | PCO Staff |
| 1.8 | If approve, inform the applicants that his/ her application and requirements are approved | None | 5 – 10 Minutes | PCO Staff |
| 1.9 | Set schedule for Davao Oriental Negosyo and livelihood Development support fund briefing and Orientation. | None | 30 – 45 Minutes | PCO Staff |
| 1.11 | Preparation of materials for briefing and orientation | None | 5 – 10 Minutes | Training Officer/ PCO Staff |
| 1.12 | Sending communication letter or text messages thru cellphone to the approved applicant for briefing and orientation | None | 10 – 15 Minutes | PCO Staff |
| 1.13 | Conduct briefing and orientation | None | 1 Day | Training Officer/ PCO Staff |



| | | | | | |
|--------------|------|--|------|-----------------------|------------|
| | 1.14 | Release of certificates | None | 2 – 5 Minutes | PGDH |
| | 1.15 | Applicants submit supporting documents to loan and credit officer | None | 2 – 3 Minutes | PCO Staff |
| | 1.16 | Submit requirements and supporting documents to Financial Analyst/ Credit loan officer for evaluation or screening | None | 2 – 3 Minutes | PCO Staff |
| | 1.17 | Submit to OIC- Provincial cooperative office for approve or disapprove | None | 30 – 45 Minutes | PCO Staff |
| | 1.18 | Prepare the documents signing of all documents verify by the credit officer/ project officer | None | 5 – 10 Minutes | PCO Staff |
| | 1.19 | Borrower sign promissory note/ real estate mortgage/ chattel mortgage | None | 2 – 5 Minutes | PCO Client |
| | 1.20 | Pay Processing fee/ service fee | None | 10 – 15 Minutes | PCO Client |
| Total | | | | 8 Days 6 hours | |



III. Good Governance

Capability Building

| | | | | | |
|---|--|---|--------------------------|-----------------------------|--|
| Office or Division: | | Provincial Cooperative Office | | | |
| Classification: | | Complex | | | |
| Type of Transaction: | | G2C - Government to Citizen; Government to Business | | | |
| Who may avail: | | Cooperatives and associations | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ▪ Request Letter | | | ▪ The Requesting Party | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1 Submit Request with the above-mentioned details | 1.1 Receive request letter | None | 2 – 5 Minutes | PCO Staff | |
| | 1.2 Evaluation of request letter | None | 5 - 10 Minutes | PCO Staff | |
| | 1.3 If approved, preparation of training materials | None | 1 Day | Training Officer/ PCO Staff | |
| | 1.4 If disapproved, issuance of notice | None | 2 – 5 Minutes | PCO Staff | |
| | 1.5 Set schedule | None | 10 -15 Minutes | PCO Staff | |
| | 1.6 Conduct of training | None | 1 – 3 Days | Training Office/ PCO Staff | |
| | 1.7 Release of Certificates | None | 10 – 15 Minutes | PGDH | |
| Total | | | 4 Days 50 Minutes | | |



**Provincial Tourism Office
Provincial Culture and Arts Affairs Office
External Services**



I. Logistics (Request of Vehicle – Van, Canter, Baobao)

Some government offices (Provincial and National) will request vehicle for a work-related travel

| | | | | |
|--|---|--|--------------------------|---|
| Office or Division: | Provincial Tourism Office – Administration Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices, other agencies and sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter request addressed to the Department Head | | The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Record attendance in the logbook | 1.1 Check the logbook signed to ensure the correct information | None | 1 Minute | Arman L. Cosare AAide III Receiving & Records In Charge |
| 2. Submit/ Present the letter request duly received by the records in charge (Note: letter request must be in Two (2) copies) | 2.1 Receive the letter request and advise the client to wait for feedback not later than 3 days | None | 1 Minute | Arman L. Cosare AAide III Receiving & Records in Charge |
| | 2.2 Forward the letter request to the Department Head for comments and approval | None | 3 Days | Arman L. Cosare AAide III Receiving & Records in Charge |
| | 2.3 Send feedback to the client regarding the status of the request | None | 1 Day | Arman L. Cosare AAide III Receiving & Records in Charge |
| Total | | None | 4 Days, 2 Minutes | |



II. Logistics (Request of Sound System, Projector)

Some government offices (Provincial and National) will request sound system and projector for a work-related activity

| | | | | |
|--|---|--|--------------------------|---|
| Office or Division: | Provincial Tourism Office – Administration Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices, other agencies and sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| Letter request addressed to the Department Head | | The requesting party will provide the letter | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Record attendance in the logbook | 1.1 Check the logbook signed to ensure the correct information | None | 1 Minute | Arman L. Cosare AAide III Receiving & Records In Charge |
| 2. Submit/ Present the letter request duly received by the records in charge (Note: letter request must be in Two (2) copies) | 2.1 Receive the letter request and advise the client to wait for feedback not later than 3 days | None | 1 Minute | Arman L. Cosare AAide III Receiving & Records in Charge |
| | 2.2 Forward the letter request to the Department Head for comments and approval | None | 3 Days | Arman L. Cosare AAide III Receiving & Records in Charge |
| | 2.3 Send feedback to the client regarding the status of the request | None | 1 Day | Arman L. Cosare AAide III Receiving & Records in Charge |
| Total | | None | 4 Days, 2 Minutes | |



III. Tourism Related Enterprise – Subangan Museum

Go's, NGO's. Any sector, residents and non-residents of Davao Oriental from all walks of life can avail of these services

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Provincial Tourism Office – Subangan Museum | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| Anyone who wants to visit the Museum must bring the following: | | Secure the Valid IDs in any of the ff: agencies: | | |
| <ul style="list-style-type: none"> ▪ Valid ID (for Resident, Senior Citizen and Student) | | <ul style="list-style-type: none"> ▪ PhilHealth, COMELEC, SSS, GSIS, LTO, DSWD, DFA, PRC, PSA National ID | | |
| <ul style="list-style-type: none"> ▪ Community Tax Certificate (optional) | | <ul style="list-style-type: none"> ▪ Barangay or Municipal Treasurer's Office | | |
| <ul style="list-style-type: none"> ▪ QR Code | | <ul style="list-style-type: none"> ▪ Davao Oriental/PDRRMO website | | |
| <ul style="list-style-type: none"> ▪ Face Mask & Face Shield | | <ul style="list-style-type: none"> ▪ Pharmacy, Department stores | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register and Fill-up Health Declaration Form and Present QR Card. | 1.1 Provide Health Declaration form and pen to the guests. | None | 1 Minute | Cashier |
| | 1.2 Check/Scan QR Card | None | 1 Minute | Cashier |
| 2. Present Identification | 2.1 Check the presented ID | None | 1 Minute | Cashier |



| | | | | |
|--|--|--|------------------|--------------------------|
| <p>3. Settle entrance fee</p> <p>General Admission: a. Non-Residence b. Resident</p> <p>Senior Citizen a. Non-Residence b. Resident</p> <p>Student a. Non-Residence b. Resident</p> <p>FREE FOR CHILDREN 5 YEARS OLD BELOW</p> <p>GROUP TOUR a. Group Tour with 11-50 pax will avail 5% Discount. b. Group Tour with 51 pax above will avail 10% Discount</p> | <p>3.1 Receive the payment of the guests</p> | <p>P 50.00 P 20.00 P 40.00 P 16.00 P 40.00</p> | <p>8 Minutes</p> | <p>Cashier</p> |
| | <p>3.2 Issue Cash Tickets upon payment</p> | <p>10.00</p> <p>Total Fee less 5%</p> <p>Total Fee less 10%</p> | | |
| <p>4. Present the Cash Tickets to the Museum Entrance</p> | <p>4.1 Check the Cash Tickets and Confirm the number of guests</p> | <p>None</p> | <p>1 Minute</p> | <p>Museum Staff</p> |
| <p>5. Briefing/ Orientation of the guests</p> | <p>5.1 Welcome the guests</p> | <p>None</p> | <p>3 Minutes</p> | <p>Museum Tour Guide</p> |



| | | | | |
|----------------|---|------|-------------------|-------------------|
| | 5.2 Conduct orientation regarding the Do's and Dont's in the Museum | None | | |
| 6. Museum Tour | 6.1 The Museum Tour Guide will assist and guide the guests | None | 45 Minutes | Museum Tour Guide |
| Total | | | 60 Minutes | |



IV. Tourism Related Enterprise – Tourism Annex Hotel (Accommodation)

It is a government owned accommodation facility wherein the GO's, NGO's and any sectors in Davao Oriental and outside Davao Oriental can avail the services

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Provincial Tourism Office – Tourism Annex Hotel | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter request addressed to the Governor Approved letter request Booking Reservation/Confirmation | | <ul style="list-style-type: none"> The requesting agency will provide the letter Provincial Governor's Office Subangan Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register and Fill-up Health Declaration Form and Present QR Card. | 1.1 Provide Health Declaration form and pen to the guests. | None | 3 Minute | Front Desk on Duty |
| | 1.2 Check/Scan QR Card | | | |
| 2. Present Valid ID and Fill-up the Registration Form | 2.1 Check room reservation | None | 1 Minute | Front Desk on Duty |
| | 2.2 Provide the Registration Form and pen to the guests | None | 1 Minute | |
| | 2.3 Check/ Review the duly filled-up Registration forms | None | 1 Minute | |



| | | | | |
|---|--|---|------------------|---------------------------|
| <p>3. Guests must choose, agree and understand the following room rates:</p> <p><i>Deluxe Twin Bed</i> <i>Deluxe Double</i> <i>Standard twin</i></p> <p><i>Extra Bed</i> <i>Extra Pillow</i></p> <p>*Additional breakfast is P150/pax and subject for price increase as requested by supplier.</p> <p>Note: Guests who desire to avail of any discount shall present their appropriate corresponding identification certificate.</p> | <p>3.1 The Front desk will present/give the guests a copy of the room rates and explain it to them</p> | <p>P 2,000.00 P 3,500.00 P 1,200.00</p> | <p>5 Minutes</p> | <p>Front Desk on Duty</p> |
| | <p>3.2 See to it that the guest understand and agree the room rates</p> | <p>P 350.00 P 100.00</p> | | |
| | <p>3.3 Answers questions and queries</p> | | | |
| <p>4. Prepare the baggage for Check in</p> | <p>4.1 Guide/ Assist the guest in the room</p> | <p>None</p> | <p>3 Minute</p> | <p>Front Desk on Duty</p> |
| | <p>4.2 Give the keys to the guests</p> | <p>None</p> | <p>1 Minute</p> | |
| <p>5. Planning to check-out:</p> <ul style="list-style-type: none"> • Ask Statement of Account • Payment • Wait for the receipt | <p>5.1 Provide Statement of Account</p> | <p>None</p> | <p>3 Minutes</p> | <p>Front Desk on Duty</p> |
| | <p>5.2 Received the cash/ cheque</p> | <p>None</p> | <p>3 Minutes</p> | |
| | <p>5.3 Provide receipt to the guest</p> | <p>None</p> | <p>3 Minutes</p> | |



| | | | | |
|------------------------------|---|------|-------------------|--------------------|
| 6. Guests ready to check out | 6.1 The Front Desk on duty will check the rooms | None | 5 Minutes | Front Desk on Duty |
| | 6.2 Collect the key and entry the guests time checked out | None | 1 Minute | |
| Total | | | 30 Minutes | |



V. Tourism Related Enterprise – Tourism SP Dormitel (Accommodation)

It is a government owned accommodation facility wherein the GO's, NGO's and any sectors in Davao Oriental and outside Davao Oriental can avail these services

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Provincial Tourism Office – Tourism SP Dormitel | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen; G2G – Government to Government | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> Letter request addressed to the Governor | | <ul style="list-style-type: none"> The requesting agency will provide the letter | | |
| <ul style="list-style-type: none"> Approved letter request | | <ul style="list-style-type: none"> Provincial Governor's Office | | |
| <ul style="list-style-type: none"> Booking Reservation/Confirmation | | <ul style="list-style-type: none"> Subangan Office | | |
| <ul style="list-style-type: none"> For Walk in guest, must present the following: <ol style="list-style-type: none"> Identification Card QR Card Face Mask/Face Shield | | <ul style="list-style-type: none"> Secure the Valid IDs in any of the ff: agencies: <ol style="list-style-type: none"> PhilHealth, COMELEC, SSS, GSIS, LTO, DSWD, DFA, PRC, PSA National ID Davao Oriental/PDRRMO website Pharmacy, Department stores | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Register and Fill-up Health Declaration Form and Present QR Card. | 1.1 Provide Health Declaration form and pen to the guests. | None | 3 Minutes | Front Desk on Duty |
| | 1.2 Check/Scan QR Card | | | |
| 2 Present Valid ID and Fill-up the Registration Form | 2.1 Check room reservation | None | 1 Minute | Front Desk on Duty |
| | 2.2 Provide the Registration Form and pen to the guests | None | 1 Minute | |
| | 2.3 Check/ Review the duly filled-up Registration forms | None | 1 Minute | |



| | | | | |
|---|--|---|------------------|---------------------------|
| <p>3 Guests must choose, agree and understand the following room rates:</p> <p>Standard Air-con Room - bed/day</p> <ul style="list-style-type: none"> ➤ Guest who are non-resident of Davao Oriental ➤ Guest who are resident of Davao Oriental shall enjoy discount. ➤ Senior citizen ➤ Children not more than 7 years old who do not occupy separated bed. <p>Note: Guests who desire to avail of any discount shall present their appropriate corresponding identification certificate.</p> | <p>3.4 The Front desk will present/give the guests a copy of the room rates and explain it to them</p> | <p>P 350.00</p> <p>P 350.00 (Full Rate)</p> | <p>5 Minutes</p> | <p>Front Desk on Duty</p> |
| | <p>3.5 See to it that the guest understand and agree the room rates</p> | | | |
| | <p>3.6 Answers questions and queries</p> | | | |
| <p>4. Prepare the baggage for Check in</p> | <p>4.3 Guide/ Assist the guest in the room</p> | <p>None</p> | <p>3 Minute</p> | <p>Front Desk on Duty</p> |
| | <p>4.4 Give the keys to the guests</p> | <p>None</p> | <p>1 Minute</p> | |



| | | | | |
|--|---|------|-------------------|--------------------|
| 5 Planning to check-out: <ul style="list-style-type: none">• Ask Statement of Account• Payment• Wait for the receipt | 5.4 Provide Statement of Account | None | 1 Minute | Front Desk on Duty |
| | 5.5 Received the cash/ cheque | None | 3 Minutes | |
| | 5.6 Provide receipt to the guest | None | 3 Minutes | |
| 6 Guests ready to check out | 6.1 The Front Desk on duty will check the rooms | None | 5 Minutes | Front Desk on Duty |
| | 6.2 Collect the key and entry the guests time checked out | None | 1 Minute | |
| Total | | | 30 Minutes | |



VI. Tourism Related Enterprise – Cape San Agustin (ECOPARK)

It is a government owned facility wherein the Residents and Non-Residents of Davao Oriental can avail these services

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Provincial Tourism Office – Cape San Agustin (ECOPARK) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| Anyone who wants to visit Cape San Agustin must bring the following: | | Secure the Valid IDs in any of the ff: agencies: | | |
| <ul style="list-style-type: none"> ▪ Valid ID (for Resident, Senior Citizen and Student) ▪ Community Tax Certificate (optional) ▪ QR Code ▪ Face Mask & Face Shield | | <ul style="list-style-type: none"> ▪ PhilHealth, COMELEC, SSS, GSIS, LTO, DSWD, DFA, PRC, PSA National ID ▪ Barangay or Municipal Treasurer's Office ▪ Davao Oriental/PDRRMO website ▪ Pharmacy, Department stores | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register and Fill-up Health Declaration Form and Present QR Card. | 1.1 Provide Health Declaration form and pen to the guests. | None | 1 Minute | Watchman |
| | 1.2 Check/Scan QR Card | None | 1 Minute | Watchman |
| 2. Present Identification | 2.1 Check the presented ID | None | 1 Minute | Cashier |
| 3. Settle entrance fee General Admission: <ul style="list-style-type: none"> • Non-Residence • Resident Senior Citizen <ul style="list-style-type: none"> • Non-Residence • Resident | 3.1 Receive the payment of the guests | P 50.00 | 4 Minutes | Cashier |
| | 3.2 Issue Cash Tickets upon payment | P 25.00 | | |
| | | P 40.00 | | |
| | | P 20.00 | | |



| | | | | |
|--|--|--------------------|----------------|------------|
| Student PRE-NUPTIAL PICTORIAL (Limited to 6 persons) FREE FOR CHILDREN 5 YEARS OLD BELOW GROUP TOUR <ul style="list-style-type: none"> Group Tour with 11-50 pax will avail 5% Discount. Group Tour with 51 pax above will avail 10% Discount | 3.3 Check and verify proof of identification | P20.00 | 5 Hours | |
| | | P1,500.00 | | |
| | 3.4 Check and confirm number of pax | | 4 Minutes | |
| | 3.5 Watchman must verify and assist all the number of guests accordingly | Total Fee less 5% | | |
| | | Total Fee less 10% | | |
| 4. Present the Cash Tickets to the entrance of the facility | 4.1 Check the Cash Tickets and Confirm the number of guests | None | 1 Minute | Staff |
| 5. Briefing/ Orientation of the guests | 5.1 Welcome the guests | None | 3 Minutes | Tour Guide |
| | 5.2 Conduct orientation regarding the Do's and Dont' s | None | | |
| 6. Eco Tour | 6.1 The Tour Guide will assist and guide the guests | None | 45 Minutes | Tour Guide |
| Total | | | 6 Hours | |



VII. Tourism Related Enterprise – Mt. Hamiguitan Range Wildlife Sanctuary (ECOPARK)

It is a government owned facility wherein the Residents and Non-Residents of Davao Oriental can avail these services

| | | | | |
|---|---|--|------------------------|---------------------------|
| Office or Division: | Provincial Tourism Office – Mt. Hamiguitan Natural Science Museum (ECOPARK) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| Anyone who wants to visit Mt. Hamiguitan Natural Science Museum (ECOPARK) must bring the following: | | Secure the Valid IDs in any of the ff: agencies: | | |
| <ul style="list-style-type: none"> ▪ Valid ID (for Resident, Senior Citizen and Student) ▪ Community Tax Certificate (optional) ▪ QR Code ▪ Face Mask & Face Shield | | <ul style="list-style-type: none"> ▪ PhilHealth, COMELEC, SSS, GSIS, LTO, DSWD, DFA, PRC, PSA National ID ▪ Barangay or Municipal Treasurer's Office ▪ Davao Oriental/PDRRMO website ▪ Pharmacy, Department stores | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register and Fill-up Health Declaration Form and Present QR Card. | 1.1 Provide Health Declaration form and pen to the guests. | None | 1 Minute | Watchman |
| | 1.2 Check/Scan QR Card | None | 1 Minute | Watchman |
| 2. Present Identification | 2.1 Check the presented ID | None | 1 Minute | Cashier |
| 3. Settle entrance fee General Admission: <ul style="list-style-type: none"> • Non-Residence • Resident Senior Citizen <ul style="list-style-type: none"> • Non-Residence • Resident | 3.1 Receive the payment of the guests | P 50.00 | 4 Minutes | Cashier |
| | 3.2 Issue Cash Tickets upon payment | P 25.00 | | |
| | | P 40.00 | | |
| | | P 20.00 | | |



| | | | | |
|---|--|--------------------|----------------|-------------------|
| Student PRE-NUPTIAL PICTORIAL (Limited to 6 persons) TOURIST CABIN RAENTAL FREE FOR CHILDREN 5 YEARS OLD BELOW GROUP TOUR <ul style="list-style-type: none"> Group Tour with 11-50 pax will avail 5% Discount. Group Tour with 51 pax above will avail 10% Discount | 3.3 Check and verify proof of identification | P20.00 | 5 Hours | |
| | | P1,500.00 | | |
| | 3.4 Check and confirm number of pax | P 3,500/ day | | |
| | 3.5 Watchman must verify and assist all the number of guests accordingly | Total Fee less 5% | 4 Minutes | |
| | | Total Fee less 10% | | |
| 4. Present the Cash Tickets to the entrance of the facility | 4.1 Check the Cash Tickets and Confirm the number of guests | None | 1 Minute | Museum Staff |
| 5. Briefing/ Orientation of the guests | 5.1 Welcome the guests | None | 3 Minutes | Museum Tour Guide |
| | 5.2 Conduct orientation regarding the Do's and Dont' s | None | | |
| 6. Eco Tour | 6.1 The Tour Guide will assist and guide the guests | None | 45 Minutes | Museum Tour Guide |
| Total | | | 6 Hours | |



VIII. Tourism Related Enterprise – Pusan Point (ECOPARK)

It is a government owned facility wherein the Residents and Non-Residents of Davao Oriental can avail these services

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Provincial Tourism Office – Pusan Point (ECOPARK) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All | | | |
| Checklist of Requirements | | Where to Secure | | |
| Anyone who wants to visit Pusan Point (ECOPARK) must bring the following: | | Secure the Valid IDs in any of the ff: agencies: | | |
| <ul style="list-style-type: none"> ▪ Valid ID (for Resident, Senior Citizen and Student) ▪ Community Tax Certificate (optional) ▪ QR Code ▪ Face Mask & Face Shield | | <ul style="list-style-type: none"> ▪ PhilHealth, COMELEC, SSS, GSIS, LTO, DSWD, DFA, PRC, PSA National ID ▪ Barangay or Municipal Treasurer's Office ▪ Davao Oriental/PDRRMO website ▪ Pharmacy, Department stores | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Register and Fill-up Health Declaration Form and Present QR Card. | 1.1 Provide Health Declaration form and pen to the guests. | None | 1 Minute | Watchman |
| | 1.2 Check/Scan QR Card | None | 1 Minute | Watchman |
| 2. Present Identification | 2.1 Check the presented ID | None | 1 Minute | Cashier |
| 3. Settle entrance fee General Admission: <ul style="list-style-type: none"> • Non-Residence • Resident Senior Citizen <ul style="list-style-type: none"> • Non-Residence • Resident | 3.1 Receive the payment of the guests | P 50.00 | 4 Minutes | Cashier |
| | 3.2 Issue Cash Tickets upon payment | P 25.00 | | |
| | | P 40.00 | | |
| | | P 20.00 | | |



| | | | | |
|--|--|---|----------------|------------|
| Student PRE-NUPTIAL PICTORIAL (Limited to 6 persons) SWIMMING POOL <ul style="list-style-type: none"> • Adult • Children FREE FOR CHILDREN 5 YEARS OLD BELOW GROUP TOUR <ul style="list-style-type: none"> • Group Tour with 11-50 pax will avail 5% Discount. • Group Tour with 51 pax above will avail 10% Discount | 3.3 Check and verify proof of identification | P20.00 | 5 Hours | |
| | 3.4 Check and confirm number of pax | P 50.00 P 30.00 | | |
| | 3.5 Watchman must verify and assist all the number of guests accordingly | Total Fee less 5% Total Fee less 10% | 4 Minutes | |
| 4. Present the Cash Tickets to the entrance of the facility | 4.1 Check the Cash Tickets and Confirm the number of guests | None | 1 Minute | Staff |
| 5. Briefing/ Orientation of the guests | 5.1 Welcome the guests | None | 3 Minutes | Tour Guide |
| | 5.2 Conduct orientation regarding the Do's and Dont' s | None | | |
| 6. Eco Tour | 6.1 The Tour Guide will assist and guide the guests | None | 45 Minutes | Tour Guide |
| Total | | | 6 Hours | |



Provincial Information Office

Internal Services



I. Documentation of Planned Events and Activities

| | | | | |
|--|---|--|---|---------------------------|
| Office or Division: | Provincial Information Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Invitation ▪ Program ▪ Briefer/Background of the activity or topic to be storified | | <ul style="list-style-type: none"> ▪ The requesting party will provide the requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 For planned activities, the client will inform the PIO 2-3 days in advance prior to the event | 1.1 Assigned Desk Officer will log the event on the calendar and will assign a document team | None | 5 Minutes | Assigned Desk Officer |
| | 1.2 Assigned personnel will be deployed to the area to document | None | | Assigned PIO personnel |
| | 1.3 Assigned personnel will write the news article, do the research as needed, and/or script for video news format, and the video editor will edit the news item as needed. | None | 24 hours for Level 1 Documentation (Short News Article) 2 days for Level 2 Documentation (Feature Article) 2-3 days for Level 3 Documentation (For video news item) | Assigned PIO personnel |
| | 1.4 Desk Officer will disseminate the information via the various media platforms: e.g., social media, Website, radio, tv, etc. | None | Note: Completion of the task will depend on the current load of the assigned personnel | Desk Officer |
| Total | | | 3 Days 5 Minutes | |



II. Special feature article for social Media Content

| | | | | |
|---|---|--|--|---------------------------|
| Office or Division: | Provincial Information Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Briefer/ Background of the activity or topic to be storified ▪ Photos if available | | <ul style="list-style-type: none"> ▪ The requesting party will provide the requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 The client will provide the details and requirements to the focal person | 1.1 Assigned Desk Officer will log the event on the calendar and will assign personnel to do the task | None | 5 Minutes | Assigned Desk Officer |
| | 1.2 Assigned personnel will write the special article/content and research as needed. | None | 2 Days Note: Completion of the task will depend on the current load of the assigned personnel | Assigned Personnel |
| | 1.3 Graphics artist will prepare infographics for the article | None | 3 Hours | |
| | 1.4 Desk Officer will disseminate the information via the various media platforms: e.g., social media, Website, radio, tv, etc. | None | | Desk Officer |
| Total | | | 2 Days 3 Hours 5 Minutes | |



III. Audiovisual presentation/ production

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | Provincial Information Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request Letter addressed to the Provincial Governor's Office | | <ul style="list-style-type: none"> ▪ The requesting party will provide the requirements | | |
| <ul style="list-style-type: none"> ▪ Transmittal from the Governor's Office for action | | | | |
| <ul style="list-style-type: none"> ▪ Briefer/Background of the activity or topic to be storified | | | | |
| <ul style="list-style-type: none"> ▪ List of respondents | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Provide the request letter and transmittal from the Governor's Office approving the task | 1.1 Receive the request letter and advise the client to wait for feedback no later than three days | None | 1 Minute | Assigned Desk Officer |
| 2 Discuss with the Focal Person the requirements for the AVP. The client shall provide the necessary data and the message and content that needed to be delivered in the AVP. | 2.1 Research, storyboard writing, and script writing | None | 5 Days | Focal Person |
| 3 Client will check the completed script and will suggest revisions, if any. | 3.1 Do the suggested revisions | None | 2 Days | Focal Person |



| | | | | | | |
|--------------|--|-----|--|------|---------------------------------|--|
| 4 | Client will approve the final script | 4.1 | Meet with production team | None | 1 Day | Focal Person |
| 5 | Client will assist the production team on field and will coordinate with focal persons in the field and the individuals to be interviewed, if any. | 5.1 | Production team will be deployed in the field | None | 2 – 5 Days | Head of the Production Team |
| | | 5.2 | Production team return to station to transfer all files to the office's data bank | | 1 Day | Head of the Production Team |
| | | 5.3 | Video Editing (With graphics and effects) | | 5 – 15 Days | Head of the Production Team/Video Editor |
| | | 5.4 | Provide client the final rendered file. Disseminate file through various media platforms | | 1 Day | Focal Person |
| Total | | | | | 17 Days 30 Days 1 Minute | |



IV. Video Message of the Governor

| | | | | |
|--|---|--|--------------------------------|--|
| Office or Division: | Provincial Information Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request Letter addressed to the Provincial Governor's Office ▪ Transmittal from the Governor's Office for action ▪ Briefer/Background of the activity or topic to be storified and/or ▪ Completed script for video messages | | <ul style="list-style-type: none"> ▪ The requesting party will provide the requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Provide the request letter and transmittal from the Governor's Office approving the task | 1.1 Receive the request letter and advise the client to wait for feedback no later than 1 day | None | 1 Minute | Assigned Desk Officer |
| 2 The client may provide the completed message or shall provide the necessary data, the message and content that needed to be delivered in the message | 2.1 Research and writing | None | 1 – 2 Days | Focal Person |
| | 2.2 Deploy Production Team to Shoot | None | | Focal Person |
| | 2.3 Video Edit | None | 2 – 5 Hours | Head of the Production Team/Video Editor |
| Total | | | 1 Day to 2 Days 5 Hours | |



V. Written Messages, Official Statement and Speeches

| | | | | |
|---|---|--|---------------------------------|---------------------------|
| Office or Division: | Provincial Information Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request Letter addressed to the Provincial Governor's Office, if applicable ▪ Transmittal from the Governor's Office for action ▪ Briefer/Background of the activity or topic to be storified and/or ▪ Completed script for video messages | | <ul style="list-style-type: none"> ▪ The requesting party will provide the requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Provide the request letter and transmittal from the Governor's Office approving the task | 1.1 Receive the request letter and advise the client to wait for feedback no later than 1 day | None | 1 Minute | Assigned Desk Officer |
| 2 The client may provide the completed message or shall provide the necessary data, the message, and content that needed to be delivered in the message | 2.1 Research and writing | None | 1 – 2 Days | Focal Person |
| Total | | | 1 Day to 2 Days 1 Minute | |



VI. Press Briefing / Press Conference

| | | | | |
|--|---|--|---|---------------------------|
| Office or Division: | Provincial Information Office | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Government Offices & other sectors | | | |
| Checklist of Requirements | | Where to Secure | | |
| <ul style="list-style-type: none"> ▪ Request Letter addressed to the Provincial Governor's Office ▪ Transmittal from the Governor's Office for action ▪ Briefer/Background of the activity or topic to be storified | | <ul style="list-style-type: none"> ▪ The requesting party will provide the requirements | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Provide the request letter and transmittal from the Governor's Office approving the task | 1.1 Receive the request letter and advise the client to wait for feedback no later than 1 day | None | 1 Minute | Assigned Desk Officer |
| 2 The client may provide the completed message or shall provide the necessary data, the message, and content that needed to be delivered in the message | 2.1 Focal Person provide the request to the Governor's Office for the needed requirements | None | 1 Day | Focal Person |
| | 2.2 Invite media partners | None | 3 Hours | Focal Person |
| | 2.3 Set-up livestreaming equipment, if applicable | None | 8 Hours | Production Team |
| | 2.4 Conduct of actual press briefing/ conference | None | 2 Hours | Focal Person |
| | 2.5 Write news articles about the press conference | None | See (A) for Documentation of Planned Activities | Assigned Personnel |
| Total | | | 2 Days 3 Hours 1 Minute | |



Provincial Human Resource Management and Development Office



I. Receiving of Application for Vacant Permanent Positions

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | | |
|--|--|---|---|---------------------------|--|
| Office or Division: | | Provincial Human Resource Management and Development Office | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | Government to Client | | | |
| Who may avail: | | Private entities | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ✓ Application Letter addressed to the Governor, fully accomplished PDS with recent passport-sized ID (CS Form No. 212, revised 2017) and Work Experience Sheet ✓ TOR, Photocopy of Eligibility/License, last two rating periods/IPCR, Certificate of Trainings (only if these are applicable) | | | <ul style="list-style-type: none"> ✓ Applicant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submit two (2) applications (1 for the client's receiving copy and 1 for the office's copy) addressed to the Governor (position to be applied for and office concerned must be stated clearly in the application letter) | 1.1. Receives the application for checking | None | 10 minutes | Promentio A. Chamen | |
| | 1.2. Inform the applicant of his/her lacking requirements based on the checklist from the PHRMDO | | 5 minutes | Khristiann Von B. Vidoy | |
| | 1.3. Forward checklist for verification of requirements | | 1 minute | Khristiann Von B. Vidoy | |
| | 1.4. Collection and safekeeping of checklists | | 1 minute | Dandy Macaubos | |
| | 1.5. Recording of Application | | 5 minutes | Khristiann Von B. Vidoy | |
| TOTAL | | No Fees to be Paid | 22 minutes | | |



| | | | |
|---|--|---|-------------------------|
| <p>2. If the position applied for is open, submit another five (5) sets of application: 1 receiving copy, 4 copies for the PHRMDO</p> | 2.1. Receives the application for checking | 10 minutes | Promentio A. Camen |
| | 2.2. Inform the applicant of his/her lacking requirements based on the checklist from the PHRMDO | 5 minutes | Khristiann Von B. Vidoy |
| | 2.3. Forward checklist for verification of requirements | 1 minute | Khristiann Von B. Vidoy |
| | 2.4. Collection and safekeeping of checklist | 1 minute | Dandy Macaubos |
| | 2.5. Recording of Application | 5 minutes | Khristiann Von B. Vidoy |
| | 2.6. Making of PSB Assessment | 10 minutes | Ryan Jay A. Masongsong |
| | 2.7. Schedule interview | Within 7 days from the deadline | PGO |
| | 2.8. Interview with the PSB Members | 1 hour | PSB Members |
| | 2.9. Preparation of the PSB Assessment and Minutes from the Interview made | 1 day | Ma. Cleofe S. Salazar |
| | 2.10. Submission of final Report and Minutes to the PGO for signature and scrutiny | 4 hours | Leonil M. Agbas |
| | 2.11. Signing of PSB Reports and Assessments | 10 minutes | PSB Members |
| | 2.12. Preparation of Appointment | 4 hours | Ma. Cleofe S. Salazar |
| | 2.13. Oath Taking with the Governor | 1 hour | Ma. Cleofe S. Salazar |
| TOTAL | No Fees to be Paid | 8 days, 10 hrs. & 43 mins. <i>(Or subject for correction due to the flexibility of step 2.7.)</i> | |



II. Receiving of Application for Job Order Works (without recommendation letter)

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | | |
|--|---|------------------------|---|---------------------------|--|
| Office or Division: | Provincial Human Resource Management and Development Office | | | | |
| Classification: | Simple | | | | |
| Type of Transaction: | Government to Client | | | | |
| Who may avail: | Private entities | | | | |
| Checklist of Requirements | | | Where to Secure | | |
| <ul style="list-style-type: none"> ✓ Application Letter addressed to the Governor, fully accomplished PDS with recent passport-sized ID (CS Form No. 212, revised 2017) and Work Experience Sheet ✓ TOR, Photocopy of Eligibility/License, Certificate of Trainings (only if these are applicable) | | | <ul style="list-style-type: none"> ✓ Applicant | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submit two (2) applications (1 for the client's receiving copy and 1 for the office's copy) addressed to the Governor | 1.1. Receives the application for checking and recording | None | 10 minutes | Promentio A. Chamen | |
| | 1.2. Forward to the PGO | | 5 minutes | Leonil M. Agbas | |
| | 1.3. Wait for approval | | | | |
| TOTAL | | No Fees to be Paid | 15 minutes <i>(Or subject for correction due to the flexibility of step 1.3.)</i> | | |



III. Contracts for Casual Workers

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | |
|---|--|---|--|---------------------------|
| Office or Division: | | Provincial Human Resource Management and Development Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Client | | |
| Who may avail: | | Regular and Casual Employees | | |
| Checklist of Requirements | | Where to Secure | | |
| ✓ Recommendation Letter | | ✓ Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a copy of recommendation letter containing the name of the Job Order worker | 1.1. Receives the recommendation letter then forwards the same to the PGO for approval. 1.2. Makes the contract based from the notes made by the PGO. 1.3. Submits the contract to the PGO for the governor to sign. 1.4. After the PGO, the contract will be forwarded (for signature) to the PBO, then the PACCO, then back to the PHRMDO. 1.5. Releasing of a copy of the contract. | None | 5 minutes 30 minutes 2 days 2 days 5 minutes | Jurhaida Lagbawan G. |
| TOTAL | | No Fees to be Paid | 4 days and 40 minutes <i>(Or subject for correction due to the flexibility of steps 1.3. and 1.4.)</i> | |



IV. Contracts for Job Order Workers

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | |
|---|--|---|--|---------------------------|
| Office or Division: | | Provincial Human Resource Management and Development Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Client | | |
| Who may avail: | | Regular and Casual Employees | | |
| Checklist of Requirements | | Where to Secure | | |
| ✓ Recommendation Letter | | ✓ Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit a copy of recommendation letter containing the name of the Job Order worker | 1.1. Receives the recommendation letter then forwards the same to the PGO for approval. 1.2. Makes the contract based from the notes made by the PGO. 1.3. Submits the contract to the PGO for the governor to sign. 1.4. After the PGO, the contract will be forwarded (for signature) to the PBO, then the PACCO, then back to the PHRMDO. 1.5. Releasing of a copy of the contract. | None | 5 minutes 30 minutes 2 days 2 days 5 minutes | Genelyn Salibat |
| TOTAL | | No Fees to be Paid | 4 days and 40 minutes <i>(Or subject for correction due to the flexibility of steps 1.3. and 1.4.)</i> | |



V. Issuance of Service Records, Leave Credits & Other Certifications that requires Official Receipt

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | |
|---|---|---|-------------------------------|---|
| Office or Division: | | Provincial Human Resource Management and Development Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Client | | |
| Who may avail: | | Employees connected to the PLGU-DO | | |
| Checklist of Requirements | | Where to Secure | | |
| ✓ Official Receipt | | Provincial Treasurer's Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit official receipt of the service requested by the client | 1.1. Receives the official receipt | Php50.00 | 3 minute | Promentio A. Chamen |
| | 1.2. Processes service records, leave credits, and/or certifications (includes encoding and printing of document/s) | | 1 hour | Jurhaida G. Lagbawan |
| | 1.3. Signs the requested document/s | | 2 minutes | a) Miguelito V. Trocio, PHRMDO-PGDH b) Virgilia N. Bernaldez, PHRMDO-PGADH (if PGDH is not around) |
| | 1.4. Releases the requested document/s to the requesting party | | 2 minutes | Leonil M. Agbas |
| TOTAL | | Php50.00 | 1 hour & 6 minutes | |



VI. Issuance of DBP & BIR Endorsement Letters

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | | |
|--|---|---|------------------------|---|--|
| Office or Division: | | Provincial Human Resource Management and Development Office | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | Government to Client | | | |
| Who may avail: | | Job Order Workers | | | |
| Checklist of Requirements | | | Where to Secure | | |
| ✓ Photocopy of two (2) valid IDs | | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submit photocopies of two (2) valid IDs for DBP transaction | 1.1. Receives the photocopies for verification | None | 1 minute | Promentio A. Chamen | |
| | 1.2. Processes the requested certification/s (includes encoding and printing of document/s) | | 15 minutes | Genelyn T. Salibat | |
| | 1.3. Signs the photocopies of valid IDs and requested document/s | | 2 minutes | a) Miguelito V. Trocio, PHRMDO-PGDH b) Virgilia N. Bernaldez, PHRMDO-PGADH (if PGDH is not around) | |
| | 1.4. Releases the requested document/s to the requesting party | | 2 minutes | Leonil M. Agbas | |
| TOTAL | | No Fees to be Paid | 19 minutes | | |



| | | | | | |
|--|---|-----|--------------------|-------------------|---|
| 2. Request certification for BIR transaction | 2.1. Processes the requested certification/s (includes encoding and printing of document/s) | the | None | 15 minutes | Genelyn T. Salibat |
| | 2.2. Signs the requested document/s | the | | 3 minutes | a) Miguelito V. Trocio, PHRMDO-PGDH b) Virgilia N. Bernaldez, PHRMDO-PGADH (if PGDH is not around) |
| | 2.3. Releases the requested document/s to the requesting party | the | | 2 minutes | Leonil M. Agbas |
| TOTAL | | | No Fees to be Paid | 20 minutes | |



VII. Receiving of Monetization and Leave Application

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | |
|--------------------------------------|---|---|---|--|
| Office or Division: | | Provincial Human Resource Management and Development Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Client | | |
| Who may avail: | | Regular and Casual Employees | | |
| Checklist of Requirements | | Where to Secure | | |
| ✓ Application for Leave form | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit application for leave form | 1.1. Receives application for leave form | None | 2 minutes | Promentio A. Chamen |
| | 1.2. Processes the requested application (includes checking and calculation of leave credits) | | 1 hour | Mercy M. Mejia/ Zosimar S. Toroba |
| | 1.3. Signs the checked application form | | 3 minutes | a) Miguelito V. Trocio, PHRMDO-PGDH b) Virgilia N. Bernaldez, PHRMDO-PGADH (if PGDH is not around) |
| | 1.4. Forwards to the PGO for Governor's approval | | 2 days | Leonil M. Agbas |
| | 1.5. Releasing of the application to the person concerned | | 5 minutes | Leonil M. Agbas |
| TOTAL | | No Fees to be Paid | 2 days, 1 hr. & 10 minutes <i>(Or subject for correction due to the flexibility of step 1.4.)</i> | |



VIII. Receiving of IPCRs

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | |
|------------------------------------|--|---|------------------------|---|
| Office or Division: | | Provincial Human Resource Management and Development Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Client | | |
| Who may avail: | | Regular and Casual Employees | | |
| Checklist of Requirements | | Where to Secure | | |
| ✓ IPCR form | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits IPCR form to the PHRMDO | 1.1. Receives the document. | None | 3 minutes | Promentio A. Chamen |
| | 1.2. Check and review the submitted IPCR for documentation | | 15 minutes | Jurhaida G. Lagbawna |
| | 1.3. Reviews then sign the document. | | 5 minutes | a) Miguelito V. Trocio, PHRMDO-PGDH b) Virgilia N. Bernaldez, PHRMDO-PGADH (if PGDH is not around) |
| TOTAL | | No Fees to be Paid | 23 minutes | |



IX. Receiving of Statement of Assets, Liabilities and Net-Worth (SALN)

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | | |
|------------------------------------|---|---|------------------------------------|---------------------------|--|
| Office or Division: | | Provincial Human Resource Management and Development Office | | | |
| Classification: | | Simple | | | |
| Type of Transaction: | | Government to Client | | | |
| Who may avail: | | Regular and Casual Employees | | | |
| Checklist of Requirements | | Where to Secure | | | |
| ✓ SALN form | | Client | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submits SALN form to the PHRMDO | 1.1. Receives the document. | None | 3 minutes | Promentio A. Chamen | |
| | 1.2. Checks, reviews and consolidates the submitted SALN for documentation. | | 1 hour | Jurhaida G. Lagbawna | |
| | 1.3. Submits to the Ombudsman at Davao City. | | 1 day | Mercy M. Mejia | |
| TOTAL | | No Fees to be Paid | 1 day, 1 hour and 3 minutes | | |



X. Productivity Enhancement Incentive Certificate

Availability of Service: 8:00 AM – 5:00 PM (Mondays to Fridays)

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | | Provincial Human Resource Management and Development Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Client | | |
| Who may avail: | | Regular and Casual Employees | | |
| Checklist of Requirements | | Where to Secure | | |
| ✓ IPCR form | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits IPCR form to the PHRMDO | 1.1. Receives the document. | None | 3 minutes | Promentio A. Chamen |
| | 1.2. Check and review the submitted IPCR for documentation | | 15 minutes | Jurhaida G. Lagbawna |
| | 1.3. Draft the certification for review. | | 5 minutes | Jurhaida G. Lagbawna |
| 2. Wait while the document is being processed/ prepared. | 2.1. Print the certification and facilitate the signing of the same. | None | 5 minutes | Jurhaida G. Lagbawan |
| | 2.2. Review and sign the document. | | 5 minutes | a) Miguelito V. Trocio, PHRMDO-PGDH b) Virgilia N. Bernaldez, PHRMDO-PGADH (if PGDH is not around) |
| 3. Receive the certification upon advice. | 3.1. Release the signed/approved certification | None | 2 minutes | Leonil M. Agbas |
| TOTAL | | No Fees to be Paid | 35 minutes | |



Davao Oriental Provincial Hospital

Manay



CASHIER/ADMINISTRATIVE DEPARTMENT

Availability of Service: **7:00 AM to 11:00 AM DAILY**

| | |
|----------------------------|---|
| Who may avail: | Patients |
| What are the requirements: | Bills of Payment / Statement of Account |
| Duration: | 21 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-------------------------------|---------|--|-----------|------------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| OUT-PATIENT DEPARTMENT | | | | |
| 1 | Patient | Accepts patient request for payment | 1 minute | Cashier |
| 2 | | Issue receipt/s for the said request | 1 minute | Cashier |
| 3 | | Inform patient to proceed to the designated department for the said request | 1 minute | Cashier |
| ADMISSION (PHIC) | | | | |
| 1 | | Ask for the following supporting document for the claims | 1 minute | PHIC in-charge/Cashier |
| 2 | | Secure (PHIC) and fill up PHIC forms and verification of member information & eligibility thru PHIC Portal | 5 minutes | PHIC in-charge/Cashier |
| 3 | | Check the requirements and forms for the discharge. | 2 minutes | PHIC in-charge/Cashier |
| 4 | | Issuance of receipt to the patient (for excess) and discharge slip for clearance | 1 minute | Cashier |
| 5 | | Inform patient to go back to nursing station for discharge | 1 minute | Cashier |
| ADMISSION (non-PHIC) | | | | |
| 1 | | Accepts patients' bill of statement | 1 minute | Cashier |
| 2 | | Issuance of Statement of Account | 5 minutes | Cashier |
| 3 | | Issuance of receipt for the bill and discharge slip for the clearance | 1 minute | Cashier |
| 4 | | Inform patient to go back to nursing station for discharge | 1 minute | Cashier |



LABORATORY DEPARTMENT

Availability of Service: **7:00 AM-7:00 PM (Mondays to Fridays), 8:00 AM-4:00 PM (Saturday & Sunday)**

| | |
|-----------------------------------|--|
| Who may avail: | In-Patients & Out-Patients |
| What are the requirements: | Laboratory Requests & Official Receipts |
| Duration: | 1 hour & 42 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|--|--|----------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Laboratory requests are made | 1 minute | OPD/Nurse Station |
| 2 | | Payment of Laboratory Procedure | 1 minute | Cashier |
| 3 | | Receiving of laboratory request specimen | 1 minute | Laboratory Personnel |
| 4 | | Collection of specimens | 5 minutes | Med. Tech. |
| 5 | | Processing of specimen <ul style="list-style-type: none"> - Blood - Urine - Stool - Sputum | 5-20 mins. 5 minutes 5 minutes 1 hour | Med. Tech. |
| 6 | | Recording to Logbook | 1 minute | Laboratory Aide |
| 7 | | Releasing of Results <ul style="list-style-type: none"> a. Instruct patient to go back to OPD b. Inpatient - results are submitted to Nurses' Station | 1 minute 1 minute 1 minute | Laboratory Aide |



OUT-PATIENT DEPARTMENT

Availability of Service: **8:00 AM-12:00 NN & 1:00 PM-5:00 PM (Monday to Friday)**

| | |
|-----------------------------------|--|
| Who may avail: | Patients |
| What are the requirements: | Bill of Payment / Statement of Accounts |
| Duration: | 57 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|---|--|--|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Ask for priority number | 1 minute | Civil Security Unit |
| 2 | | Registration a. Issuance of new card b. Retrieval of old card | 1 minute 3 minutes | OPD Assignee OPD Assignee |
| 3 | | Interview and taking patients complaints | 1 minute | OPD Assignee |
| 4 | | Taking vital signs | 6 minutes | OPD Assignee |
| 5 | | Examination/evaluation by physician on duty | 5-10 min. | Physician on duty |
| 6 | | To physician for issuance of prescription/request of laboratory/X-ray | 1 minute | Physician on duty |
| 7 | | Initiation of medical treatment a. Nebulization b. Injection c. Dressing | 10 minutes 10 minutes 10 minutes | OPD Assignee OPD Assignee OPD Assignee |
| 8 | | To Cashier for payment and issuance of Official Receipt of medicines, laboratory & X-Ray examinations | 1 minute | Cashier |
| 9 | | Request forwarded to Laboratory/X-ray | 1 minute | Cashier |
| 10 | | After initiation of Medical treatment issuance of charge | 1 minute | OPD Assignee |
| 11 | | To Cashier for payment after initiation of treatment based on charge | 1 minute | Cashier |



EMERGENCY ROOM DEPARTMENT

Availability of Service: **24 hours (DAILY)**

| | |
|----------------------------|------------|
| Who may avail: | Patients |
| What are the requirements: | |
| Duration: | 41 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|--|------------|---------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Vital signs checking | 6 minutes | ER Assignee |
| 2 | | Interview and assessment of patient/complaints | 5 minutes | ER Assignee |
| 3 | | Examination/evaluation of physician on duty/assessment and give orders (either verbal/written) | 10 minutes | Physician on duty |
| 4 | | Initiation of medical treatment (carrying out Doctor's order) | 10 minutes | ER Assignee |
| 5 | | Admission - inform ward assignee | 1 minute | ER Assignee |
| 6 | | Transport to Room (MW/FW/Pedia/Aircon Room) | 3 minutes | ER Assignee/ CSU |
| 7 | | Disposition - Referral-making referral slip | 5 minutes | Physician on duty |
| 8 | | Cashier – Bill charges payment | 1 minute | Cashier |



WARDS (ADMISSION)

Availability of Service: **24 hours (DAILY)**

| | |
|-----------------------------------|--|
| Who may avail: | Patients |
| What are the requirements: | Admission Chart, Laboratory Request, Consent form, Hospital Card, Radiology Request Form (if necessary) |
| Duration: | 37 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|--|------------|-------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Coordinate with the doctor for incoming admission | 10 minutes | CSU/ER Assignee |
| 2 | | Sign consent for admission | 3 minutes | Nurse on Duty |
| 3 | | Prepare self for examination relevant to admission process | 3 minutes | Nurse on Duty |
| 4 | | Fill-up Patient Data Sheet | 3 minutes | Nurse on Duty |
| 5 | | Issuance of Doctor's Prescription and Laboratory Request | 5 minutes | Physician on Duty |
| 6 | | Carrying out Physician's order | 5 minutes | Nurse on Duty |
| 7 | | Initiation of medical order | 5 minutes | Nurse on Duty |
| 8 | | Wait until patient is transferred to ward | 3 minutes | Nurse on Duty |



WARDS (DISCHARGE)

Availability of Service: **Monday – Friday (8:00 AM – 12:00NN & 1:00 PM – 5:00 PM)**

| | |
|-----------------------------------|---|
| Who may avail: | Patients |
| What are the requirements: | Bills of Payment/Statement of Accounts |
| Duration: | 13 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|--|-----------|---------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Preparation of Bill of Hospitalization/Statement of Accounts | 5 minutes | Nurse on Duty |
| 2 | | To cashier for payment | 3 minutes | Cashier |
| 3 | | Issuance of clearance/discharge slip | 1 minute | Cashier |
| 4 | | Instruction of going home medicines | 2 minutes | Nurse on Duty |
| 5 | | Signing/Issuance of clearance | 1 minute | Nurse on Duty |
| 6 | | Filing of Clearance | 1 minute | Civil Security Unit |



PHARMACY DEPARTMENT

Availability of Service: **Monday – Friday (8:00 AM – 11:00 PM)**

| | |
|----------------------------|------------------------|
| Who may avail: | Patients |
| What are the requirements: | Medicines Prescription |
| Duration: | 10 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|---|-----------|------------------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Receive/evaluate prescription from patient for pricing | 1 minute | Pharmacist/ Pharmacy Aide |
| 2 | | Advice patient to proceed to cashier for payment | 1 minute | Cashier |
| 3 | | Dispenses medicines with proper instructions | 5 minutes | Pharmacist/ Pharmacy Aide |
| 4 | | For unavailable medicines advice the patient to buy to other pharmacy | 1 minute | Pharmacist/ Pharmacy Aide |
| 5 | | Record all dispensed prescribed medicines at Prescription Book | 1 minute | Pharmacist/ Pharmacy Aide |
| 6 | | Keep Prescription for 2 years | 1 minute | Pharmacist/ Pharmacy Aide |



DIETARY DEPARTMENT

Availability of Service: **Monday – Sunday (6:00 AM – 12:00 NN and 1:00 PM – 5:00 PM)**

| | |
|-----------------------------------|--|
| Who may avail: | Patients & Resident-on-duty |
| What are the requirements: | Diet List |
| Duration: | 4 hours and 1 minute |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|---|------------|---------------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Ask for Diet List from the nurse station | 1 minute | Dietary Personnel on duty |
| 2 | | Prepare a menu for Doctor on duty, routine & therapeutic diet for the patients. | 1 hour | Dietary Personnel on duty |
| 3 | | Inform the patient's watcher to get the food in the dietary Department | 30 minutes | Dietary Personnel on duty |
| 4 | | Collect trays from respective ward/s | 30 minutes | Dietary Personnel on duty |
| 5 | | Wash utensils and tray/s | 1 hour | Dietary Personnel on duty |
| 6 | | Clean the kitchen daily | 1 hour | Dietary Personnel on duty |



X-RAY DEPARTMENT

Availability of Service: **Monday – Thursday (8:00 AM – 5:00 PM), Friday (8:00 AM – 12:00 NN)**
Friday (1PM – 5PM) - Bringing all X-Ray Films to Mati for Official Reading

| | |
|-----------------------------------|----------------------|
| Who may avail: | Patients |
| What are the requirements: | X-Ray Request |
| Duration: | 36 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|--|------------|--|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Receive X-Ray Request | 1 minute | OPD Assignee/ Nurse on Duty/ Nursing Attendant on Duty |
| 2 | | For payments of request | 3 minutes | Cashier |
| 3 | | Record X-ray request, prepare x-ray film and machine | 2 minutes | Rad. Tech. |
| 4 | | Perform X-Ray procedure | 5 minutes | Rad. Tech. |
| 5 | | Prepare darkroom, hangers and develop X-ray film and dry | 20 minutes | Rad. Tech. |
| 6 | | Prepare films for reading | 2 minutes | Rad. Tech. |
| 7 | | Send X-Ray film to the Radiologist for official reading | 7 days | Rad. Tech. |
| 8 | | File results and films after reading | 2 minutes | Rad. Tech. |
| 9 | | Release results | 1 minute | Rad. Tech. |



TRANSPORT SERVICE

Availability of Service: **24 hours (DAILY)**

| | |
|----------------------------|--|
| Who may avail: | Patients |
| What are the requirements: | Trip Tickets/Travel Order, Referral slip |
| Duration: | 27 minutes |

| HOW TO AVAIL OF THE SERVICE | | | | |
|-----------------------------|---------|--|------------|---------------------------------|
| STEPS | CLIENT | SERVICE PROVIDER | DURATION | PERSON IN-CHARGE |
| 1 | Patient | Nurse-on-duty will inform the driver | 5 minutes | Nurse on Duty/Nursing Attendant |
| 2 | | The driver will explain to the patient/relatives regarding the policy of ambulance use including fuel consumption/maintenance. | 3 minutes | Cashier |
| 3 | | Record X-ray request, prepare x-ray film and machine | 2 minutes | Rad. Tech. |
| 4 | | Perform X-Ray procedure | 5 minutes | Rad. Tech. |
| 5 | | Prepare darkroom, hangers and develop X-ray film and dry | 20 minutes | Rad. Tech. |
| 6 | | Prepare films for reading | 2 minutes | Rad. Tech. |
| 7 | | Send X-Ray film to the Radiologist for official reading | 7 days | Rad. Tech. |
| 8 | | File results and films after reading | 2 minutes | Rad. Tech. |
| 9 | | Release results | 1 minute | Rad. Tech. |



MEDICAL SOCIAL SERVICES (ASSISTANCE FROM POINT OF SERVICE (POS) PHILHEALTH PROCESS)

Availability of Service: **Monday – Friday (8:00 AM – 5:00 PM)**

| | |
|-----------------------------------|--|
| Who may avail: | Admitted Patient- Financially incapable patient in Charity ward |
| What are the requirements: | Birth Certificate, Marriage Certificate, Voter's Certificate or Baptismal Certificate with seal |
| Duration: | 3 days and 36 minutes |

| HOW TO AVAIL OF THE SERVICE | | | |
|---|--|------------|-----------------------------------|
| CLIENT STEPS | AGENCY ACTION | DURATION | PERSON IN-CHARGE |
| 1. Secure PhilHealth Member Registration Form (PMRF). | Help the client fill up the PhilHealth Member Registration Form (PMRF). | 3 minutes | PhilHealth Documents In-Charge |
| 2. Bring PMRF and required documents. | Accept and verify the authenticity of the documents and check status of membership at IHCP Portal. | 5 minutes | Medical Social Worker |
| 3. Answers honestly on the interview. | A POS verification form will be sent to PhilHealth through e-mail and the patient/ patient's relative will be in depth interview and assessed using the assessment tool prescribed by the DOH. | 25 minutes | Medical Social Worker |
| 4. Wait for the registration of the patient | If the patient is assessed as financially incapable, he/she will be enrolled through the POS system within 72 hours from the date of admission. The discharged patient cannot be enrolled. | 5 mins. | Medical Social Worker |
| 5. Received the Certificate of Assessment | The Certificate of Assessment will be given to patient after the registration to certify his/her availability of the program. | 3 mins. | Medical Social Worker |
| 6. Received the POS Registration Slip. | A registration slip will be given which indicates the PhilHealth number generated by the PhilHealth. | 3-5 days | PhilHealth, Medical Social Worker |



MEDICAL SOCIAL SERVICES (PROCESS FOR DOH MEDICAL ASSISTANCE TO INDIGENT PATIENTS (MAIP) PROGRAM)

Availability of Service: **Monday – Friday (8:00 AM – 5:00 PM)**

| | |
|-----------------------------------|--|
| Who may avail: | Financially incapacitated admitted and out patients |
| What are the requirements: | Statement of Accounts (SOA), Physician's prescription/request for laboratory and radiology, Discharge summary for admitted patient and one (1) valid <u>I.D</u> |
| Duration: | 47 minutes |

| HOW TO AVAIL OF THE SERVICE | | | |
|--|---|----------|--|
| CLIENT STEPS | AGENCY ACTION | DURATION | PERSON IN-CHARGE |
| 1. Patient requesting assistance for medicines, clinical laboratory and radiology shall get prescription and request signed by the doctor. | The prescription and request must be given to the patient with signature and diagnosis. | 5 mins. | Attending Physician |
| 2. For the medicines bring the prescription to the pharmacy for pricing. | The price will be indicated at the prescription. | 3 mins. | Pharmacist |
| 3. Get a Statement of Accounts for Out Patient and Admitted Patient. | Release statement of accounts to the patient or patient's relative. | 3 mins. | Cashier |
| 4. Bring the documents and answer honestly to the interview. | The documents will be checked and the patient/ patient's relative will be in depth interview and assessed if eligible for the medical assistance. | 20 mins. | Medical Social Worker |
| 5. Wait for the approval. | If the patient is assessed that eligible for medical assistance the documents will be approved by the approving authority. | 5 mins. | Medical Social Worker, Admin Officer III and Chief of Hospital |
| 6. Bring the documents to the MLO. | Take an intake sheet and assist the client. | 5 mins | MLO |
| 7. For medicines bring the approved documents to the Pharmacy so that the medicine will be given to the patient. | Check the approved documents and give the medicines to the patient and give back the documents to the patient. | 3 mins. | Pharmacist |
| 8. Bring the papers to the billing department. | Evaluate the bill of the patient with medical assistance. | 3 mins. | Cashier |



Environment and Natural Resources Office

External Services



B. External Services

B.1 PROVISION OF services for the Implementation of Forest Landscape Development and Greening plans, programs, projects and activities in partnership with component LGUs, Communities and agencies.

This is the implementation of two major forestry management and greening programs namely the Nagkakaisang Lingkod-Bayan ng Davao Oriental – Forest Landscape Restoration and Sustainable Development (NLD-FLRSD) and the Million Trees Movement of Davao Oriental which cover provincial nursery operations and community/satellite nurseries in partner LGUs and communities, promotion of tree-planting and vegetative cover for livelihood, for watershed enhancement, for landslide and erosion protection, for conservation of species, for habitat protection and for rehabilitation of degraded landscape. Part of this service is monitoring and support to the implementation of forestry-related devolved functions to component LGUs.

| | | | | |
|--|--|--|-------------------------|---|
| Office or Division: | | Forestry Division (FMD) | | |
| Classification: | | Simple/Multi-projects | | |
| B.1.1. Tree Seedlings Provision | | | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | Component LGUs, Land Owners of Marginal Lands, IP Communities, People's Organization and Farmers | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| a) Letter Request | | | ENRO thru the FMD | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES SING TIME | PERSON RESPONSIB LE |
| a.1 Submit a Letter Request addressed to the Governor thru the ENRO Head | -Receive the Letter Request, validate request for approval | None | 5 minutes submission | ENRO Receiving – Admin Div and/or FMD Clerk |
| a.2 The request letter should contain a complete | -The FMD chief will evaluate the request and endorse the | None (for local marginal farmers and | 1 hour | FMD Chief, and the |



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| date, name of the requesting person, address, contact number, number and species of required seedlings and specific planting site location and date of planting (if applicable) | same, with recommendation/s to the ENRO Head for approval / disapproval , depending on the availability of requested species of tree seedlings | envi-cause-oriented groups); at a cost pursuant to the Provincial Revenue Code for miners/ quarry operators/ resource users with commercial or industrial involvement in the province | | ENRO Head, PTO |
| TOTAL | | | 3 days | |
| B.1.2 Trees for Livelihood in production Ancestral Land and Marginal A&D Areas | | | | |
| Who may avail: | Component LGUs, Land Owners of Marginal Lands, IP Communities, People's Organization and Farmers | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SUBMIT | |
| B.1.2.1 Letter Request | | | ENRO thru the FMD | |
| B.1.2.2 .2Endorsement /recommendation note/letter from Punong Barangay or concerned IP Chieftain | | | ENRO thru the FMD | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCE-SSING TIME | PERSON RESPONS-IBLE |
| a) Brings recom-mendation / en-dorsement from his/her Punong Barangay or IP Chief to ENRO and Fills up <i>Enrollment Form</i> at the FMD Clerk | -FMD Clerk Receives the application/ enrollment form and informs FMD Chief to decide whether to approve based on Division targets and financial/ logistics capability of the division | None | | ENRO Receiving – Admin Div and/or FMD Clerk |
| b) Schedule farm site validation of his area, if approved | -FMD field personnel to conduct survey and site validation and suitability assessment for tree species | | | FMD Field Personnel |
| c) If field survey is positive, Finalize his/her commitment for the project by | -Officially <i>enrolls</i> the farmer to the Project. -Proceeds with the flow of Trees-for-Livelihood Implementation | | | FMD |



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| signing a MOA with the province | | | | |
| B.1.3. Agro-forestry Support | | | | |
| Who may avail: | | Component LGUs, Land Owners of Marginal Lands, IP Communities, People's Organization and Marginal Farmers | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SUBMIT | | |
| B.1.3.1 Letter Request to the Governor thru ENRO | | ENRO to the FMD | | |
| B.1.3.2 Endorsement /recommendation note/letter from Punong Barangay or concerned IP Chieftain or City/Mun. ENRO | | ENRO to the FMD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCE-SSING TIME | PERSON RESPON-SIBLE |
| a) Submit letter request addressed to the Governor thru ENRO, the request shall contain with recommendations from concerned Ci/MENRO for the project | -FMD Clerk Receives the letter request and informs FMD Chief to decide whether to approve based on Division targets and financial/ logistics capability of the division | None | 10 minutes | Admin Receiving and/or FMD Clerk, FMD Chief, FMD Chief |
| b) If approved, Schedule a farm site validation of his area | -FMD field personnel to conduct survey and site validation and suitability assessment for tree species | None | 15 minutes | FMD Field Personnel |
| c) If field survey is positive, Finalize his/her commitment for the project by signing a MOA with the province and concerned LGU for Agro-forestry | -Officially assists <i>the</i> concerned farmer to the Agro-forestry Project and informs the concerned C/MENRO. -Proceeds as with the flow for Trees-for-Livelihood Implementation, | None | 5-7 days including travel time | FMD |
| B.1.4. Nursery Operations/Seedlings Provision (Provincial and LGU/ Community-based) | | | | |
| Who may avail: | | Component LGUs, Land Owners of Marginal Lands, IP Communities, People's Organization and Farmers | | |



| CHECKLIST OF REQUIREMENTS | | WHERE TO SUBMIT | | |
|---|--|--|---|---|
| B.1.4.1 Letter Request | | ENRO thru the FMD | | |
| B.1.4.2 If possible, endorsement note/letter from Punong Barangay or concerned IP Chieftain or City/Mun. ENRO | | ENRO thru the FMD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCE-SSING TIME | PERSON RESPON-SIBLE |
| <p>a) Requesting person/s submit request letter to ENRO, which contain his/her complete name, address and contact number, name of organization if any, target site to be planted, number of seedlings and species required and purpose of tree planting.</p> <p>b) If he/she is issued an Order of Payment for the seedlings he/she requested, he/she shall pay the corresponding amount to the Provincial Treasurer's Office, then brings back the Official Receipt to the ENRO for the proper release of requested seedlings.</p> <p>c) At his/her own expense, retrieve/take out and transport to destination his/her requested seedlings.</p> <p>d) Whether paid or free, Performs/</p> | <p>-Admin Receiving Clerk or FMD Clerk Receives the letter request and informs FMD Chief to decide whether to approve based on availability of required seedlings/species</p> <p>-FMD Chief determines if the <i>Requesting Person</i> is a <i>Resource User</i> (miner, Quarry Operator, Resort Owner, Commercial water service provider or the purpose is commercial/industrial related), seedlings have corresponding amount to be paid based on Provincial Revenue Code.</p> <p>-If the requesting person is an ordinary individual or caused-oriented entity for environment with no commercial interest, the seedlings are free.</p> <p>-If free, proceed to inform the nursery operators to release the available seedlings.</p> <p>-If payment is required, prepare Order of Payment for</p> | <p>-None for non-commercial or industrial related;</p> <p>-With fee if tree-planting is commercial or industrial related at a cost so provided in the Reve-nue Code of the province.</p> | <p>- 20 minutes</p> <p>- 15 minutes</p> <p>- 25 minutes</p> <p>- 30 minutes</p> | Admin Receiving and/or FMD Clerk, FMD Chief |



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| conducts actual tree planting with documentation that shall be furnished back to ENRO thru the FMD as an accomplishment. | the available seedlings required and have the requesting person pay it to the Provincial Treasurer's Office. -FMD shall send representative/s to witness and monitor the actual tree planting, whether seedlings were provided free of charge or paid. | | - 1-2 days | |
| B.1.5. Watershed Enhancement in Devolved Community Watershed | | | | |
| Who may avail: | | Component LGUs (City, municipalities) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SUBMIT | | |
| B.1.5.1 Letter Request by the concerned mayor addressed to the Governor through the ENRO Head, with specific DENR-devolved and identified community watershed site if it is located in forestland; or specific site identified in local tax map if located in A&D land that functions as watershed for local water system project/s. | | To the ENRO Head thru the FMD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES- SING TIME | PERSON RESPON- SIBLE |
| a) Requesting LGU submits letter to the Governor thru ENRO-DO b) Allows local concerned personnel to partner with ENRO-DO in preparing and processing the rehabilitation plan c) Allocate counterpart funds and resources when necessary d) Enter into a Memorandum of Agreement with the provincial government | -Forward the request letter to the Governor for his information -ENRO Head and/or FMD Chief meets and consult concerned Ci/MENRO and affected BLGUs/ IP community/ies as to location and status of the watershed. -FMD personnel conducts field validation | None | 10 minutes 3 days (including travel time) 5 days (including | ENRO-DO Head, FMD |



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| for the watershed rehabilitation project. | together with concerned Ci/MENRO personnel and barangays/IP community -Based on result of validation, the FMD together with the concerned LGU formulate the corresponding watershed rehabilitation plan and shall prepare a Memorandum of Agreement for the implementation of such plan. -Proceed to implement the project as planned and agreed | | travel time) 2 weeks Based on watershed plan target | |
| B.1.6. Tree-planting/ Vegetation Improvement for Disaster Prevention | | | | |
| Who may avail: | | Component LGUs (City, municipalities, barangays) and/ or CADT areas requiring such services | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SUBMIT | | |
| B.2.6.1. Request letter from Mayor or Punong Barangay/ legitimate local official with corresponding cursory geo-hazard status report and with endorsement from concerned LDRRMO | | To the Governor thru the ENRO thru channel | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | POCES-SING TIME | PERSON RESPONSIBLE |
| a) Requesting LGU/entity submits letter request to the Governor thru ENRO-DO b) Concerned requesting person/entity allows local concerned personnel to partner | -ENRO-DO Forward the request letter to the Governor for his information -ENRO Head and FMD Chief confers with PDRRMO on the <i>Disaster</i> | None | 10 minutes 1 day | Receiving Clerk of Admin Division and/or FMD Division, PDRRMO Planning (reference to LDRRM Plan |



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| <p>with ENRO-DO in inspecting and validating the site. c) Allocate counterpart funds and resources when necessary d) Enter into a Memorandum of Agreement with the provincial government for the disaster prevention tree planting project.</p> | <p><i>Prevention</i> project implementation -ENRO and FMD together with concerned L/PDRRMO personnel and the requesting person inspect and validates the target site for appropriate action. -When determined that tree planting is feasible, proceed with tree planting plan with appropriate species and method/s. -Proceed to implement the project as planned and agreed</p> | | <p>7 days (planting site pre-paration, trans-paring of seed-, lings, actual tree planting)</p> | <p>In Prevention and Mitigation)</p> |
| | | | | |
| | | | | |
| <p>B.1.7. Assisted Natural Regeneration in Local Conservation Areas (LCA)</p> | | | | |
| <p>Who may avail:</p> | <p>Component LGUs that has (a) declared LCA and/or protection area of a CADT as identified in the IP communities' ADS DPP</p> | | | |
| <p>CHECKLIST OF REQUIREMENTS</p> | <p>WHERE TO SUBMIT</p> | | | |
| <p>B.2.7.1. Request letter from Mayor or Punong Barangay or concerned legitimate IP Leader or local official with corresponding cursory assessment of threats to the conservation area and endorsement by concerned Ci/MENRO</p> | <p>To the Governor thru the ENRO thru channel</p> | | | |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES- SING TIME | PERSON RESPON- SIBLE |
|--|--|-----------------|----------------------|----------------------------|
| <p>a) Requesting LGU/entity submits letter request to the Governor thru ENRO-DO</p> <p>b) Concerned requesting person/entity allows local concerned personnel to partner with ENRO-DO in inspecting and validating the site.</p> <p>c) Allocate counterpart funds and resources when necessary</p> <p>d) Enter into a Memorandum of Agreement with the provincial government for the ANR project implementation.</p> | <p>-ENRO-DO Forward the request letter to the Governor for his/her information</p> <p>-ENRO Head and FMD Chief confers with concerned Ci/MENRO on the conservation/ protection status of the target site</p> <p>-ENRO and FMD together with concerned Ci/MENRO personnel and the requesting person inspect and validates the target site for appropriate action.</p> <p>-When determined that ANR is feasible, proceed with the planning for its implementation</p> <p>-Proceed to conduct the ANR project as planned and agreed</p> | None | 3 days | ENRO-DO Head, FMD Chief |
| | | | | |



B.2 PROVISION of technical support to the implementation of Environmental Management and Pollution Control plans, programs, projects of Component LGUs

This is a service to support the implementation of environmental management, pollution control plans of component LGUs per RA 9003 as well as monitoring of any undertaking or activity in the province deemed to impact the environment particularly the integrated waste management (solid, liquid, gaseous and noise).

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| Office or Division: | | Environmental Management and Pollution Control Division (EMPCD) | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C | | |
| B.2.1 Support to RA 9003 Implementation | | | | |
| Who may avail: | | Component LGUs | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| B.2.1.1. Letter Request/Official Transaction | | Respective client shall secure | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| a. Submit a Letter Request/ official Transaction addressed to Governor Nelson L. Dayanghirang, Thru: the ENRO Head | 1. Receive the Letter Request, validate request for approval | None | 3 minutes | Admin Receiving and EMPCD Division Clerk |
| b. Make sure to indicate in the request letter a complete date (Name, Address, and contact Number | 2. The EMPCD chief will endorse the request to the ENRO Head and will advise the request approval / disapproval within a maximum period of 3 days upon receipt | None | Maximum of 3 days | EMPC Division Chief and the ENRO Head |
| TOTAL | | None | 3 days | |
| B.2.2 Support to Environmental Impact Studies for Provincial Projects referred by the Provincial Engineering Office and other concerned provincial offices | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| B.2.2.1. Send Official letter addressed to | -Receiving clerk receives the letter, and | None | | Admin Receiving clerk and /or Division Clerk, |



| ENRO, attention EMPCD | stamped it receive, photocopy for archive -Refers the original copy to Admin Div. Chief for noting/ recommendations and forward to ENRO Head for information and appropriate action who shall refer it to EMPCD for action -Conduct field survey/validation when necessary -Provide Report and recommendations to ENRO Head as accomplishment thru the Admin Division for recording and consolidation | | | Admin Div. Chief, ENRO Head, EMPCD Chief |
|--|--|------------------------|------------------------|--|
| | | | | |
| B.2.3 Support to Ecological/Physical and Geo-hazard Assessments for Prov'l Projects referred by other related provincial office or requested by LGUs | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| B.2.3.1. Official letter from concerned office or LGU requesting for the above service(s), detailing location(s) and technical description of target sites B.2.3.2. Arrange receiving party/ies and guides from concerned community/ies | Admin receives the letter and informs Head Head assigns survey team and coordinates with PDRMO Conduct of Joint Field Survey with PDRRM geologists Consolidate data and information Submit report and recom- | None | 1 week | Admin Div. Chief, ENRO Head, EMPCD Chief |



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| | recommendations to ENRO, PDRRMO | | | |
| | ENRO endorses the report/s to requesting office/ agency/unit | | | |
| | | | | |

B.3. Processing of ORDER OF PAYMENTS of transacting public related to legitimate environment and natural resource utilization and Endorsement of Quarry/ Mining Applications to MGB and Monitoring of Operations.

Statement of Billing of all Payments in the province for Extraction Fee, Delivery Receipt and Inventory of Sand and Gravel, Application Fee, Registration Fee, Conservation and Protection Fee, Verification Fee, Miscellaneous Fee, PEACe Fees (PEACe Application/Processing, PEACe Monitoring, and PEACe Validatio/Inspection), Occupancy Fee, Commodity Clearance Fee, Engineering Clearance Fee and Ore Transport Permit Fee (OTP). Applications for Sand and Gravel/Quarry (SAG/Q) and Minahang Bayan are also endorsed to the Mines and Geosciences Bureau (MGB) and other related agencies as well as monitoring of SAG/Q and mining operations in the province.

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| Office or Division: | | Natural Resources Conservation and Operation Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C | | |
| B.3.1 Order of Payment Processing | | | | |
| Who may avail: | | All SAG applicants, SAG Permittees (Industrial and Commercial) and Mining Operators who shall pay corresponding revenues to the province | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1) Properly filled up forms as specified by type of transactions above | | NRCOD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| a. Personally appear in the office to secure Order of Payment for the following: a.1.Extraction Fee; a.2.Delivery Receipt and Inventory of Sand and Gravel; a.3. Application Fee; | - Check the record logbook for the reference for issuing the Order of payment (Signed by the prepared by, provincial accountant and | None (payment shall be made to PTO) | 5 to 10 minutes | NRCOD In-Charge and conduit with the Local Finance Committee |



| | | | | |
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| <p>a.4. Registration Fee; a.5. Conservation and Protection Fee; a.6. Verification Fee; a.7. Miscellaneous Fee; a.8. PEACe Fees (PEACe Application/Processing, PEACe Monitoring, and PEACe Validation/Inspection); a.9. Occupancy Fee; a.10. Commodity Clearance Fee; a.11. Engineering Clearance Fee; and a.12. Ore Transport Permit Fee (OTP).</p> <p>b. Return back/submit the Official Receipt and booklets of Delivery Receipt to produce a copy.</p> | <p>the NRCOD Head)</p> <p>- Indicates the volume and amount of payment to be paid in the PTO. Then the PTO issue the Official Receipt.</p> <p>- Register the Delivery Receipt with name and address of SAG permittee</p> <p>- Return immediately booklets of the Delivery Receipt to the permittee or the representative.</p> | None | 10 to 20 minutes (it depend the pieces of booklets) | NRCOD Clerk |
| TOTAL | | None | 5 – 20 minutes based on type of transaction | |

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|--|--|-------------------------|--|--------------------------------|
| B.3.2 Endorsement of Applications to MGB and Local Agencies | | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | All SAG applicants, SAG Permittees (Industrial and Commercial) | | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| 1. Letter of Endorsement | | NRCOD Office | | |
| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit Sketch Plan for applied area for SAG (ISAG or CSAG) | 1.1 Receive/Check and verify the sketch map. 1.2 Endorse the sketch plan to the | | 3 to 5 minutes 10 to 15 minutes | NRCOD Chief NRCOD Chief |



| | | | | |
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| | Mine and Geosciences Bureau (MGB RXI) for area status. | | 10 to 15 minutes | NRCOD Chief |
| 2. Submit/return back the sketch plan for the local endorsements (NIA, DPWH, City/Municipal, Barangay, IP for ISAG applicant, and PEO) | 2. Receive/Check and endorse the sketch map to the (NIA, DPWH, IP (ISAG), and PEO) for Certification/ Clearance and City/Municipal and Barangay for resolution. | | 5 to 10 minutes | NRCOD Chief |
| 3. Return back/submit all clearances/ certificate and other documents needed for SAG (ISAG or CSAG) application permit. | 3. Receive and check all clearances/certificates and other documents needed for SAG (ISAG or CSAG) permit application for scrutinize the completeness of the documents/requirements for PMRB deliberation. | | 5 to 10 minutes | NRCOD Chief |
| | 3.1 If in case the documents not complete the NRCOD Head advise to submit the lacking documents so that it go into PMRB deliberation until it can reach the schedule. | | 5 to 10 minutes | NRCOD Chief |
| | 3.2 After the PMRB deliberation the NRCOD head inform the SAG applicants to settle of all the | | | |



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| | payments base on the Provincial Ordinance No. 5 (Revised Revenue Code) by issuing the Order of Payments to be disburse in the Provincial Treasury Office. | | | |
| TOTAL | | None | 5 – 15 minutes based on type of transaction | |
| B.3.3 Monitoring of SAGQ/Mining Production | | | | |
| 1. Monthly Production Report of All SAGQ Permittees | | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| 1. Production report document | | NRCOD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the monthly production report indicates the volume extracted. | 1.1 Receive/check/ record the submitted monthly production report for the consolidation of the data of every permittee. | None | 3 to 5 minutes | NRCOD In-Charge and conduit with the Local Finance Committee |
| | 1.2 Forward/ submit to the DENR-MGB RXI the monthly production report of the province thru email. | None | 5 to 10 minutes | NRCOD Production Report In-charge |
| TOTAL | | None | 5 – 10 minutes based on type of transaction | |



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| B.3.4. Monitoring of SAGQ/Mining Operations in the province and ensuring their compliance of ECC/PEACe, Environmental Protection, rehabilitation of affected sites and conditions in their permits/agreements and maintenance of community relations | | | | |
| i. Field Inspections/monitoring | | | | NRCOD, EMPCD, FMD |
| ii. Community consultations | | | | NRCOD, EMPCD, FMD |
| iii. Ensuring rehabilitation/tree planting of affected sites by the operators/permittees | | | | NRCOD, EMPCD, FMD |
| iv. Control of illegal quarrying/mining | | | | NRCOD |
| v. Requiring of regular Production Report by Permittees/legitimate Quarry/PSSM Operators | | | | NRCOD |
| B.3.5 Receiving and Releasing of Documents pertaining to SAGQ/PSSM | | | | |
| 1. Receive all the upcoming documents (reports, communications (request or invitations, and others.) Release all documents (endorsements, SAG Permits) | | | | |
| Office or Division: | | Natural Resources Conservation and Operation Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C | | |
| Who may avail: | | All SAG applicants, SAG Permittees (Industrial and Commercial) | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Production report document | | NRCOD | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Record attendance in the logbook. | 1.1 Check the logbook signed for verification to ensure the correct data with name, address, company and contact number. | None | 3 to 5 minutes | NRCOD |
| 2. Submit clearance/certificate, invitation/request letter | 2.1 Receive/ check and record the submitted clearance/ certificate, invitation/ request letter for verification and forward to the NRCOD head | None | 3 to 5 minutes | NRCOD |



| | | | | |
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| 3. Present/submit reports/claim with name, address and contact number. | for his reference. | | 3 to 5 minutes | NRCOD Chief |
| | 3.1 Receive and record for verification of concern with name, address and contact number and forward it to the NRCOD Head. 3.2 The NRCOD Head endorse it to the concern personnel to do the task. | | 3 to 5 minutes | |
| TOTAL | | None | 3 – 15 minutes based on type of transaction | |

B.4. Provision of Secretariat Services to the operations of duly constituted special bodies created in relation to the utilization and/or management of Environment and Natural Resources in the province.

Special Bodies related to environment and natural resource created/constituted by the Governor that specifies ENRO-DO as the Secretariat shall be functioned by the Office. These special bodies may be, but not limited to the following: Provincial Integrated Waste Management Board or Provincial Waste Management Board, Provincial Environment and Natural Resources Council, Provincial Mining Regulatory Board, and the likes.

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|--|------------------------------|
| Office: | ENRO-DO |
| Classification: | Simple |
| Type of Transaction: | G2C |
| B.4.1 Secretariat Services | |
| Who may avail: | The concerned Special Bodies |
| REQUIREMENT | WHERE TO SECURE |
| Copy of the issued Governor's Executive Order creating/constituting the Special Body/ies providing that ENRO-DO shall function as its Secretariat. | Provincial Governor's Office |



B.5. Provision of Support to Prevention and Mitigation on Disaster Risk Reduction Management

Most disaster risk prevention and mitigation are related to environment. Thus, ENRO DO shall support the Provincial Disaster Risk Reduction Management Council (PDRRMC) on this cluster of disaster management.

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|---|--|---|------------------------|---------------------------|
| Office: | | ENRO-DO | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C | | |
| B.5.1 Support to Disaster Prevention and Mitigation | | | | |
| Who may avail: | | Provincial Disaster Risk Reduction Management Council | | |
| REQUIREMENT | | WHERE TO SECURE | | |
| Harmonization with the Provincial Disaster Risk Reduction Management Plan (PDRRMP) for Prevention and Mitigation Cluster. | | Provincial Disaster Risk Reduction Management Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1) Field report/ Request from local community for prevention or mitigation intervention. | -Refer to the PDRRMP planned intervention/ mitigation activities | None | 1 Day | ENRO-DO |
| | -Conduct of site inspection / assessment to decide on appropriate mitigating or preventative measures | | 3 – 5 Days | |
| | - Report and Recommend to the PDRRMC thru PDRRMO on appropriate action | | 3 Days | |
| | - Prepare corresponding disaster preventive/ mitigating activity design/proposal and submit it to PDRRMO for appropriate funding | | 3 Days | |



| | | | | |
|--|---|--|---|----------------------|
| | chargeable to the PDRRM Fund -Implement the activity if and when the proposal is approved and funding is ready: ➤ Tree-planting/ Vegetative Slope strengthening ➤ Debris clearing/ de-clogging | | (Depend on what preventive/ mitigating activity shall be conducted) | - FMD - EMPCD |
| | | | | |

B.6 Provision of services related to the implementation of duly devolved functions pertaining to sustainable management of natural and environmental resources.

In the implementation of Mandanas Ruling thru Presidential Executive Order No. 138, series of 2021, certain environment and natural resources functions are said to be fully devolved to the local government units by the concerned national agencies. Thus, ENRO-DO shall provide environment and natural resources services to concerned component LGU levels based on what functions are explicitly devolved by the Department of Environment and Natural Resources to the provincial level.

| | | | | |
|--|---|------------------------|----------------------------------|--|
| Office: | ENRO-DO | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| B.6.1 Implementation of Devolved Functions per Mandanas Rule Implementation | | | | |
| Who may avail: | Component LGUs | | | |
| REQUIREMENT | | | WHERE TO SECURE | |
| Harmonization with the Devolution Transition Plan per EO 138 series of 2021 | | | Local Devolution transition plan | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Request letter addressed to Governor thru ENRO-DO for support | ENRO-DO to evaluate/assess the request for possible support: - Forest Management related | None | | ENRO-DO Head -FMD -EMPCD |



| | | | | |
|--|--|--|--|--------|
| | - Solid / Integrated waste management and pollution control - Mining/ Quarrying related | | | -NRCOD |
| | | | | |



Environment and Natural Resources Office

Internal Services



A.1 ENRO-DO ADMINISTRATIVE Internal Services

Facilitate the official emoluments, performance evaluation of office personnel (permanent, casual and contract workers) and take charge in the domestic transactions and administration of the office.

| | | | | |
|---|---|---|---|--------------------------------------|
| Office or Division: | Administrative Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G | | | |
| Who may avail: | ENRO personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| A.1.1 Intra-Office Transactions | | | | |
| A.1.1.1 For processing of monthly salary – DTR and accomplishment report | | Payroll In-Charge/Clerk - Admin. Division | | |
| A.1.1.2 For official travel – travel order | | Admin. Clerk, Concerned Division Clerk | | |
| A.1.1.3 For fuel – trip ticket | | Fuel In-Charge – Admin Division | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES-SING TIME | PERSON RESPONSIBLE |
| a. Payroll preparation: Concerned personnel shall fill up the DTR if the daily attendance is controlled by the Office or the Payroll Clerk shall retrieve the machine-generated DTR if attendance recording is through centralized Biometrics machine | 1.1 The Division Chief will review the submitted document/s and affix his/her countersignature for the ENRO Head's signature to the DTR/s | None | 5 minutes | Payroll Clerk, Admin. Division Chief |
| b. "Absence" in the Attendance Record book or Biometrics: Attach copies of Travel Order, Certificate of Appearance/Attendance and accomplishment report for the period | 2.1 Admin clerk to follow up concerned personnel to produce the required supporting documents if there is no corresponding | None | 10 minutes if requirements are complete | Admin clerk, Concerned personnel |



| | | | | |
|---|---|------------------------|--|--|
| if absence is due to official business, or Attach medical certificate if absence is due to sickness. | available file in the archive. | | | |
| A.1.1.4 Travel Order (TO): After printing by the Clerk, furnish the printed travel order for signature and approval to: a. Concerned Division Chief, b. Admin Chief (for initial), and c. ENRO Head (for approval) | 3.1 The concerned Division Chief will review the submitted TO form and sign it. 3.2 The Admin Div. Chief will countersign for the Head of office, then, endorse it to the ENRO Head for signature and approval 3.3 The Liaison Officer shall bring the signed TO/s to the Provincial Governor's Office for final approval and follow-up its route completion. | None | 10 minutes 5 minutes 30 minutes in bringing the documents (yet completion depends on the approval of related offices.) | Admin. Clerk, Admin. Division Chief, ENRO Head |
| A.1.1.5. Request for fuel: Requesting person shall fill up the trip ticket and fuel issuance slip and give this form to the Fuel In-charge who shall submit this to Admin. Chief | 4.1 The Admin Chief will review the fuel request based on the concerned Division's fuel allocation and requirement, and countersign it for approval by the ENRO Head | None | 10 minutes | Fuel In-charge, Admin. Division Chief, ENRO Head |
| TOTAL | | None | Minimum of 70 minutes | |
| A.1. 2 .Archiving and keeping of documents/ Clerical works | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES- SING TIME | PERSON RESPONSIBLE |
| a) Submit Documents to receiving Clerk | -Receive and route thru channel/File Documents -Safe keep and methodically | None | 5 minutes | Admin. Clerk, Admin Chief |



| | | | | |
|---|---|------------------------|--------------------------------|--|
| | organize all files and records | | | |
| b) Request/s of pertinent copy/ies of document/s | Retrieves the requested document/s from file/archive | None | 10 minutes | Admin. Clerk, Admin Chief |
| c) Request for necessary document preparation | -Drafts the required document and submit to Admin Chief for clearing/editing -If needing ENRO Head's signature, Admin Chief shall countersign it and submit the same to the ENRO Head for approval and signature | None | 20 minutes | Admin. Clerk, Admin Chief ENRO Head |
| TOTAL | | None | 35 minutes minimum | |
| A.1.3 Property Custodian/Inventory / Supply Management Works | | | | Admin. Div. |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| a) Concerned ENRO personnel requests needed supply/materials | -Provide the requested supply/materials if available -If not available, process for procurement/acquisition -Regularly check and monitor/conduct inventory of supplies for replenishment | None | 5-15 minutes 30 minutes | Property costudian, Admin Chief ENRO Head |
| TOTAL | | None | 40 minutes minimum | |
| A.1.4. Fuel Regulation | | | | |
| a. Request for fuel: Requesting person shall fill up the trip ticket and fuel issuance slip, have his/her Division Chief countersign and give this form to the Fuel In- | -The Admin Chief will review the request based on the concerned Division's fuel allocation and requirement, and countersign it for | None | 30 minutes | Admin Fuel In-charge, Concerned Division Chief, Admin. Division Chief, ENRO Head |



| | | | | |
|---|---|------------------------|--|--|
| charge who shall submit this to Admin. Chief | approval by the ENRO Head -Deduct the requested volume of fuel from the concerned Division's allocation | | | |
| A.1.5. Utility/Janitorial works | | | | Admin. Division |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES-SING TIME | PERSON RESPONSIBLE |
| a) Ensure that the office has been swept and cleaned before office works start in each working day. b) Ensure that the office have no litters. c) Ensure that trash bins in the office are all emptied out at the closing hours of every working day especially on Fridays. d) Ensure that solid wastes generated in the office are segregated. e) Ensure that the vicinity of the office is litter-free especially of plastic wastes f) Ensure that comfort rooms are clean f) Ensure that indoor plants of the office are well-taken care of. g) Ensure the regular laundry ad changing of office curtains, chair covers, table runners and the likes. h) Regularly inform the Supply In-charge to replenish necessary cleaning materials and tools and replace broken bins and cleaning tools/equipment. | None | 8 hours in a day | Concerned Utility/Janitorial worker, Supply In-charge, Admin. Division Chief, ENRO Head | |
| NOTE: All personnel of ENRO-DO must be responsible in their practice of no littering and must abide with the policy of Clean as You Go (CLAYGO) and practice the 5S of Good Housekeeping and the 3Rs of solid waste management. | | | | |
| A.1.6. Collection and collation of field/ monitoring (per activity), production and/or accomplishment reports (monthly) from the other 3 technical divisions | | | | Admin Div. Head, All Divisions |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES-SING TIME | PERSON RESPONSIBLE |
| a) Concerned Division submits field/accomplishment report/s to receiving clerk | -Receiving clerk receives and log the report in the record book, photocopies the report and submit the original to the ENRO Head -Informs the Admin Div. Chief of the report and shall | None | 15 minutes in submission (report preparation takes days to prepare) 5 minutes to inform, 10 | Concerned Divisions, Receiving clerk of Admin. Division, Admin Division Chief, ENRO Head |



| | | | | |
|--|--|------------------------|--|--|
| | collate said report to corresponding Division file in the archive. -Admin. Div. Chief allocates 2-3 days in a month to consolidate the reports to form the bases for ENRO accomplishment for discussion during monthly ENRO evaluation Mtgs and for the ENRO Head's signature for monthly Prog./ Projs./Activities (PPAs) accomplishment reports to the Prov'l Proj. Monitoring Committee (PPMC). | | minutes of archiving 3 days in a month for consolidation of division reports 2 days of preparing monthly PPA Accomplishment report for submission PPMC | |
| A.1.7 Booking/Keeping and Monitoring of ENRO Schedules/Calendar of Activities | | | | |
| a) Maintains tracking calendar and record of ENRO activities/schedules based on targets and commitments to other offices/ units | None | | | Admin. Division |
| b) Reminds the ENRO Head and other Divisions of said schedules | None | | | Admin. Division Chief |
| c) Keep record of such calendar/ schedule of activities as bases for prompting accomplishment reports from each concerned divisions of ENRO. | None | | | Admin. Division |
| A.2 For Inter-office transactions | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| A.2.1. Preparing / Releasing and Receiving/ of documents/ Clerical works | | | | Admin. Division ND Clerks of each Division |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| a) Submits (official) document to Receiving Clerk | - Receiving Clerk stamps received to the document/s both the file copy and the receiving copy then | None | 15 minutes | Admin Receiving Clerk |



| | | | | |
|--|--|------------------------|--------------------------|---------------------------|
| | properly enter the received document/s in the record book. -Photocopies the received document/s and pass the original copy to the Admin Div. Chief for his/her information/ notification while photocopied document with received stamp shall be archived -Admin. Div. Chief affix his /her signature noting that it passed thru him/her, and if necessary, attach notes of recommendation/s and shall have the original document with his/her recommendatory notes given to the ENRO Head for his/her information and appropriate action. -When tasked by ENRO Head, draft corresponding reply letters to concerned letter sender/s for signature by the ENRO Head, with preparer's footnote/ marginal initials. | | 15 minutes | |
| | | | 25 minutes | |
| | | | 2 hours | |
| A.2. 2. Liasoning/messengerial works | | | | Admin Division |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCES- SING TIME | PERSON RESPONSIBLE |
| a) Liaison officer/messenger, carrying a record/logbook, brings/carries official ENRO document/s or items to concerned person/s or office for processing or for receiving, and have the recipient affix signature on the record/logbook. | | None | | Admin Division |



| | | | |
|---|--|--|--|
| <p>b) Follows up submitted documents to fast track the process</p> <p>c) Ensures that pages or parts of the items/documents/attachments are all intact in the process as received by the recipient/s until the documents are retrieved and/or finalized.</p> <p>e) If some attachments are lost in transit, strive to reproduce/re-document the lost papers</p> | | | |
| | | | |



Sangguniang Panlalawigan



- To establish communication and information linkages with the Local Government Units, Non-government Organizations and the general public regarding measures undertaken by the Sangguniang Panlalawigan;
- The public may request for Certified copies of documents such as resolutions, ordinances, minutes of the Sessions and other official issuances of the Sangguniang Panlalawigan Support Services Office, through the Sangguniang Panlalawigan Secretary and NGO's and POs may inquire and submit requirements for accreditation.

| | | | | |
|---|---|------------------------|-----------------------------|----------------------------|
| Office or Division: | Sangguniang Panlalawigan Support Services Office | | | |
| Classification: | Simple-Complex | | | |
| Type of Transaction: | G2C- for services whose client is transacting public G2G- for services whose client is another government agency, government employee or official. | | | |
| Requirements: Depending on the requests | | | | |
| <i>A. FOR ACCREDITATION OF NON-GOVERNMENTAL ORGANIZATIONS (NGO's) & PEOPLES ORGANIZATIONS (POs)</i> | | | | |
| CLIENTS | SERVICE PROVIDER | FEES TO BE PAID | DURATION OF ACTIVITY | PERSONNEL IN CHARGE |



| | | | | |
|---|---|------------|---|--|
| <p>1. Secure requirements of accreditation REQUIREMENTS:</p> <ul style="list-style-type: none"> • Duly accomplished Application Form; • Board Resolution signifying intension for accreditation; • Certificate of Registration (SEC, DOLE, e • List of current officer and members; • Original Sworn Statement stating that CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No.2019-72 dated May 22, 2019, and after securing Certificate of Accreditation from the concerned Sanggunian; • Annual Accomplishment Report; • Financial Statement; • Profile indicating the purpose and objectives of the organization; • Copy of the minutes of the meeting of the Organization; and • For CSOs applying to be members of the Local Health Board: Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health education sector. | <ul style="list-style-type: none"> - Receive the Document/s by Affixing the name And signature of the receiving staff, Indicating the date & time of receipt; - Secure contact's Persons number SP Secretary will include in the Order Of Business; -inform client what-ever the result of the application, if approved, SP Secretary will prepare for the resolution and certification of accreditation | <p>N/A</p> | <p>5-10 mins.</p> <p>May vary Depending on the availability of the concerned officials.</p> | <p>REGILDA A. DIGAMO Admin. Asst I</p> <p>HELEN J. CASAS Admin. Aide II</p> <p>Legislative Staff</p> |
| <p>Total Response Time: 10 Minutes</p> | | | | |



| B. FOR SECURING CERTIFIED TRUE COPIES OF ENACTED/PASSED/APPROVED SP RESOLUTIONS AND ORDINANCES | | | | |
|---|--|------------------------|--|--|
| CLIENT | SERVICE PROVIDER | FEES TO BE PAID | DURATION OF ACTIVITY | PERSONNEL IN CHARGE |
| 1. Request copy/copies of documents such as approved resolutions & ordinances | Provide request form for the Client to fill up | | 2 mins | REGILDA A. DIGAM Admin. Asst I HELEN J. CASAS Admin. Aide II |
| 2. Accomplish and submit Request form | a. If available, advise client to pay The Secretary's Fee at the Treasurer's Office | P50.00 | 5-10 mins | AILEEN B. PONCE Admin Aide IV JOVANLOU B. NALAN Admin Aide II |
| | b. If pending, forwards form to the ComSec Section for the status verification | | 1 min | JANESSA A. MACATABAL Administrative Officer I JOSEPHINE I. SINON Administrative Officer I |
| | c. If for signature, forwards request form to the Resolutions/Ordinance Sections for status verification | | 1 min | ROGELIO V. EMBALSADO Admin. Assistant III |
| 3. Presents official Receipt After paying Secretary's Fee at the PTO | a. Prepare, print and release the requested documents to the client | P50.00 | 5-10 mins (depends on the # of pages) | AILEEN B. PONCE Admin Aide IV JOVANLOU B. NALAN Admin Aide II |

Total Response Time: 10 Minutes

| C. REQUEST FOR MINUTES/JOURNAL OF PROCEEDINGS OF SP SESSIONS/HEARINGS/MEETINGS AND ADMINISTRATIVE CASES | | | | |
|--|-------------------------|-------------------|-----------------------------|----------------------------|
| CLIENT | SERVICE PROVIDER | FEES TO BE | DURATION OF ACTIVITY | PERSONNEL IN CHARGE |



| | | | | |
|---|---|-------------|-------------------|--|
| | | PAID | | |
| 1. Request for Minutes/Journals/Proceedings of Sessions/Hearings/meetings | Provide and ask client to Accomplish Request Form | | 3 mins | REGILDA A. DIGAMON Admin. Asst I |
| 2. Accomplish and submit Request form | advise client to pay the Secretary's Fee at the Treasurer's Office Prepare the Certified Photocopy of the document requested | P50.00 | 30 mins to 1 hour | |
| | d. If pending, forwards for the ComSec Section for the status verification | | 1 min | JANESSA A. MACATABO Administrative Officer III JOSEPHINE I. SINON Administrative Officer II |
| Total Response Time: 1 hour | | | | |



Provincial Social Welfare and Development Office



Provincial Social Welfare & Development Office

Provision of Assistance in Crisis Situation

Availability of the Service:

Monday to Friday

8:00 - 12:00; 1:00 - 5:00

Classification : Simple

Who may avail:

Indigent Clients

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| 1 Letter request/Referral 2 Barangay Certificate (1 original, 1 photocopy) 3 Valid ID (2 photocopies) with name/signature/picture/address) not expired <i>Additional supportings needed;</i> For Educational Assistance 1 Certificate of enrollment or Registration (2 copies) 2 Updated Certificate of Billing duly signed by student account incharge/SOA (1 original/1 photocopy) 3 Validated School ID of students (2 Photocopies back to back) For Medical Assistance 1 Medical Certificate/Abstract/Clinical Summary/ Discharge Summary (2 photocopies) 2 Hospital Bill 3 Prescription 4 Laboratory/Ultrasound/MRI/CT Scan Request 5 Blood Request | The requesting party will provide the letter Client will secure from their Barangay Client will provide the necessary documents Client will secure from the school where she/he enrolled Client will provide the necessary documents Client will secure from the Clinic/ Hospital |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Burial Assistance 1 Death Certificate 2 Contract from the funeral Emergency Shelter Assistance (ESA) 1 Bureau of Fire Certificate 2 Picture (2 photocopies - colored) 3 Situational Report from LDRRMO if applicable Food Assistance 1 Certificate of indigency 2 photocopies 2 Proof of confinement if admitted Transportation Assistance 1 Police Blotter/Certification (victims of illegal recruitment or pick pockets) 2 Other supporting documents such as but not limited to medical certificate, Death Certificate or court order of Subpoena (2 photocopies) | Client will secure from the Funeral Client will secure from the Bureau of Fire Client will provide Client will secure from LDRRMO Client will secure from the Barangay Client will secure from the Hospital Client will secure the necessary documents |



Davao Oriental Provincial Medical Center



SERVICES OFFERED: *Provision of high quality safe and nutritious food to all admitted patients with in budget allocation.

* Nutrition education through counselling to both in patients and out patients.

TIME : Monday to Sunday(6AM-7PM)

DATA NEEDED : Diet Prescription from the attending Physician through the Nurse on Duty

PROCEDURES TO AVAIL THE SERVICES

| STEP | CLIENT | DIETARY SERVICES | TIMETABLE | ASSIGNED PERSONNEL |
|------|---------|---|------------|--|
| 1 | Patient | Record the name and diet prescription to diet list . Make diet tags of each patients w/ their Name, Diet Prescription & room. | 5 minutes | Nutritionist-Dietitian |
| 2 | | Make rounds/visit all the nurse stations to reconcile the admitted patients for the day and collect new admitted patients to be included for all meals | 20 minutes | Nutritionist-Dietitian |
| 3 | | Prepare the patients diet tags | 1 hour | Nutritionist-Dietitian |
| 4 | | Distribute diet tags to all admitted patients for their meals | 20 minutes | Food Service Worker |
| 5 | | Dish out of meals intended for all patients through patient watchers based on the time set: Breakfast: 6:30 am- 7:30am Lunch : 11:30am-12:30pm Dinner : 5:30pm -6:30pm | 1 hour | Nutritionist-Dietitian and Food Service Worker |
| 1 | Patient | As soon as diet prescription received, notice for Diet Counselling will be prepared & deliver it to the family for counselling session both OPD & in patients Preparation of IEC materials and tools Diet Counselling | 20 minutes | Nutritionist-Dietitian |
| | | | | |
| | | | | |



PROCUREMENT PROCESS FLOW

| PROCUREMENT SECTION | FINANCE DEPARTMENT HEAD | GENERAL ACCOUNTING SECTION | CHIEF OF HOSPITAL |
|--|---|---|--|
| <ol style="list-style-type: none"> 1. Prepare 3 copies of PR upon receipt of requisition slip from end user when stocks are not available in supply section, and then submit to finance for review of documents. 2. Make Canvass or prepares RFQs and abstract of quotations. Ensures suppliers & products are properly evaluated and in accordance with existing rules and regulations GPPB & RA 9184. 3. Prepares PO 4. Prepares attachment for processing of payments (Approved OBR, PR PO, Invoices, RIS, AIR, and Justifications, ARE, Pre-Post repair and Waste Material). | <ol style="list-style-type: none"> 1. Finance department head for checking and verification of documents and Initial. 2. Approved Requisitions and Purchase Request (DOPMC Level) 3. Forwards documents to budget (DOPMC level) for charging | <ol style="list-style-type: none"> 1. Prepares OBR and assigns OBR control number for subsequent monitoring, and recording to log books. 2. Accounting Head to review, and initials OBR. Preparation of daily appropriation balance (DAB) and recording to Books for budget and accounting monitoring. And then forwards to COH. 3. Prepares Voucher provided documents are intact (complete), and transmittal of documents for request of check issuance. | <ol style="list-style-type: none"> 1. Chief of Hospital For signature. 2. Forwards documents to Accounting for releasing to liason |



MEDICAL RECORDS SECTION OFFERS THE FOLOWING SERVICES:

- BIRTH CERTIFICATE
- DEATH CERTIFICATE
- CERTIFICATE OF CONFINEMENT
- MEDICAL CERTIFICATE
- MEDICO-LEGAL CERTIFICATE
- OTHER DOCUMENTS (INSURANCE FORM)

GUIDELINES ON HOW TO AVAIL THE ABOVE MENTIONED SERVICES

| | TIME CONSUMED | WINDOW |
|---|---------------------------|---------------|
| 1 Get a PRIORITY NUMBER and fill up the FORMS needed for documents requested. | 1 MIN | WINDOW 1 |
| 1.1 BIRTH CERTIFICATE <ul style="list-style-type: none"> > Fill up the Birth Form > Attach the following requirements with the birth form <ul style="list-style-type: none"> If married : Two (2) copies of marriage contract If not married but acknowledge by the father : Two (2) copies of birth certificate of parents. (Note: The father of the child will be the one to manage the transaction process) If not married and not acknowledge by the father : Two (2) copies of birth certificate of mother > Proceed to the cashier for the Php 50.00 service fee. > Present the Official Reciept to the Issuing clerk and sign the Live Birth Certificate Form and logbook. > Proceed to the City Civil Registrar Office for the registration process. | 1-3 DAYS | WINDOW 1D |
| 1.2 DEATH CERTIFICATE <ul style="list-style-type: none"> > Fill up the Death Form > Attach the Hospital Clearance Certificate or the Statement of Account > Proceed to the cashier for the Php 50.00 service fee. > Present the Official Reciept to the Issuing clerk and sign the Death Certificate Form and logbook. <p>If the attending Physician is off duty, the Medical Record section will issue a Certification (as per record) to facilitate the burial process. The Death Certificate will be released upon signature of the attending physician.</p> <ul style="list-style-type: none"> > Proceed to the City Civil Registrar Office for the registration process. | 30 MINS TO 5 WORKING DAYS | WINDOW 1A |



| | | |
|---|----------------------------------|------------------|
| <p>1.3 CONFINEMENT AND MEDICAL CERTIFICATE</p> <ul style="list-style-type: none"> > Request the following personnel for a Medical Certificate <ul style="list-style-type: none"> For Out-patient : Request the OPD attendant for a Medical Certificate. The OPD attendant will bring the OPD card to the Medical Records Section for issuance. For Admitted patient : Request the Supervising Nurse on Duty for a Confinement Certificate. The Nurse/ Attendant will bring the patients' chart to the Medical Records Section for issuance. For Discharge patient : Request the Medical Record Clerk for a Medical Certificate. The Retrieval Officer will retrieve the Medical Chart for issuance. > State the purpose of the Medical Certificate > Proceed to the cashier for the Php 50.00 service fee. > Present the Official Receipt to the Issuing clerk for release. > Note: Confinement and Medical Certificate should be signed by the Attending Physician. In the absence of the of the attending physician, the Medical Records Officer will sign as per record only. | <p>30 MINS TO 5 WORKING DAYS</p> | <p>WINDOW 1A</p> |
| <p>1.4 MEDICO-LEGAL CERTIFICATE</p> <ul style="list-style-type: none"> > Request the following personnel for a Medico-legal Certificate <ul style="list-style-type: none"> For Out-patient : Request the OPD attendant for a Medical Certificate. The OPD attendant will bring the OPD card to the Medical Records Section for issuance. For Discharge patient : Request the Medical Record Clerk for a Medical Certificate. The Retrieval Officer will retrieve the Medical Chart for issuance. > Present the Police Request to the issuing clerk. > Proceed to the cashier for the Php 50.00 service fee. > Present the Official Receipt to the Issuing clerk for release. > Note: Only the Attending Physician can sign the medico-legal Certificate. Ask the Issuing clerk for schedule of release if the attending physician is not on duty. | <p>30 MINS TO 5 WORKING DAYS</p> | <p>WINDOW 1A</p> |



| 1.5 OTHER DOCUMENTS/INSURANCE FORM | | |
|--|------------------------------|-----------|
| <ul style="list-style-type: none">> Request the following personnel for filling of the Insurance Form<ul style="list-style-type: none">For Out-patient : Request the OPD attendant for a Medical Certificate. The OPD attendant will bring the OPD card to the Medical Records Section for issuance.For Discharge patient : Request the Medical Record Clerk for a Medical Certificate. The Retrieval Officer will retrieve the Medical Chart for issuance.> Present the Insurance Form> Proceed to the cashier for the Php 50.00 service fee.> Present the Official Receipt to the Issuing clerk for release.> Note: Only the Attending Physician can sign the Insurance Form. Ask the Issuing clerk for schedule of release if the attending physician is not on duty. | 30 MINS TO 5 WORKING DAYS | WINDOW 1A |



CASHIER SECTION CITIZEN'S CHARTER

KANUNAY NGA SERBISYO

LUNES HANTOD DOMINGO APIL PISTA OPISYAL 24/7 NGA SERBISYO.

MGA PAMAAGI SA PAGKUHA SA SERBISYO:

1. MOKUHA UG NUMERO SA QUEUING KON PAGABAYARAN ANG TANANG BALAYRONON. KADTONG MOHANGYO DILI SA MOKUHA UG NUMERO MOADTO SA MEDICAL SOCIAL WORKER.
- PRIORITY NUMBER PARA LANG SA NAGBAYAD NGA BUNTIS, NAGPASUSO, PWD UG SENIOR CITIZEN
2. HULATA KON TAWAGON IMONG NUMERO. NAA SA TELEBISYON ANG NUMERO NGA MATAWAG UG DUOL SA TRABAHANTE NGA NAA SA BINTANA CASHIER 5A and B.

| MGA LAKANG | KLIYENTE | MGA SERBISYO | GITAGANANG ORAS | TRABAHANTE |
|------------|----------|---|-----------------|---|
| 1 | KLIYENTE | Medicaid balayronon sa: Medicina Medical Supplies Medical Oxygen Xray/ECG/Ultrasound/Mammogram Birth/Death Certificate Laboratory Examinations Consultation Fee Fidelity Bond Hospital Bill Affiliation Fee | 2-3 MINUTOS | Cash Aide o trabahante nga naa sa opisina |
| 2 | KLIYENTE | Medicaid ug resibo sa gibayaran | 2-3 MINUTOS | Cash Aide o trabahante nga naa sa opisina |
| 3 | KLIYENTE | Medallo sa Kliyente kon asa pahulong human ug bayad. | 1 MINUTO | Cash Aide o trabahante nga naa sa opisina |



Billing Section
CITIZEN'S CHARTER

KANUNAY NGA SERBISYO:

LUNES HANTOD BIYERNES - ALAS OTSO SA BUNTAG HANGTUD ALAS SINGKO SA HAPON.
(8:00AM - 5:00PM)

SABADO UG DOMINGO - APIL PISTA OPISYAL - ALAS NUEBE HANGTOD ALAS SINGKO SA HAPON.
(9:00AM - 5:00PM)

MGA PAMAAGI SA PAGKUHA SA SERBISYO:

ANG KLIYENTE MOHATAG SA BILLING SECTION SA DISCHARGE PRINTOUT UG CLEARANCE FORM SA IYANG PASYENTE NGA GIKAN SA ILANG NURSE STATION NGA ADUNA NAY PIRMA SA BOTICA SULOD SA HOSPITAL LABORATORY UG LINEN SECTION

| MGA LAKANG | KLIYENTE | MGA SERBISYO | GITAGANANG ORAS | TRABAHANTE |
|-------------------|-----------------|---|------------------------|---|
| 1 | KLIYENTE | Madawat sa BLUE or ORANGE CARD | 1 MINUTO | Trabahante nga naa sa opisina BILLING Office. |
| 2 | KLIYENTE | Madawat sa discharge printout ug clearance form nga aduna nay pirma sa botica sulod sa hospital, laboratory ug linen section. | 1 MINUTO | Trabahante nga naa sa opisina BILLING Office. |
| 3 | KLIYENTE | Iproseso ang mga balayronan sa pasyente | 1 ORAS | Trabahante nga naa sa opisina BILLING Office. |
| 4 | KLIYENTE | Mohatag ug Billing Statement sa kliyente. Kon ang kliyente aduna excess nga naggunit sa: A. BLUE CARD, walay PHILHEALTH ug PAYWARD ACCOMMODATION modirekto sa Cashier area sa pagbayad. B. ORANGE CARD modito sa Medical Social Worker. | 1 MINUTO | Trabahante nga naa sa opisina BILLING Office. |
| 5 | KLIYENTE | Madawat sa billing statement ug reseba sa gihaparan | 1 MINUTO | Trabahante nga naa sa opisina BILLING Office. |
| 6 | KLIYENTE | Mo proseso sa final billing statement sa kliyente nga pagapirmahan sa PHILHEALTH MEMBER. | 30 MINUTOS | Trabahante nga naa sa opisina BILLING Office. |



Claims Section CITIZEN'S CHARTER

KANUNAY NGA SERBISYO

LUNES HANTOD BIYERNES - ALAS OTSO SA BUNTAG HANGTUD ALAS SINGKO SA HAPON.
(8:00AM - 5:00PM)

MGA PAMAAGI SA PAGKUHA SA SERBISYO:

1. MOKUHA UN NUMERO SA QUEUING KON ANG IYANG PASYENTE NA ADMIT NA.
- PRIORITY NUMBER - KADTONG NAGDALA SA PAPELES NGA BUNTIS, NAGPASUSO, PWD UG SENIOR CITIZENS.
2. HULATA KON TAWAGON IMONG NUMERO. NAA SA TELEBISYON ANG NUMERO NGA MATAWAG UG DUOL SA CLAIMS WINDOW 4.

| MGA LAKANG | KLIYENTE | MGA SERBISYO | GITAGANANG ORAS | TRABAHANTE |
|------------|----------|--|-----------------|---|
| 1 | KLIYENTE | Modaat sa mga dokumento/papeles sama sa: 1. PHILHEALTH CARD 2. MDR 3. POINT OF SERVICE ENROLMENT FORM GIKAN SA MEDICAL SOCIAL WORKER | 1 MINUTO | Trabahante nga naa sa sulod sa CLAIMS Office. |
| 2 | KLIYENTE | Pagproseso sa dokumento/papeles pinaagi sa pag check sa PORTAL SA PHILHEALTH kon kini: 1. YES - Hatagan ug PHILHEALTH Form ang kliyente na pagapirmahan sa PHILHEALTH MEMBER depende sa categoria sama sa: a. BLUE CARD - Government, Private, and Self employed (OFW ug kasambahay). b. ORANGE CARD - Indigent, POS, Senior Citizen ug Pensioner. 2. NO - Hatagan ang kliyente ug temporary card na magamit sa sulod sa 24 oras. Kon makompleto na ang dokumento/papeles hatagan na ug permanent card na magamit dire sa sulod sa hospital. | 5-10 MINUTOS | Trabahante nga naa sa sulod sa CLAIMS Office. |
| 3 | KLIYENTE | Modaat sa kompleto na dokumento/papeles. | 1 MINUTO | Trabahante nga naa sa sulod sa CLAIMS Office. |
| 4 | KLIYENTE | Modaat sa mga recebo para ma proseso ang refund nga nagalit sa labas sa hospital sa mga PHILHEALTH MEMBER nga government, private, self employed ug OWWA. | 20-30 MINUTOS | Trabahante nga naa sa sulod sa CLAIMS Office. |

Ang



Claims Section
CITIZEN'S CHARTER

PHILHEALTH REQUIREMENTS
(Kinahanglanong Papeles)

| |
|--|
| <p>SELF EMPLOYED CLAIMS SIGNATURE FORM (CSF) originally signed by Member: And any of the following: 1. MDR 2. PHIC ID 3. Official Receipt - 9/12 Months prior to admission - Updated Premium Contribution</p> |
| <p>PRIVATE CLAIMS SIGNATURE FORM (CSF) originally signed by Member: And any of the following: 1. MDR 2. PHIC ID</p> |
| <p>GOVERNMENT EMPLOYED PENSIONER CLAIMS SIGNATURE FORM (CSF) originally signed by Member: And any of the following: 1. MDR 2. PHIC ID</p> |
| <p>INDIGENT CLAIMS SIGNATURE FORM (CSF) originally signed by Member: And any of the following: 1. PHIC ID 2. Birth Certificate of patient 3. Marriage Certificate 4. Birth Certificate of Member</p> |
| <p>OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA) CLAIMS SIGNATURE FORM (CSF) originally signed by Member: And any of the following: 1. MDR 2. PHIC ID 3. Official Receipt - 9/12 prior to admission / Updated Premium Contribution 4. Authorization with valid I.D</p> |

Y.L.-



PayWard CITIZEN'S CHARTER

Availability of Service : 24/7
 Who may Avail : INPATIENT

What are the requirements :
 1. Patient's Chart
 2. Laboratory / Xray / USD / CT Scan Request
 3. PHIC Membership

A. ADMISSION

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|------|------------------|--|--|----------------------------|
| 1 | A.1 INPATIENT | A.1 ENDORSEMENT 1.1 CHECK ATTACHMENTS 1.2 CHECK LABORATORY REQUEST / RESULTS 1.3 CHECK CONSENT IF SIGNED 1.4 CHECK DOCTORS ORDER AND NURSES NOTES 1.5 CHECK PATIENT STATUS | 25 Minutes | ER/ PAYWARD arse |
| 2 | A.2 INPATIENT | A.2 PLACE PATIENT TO ASSIGNED ROOM 2.1 ORIENT PATIENT 2.2 PLACE BED TAG 2.3 PROVIDE WATCHER'S ID 2.4 PROVIDE OXYGEN IF ORDERED 2.5 ATTACH TO MACHINES IF ORDERED | 15 Minutes | NURSE / NURSE ATTENDANT |
| 3 | A.3 INPATIENT | A.3 MONITOR PATIENT 3.1 VITAL SIGNS AND NEURO VITAL SIGNS 3.2 START MEDICATION 3.3 HEALTH TEACHING | 15 Minutes 15 Minutes 10 Minutes | NURSE / NURSE ATTENDANT |



PayWard CITIZEN'S CHARTER

Paghatag ug Serbisyo : 24/7
Kinsa pwede makabenipisyo : Na Admit nga Pasyente

Unsa ang mga kinahanglan :

1. Patient's Chart
2. Laboratory / Xray / USD / CT Scan Request
3. PHIC Membership

A. ADMISYON

| LAKANG | KLEYENTE | SERBISYO | GITAGANAN ORAS | TRABAHANTE |
|--------|--------------------------|--|--|-------------------------|
| 1 | A.1 NA ADMIT NA PASYENTE | A.1 ENDORSEMENT 1.1 CHECK ANG MGA DEXTROSE CATHETER UG UBAN PA 1.2 CHECK LABORATORY REQUEST / RESULTA 1.3 CHECK ANG CONSENT FORM KONG NA-PIRMAHAN 1.4 CHECK ANG ORDER SA DOCTOR UG ANG NURSES NOTES 1.5 CHECK ANG KAHIMTANG SA PASYENTE | 25 Minutes | ER / PAYWARD Nurse |
| 2 | A.2 NA ADMIT NA PASYENTE | A.2 PLASTAR ANG PASYENTE SA IYANG KWARTO 2.1 PAGPASABOT /PAILA SA PASYENTE SA IYANG GIKABUTANGAN 2.2 MAGBUTANG UG BED TAG SA KATRE SA PASYENTE 2.3 MAGHATAG UG WATCHER'S ID 2.4 MAGTA-UD UG OXYGEN KUNG KINAHANGLAN 2.5 MAGTA-UD UG MAKINA SAMA SA CARDIAC MONITOR KONG NAAY ORDER | 15 Minutes | NURSE / NURSE ATTENDANT |
| 3 | A.3 NA ADMIT NA PASYENTE | A.3 MONITOR SA PASYENTE 3.1 MAGKIHA UG MAGCHECK SA VITAL SIGNS UG NEURO VITAL SIGNS 3.2 SUGDAN ANG TAMBAL 3.3 MAGPASABOT SA SAKIT SA PASYENTE UG UNSA ANG MAAYONG LAKANG ARON MAKALIKAY SA SUNOD | 15 Minutes 15 Minutes 10 Minutes | NURSE / NURSE ATTENDANT |



PayWard CITIZEN'S CHARTER

Paghatag ug Serbisyo : 24/7
 Kinsa pwede makabenipisyo : Na Admit nga Pasyente

Unsa ang mga kinahanglan :
 1. Patient's Chart
 2. Laboratory / Xray / USD / CT Scan Request
 3. PHIC Membership

B. DISCHARGE

| LAKANG | KLEYENTE | SERBISYO | GITAGANAN ORAS | TRABAHANTE |
|--------|--------------------------|---|----------------|----------------------------------|
| 1 | A.1 NA ADMIT NA PASYENTE | A.1 DOCTOR'S ORDER 1.1 CHECK DOCTORS ORDER UG ANG FINAL DIAGNOSIS 1.2 CARRY OUT ORDERS UG I-POST ANG PENDING OG VOID NA LABORATORY 1.3 IHATAG SA WATCHER ANG CLEARANCE SLIP PARA PIRMAHAN SA UBAN DEPARTMENT | 25 Minutes | ER/ COVID Nurse IM Ward Nurse |
| 2 | B.2 NA ADMIT NA PASYENTE | B.2 TAG ANG PASYENTE SA IBS NGA DISCHARGE 2.1 PIHATAG ANG PRINTED CLEARANCE NOTICE UG CLEARANCE SLIP SA BANTAY 2.2 INSTRUKSYONAN ANG BANTAY NGA MO ADTO SA BILLING SECTION ARON MAG CLEARANCE | 10 Minutes | NURSE |
| 3 | C.3 NA ADMIT NA PASYENTE | C.3 BILLING MARKADO NGA CLEARED 3.1 ANG CLEARANCE SLIP DAPAT NATATAKAN UG CLEARED 3.2 MAGPAPHOTOCY ANG BANTAY SA MGA LABORATORY RESULT MGA KINAHANGLANAN SA FOLLOW UP CHECKUP 3.3 MAGPASABOT SA DISCHARGE INSTRUCTION 3.4 KURIAON BALIK ANG WATCHER'S ID 3.5 HATAGAN UG "OK FOR DISCHARGE SLIP" | 25 Minutes | NURSE ATTENDANT |
| 4 | C.4 NA ADMIT NA PASYENTE | C.4 PAGHATAG SA PASYENTE SA LABAS SA WAITING AREA 4.1 TANGGALON ANG DEXTROSE UG CATHETER KONG NAA 4.2 I-HATUD ANG PASYENTE SA WAITING AREA PASAKAY SA WHEELCHAIR OR STRETCHER | 10 Minutes | NURSE ATTENDANT |

UNSA NG KINAHANGLAN



PayWard
CITIZEN'S CHARTER

Paghatag ug Serbisyo : 24/7
Kinsa pwede makabenipisyo : Na Admit nga Pasyente

Unsa ang mga kinahanglan :
1. Patient's Chart
2. Laboratory / Xray / USD / CT Scan Request
3. PHIC Membership

B. DISCHARGE

| LAKANG | KLEYENTE | SERBISYO | GITAGANAN ORAS | TRABAHANTE |
|--------|--------------------------|---|----------------|------------|
| 5 | B.5 NA ADMIT NA PASYENTE | B.1 ISULAT SA DAILY CENSUS ANG COUNT SA PASYENTE NGA DISCHARGE 1.1 CHECK DOCTORS ORDER UG ANG FINAL DIAGNOSIS 1.2 CARRY OUT ORDERS UG I-POST ANG PENDING OG VOID NA LABORATORY 1.3 BHATAG SA WATCHER ANG CLEARANCE SLIP PARA PIRMAHAN SA UGAN DEPARTMENT | 5 Minutes | Nurse |
| 6 | B.6 NA ADMIT NA PASYENTE | B.6 PANGKOMPLETO SA CHART PARA SA AUDIT 6.1 I CHECK ANG KOMPLETO ANG DATA SA CHARTS 6.2 I CHART ANG NURSE'S NOTES ISULAT ANG SAKTONG ORAS SA PAGLABAS SA PASYENTE UG ANG KAHITANG SA PASYENTE PAGLABAS | 10 Minutes | NURSE |



CITIZEN'S CHARTER

Paghatag ug Serbisyo:
Kinsa pwede Maka Benipisyo:
Unsay Kinahanglan:

24/7

Naadmit na Pasyente

1. Chart sa Pasyente
2. Laboratory/ X-ray/ USD, CT Scan
3. PHIC Membership

B. Discharge

| Mga Lakang | Kliyente | Serbisyo | Gitaganang Oras | Trabahante |
|------------|---------------------|--|-----------------|-----------------|
| 1 | Naadmit na pasyente | Order sa Doctor 1.1 Carry out and order sa doctor ug naa na kini final diagnosis. 1.2 Ibalik sa botika ang sobra na tambal | 20 minutes | Nurse |
| 2 | Naadmit na pasyente | Clearance 2.1 Ihatag ang clearance sa watcher ug papermahan sa laboratory, X-ray ug uban pa. 2.2 Ipost charge ang mga supply na nagamit sa pasyente 2.3 Pagbalik sa napermahan na clearance. I-tag na ang pasyent na pwede na papaulon. | 30 minutes | Nurse |
| 3 | Naadmit na pasyente | Billing 3.1 Mag prenta ug discharge notice ug dalahon kini sa bantay sa billing. 3.2 Pagbalik gikan sa billing ug naa na kini tatak na "billing cleared" pwede na ang pasyente makauli. | 30 minutes | Nurse/Attendant |
| 4 | | Discharge 4.1 Kuhaon ang watcher's ID. 4.2 Ihatag ang sobrang tambal, ang reseta ug ang pahinumdom sa pagpainum sa tambal sa balay. 4.3 Ihatag ang discharge slip ug ihatag sa guwardia sa | 30 minutes | Nurse/Attendant |



5

gate.

4.4 Tanggalon ang dextrose sa pasyente.

Chart

5.1 Isulat ang chart sa pasyente sa daily census sa discharge.

5.2 Tan-awon kung kompleto ang chart ug iarrange kini.

5.3 Isulat sa nurses notes ang oras sa pag gawas sa pasyente ug ang kondisyon ani.

20 minutes

Nurse



OPERATING ROOM

PAGHATAG UG SERBISYO: 24/7

KINSA PWEDÉ MAKADAWAT SA SERBISYO : PASYENTE

UNSAY MGA KINAHANGLAN : CHART SA PASYENTE

| MATANG SA OPERASYON PARA SA PASYENTE | MGA LAKANG | GINAHATAG NGA SERBISYO UG ASA PAGABUHATON | GITAKDANG GIDUGAYON SA PROSESO | RESPONSABLENG PERSONAHE |
|--|------------|---|--------------------------------|--|
| <ul style="list-style-type: none"> • MINOR OPERATION • MAJOR OPERATION | 1 | Dawaton ang pasyente gikan sa Emergency Room, Delivery Room o sa mga Ward | 5 minuto | OPERATING ROOM NURSE |
| | 2 | PRE- OPERATIVE ROOM Susihon ang chart sa Pasyente ug sutaon kung aduna nay Consent o Pagtugot nga siya paga-operahan human isulod sa Pre-Op room aron susihon pag-ayo ang kondisyon sa pasyente pinaagi sa: <ul style="list-style-type: none"> • Pagkuha sa Vital signs, • Pagsiguro nga kompleto ang laboratory result ug • Pagsiguro nga kompleto ang mga tambal nga gikinahanglan sa dili pa sugdan ang operasyon. | 5-10 minuto | OPERATING ROOM NURSE |
| | 3 | OPERATING ROOM THEATRE Pagpahigayon sa operasyon: <ul style="list-style-type: none"> • Pagsuta kung andam na ang mga miyembro sa Surgical Team o mga personahe nga kabahin sa pag-opera • Pagasugdan na ang gitakda ng matang sa operasyon samtang kanunay nga mag-oberba sa kalimpyo paagi sa pagbuhat sa Sterile Techniques | 60-120 minuto | SURGICAL TEAM <ul style="list-style-type: none"> • SURGEON • ANESTHESIOLOGIST • SCRUB NURSE • CIRCULATING NURSE • NURSING ATTENDANT |
| | 4 | POST – OPERATIVE CARE UNIT/ RECOVERY ROOM Pagmonitor sa kondisyon sa pasyente nga human na napailalom sa operasyon pinaagi sa: <ul style="list-style-type: none"> • regular nga pagkuha sa Vital Signs ug • pagtala o pagsulat sa mga obserbasyon sa personahe sa kahintang o kondisyon sa pasyente • Paghatag sa tambal sa pasyente | 120 minuto | OPERATING ROOM NURSE |
| | 5 | WARD Pag-endorso ug paghatod sa pasyente ngadto sa Ward nga alang kaniya. | 10-15 minuto | OPERATING ROOM <ul style="list-style-type: none"> • NURSE • NURSING ATTENDANT |



SEVICES OFFERED: 24/7

WHO MAY AVAIL OF THE SERVICE: PATIENT NEEDING SURGERY

WHAT ARE THE REQUIREMENTS: PATIENT'S CHART

| SERVICES GIVEN | STEP | LOCATION/ACTIVITIES | MAXIMUM TIME | RESPONSIBLE STAFF/EMPLOYEE |
|--|------|--|----------------|--|
| <ul style="list-style-type: none"> • MINOR OPERATION • MAJOR OPERATION | 1 | Received Patient for operation from Emergency Room, Delivery Room and Ward. | 3-5 minutes | OPERATING ROOM NURSE |
| | 2 | PRE- OPERATIVE ROOM <ul style="list-style-type: none"> • Consent for procedures is checked • Checks if all the pre-operative requirements are done, (VS forms, laboratory results, pre-op checklist, medication | 5-10 minutes | OPERATING ROOM NURSE |
| | 3 | OPERATING ROOM THEATRE <ul style="list-style-type: none"> • Performance of surgical procedure • Observance of surgical / sterile techniques | 60-120 minutes | SURGICAL TEAM <ul style="list-style-type: none"> • SURGEON • ANESTHESIOLOGIST • SCRUB NURSE • CIRCULATING NURSE • NURSING ATTENDANT |
| | 4 | POST OPERATIVE CARE UNIT/RECOVERY ROOM <ul style="list-style-type: none"> • Monitor patient's condition and records in the chart all observations made. | 60-120 minutes | OPERATING ROOM NURSE |
| | 5 | TO WARD: <ul style="list-style-type: none"> • Transport and endorse patient to their designated ward. | 10-15 minutes | OPERATING ROOM <ul style="list-style-type: none"> • NURSE • NURSING ATTENDANT |



Medicine Ward CITIZEN'S CHARTER

Availability of Service : 24/7
 Who may Avail : INPATIENT

What are the requirements :
 1. Patient's Chart
 2. Laboratory / Xray / USD / CT Scan Request
 3. PHIC Membership

A. ADMISSION

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|------|------------------|--|--|----------------------------------|
| 1 | A.1 INPATIENT | A.1 ENDORSEMENT 1.1 CHECK ATTACHMENTS 1.2 CHECK LABORATORY REQUEST / RESULTS 1.3 CHECK CONSENT IF SIGNED 1.4 CHECK DOCTORS ORDER AND NURSES NOTES 1.5 CHECK PATIENT STATUS | 25 Minutes | ER/ COVID Nurse IM Ward Nurse |
| 2 | A.2 INPATIENT | A.2 PLACE PATIENT TO ASSIGNED ROOM 2.1 ORIENT PATIENT 2.2 PLACE BED TAG 2.3 PROVIDE WATCHER'S ID 2.4 PROVIDE OXYGEN IF ORDERED 2.5 ATTACH TO MACHINES IF ORDERED | 15 Minutes | NURSE / NURSE ATTENDANT |
| 3 | A.3 INPATIENT | A.3 MONITOR PATIENT 3.1 VITAL SIGNS AND NEURO VITAL SIGNS 3.2 START MEDICATION 3.3 HEALTH TEACHING | 15 Minutes 15 Minutes 10 Minutes | NURSE / NURSE ATTENDANT |



Medicine Ward CITIZEN'S CHARTER

Paghatag ug Serbisyo : 24/7
Kinsa pwede makabenipisyo : Na Admit nga Pasyente

Unsa ang mga kinahanglan :
1. Patient's Chart
2. Laboratory / Xray / USD / CT Scan Request
3. PHIC Membership

A. ADMISYON

| LAKANG | KLEYENTE | SERBISYO | GITAGANAN ORAS | TRABAHANTE |
|--------|--------------------------|--|--|-----------------------------------|
| 1 | A.1 NA ADMIT NA PASYENTE | A.1 ENDORSEMENT 1.1 CHECK ANG MGA DEXTROSE CATHETER UG URAN PA 1.2 CHECK LABORATORY REQUEST / RESULTA 1.3 CHECK ANG CONSENT FORM KONG NA-PIRMAHAN 1.4 CHECK ANG ORDER SA DOCTOR UG ANG NURSES NOTES 1.5 CHECK ANG KAHITANG SA PASYENTE | 25 Minutes | ER / COVID Nurse IM Ward Nurse |
| 2 | A.2 NA ADMIT NA PASYENTE | A.2 PLASTAR ANG PASYENTE SA IYANG KWARTO 2.1 PAGPASABOT /PAILA SA PASYENTE SA IYANG GIKABUTANGAN 2.2 MAGBUTANG UG BED TAG SA KATRE SA PASYENTE 2.3 MAGHATAG UG WATCHER'S ID 2.4 MAGTA-UD UG OXYGEN KUNG KINAHANGLAN 2.5 MAGTA-UD UG MAKINA SAMA SA CARDIAC MONITOR KONG NAAY ORDER | 15 Minutes | NURSE / NURSE ATTENDANT |
| 3 | A.3 NA ADMIT NA PASYENTE | A.3 MONITOR SA PASYENTE 3.1 MAGKUHHA UG MAGCHECK SA VITAL SIGNS UG NEURO VITAL SIGNS 3.2 SUGEDAN ANG TAMBAL 3.3 MAGPASABOT SA SAKIT SA PASYENTE UG UNSA ANG MAAYONG LAKANG ARON MAKALIBAY SA SUNOD | 15 Minutes 15 Minutes 10 Minutes | NURSE / NURSE ATTENDANT |



COVID TRIAGE/COMPLEX

TRIAGE

Paghatag ug serbisyo: 24/7

Kinsa ang makadawat sa serbisyo: tanan nga nanginahanglan sa atong serbisyo

Unsa ang mga kinahanglanon:

1. Referral slip
2. Triage form
3. Vital signs

Pag klasipay sa pasyente

A. Ang walay problema sa pag ginhawa na mga pasyente kay ipadala sa Emergency Room o Out-Patient Department.

B. Ang tanan pasyente nga naay problema sa pag ginhawa og sintomas sa covid-19 sama sa ubo, sipon, sakit sa tutunlan, og kalintura ipadala sa Covid Complex.

COVID COMPLEX

| | KLİYENTE | NAGA HATAG OG SERBISYO | ORAS | TRABAHANTE |
|----------|----------|--|--------------|---|
| Lakang 1 | PASYENTE | A. PAGSUSI 1. Pagdawat og akomodar sa pasyente (tabangan padulong sa higdaan) 2. Pagkuha og | 5-10 minutos | NURSE, NURSING ATTENDANT, ORDERLY, DOCTOR |



| | | | | |
|----------|----------|---|---------------|--|
| | | <p>datos (pag kumperma sa pasyente og pangutana).</p> <p>3. Vital Signs (pagsusi sa pasyente).</p> <p>4. Pagpahibalo sa doctor.</p> <p>5. Pagtanaw og pag examine sa triage doctor.</p> | | |
| Lakang 2 | PASYENTE | <p>B. Implementasyon</p> <p>1. Paghimo sa order sa doctor.</p> <p>-pagbuhat og rekwes:</p> <ul style="list-style-type: none"> • Rekwes sa laboratoryo • Rekwes sa X-ray • USD • Mga tambal <p>-Pag hatag og tambal nga kinahanglanon dayon</p> <p>-pagpadayon sa pag-obsarba</p> | 15-20 minutos | DOKTOR, COVID NARS, ATTENDANT, OG UBAN PANG KAUBAN SA SERBISYONG MEDIKAL |
| Lakang 3 | PASYENTE | <p>C. Pag-endorso</p> <p>a. mga admitonon</p> <p>-pag kompleto sa datos sa pasyente</p> <p>-pagkuha og pagtugot og</p> | 10 minutos | COVID NARS, ATTENDANT, ORDERLY, NARS SA WARD |



| | | | | |
|--|--|--|--|--|
| | | <p>-pagkuha og pagtugot og pagpahibalo sa pasyente og bantay</p> <p>-pagpahibalo og pagendurso sa nars na duty sa ward</p> <p>-pagbalhin sa pasyente sa ward gamit ang wheelchair og stretcher</p> <ul style="list-style-type: none">• Kung covid positive na kaso, gina obserba ang striktong health protocol(full PPE) og kauban ang decontamination nga grupo <p>b. pra sa dli admitonon</p> <p>-pagpadayon sa pag obserba</p> <p>-pagfollow up sa resulta sa laboratory</p> <p>-kung MGH: hatagan ug saktong impormasyon mahitungod sa maayong panglawas og mga tambal nga tumarunon.</p> <p>-obligasyon sa bayronon</p> | | |
|--|--|--|--|--|

MARK JADE DELA CRUZ, RN
OIC TRIAGE/ COVID SUPERVISOR



SURGERY WARD

Availability of Service: 24/7

Who May Avail: *Mga na admit na pasyente*

What are the Requirement:

1. Chart sa pasyente
2. Laboratoryo/ X-ray/ Ultrasound/ Ct- Scan Request
3. Myembro sa PHIC

A. Pag Admit sa pasyente

| Step | Pasyente | Serbisyo sa Ospital | Oras | Personahe |
|------|----------------------|--|------------------------|-------------------|
| 1 | Na admit na pasyente | <p>A.1 Pag endorso gikan sa emergency room o laing departamento sa hospital</p> <p>1.1 I check ang chart/ kaso sa pasyente labi na ang COVID clearance para ma butang sa tamang kwarto, tamang pangalan, label sa dextrose.</p> <p>1.2 I Check ang mga resulta sa laboratory, x-ray, ultrasound, ug ct scan. Buhatan ug request kung wala pa na himo ang maong procedure.</p> <p>1.3 I check kung na pirmahan ang consent sa pag admit.</p> <p>1.4 I check kung nay order sa doctor ug record sa nars.</p> <p>1.5 I check ang estado sa pasyente</p> | 10 minuto | Nars ug Attendant |
| 2 | | <p>A.2 Pag platar sa pasyente sa kwarto</p> <p>2.1 I orient ang pasyente</p> <p>2.2 pag butang ug tamang bed tag</p> <p>2.3 Pag hatag sa watchee's ID</p> | 10 minuto | Nars ug Attendant |
| 3 | | <p>A.3 Pa Carry-out sa order sa Doktor</p> <p>3.1 I check ang tamang order sa doctor</p> <p>3.2 Sugdan ang mga tambal nga naay permiso sa pasyente</p> | 10 minuto 10 minuto | Nars ug attendant |



| | | | | |
|--|--|--|--------------------------|--|
| | | 3.3 Monitoron ang pasyente ayon sa tamang oras na order sa doktor | 8 oras na trabaho | |
|--|--|--|--------------------------|--|



B. PAGPAULI SA PASYENTE

| Step | Pasyente | Serbisyo sa Ospital | Oras | Personahe |
|------|----------------------|--|---|-------------------|
| 1 | Na admit na pasyente | B.1 Pag Carry out sa Order sa Doktor 1.1 I tag sa BIZBOX nga MGH ang pasyente | 10 minuto | Nars ug Attendant |
| 2 | | B.2 Pag tudlo sa buluhaton para sa pagpa clearance sa hospital 2.1 tudluan ang bantay sa pasyente paunsa pag adto sa billing section dala ang discharge/ clearance notice. 2.2 Ipa kumpleto ang pirmahanan sa clearance 2.3 adto sa kahera para sa pag bayad ug kinahanglan 2.4 kung myembro sa PHIC, ipakita ang gi hatag na blue o orange na card 2.5 Balik sa Billing section 2.6 Balik sa estasyon sa nars | 10 minuto | Nars ug Attendant |
| 3 | | B. 3 Pag tudlo sa pahinumdom sa pagpauli 3.1 Tudluan ang pasyente o bantay sa tamang pag inom sa mga tambal. 3.2 tudluan sa tamang pagkaon/ mga bawal ug dili 3.3 Tudluan sa tamang pag lihok sa palibot | 10 minuto 10 minuto 8 oras na trabaho | Nars ug attendant |
| 4. | | B.4 Kung I balhin sa laing Ospital 4.1 I hatag ang referral letter hinimo sa doctor 4.2 I tawag daan sa doctor kung as ana ospital alang sa pagpahibalo ug para sa COVID triage access 4.3 I presentar ang referral letter sa admitting clerk alang sap ag reserba sa ambulansya na sakyan. 4.4. Deretso sa billing section para sa discharge clearance | 30 minuto | Nars ug attendant |



C. OPERATING ROOM PROCEDURE (Gikan Surgery Ward padulong sa Operating Room)

| Step | Pasyente | Serbisyo sa Ospital | Oras | Personahe |
|-------------|-----------------------------|--|-------------------|--------------------------|
| 1 | Na admit na pasyente | C.1 Pag Carry-out sa order sa doctor 1.1 Pag kumpleto sa notification form 1.2 Pagpapirma sa Consent sa pasyente 1.3 Pag subay ug kumpleto sa preparation cheklist | 10 miinuto | Nars ug Attendant |
| 2 | | C.2 Pag Prepara sa pasyente para sa operasyon 2.1 Ilisan sa atong hospital gown 2.2 pagkuha sa mga nka soot sama sa alahas ug pustiso 2.3 Pag shave sa balahibo kung asa buhaton ang operasyon 2.4 Sugdan ang tambal nga gi order sa doctor | 15 minuto | Nars ug Attendant |
| 3 | | C.3 Pag hatod sa pasyente padulong sa operating room 3.1 ubanan padulong operating room gamit ang wheelchair o stretcher depende sa kaso sa pasyente 3.2 Pag endorse sa tanang nabuhat sa ward sa mag dawat sa operating room na staff | 10 minuto | Nars ug attendant |



| Step | Pasyente | Serbisyo sa Ospital | Oras | Personahe |
|------|----------------------|---|-----------|-------------------|
| 1 | Na admit na pasyente | D.1 Pag endorse gikan sa operating room 1.1 I check ang mga order sa doctor 1.2 I check ang estado o kundisyon sa pasyente 1.3 I check ang vital signs | 10 minuto | Nars ug Attendant |
| 2 | | D.2 Pag carry-out sa order sa doctor 2.1 Sugdan ang mga tambal nga gi order 2.1 I monitor sa tamang oras ang pasyente apil ang mga intake ug output ug vital signs. | 10 minuto | Nars ug Attendant |
| 3 | | D.3 Pag endorse sa mo sunod na ka trabaho | 15 minuto | Nars ug attendant |



CITIZEN'S CHARTER

- KANUNAY ANG SERBISYO GIKAN SA LUNES HANGTUD DOMINGO 6:00AM - 7:00PM
- KINSA ANG MAHATAGAN SA SERBISYO : PASYENTE
- UNSA ANG MGA GIKINAHANGLAN DALHON : DATA SA PASYENTE UG REFERRAL ORDER GIKAN SA DOCTOR
- DRAS UG ADLAW SA COUNSELLING SESSION : LUNES HANGTUD BIERNES 9:00AM-4:00PM
NUTRITIONIST - DIETITIAN ON DUTY

MGA PAMAAGI SA SERBISYO

| MGA LAKANG | KLEYENTE | MGA SERBISYO | GITAGANANG ORAS |
|------------|----------|---|-----------------|
| 1 | PASYENTE | Pag adto (Rounds) sa tanan nurse station para sa pagkuha sa tanan data (DIET LIST) sa pasyente matag adlaw. | 1 1/2 ka Oras |
| 2 | PASYENTE | Pagkuha ug DIET ORDER ug mag himo ug DIET TAGS sa tanan pasyente ug hatud kini sa tanan watcher sa pasyente. | 1 1/2 ka Oras |
| 3 | PASYENTE | Pag andam ug Pagganghatag ug rasyon sa gitaganang watcher sa pasyente base sa gitaganang oras: PAMAHAW : 6:30-8:30 sa Buntag PANIUDTO : 11:30-12:30 sa Udto PANIHAPON : 5:00-6:30 sa gabie | 2 ka Oras |
| 4 | PASYENTE | Pagbisita sa pasyente nga gikinahanglan ug dugang atiman sa pagkaon sama sa kulang ug timbang nga mga bata kauban ug Pedia Doctor ug Nurse on Duty. | 15 Minutos |
| 5 | PASYENTE | Paghatag ug Diet Counselling sa tanan nga therapeutic diet nga pasyente inubanan diabetic patients. | 10 - 30 Minutos |
| 6 | PASYENTE | Paghatag ug Diet Counselling para sa OPD nga pasyente. | 30 Minutos |



MGA SERBISYO SA BOTIKA

• Kanunay nga Serbisyo gikan :

Lunes hangtod Dominggo (24 Oras)

| MGA LAKANG | MGA SERBISYO | ORAS | TRABAHANTE NGA GITAHANAN SA MAONG SERBISYO |
|------------|---|---|--|
| 1 | <i>I presedto sa pasyente/bantay ang iyang reseta nga dapat pinaload sa doctor</i> | 1 Minuto | Pharmacist o Pharmacy Assistant |
| 2 | <p><i>Interbisyon ang pasyente/bantay o kliyente sa taga botika.</i></p> <p>a. <i>Kung naa pa sa Emergency Room (ER) ang pasyente, itrato sila nga "NBB o No Balance Billing" na pasyente. Taron tambal nga gikinabanglan sa pasyente nga naa sa ER itatag sa taga botika basta ang tambal naa sa lista sa "PNF o Philippine National Formulary".</i></p> <p>b. <i>Kung admitted na ang pasyente, ug adunay PhilHealth, tambagan sila na mag askano sa ilang PhilHealth didto sa Window 4.</i></p> <p>c. <i>Kung admitted na ang pasyente, apan walay PhilHealth, tambagan sila na mabulod sa Window 7 aron maka awal sa Emergency PhilHealth.</i></p> | <p>1-2 Minutes</p> <p>1-2 Minutes</p> <p>1-2 Minutes</p> | <p>Pharmacist o Pharmacy Assistant</p> |
| 3 | <p><i>Progi sa pagkuha sa mga tambal para sa pasyente.</i></p> <p>a. <i>Ang mga requests sa mga nurse stations kada pasyente nga gipaagi sa Hospital Information System (HIS), i-render sa taga botika.</i></p> <p>b. <i>Andaman sa taga botika ang gi-render nga mga request.</i></p> <p>c. <i>Ing kahuman ug andan, itatod sa taga botika ang mga tambal sa kada nurse station.</i></p> <p>d. <i>Sa mga gi-gumitan na reseta sa mga bantay, ila kining ipakita sa botika. "I-Direct Render" sa account sa pasyente ang maong tambal. Andaman kini ug itatag sa maong bantay, PhilHealth man o dili ang pasyente.</i></p> <p>e. <i>Apan kung mahitabo na wala sa botika ang tambalug NBB (No Balance Billing) ang pasyente, kinahanglan maghulat/mubalik ang bantay sumala sa gikasabutang oras sa pagkuha, samtang gi-proseso pa ang maong pagpaili/pagkumpira sa Supply Officer.</i></p> <p>f. <i>Ing ubot sa tambal nga gikumpira sa Supply Officer, binoon sa Pharmacist ang doblong pagtuki ug pagabay kung sakto ba ang ubot nga tambal sa naa sa reseta. Iproseso kini sa Deliveries Section sa Materials Management System (MMS) ug isulat sa logbook. Ing balik sa bantay, itatag ang maong tambal nga naa sa reseta.</i></p> | <p>3-5 Minutes</p> <p>1-2 Oras</p> <p>30-45 Minutes</p> <p>3-5 Minutes</p> <p>5-8 Oras</p> <p>30-45 Minutes</p> | <p>Pharmacist o Pharmacy Assistant</p> <p>Supply Officer</p> <p>Pharmacist</p> |
| 4 | <i>Sa diha nga ipakita sa bantay ang Clearance Sheet sa pasyente, pirmahan kini sa taga botika ug ibawas ang mga giyang-uli na medisina nga wala nagamit sa pasyente.</i> | 5-10 Minutes | Pharmacist o Pharmacy Assistant |
| 5 | <p><i>Para sa mga Outpatient:</i></p> <p><i>Sa higayon sa pag-dawat nila sa tambal gikan sa botika, itatagan sila ug pag-pali-mangro gumitao sa pamaagi kung usapan pag-hunar ang ilang tambal.</i></p> | 10-15 Minutes | Pharmacist o Pharmacy Assistant |



PHARMACY SERVICES

• Services rendered from :

Monday to Sunday (24 Hours)

| STEPS | SERVICES | PROCESSING TIME | PERSON - IN - CHARGE |
|-------|---|--|--|
| 1 | The patient/watcher shall present his/her prescription, with doctor's signature to the pharmacy. | 1 Minute | Pharmacist o Pharmacy Assistant |
| 2 | The patient/watcher shall be interviewed by the pharmacy staff. a. All patients who are still in the Emergency Room (ER), shall be treated as No Balance Billing (NBB) patients. Therefore, all medicines prescribed by the doctor shall be given to the patient as long as the medicine is included in the Philippine National Formulary (PNF). b. If the patient will be admitted, and is a PhilHealth member/dependent, the watcher will be advised to go to Window 4 to process his/her PhilHealth. c. If the patient will be admitted, and is not a PhilHealth member/dependent, the watcher will be advised to go to Window 7 to avail of the Emergency PhilHealth. | 1-2 Minutes 1-2 Minutes 1-2 Minutes | Pharmacist o Pharmacy Assistant |
| 3 | Dispensing of medications to patients: a. Pharmacy staff shall render the requisitions of the nurse stations through the Hospital Information System (HIS). b. Pharmacy staff shall prepare the rendered requests. c. After preparing, the medicines will be delivered to the different nurse stations. d. Prescriptions given personally to patients shall be presented to the pharmacy. Pharmacy staff will "Direct Render" the medicines to the patient's account. The medicines will be prepared and given to the watcher, whether or not the patient has PhilHealth or none. e. In the event that the medicine prescribed is not available in the pharmacy at the moment, and the patient is categorized under No Balance Billing (NBB), the watcher shall wait or come back later on the agreed time, while the Supply Officer will purchase the medicine/s. f. Upon arrival of the medicine/s purchased by the Supply Officer, the Pharmacist shall double check the quantity of the medicine/s in actual, and in the receipt. He/She shall encode it in the Deliveries Section of the Materials Management System (MMS) and then will write it in the Purchased Medicines logbook. The medicine will be given to the watcher upon his/her return. | 3-5 Minutes 1-2 Hours 30-45 Minutes 3-5 Minutes 5-8 Hours 30-45 Minutes | Pharmacist o Pharmacy Assistant Supply Officer Pharmacist |
| 4 | Upon discharge of the patient, the watcher shall present the Clearance Sheet to the pharmacy and pharmacy staff shall sign it. Returned medicines will be deducted from the patient's account. | 5-10 Minutes | Pharmacist o Pharmacy Assistant |
| 5 | For Outpatients: Upon receiving their medications from the pharmacy, patient counselling must be done in order for them to understand how to take their medications properly. | 10-15 Minutes | Pharmacist o Pharmacy Assistant |



Radiology Department

| STEPS | RADIOLOGY SERVICES | TIME CONSUMED | SERVICE PROVIDER |
|------------|--|--|---|
| 1 | X-RAY EXAMINATION | | |
| 1.a | Radiology clerk/Radtech's receives the x-ray request form from the client and refers him/her to hospital social welfare office and cashier for x-ray payment | 3 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 1.b | Radiology clerk/Radtech's receives the paid x-ray request form from the client and register him/her vital information's in the x-ray registry logbook. | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 1.c | Radiologic Technologist takes radiograph of the client | 10-30 minutes / depending on the procedure requested | Radiologic Technologist on duty |
| 1.d | Realease of x-ray result to OPD client | After 1 Working Day | Radiology Clerk / Radiologic Technologist on duty |
| 1.e | Endorse of x-ray result to ER and admitted patient | Within 24 hours | Radiology Clerk / Radiologic Technologist on duty |
| STEPS | RADIOLOGY SERVICES | TIME CONSUMED | SERVICE PROVIDER |
| 2 | MOBILE X-RAY EXAMINATION | | |
| 2.a | Radiology clerk/Radtech's receives the x-ray request form from the client and refers him/her to hospital social welfare office and cashier for x-ray payment if patient is non PHIC Member | 3 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 2.b | Radiology clerk/Radtech's receives the paid x-ray request form from the client and register him/her vital information's in the x-ray registry logbook. | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 2.c | Radiologic Technologist takes radiograph of the client | 10-30 minutes / depending on the procedure requested | Radiologic Technologist on duty |
| 2.d | Print the x-ray image and release the print out to patient/clients | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 2.e | Endorse of x-ray result to ER and admitted patient | Within 24 hours | Radiology Clerk / Radiologic Technologist on duty |



| STEPS | RADIOLOGY SERVICES | TIME CONSUMED | SERVICE PROVIDER |
|------------|--|---------------|---|
| 3 | PRINTOUT IMAGE/CD BURNING | | |
| 3.a | Radiology clerk/Radtech's receives patient/client request form for print out image, prepares for billing | 3 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 3.b | Radiology clerk/Radtech's receives the paid charges slip from the client | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 3.c | Print the x-ray image and release the print out to patient/clients | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |



Radiology Department

| STEPS | RADIOLOGY SERVICES | TIME CONSUMED | SERVICE PROVIDER |
|------------|---|--|---|
| 6 | MAMMOGRAM EXAMINATIONS | | |
| 6.a | Radiology clerk/Radtech's receives the mammogram request form from the client and refers to hospital social welfare office and cashier for payment | 3 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 6.b | Radiology clerk/Radtech's receives the paid mammogram request form from the client and register her vital information's in the mammogram registry logbook | 3 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 6.c | Radiologic Technologist takes radiograph of the client | 10-30 minutes / depending on the procedure requested | Radiologic Technologist on duty |
| 6.d | Release of mammogram result to OPD client | After 4 working days | Radiology Clerk / Radiologic Technologist on duty |
| 6.e | Endorsement of mammogram result to ER and admitted patient | Ater 4 working days | Radiology Clerk / Radiologic Technologist on duty |

| STEPS | RADIOLOGY SERVICES | TIME CONSUMED | SERVICE PROVIDER |
|------------|--|--|---|
| 4 | ULTRASOUND EXAMINATIONS | | |
| 4.a | Radiology clerk/Radtech's receives the ultrasound request form from the client and writes his/her vital information's in the ultrasound schedule logbook. He advises the client about the date and time of examination. He/She instructs the client about the preparations prior the actual ultrasound examination | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 4.b | Radiology clerk/Radtech's refers the client to the hospital social welfare office and cashier for USD payment | 5 minutes | Radiology Clerk / Radiologic Technologist on duty |
| 4.c | Ultrasound scanning of client | 15-30 minutes / depending on the procedure requested | Radiologist on duty |
| 4.d | Release of ultrasound result to OPD client | After 5 minutes | Radiology Clerk |
| 4.e | Endorsement of Ultrasound result to ER and admitted patient | Ater 5 hours | Radiology Clerk |



Radiology Department

| STEPS | RADIOLOGY SERVICES | TIME CONSUMED | SERVICE PROVIDER |
|------------|--|---|---------------------------------|
| 5 | COMPUTED TOMOGRAPHY SCAN EXAMINATIONS (CT-SCAN) | | |
| 5.a | CT scan Nurse/Clerk receives the CT scan request form from the client and validates the CT scan request. if with contrast, request for serum creatinine, if with allergy and diabetes give appropriate instructions. | 10 minutes | CT Scan Nurse / Radiology Clerk |
| 5.b | CT scan Nurse/Clerk refers the client to hospital social welfare office and/or cashier for CT scan payment. | 5 minutes | CT Scan Nurse / Radiology Clerk |
| 5.c | Instruct the patient/watchers to provide materials needed for CT scan procedure | 10 minutes | CT Scan Nurse/ Radiology Clerk |
| 5.d | Schedule the patient and give final instructions | 10 minutes | CT Scan Nurse/ Radiology Clerk |
| 5.e | Take history and physical examinations, insert IV catheter (if with contrast) insert Foley catheter per rectum and/or vaginal tampon in needed | 15 minutes | CT Scan Nurse |
| 5.f | Log-in and performs CT SCAN procedure of the client | 10-45 minutes/ depending on the procedure requested | Radiologic Technologist on duty |
| 5.g | Observes the client for allergic reaction (if with contrast study) | 30-45 minutes | CT Scan Nurse |
| 5.h | Release of CT scan result to OPD client | After 3 working days | CT Scan Nurse / Radiology Clerk |
| | Endorsement of CT scan result to ER and Admitted patient | After 2-3 working days | CT Scan Nurse / Radiology Clerk |



Laboratory Section
CITIZEN'S CHARTER

- Availability of Service** : 24/7
Who may avail : IN/ER PATIENT
 OUT PATIENT
What are the Requirements :
1. Laboratory request with physicians signature
 2. Request duly signed by Social Worker
 3. Request charged to Lingap/MAP
 4. DOPMC issued Philhealth Card (blue/orange)
 5. Official receipt

A. CLINICAL MICROSCOPY

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|---|--|--|-------------|--|
| 1 | A.1 Outpatients present Urine/Stool specimen with request | A.1.1 Encode requests and post examination in the HIS | 1 Minute | Clerk/Lab. Aide/ Phlebotomist Med Tech |
| | | 1.2 Instruct the patient/watcher to proceed to cashier for payment | 1 Minute | |
| | | 1.3 Receive requests and specimen with label. | 2 Minutes | |
| | | 1.4 Record requests in the receiving logbook. | 1 Minute | |
| | | 1.5 Process and examine for:- | | Med Tech |
| | | 1.5.1 Fecalysis (DFS) Kato-Katz Techniques | 10 Minutes | |
| | | 1.5.2 Urinalysis | 30 Minutes | |
| | | 1.5.3 Pregnancy Test | 20 Minutes | |
| | | 1.5.4 Fecal Occult Blood | 10 Minutes | Med Tech |
| | | 1.7 Write results in the corresponding report form and record in the logbook. | 20 Minutes | |
| 1.8 Encode and manage examination in the HIS. | 5 Minutes | Med Tech | | |
| 1.9 Release report to patient/watcher. | 2 Minutes | Clerk/Lab. Aide | | |
| 2 | A.2 In patient/ER patient or watcher presents request and specimen . | B.2.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide/ Phlebotomist Med Tech |
| | | 2.2 Receive requests and specimen with label from ER/ward and record in the receiving logbook. | 1-3 Minutes | |
| | | 2.4 Process and examine: | | |
| | | 2.4.1 Fecalysis (DFS) Kato-Katz Techniques | 10 Minutes | |
| | | 2.4.2 Urinalysis | 30 Minutes | |
| | | 2.4.3 Pregnancy Test | 20 Minutes | |
| | | 2.4.4 Fecal Occult Blood | 10 Minutes | Med Tech |
| | | 2.5 Write results in the corresponding report form and record in the logbook. | 20 Minutes | |
| | | 2.7 Encode and manage examination in the HIS. | 5 Minutes | |
| | | 2.8 Record results in the logbook for endorsement. | 2 Minutes | |
| 2.9 Endorse reports to ER/ward. | 3 Minutes | Clerk/Lab. Aide | | |
| | 5-30 Minutes | | | |



Laboratory Section
CITIZEN'S CHARTER

B. HEMATOLOGY

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|--|---|---|-------------|----------------------------------|
| 1 | B.1 Outpatients present request | B.1.1 Encode requests and post examination in the HIS | 1 Minute | Clerk/Lab. Aide/ Phlebotomist |
| | | 1.2 Instruct the patient/watcher to proceed to cashier for payment. | 1 Minute | |
| | | 1.3 Receive requests and record in the receiving logbook. | 3 Minutes | |
| | | 1.4 Extract blood sample and label tube. | 1-3 Minutes | Phlebotomist/Med. Tech |
| | | 1.5 Examine sample for: | | |
| | | 1.5.1 CBC with platelet | 30 Minutes | Med Tech |
| | | 1.5.2 Blood Typing | 60 Minutes | |
| | | 1.5.3 CTBT | 30 Minutes | |
| | | 1.5.4 BSMP | 2-3 Hours | |
| | | 1.5.5 ESR | 2-3 Hours | |
| 1.6 Print result | 1 Minute | Clerk/Lab. Aide | | |
| 1.7 Record results in the logbook. | 3 Minutes | | | |
| 1.8 Encode and manage examination in the HIS. | 2 Minutes | | | |
| 1.9 Release reports to patient/watcher. | 1 Minute | | | |
| 2 | B.2 In patient request Nurse/ Attendant/Watcher/ Patient submits request to laboratory. | B.2.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide/ Phlebotomist |
| | | 2.2 Receive requests and record in the receiving logbook. | 3 Minutes | |
| | | 2.3 Extracts blood sample and label tube. | 1-3 Minutes | Phlebotomist Med Tech |
| | | 2.4 Examine sample for: | | |
| | | 2.4.1 CBC with platelet | 10 Minutes | Med Tech |
| | | 2.4.2 Blood Typing | 30 Minutes | |
| | | 2.4.3 CTBT | 20 Minutes | |
| | | 2.4.4 BSMP | 10 Minutes | |
| | | 2.4.5 ESR | 20 Minutes | |
| | | 2.5 Print result and record in the logbook. | 1-3 Minutes | Clerk/Lab. Aide |
| 2.7 Encode and manage examination in the HIS. | 2 Minutes | | | |
| 2.8 Record results in the logbook for endorsement. | 3 Minutes | | | |
| 2.9 Endorse reports to Ward. | 5-30 Minutes | | | |



Laboratory Section
CITIZEN'S CHARTER

C. CLINICAL CHEMISTRY (MONDAY TO SATURDAY)

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|---|---|--|-------------|----------------------------------|
| 1 | C.1 Outpatients present request | C.1.1 Encode requests and post examination in the HIS | 1 Minute | Clerk/Lab. Aide/ Phlebotomist |
| | | 1.2 Instruct the patient/watcher to proceed to cashier for payment | 1 Minute | |
| | | 1.3 Receive requests and record in the receiving logbook. | 3 Minutes | |
| | | 1.4 Extract blood sample and label tube. | 1-3 Minutes | Phlebotomist/Med. Tech |
| | | 1.5 Process and examine blood samples for: | 3-5 Hours | |
| | | 1.5.1 Fasting blood sugar | | |
| | | 1.5.2 Total Cholesterol | | |
| | | 1.5.3 Creatinine | | |
| | | 1.5.4 Serum Uric Acid | | |
| | | 1.5.5 Urea | | |
| | | 1.5.6 Total Protein | | |
| | | 1.5.7 Albumin | | |
| | | 1.5.8 SGPT (ALT) | | |
| | | 1.5.9 SGOT (AST) | | |
| | | 1.5.10 Alkaline Phosphatase | | |
| | | 1.5.11 Total/Direct Bilirubin | | |
| | | 1.5.12 Lipid Profile | | |
| | | 1.5.12.1 HDL | | |
| 1.5.12.2 Triglycerides | | | | |
| 1.5.12.3 LDL | | | | |
| 1.5.13 Electrolytes (Na/K/Plv/Ca) | | | | |
| 1.5.14 HBA1C | | | | |
| 1.5.15 OGTT | | | | |
| 1.6 Print result and record in the logbook. | 1-3 Minutes | Med Tech | | |
| 1.7 Encode and manage examination in the HIS. | 2 Minutes | | | |
| 1.8 Release reports to patient/watcher. | 1 Minute | | | |
| 2 | C.2 In patient/ER Patients Nurse/ Attendant/Watcher/Client submits request to laboratory. | C.2.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide/ Phlebotomist |
| | | 2.2 Receive requests and record in the receiving logbook. | 3 Minutes | |
| | | 2.3 Extract blood sample in ER/ward and label tube. | 1-3 Minutes | Phlebotomist/Med. Tech |
| | | 2.4 Process and examine blood samples for: | 3-5 Hours | |
| | | 1.4.1 Fasting blood sugar | | |
| | | 1.4.2 Total Cholesterol | | |
| 1.4.3 Creatinine | | | | |
| 1.4.4 Serum Uric Acid | | | | |
| 1.4.5 Urea | | | | |
| 1.4.6 Total Protein | | | | |
| 1.4.7 Albumin | | | | |
| 1.4.8 SGPT (ALT) | | | | |
| 1.4.9 SGOT (AST) | | | | |



Laboratory Section

CITIZEN'S CHARTER

| | | | | |
|--|--|--|--|--|
| | | 2.4.10 Lipid Profile 2.4.10.1 HDL 2.4.10.2 Triglycerides 2.4.10.3 LDL 2.4.11 Electrolytes (Na/K/Plv/Ca) 2.4.12 Total/Direct Bilirubin 2.4.13 Alkaline Phosphatase 2.4.14 HBATC 2.4.15 OGTT 2.5 Print result and record in the logbook. 2.6 Encode and manage examination in the HIS. 2.7 Record results in the logbook for endorsement. 2.8 Endorse reports to ER/ ward. | 3-5 Hours 2 Minutes 3 Minutes 3 Minutes 30 Minutes | Med Tech Clerk/Lab. Aide Clerk/Lab. Aide |
|--|--|--|--|--|

D. BACTERIOLOGY

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|---|--|--|-------------|---|
| 1 | D.1 Out Patient presents request and specimen for gram staining, wet smear, Sputum AFB, Genexpert from Monday to Friday. | D.1.1 Encode requests and post examination in the HIS | 1 Minute | Clerk/Lab. Aide/ Med. Tech./ Phlebotomist |
| | | 1.2 Instruct the patient/watcher to proceed to cashier for payment | 1 Minute | |
| | | 1.3 Receives request and labeled specimen and record in the receiving logbook. | 1 Minute | Clerk/Lab. Aide/ Med. Tech. |
| | | 1.4 Process and examine for: | 24 Hours | Med Tech |
| | | 1.4.1 Gram Staining | | |
| | | 1.4.2 Wet Smear | | |
| | | 1.4.3 DSSM (2 specimens Gam & 8am) | | |
| 1.4.4 Genexpert (1 specimen) | 1 Day | | | |
| 1.5 Write results in the corresponding form and record. | 3 Minutes | | | |
| 1.6 Release report to patient. | 2 Minutes | Clerk/Lab. Aide | | |
| 2 | D.2 In Patient Watcher submits 2 sputum specimen for DSSM or 1 specimen for Genexpert. | D.2.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide/ Med. Tech. |
| | | 2.2 Receives request and labeled specimen and record in the receiving logbook. | 3 Minutes | |
| | | 2.3 Process and examine for: | 24-28 Hours | Med. Tech. |
| | | 2.3.1 Gram Staining | | |
| | | 2.3.2 Wet Smear | | |
| | | 2.3.3 DSSM (2 specimens Gam & 8am) | | |
| 2.3.4 Genexpert (1 specimen) | 1 Day | | | |
| 2.4 Print/ write results and record in the corresponding logbook. | 1-3 Minutes | | | |
| 2.5 Endorse reports to ward. | 5-30 Minutes | Clerk/Lab. Aide | | |



Laboratory Section
CITIZEN'S CHARTER

D.1 CULTURE AND SENSITIVITY

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|---|--|---|--------------|----------------------------------|
| 1 | D.1.1 OUI patients: Respiratory Exudates Urine Body Fluids | D.1.1 Encode requests and post examination in the HIS | 1 Minute | Clerk/Lab. Aide/ Phlebotomist |
| | | 1.2 Instruct the patient/watcher to proceed to cashier for payment | 1 Minute | |
| | | 1.3 Receives request and the properly labeled specimen and record in the receiving logbook. | 2 Minutes | |
| | | 1.4 Process and examine. | 3-7 Days | Med. Tech |
| | | 1.5 Write results in the corresponding result forms and record. | 2 Minutes | |
| | | 1.6 Release result to client | 1 Minute | Clerk/Lab. Aide |
| 1 | D.2.1 IN patients: Respiratory Exudates Urine Body Fluids | D.2.1.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide/ Med. Tech |
| | | 2.1.2 Receives request and the properly labeled specimen and records in the receiving logbook | 2 Minutes | |
| | | 2.1.3 Process and examine. | 3-7 Days | Med Tech |
| | | 2.1.4 Write results in the corresponding forms and record in the logbook. | 1-3 Minutes | |
| | | 2.1.5 Record results in the endorsement logbook | 3 Minutes | |
| | | 2.1.6 Endorse reports to ward. | 5-30 minutes | Clerk/Lab. Aide |
| 2 | D.3.1 Patients: Blood Culture | D.3.1.1 Render requisition in the HIS | 1 Minute | Clerk/Lab. Aide/ Med. Tech. |
| | | 3.1.2 Receives request for blood culture and record in the receiving logbook. | 3 Minutes | |
| | | 3.1.3 Extract blood sample in the ward and label bottle. | 5 Minutes | Med. Tech |
| | | 3.1.4 Process and examine. | 3-7 Days | |
| | | 3.1.5 Write results in the corresponding result form and record in the logbook. | 1-3 Minutes | |
| | | 3.1.6 Encode and manage examination in the HIS | 2 Minutes | Clerk/Lab. Aide |
| 2.1.6 Record in the logbook for endorsement to ward | | | | |



Laboratory Section

CITIZEN'S CHARTER

E. SEROLOGY

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|---|-----------------------------------|---|-----------------|---|
| 1 | E.1 Out patient presents request. | E.1.1 Encode requests and post examination in the HIS | 1 Minute | Clerk/Lab. Aide/ Med. Tech./Phlebotomist |
| | | 1.2 Instruct the patient/watcher to proceed to cashier for payment | 1 Minute | |
| | | 1.3 Receive requests and record in the receiving logbook. | 3 Minutes | Clerk/Lab. Aide/ Med. Tech. |
| | | 1.4 Extract blood sample and label tube. | 1-4 Minutes | Phlebotomist/Med. Tech |
| | | 1.5 Process and examine for: 1.5.1 HBAsg 1.5.2 Hepatitis A (HAV) 1.5.3 H. Pylori 1.5.4 Dengue Test 1.5.5 Salmonella Typhi 1.5.6 Syphilis 1.5.7 Anti-HBS 1.5.8 Troponin I 1.5.9 HCV (Hepatitis C Virus) 1.5.10 ASO Titer | 2-3 Hours | Med. Tech. |
| | | 1.6 Write results in the corresponding result form and record. | 5 Minutes | |
| | | 1.7 Encode and manage examination in the HIS. | 1-3 Minutes | |
| | | 1.8 Release reports to patient. | 1 Minute | Clerk/Lab. Aide |
| | | 2 | E.2 IN patients | E.2.1 Encode requests and post examination in the HIS |
| 2.2 Receive requests and record in the receiving logbook. | 3 Minutes | | | |
| 2.3 Extract blood sample and label tube. | 1-5 Minutes | | | Med. Tech. /Phlebotomist |
| 2.4 Process and examine for: 2.4.1 HBAsg 2.4.2 Hepatitis A (HAV) 2.4.3 H. Pylori 2.4.4 Dengue Test 2.4.5 Salmonella Typhi 2.4.6 Syphilis 2.4.7 Anti-HBS 2.4.8 Troponin I 2.4.9 HCV (Hepatitis C Virus) 2.4.10 ASO Titer | 2-3 Hours | | | Med. Tech. |
| 2.5 Write results in the corresponding result form and record. | 3 Minutes | | | |
| 2.6 Encode and manage examination in the HIS. | 1-3 Minutes | | | |
| 2.7 Record results in the logbook for endorsement. | 3 Minutes | | | Clerk/Lab. Aide |
| 2.8 Endorse reports to ward. | 5-30 Minutes | | | |



Laboratory Section

CITIZEN'S CHARTER

F. CROSSMATCHING

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE | |
|------|------------------|--|--------------|----------------------------------|---------------------------|
| 1 | F.1 IN Patients | F.1.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide/ Phlebotomist | |
| | | 1.2 Receives crossmatching request and record in the receiving logbook. | 1-3 Minutes | | |
| | | 1.3 Issue charge slip to NBB patients for blood processing and have the watcher sign the PRC blood request form. | 3-5 Minutes | | Phlebotomist / Med. Tech. |
| | | 1.4 Issue blood to the patient according to blood type and no. of units. | 5 Minutes | Phlebotomist / Med. Tech. | |
| | | 1.5 Extract blood sample from patient. | 5-15 Minutes | | |
| | | 1.6 Process and crossmatch blood bags. | 2-4 Hours | | |
| | | 1.7 Write result in the crossmatching form and record. | 5 Minutes | | Med Tech |
| | | 1.8 Record results in the endorsement logbook. | 3 Minutes | | |
| | | 1.9 Endorse Crossmatching reports to ward/ER | 5-30 Minutes | | Clerk/Lab. Aide |

G. OTHER SERVICES (SEND OUT)

| STEP | PATIENT / CLIENT | SERVICE PROVIDER | TIME | PERSON IN CHARGE |
|------|------------------------|---|------------|--|
| 1 | G.1 NEWBORN SCREENING | G.1.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide Watcher |
| | | 1.2 Provide 4 photocopies of Newborn request. | 10 Minutes | |
| | | 1.3 Verify data and fill up NBS filter card. | 5 Minutes | Clerk/Lab. Aide/ Phlebotomist |
| | | 1.4 Collect blood sample. 9-11AM, 1-4PM Daily | 5 Minutes | |
| | | 1.5 Pack filter cards for send out to Newborn Screening Center. | 6-8 Hours | Clerk/Lab. Aide |
| 2 | G.2 Biopsy , PAP Smear | G.2.1 Render requisition in the HIS. | 1 Minute | Clerk/Lab. Aide Phlebotomist/ Med. Tech. |
| | | 2.2 Receive requests and check specimen. | 3 Minutes | |
| | | 2.3 Indicate amount for payment at the cashier. | 1 Minute | |
| | | 2.4 Receive specimen and indicate official receipt number. | 3 Minutes | |
| | | 2.5 Record in the receiving logbook. | 3 Minutes | Clerk/Lab. Aide/ Phlebotomist |



Davao Oriental Provincial Hospital Governor Generoso



Citizen's Charter

Vision:

DOPH-GG Nursing Service is the leader in promoting excellence in Nursing Service Training and various Health Care Programs.

Mission:

To provide quality, safe, effective and efficient Nursing Care to all our patients and clients regardless of race, religion, sex, economic status and political affiliation.

WARD DEPARTMENT

| Serbisyo nga gihatag | Kinsa ang duolan | Unsa ang Kinahanglan | Oras nga Mahuman |
|--|--------------------------------------|-----------------------------------|------------------|
| <p>• Pag-atiman sa Pasyente kung pwede na mouli og gusto mouli sa ilang kabubut-on</p> | | | |
| 1. Ihatud sa "Billing Section" ang chart sa pasyente kung papaulon na sa doktor. | Billing Section | Clearance gikan sa PHIC | 1 to 2 ka oras |
| 2. Instruksyonan na asikasyon ang ilang bill sa cashier. (PHIC / NON PHIC patients) | Billing Section Cashier In-charge | Clearance gikan sa PHIC | 5 minutos |
| 3. Papirmahon ang pasyente/ tagtungod kung gusto sila manguli sa ilang kabubut-on. | Nurse / Nsg. Attendant on duty | Refusal form | 5 minutos |
| 4. Kung naa nay clearance gikan sa cashier, pa answeron sa CFM (Client Feedback Mechanism) | Nurse on duty | CFM form | 3 minutos |
| 5. Hatagan dayon og instruksyon sa tambal og follow-up check-up. | Nurse on duty | Discharge Instruction Form | 5 minutos |
| 6. Pirmahan ang clearance para ihatag sa gwardya. | Nurse on duty | Clearance gikan sa cashier | 3 minutos |
| 7. Tanggalan ang dextrose dayon uli. | Nurse / Nsg. Attendant on duty | Clearance gikan sa cashier | 3 minutos |
| <p>• Pag-atiman sa Pasyente na referer o magparefer</p> | | | |
| 1. Himuan sa doktor og "referral letter" ang pasyente. | Resident on duty | Referral letter | 5 to 10 minutos |
| - Papirmahon ang pasyente o tagtungod sa "Referral per request form" kung ilang kabubut-on molakaw. | Nurse / Nsg. Attendant on duty | | 5 minutos |
| - Kung dili magpa-refer, papirmahon ang pasyente / tagtungod sa "Refusal Form" og ipahibalo sa doktor. | Nurse / Nsg. Attendant on duty | | 5 minutos |
| 2. Ihatud sa "Billing Section" ang chart og ipasikaso ang bill sa cashier usa mulakaw. | Billing Clerk Cashier In-charge | Clearance (PHIC/NON-PHIC Patient) | 5 minutos |
| 3. Instruksyonan ang pasyente / tagtungod nga mangita og masakyan / ambulance. | Nurse / Nsg. Attendant on duty | | 5 to 10 minutos |
| 4. Pirmahan ang clearance | Nurse on duty | Clearance | 5 minutos |
| 5. Iplatar ang pasyente sa masakyan / ambulance. | Nurse / Nsg. Attendant on duty | Masakyan / ambulance | 10 to 15 minutos |
| 5. Ipadala ang referral letter. | Nurse on duty | Clearance | 3 minutos |



Citizen's Charter

Vision:

To provide Health Care Service for all patients through effective delivery that is timely, cost effective and appropriate imaging services.

Mission:

DOPH-GG Radiology envisions attaining optimum health for all patients regardless of race, color, gender, socio economic status, political affiliations and religious beliefs through effective professional service in the field of medical imaging.

RADIOLOGY DEPARTMENT

| Serbisyo Pang-Publiko | Kinsa ang duolan | Oras nga mahuman |
|---|------------------|------------------|
| 1. Ipa-check ang request para ma-validate | Radtech | 2 minutos |
| 2. Magbayad para sa x-ray examinasyon na buhaton | Cashier | 2 minutos |
| • Kung kulang o walay ikabayad, magpa-evaluate. | Cashier | 5 minutos |
| • Kung myembro sa philhealth magpa-approve sa request. | Philhealth | 5 minutos |
| 3. Balik sa x-ray department para ma-encode ang personal data sa pasyente. | Radtech | 2 minutos |
| 4. Magpa x-ray | Radtech | 5 minutos |
| 5. Kuhaa sa adlaw ug oras nga ge-ingon sa radtech ang imo-hang resulta. | Radtech | 2 minutos |
| 6. Kung na admit pa ang pasyente, i-endorse lang sa radtech ang resulta sa nurse station. | Nurse | 2 minutos |



Citizen's Charter

Vision:

The DOPH-GG Billing Section aims to attain the highest standard of providing the most accurate, efficient and on time billing services to its client.

Mission:

The DOPH-GG Billing Section performs effectively and efficiently in terms of the billing needs of its clientele.

BILLING SECTION

| Serbisyo nga gihatag | Kinsa ang duolan | Unsa ang Kinahanglan | Oras nga Mahuman |
|---|---|---|-------------------------|
| 1. Ihatud sa Nurse on duty sa billing section ang naorderan na sa doktor nga chart nga pwede na papaulion ang pasyente. | Nurse on duty sa ward station | Chart sa pasyente nga mugawasay | 1 to 2 ka oras |
| 2. Pangayoon sa billing clerk ang mga Phil-health clearance gikan sa mga pasyente nga pwede na makagawas. | Pasyente o Tag-tungod sa pasyente | Clearance slip nga gi-isyu gikan sa Phil-health office sa hospital | 3 minutos |
| 3. Ugaling walay Phi-health ang pasyente, sila pangayoan ug assessment gikan sa Social Worker. | | Social Worker assessment form | |
| 4. Pangayoon gikan sa pharmacy Dept. ang listahan sa mga tambal ug uban pang mga nagamit sa pasyente sulod sa hospital. | Pharmacist on duty o Pharmacy Assistant | Charge slip sa mga tambal nga nagamit sa pasyente sulod sa hospital | 2 minutos kada pasyente |
| 5. Sugdan na ug kwenta ang mga nagamit nga mga tambal, laboratoryo ug uban pa. | Billing Clerk | Billing Form | 5 minutos kada pasyente |
| 6. Human ma kwenta ang mga balayronon, ihatud na kini sa Cashier. | | | |
| 7. Asikasohon na sa mga pasyente ang ilang obligasyon sa ilang pagka hospital sa Cashier. | Cashier on duty | | 3 minutos kada pasyente |



Citizen's Charter

Vision:

The DOPH-GG Cashier Section shall strive to become an efficient, accurate, accomodating and client-friendly section that caters to all the financial transactions to all of its clients.

Mission:

The DOPH-GG Cashier Section provides its services effectively and efficiently for all its clients.

CASHIER DEPARTMENT

| Serbisyo nga gihatag | Responsable nga tao | Oras nga Mahuman |
|--|---|------------------|
| <i>In-Patient para e-Laboratory</i> | | |
| 1. Human orderi sa doktor ang chart sa pasyente e - carry out sa nurse. | Doktor Nurse | 15 to 20 minutos |
| 2. Ihatag sa nurse ang laboratory / x-ray request. | Nurse | 2 to 3 minutos |
| • KUNG PHILHEALTH • | | |
| 1. Muadto sa Philhealth Office asikasohon ang mga gipangayo na mga requirements aron matagaan og orange / yellow na card. Papirmahan sa claims dept. | Claims Department | 20 to 30 minutos |
| 2. Mag-adto sa cashier para matagaan og sudlanan / mapirmahan ang x-ray request, og sa dili NBB maghatag og Php 50.00 para sa reading. | Cashier | 2 to 3 minutos |
| 3. Human makasalod, dalahon sa laboratory o sa x-ray room para ma-x-rayhan ang pasyente. | Medtech X-ray Technician | 10 to 15 minutos |
| • KUNG DILI PHILHEALTH • | | |
| 1. Mo-adto sa cashier para magbayad og kung mohangyo, muadto sa social worker. | Cashier Social Worker | 20 to 30 minutos |
| <i>In-Patient para e-discharge</i> | | |
| 1. Human ma-orderi sa doktor ang chart, e-carry out sa nurse. | Doktor Nurse | 15 to 20 minutos |
| 2. Ihatod sa nurse sa billing section ang orange / yellow na card na gikan sa philhealth office. | Billing Clerk Tagtungod sa pasyente | 2 to 3 minutos |
| 3. Ihatod sa nurse sa billing section paghuman og bill, ihatod sa cashier. | Nurse Billing Clerk | 10 to 15 minutos |
| • KUNG PHILHEALTH (NBB) | | |
| 1. Dalahon sa Philhealth office para sa mga pirmahanan. | Claims Department | 15 to 20 minutos |
| 2. Mo-hapit sa P-Cares para sa interview. | P-Cares | 10 to 15 minutos |
| 3. Mo-adto sa cashier para sa instruksyon sa clearance. | Cashier | 3 to 5 minutos |
| • KUNG PHILHEALTH (NON-NBB) | | |
| 1. Dalahon sa Philhealth office para sa mga pirmahanan. | Claims Department | 20 to 30 minutos |
| 2. Mo-hapit sa P-Cares para sa interview. | P-Cares | 10 to 15 minutos |
| 3. Bayaran sa cashier kung naay excess. | Cashier | 5 to 10 minutos |
| 4. Kung mohangyo sa excess, mo-adto sa Social Worker. | Cashier Social Worker | 5 to 10 minutos |
| 5. Mo-adto sa cashier para sa instruksyon sa clearance. | Cashier | 3 to 5 minutos |
| <i>In-Patient para e-Refer</i> | | |
| 1. Human na-orderi sa doktor e-carry out sa nurse. | Doktor Nurse | 15 to 20 minutos |
| 2. Ihatod sa nurse sa billing section para kwentahon kung pila ang ilang bill. | Nurse Billing Clerk | 10 to 15 minutos |
| 3. Human ma-bill, ihatod sa cashier. | Cashier | 2 to 3 minutos |
| 4. Asikasohon sa tagtungod sa pasyente ang ilang obligasyon kung dili nila maya bayaran ang bill, mo-adto sa social worker kung kinsa ang tagtungod. | Tagtungod sa pasyente Cashier Social Worker | 30 to 45 minutos |
| 5. Mo-adto sa cashier para kompletahon og perma ang clearance. | Cashier | 2 to 3 minutos |



Citizen's Charter

Vision:

The DOPH-GG Cashier Section shall strive to become an efficient, accurate, accomodating and client-friendly section that caters to all the financial transactions to all of its clients.

Mission:

The DOPH-GG Cashier Section provides its services effectively and efficiently for all its clients.

CASHIER DEPARTMENT

| Serbisyo nga gihatag | Responsable nga tao | Oras nga Mahuman |
|--|---------------------------------|------------------|
| <i>Out Patient</i> | | |
| 1. Magpalista sa in-charge sa out patient department. | Nursing Attendant | |
| 2. Paghuman og lista sa pasyente pa adtuon sa cashier para magbayad. | Cashier | 2 to 3 minutos |
| 3. Ang senior citizen og PWD libre sa konsultasyon | | |
| 4. Kung ang pasyente walay kapasidad mobayad sa konsultasyon, laboratory, x-ray, etc. , muadto lang sa Social Woker. | Social Worker | |
| 5. Paghuman og check up sa doktor kung adunay request sa laboratoryo, x-ray, etc., ug resita, adto lang sa cashier. | Cashier | 2 to 3 minutos |
| 6. Pagkahuman og bayad adto sa botika para mahatag ang tambal og adto sa laboratoryo para ma-examine ang dugo sa pasyente. | Pharmacist / Pharmacy Assistant | |
| 7. Kung ang pasyente naay request sa x-ray adto lang sa cashier para magbayad. | Cashier | |
| 8. Paghuman og bayad adto sa x-ray department, ihatag sa radtech ang request. | Radtech | |
| <i>Procedure / Suturing Philhealth / Non- Philhealth</i> | | |
| 1. Pag-abot sa pasyente mo-adto sa emergency room para magpalista. | Nurse/Nursing Attendant | |
| 2. Human ug lista sa pasyente , ihatag sa doktor ang ang record para matan-aw ang pasyente kung tabion o dili. | Doktor | |
| 3. Paghuman og tabi sa samad sa pasyente, mo-adto sa cashier para magbayad. | Cashier | 2 to 3 minutos |
| 4. Kung ang pasyente kay myembro sa Philhealth mo-adto lang sa claims department para sa requirements. | Philhealth Clerk | |
| 5. Paghuman sa claims department mobalik sa cashier para ihatag ang clearance gikan sa claims dept. | Cashier | 2 to 3 minutos |
| 6. Kung ang pasyente dili myembro sa philhealth nga walay kapasidad mobayad sa ilang obligasyon diri sa hospital, mo-adto lang sa social welfare service para mahatagan og assistance. | Social Worker | |
| <i>Pasyente nga e-refer</i> | | |
| 1. Kung ang pasyente e-refer sa laing hospital, mag-adto lang sa cashier para asikasohon ang ilang obligasyon diri sa sulod sa hospital kung unsa ilang nagamit sama sa tambal, medical oxygen, medical supplies, etc. | Cashier | 2 to 3 minutos |
| 2. Kung walay ikabayad, mo-adto lang sa Social Welfare Service para mahatagan assistance. | Social Worker | 2 to 3 minutos |



Citizen's Charter

Vision:

Halapad nga serbisyo sa panglawas ngadto sa katawhang Pilipino pinaagi sa atong Socialized Health Insurance Program.

Mission:

Padayon nga pag responde ug pagtubag sa Philhealth para maabot ang gitawag nga "Kalusugang Pangkalahatan".

Pahimundom:

- a. Ang pasyente dapat kwalipikado nga miyembro sa Philhealth.
- b. In-patient ug out-patient nga naay membership sa Philhealth ang pwede maka-file ug claim para makakuha ug benepisyo.
- c. Ang period sa pag-admit sa pasyente para maka avail sa benepisyo kinahanglan moabot ug 24 oras, ang out-patient pwede na ubos sa beinte kwatro oras(24hrs.)
- d. Kinahanglan kompleto ang dokumento sa Philhealth nga ipasa ngadto sa Philhealth office.
- e. Ang clearance ihatag sa pasyente kung nakapasa na ug kompleto nga mga papeles.

CLAIMS DEPARTMENT

| PHILHEALTH MEMBER | |
|--------------------------------------|---|
| KATEGORYA SA MYEMBRO | Kinahanglan nga Dokumento |
| EMPLOYED | <ul style="list-style-type: none"> ● CF1 (pirmado sa employer) ● MDR (Updated na) ● Resibo sa pagbayad sa Philhealth ● RF1(listahan sa mga empleyado nga gibayaran ug Philhealth) |
| INDIVIDUALLY PAYING | <ul style="list-style-type: none"> ● CF1 ● MDR (Updated na) ● Resibo sa pagbayad sa Philhealth |
| OVERSEAS WORKER | <ul style="list-style-type: none"> ● CF1 ● MDR (Updated na) ● Resibo sa pagbayad sa Philhealth |
| SPONSORED (Indigent - NHTS PR) | <ul style="list-style-type: none"> ● CF1 ● MDR (Updated na) |
| LIFETIME (Retirees) / Senior Citizen | <ul style="list-style-type: none"> ● CF1 ● MDR (Updated na) |

| AKTIBIDAD | KINAHANGLAN NGA FORM | DOKUMENTO | RESPONSABLE NGA TAO | ORAS SA PAG-ATIMAN |
|--|----------------------|---|---------------------|--------------------|
| Step 1 Magpasa ug dokumento | CF1 | <ul style="list-style-type: none"> ● MDR (Updated na) ● Resibo sa pagbayad ● Uban pang dokumento nga gikinahanglan | Receiving Officer | 5 minutos |
| Step 2 I-check sa receiving officer ang mga dokumento | CF1 | <ul style="list-style-type: none"> ● MDR (Updated na) ● Resibo sa pagbayad ● Uban pang dokumento nga gikinahanglan | Receiving Officer | 3 minutos |
| Step 3 Mag-issue ug clearance ang receiving officer kung kompleto na ang papeles | | | Receiving Officer | 2 minutos |
| Step 4 Pag discharge sa pasyente, tanan miyembro sa Philhealth nga kompleto ug dokumento moagi sa Philhealth office para mopirma ug mga papeles | CF2 | <ul style="list-style-type: none"> ● Hospital Bill | Discharge Officer | 3 minutos |



Citizen's Charter

Vision:

To be the premiere provider of nutrition care and quality food service to patients and set the highest standards of excellence and integrity in practice of hospital nutrition and dietetic.

Mission:

To be achieve optimal nutrition:

- a. There has to be a well-organized plan for effective utilization of resources.
- b. High-quality of nutrition care and food service.
- c. Provide nutrition education for patients and personnel.

DIETARY SERVICE

| Serbisyo In - Patient lang | Mga Tao nga motrabaho | Oras |
|----------------------------|-----------------------|----------------------|
| <u>Paghatag sa pagkaon</u> | | |
| 1. Pamahaw | Cook | 6:30 A.M - 7:30 P.M |
| 2. Paniudto | Cook | 11:30 A.M - 1:00 P.M |
| 3. Panihapon | Cook | 5:00 P.M - 6:00 P.M |



Citizen's Charter

Vision:

DOPH-GG Nursing Service is the leader in promoting excellence in Nursing Service Training and various Health Care Programs.

Mission:

To provide quality, safe, effective and efficient Nursing Care to all our patients and clients regardless of race, religion, sex, economic status and political affiliation.

EMERGENCY DEPARTMENT

| Serbisyo nga gihatag | Kinsa ang duolan | Unsa ang Kinahanglan | Oras nga Mahuman |
|--|---|---|---|
| <ul style="list-style-type: none"> ● <i>Pag-atiman sa Pasyente nga Emergency</i> | | | |
| 1. Atimanon dayon ang pasyente. Ingnan ang tagtungod nga mapalista o magpahimo ug OPD card | OPD incharge Nursing Attendant on duty | <ul style="list-style-type: none"> ● Valid I.D sa pasyente ● Impormasyon gikan sa tagtungod | 5 minutos kada pasyente |
| 2. Pagkuha og Vital Signs | E.R Nurse / Nsg. Attendant | FREE | 3 minutos kada pasyente |
| 3. Pagtawag sa Doktor nga nag duty | E.R Nurse | FREE | 2 minutos kada pasyente |
| 4. Pag-atiman gikan sa doktor | Resident On Duty | | 3 minutos gikan sa pagpahibalo sa pasyente |
| 5.- Iadmit - Irefer sa laing Hospital - Dili iadmit / Paulion | Nurse on duty / Nsg. Attendant | Depende | Wala pay 30 minutos 15 minutos 20 minutos |
| 6 Sa dili ma-admit tagaan og procedure checklist | Billing Section | | 15 minutos |
| 7. Magbayad sa Hospital Bills | Cashier | Depende Senior Citizen I.D | 5 minutos |
| 8. Maghatag sa Recita og Health Teachings | Nurse on duty | | 2 minutos |
| <ul style="list-style-type: none"> ● <i>Pag-atiman sa Pasyente nga ma-admit</i> | | | |
| 1. Magpahimo og OPD card | OPD Incharge | <ul style="list-style-type: none"> ● Hospital I.D ● Senior I.D | 3 minutos |
| 2. Magpakuha og Vital Sign | Nurse on duty / Nsg. Attendant | | 2 minutos |
| 3. Magpa- examine sa doktor, magpahimo og doctor's order og magparesita | Resident on Duty | | 3 minutos gikan sa pagpahibalo |
| 4. Paadtoon sa Philhealth Office para sa NBB slip | PHIC Incharge | Philhealth requirements | 3 minutos |
| 5. Kung NBB | Nurse / Nsg. Attendant | Philhealth requirements | 3 minutos |
| <ul style="list-style-type: none"> ● Dalaon ang resita sa Pharmacy ● Kung dili NBB ● Kuhaon ang resita sa nagduty | Nurse on duty | Reseta sa doktor | 3 minutos |
| 6. Ihatag ang reseta sa botika | Pharmacist Nurse on duty | | 3 minutos |
| 7. Idapat ang giorder sa doktor ngadto sa pasyente | Nurse on duty | Tambal | 3 minutos |
| 8. Ibalhin ang pasyente sa iyang kwarto | | | |
| <ul style="list-style-type: none"> ● <i>Pag-atiman sa Pasyente nga erefer</i> | | | |
| 1. Magpahimo og OPD card | OPD Incharge | <ul style="list-style-type: none"> ● Hospital I.D ● Senior I.D | 3 minutos |
| 2. Magpakuha og Vital Sign | Nurse on duty / Nsg. Attendant | | 2 minutos |
| 3. Magpa- examine sa doktor, magpahimo og doctor's order og magparesita | Resident on Duty | | 3 minutos gikan sa pagpahibalo |
| 4. Idapat ang giorder sa doktor ngadto sa pasyente | Nurse on duty | Tambal | 3 minutos |
| 5. Mangayo og Procedure Checklist | Billing In-charge | | 3 minutos |
| 6. Ipasakay sa Ambulance | Nurse on duty | Ambulance | 3 minutos |



Citizen's Charter

Vision:

The DOPH-GG Health Information Management Department vision is to provide an organized system of measuring quality patient care and to ensure sufficient data to all clients.

Mission:

The DOPH-GG Health Information Management Department mission is to provide excellent quality effective and efficient services, maintain and safeguard the confidentiality of Health Records to all our clients.

MEDICAL RECORDS DEPARTMENT

| Serbisyo nga gihatag | Responsible nga Tao | Oras sa Pag-Atiman |
|--|---------------------|--------------------|
| <u>OUT - PATIENT & IN- PATIENT</u> | | |
| <i>Birth certificate Death certificate Fetal death Medical certificate Insurance Maternity-sss Medical records Abstract</i> | | |
| 1. Magbayad daan sa kahira mag kuha/mag pahimo ug birth, death fetal death, medical certificate insurance | Patient watcher | 2 minutos |
| 2. Pag human ug bayad dalahon ang resibo sa medical records office | Patient watcher | 2 minutos |
| <i>NOTE: Mag hulat sa gawas para sa pirma sa sertipico</i> | | |
| <u>IN-PATIENT</u> | | |
| 1. Kinahanglan naka clearance ang pasyente bago mag kuha sa medical certificate | Patient watcher | 2 minutos |
| 2. Mag bayad daan sa kahira, pag human ug bayad dalaha ang resibo sa medical records office | Patient watcher | 2 minutos |
| <i>NOTE: Mag hulat sa gawas para sa pirma sa sertipico</i> | | |



Citizen's Charter

Vision:

DOPH-GG Nursing Service is the leader in promoting excellence in Nursing Service

Mission:

To provide quality, safe, effective and efficient Nursing Care to all our patients and clients regardless of race, religion, sex, economic status and political affiliation.

OUT PATIENT DEPARTMENT

| Serbisyo nga gihatag | Kinsa ang duolan | Unsa ang Kinahanglan | Oras nga Mahuman |
|--|------------------|----------------------|--------------------------------|
| <ul style="list-style-type: none"> • <i>Pag-atiman sa Pasyente nga magpa-check up</i> | | | |
| 1. Instruksyonan ang pasyente nga ang sugod sa check-up Alas Dos (2:00 PM) sa hapon. | OPD incharge | OPD Card / ID | 5 minutos kada pasyente |
| 2. Kung angay e-admit og magpa-admit, i-endorse ang pasyente ug OPD card sa taga E.R. | OPD incharge | OPD Card / ID | 5 minutos kada pasyente |
| 3. Sa Ala Una (1:00 PM) sa hapon, magsugod na ug lista sa magpa-check up. | OPD incharge | OPD ID | 5 minutos kada pasyente |
| 4. Maglista ug pasyente nga adunay priority number nga limitado, 20 hangtod 30 kada pasyente taga adlaw. | OPD incharge | OPD ID | 5 minutos kada pasyente |
| 5. Human ug kuha sa data sa pasyente, kuhaan ug vital signs. | OPD incharge | OPD Card | 5 minutos kada pasyente |
| 6. Pabayaron ang tagtungod sa cashier. | Cashier | OPD ID | 5 minutos kada pasyente |
| 7. Pabulaton ang pasyente sa oras sa pagsugod sa check-up. | OPD incharge | | 20 to 30 minutos kada pasyente |
| 8. Kung naa na ang doktor, tawagon ang pasyente para i-check-up. | OPD incharge | | 15 to 20 minutos kada pasyente |
| 9. Human ug check-up sa doktor, hatagan ug resita ang pasyente/ watcher ug instruksyonan kini ug unsa angay buhaton para sa ilang balatian. | OPD incharge | | 5 minutos kada pasyente |
| 10. Kung ipa-Laboratory - Hatagan ug mga laboratory request: (Ihi, Tae ug Uban pa). - Instruksyonan na pabalik kung naa nay mga resulta. | OPD incharge | | 5 minutos kada pasyente |
| 11. Kung Ala Singko (5:00) sa hapon, i-endorse sa taga E.R ang ubang pasyente nga wala pa na check-up. | OPD incharge | | 5 minutos kada pasyente |



Citizen's Charter

Vision:

The DOPH-GG Pharmacy aims in attaining the higher standard hospital pharmacy practices through sustainability and availability of drugs for quality pharmaceutical health care services.

Mission:

The DOPH-GG Pharmacy performs effectively and efficiently in terms of pharmaceutical health care services to all its clients by ensuring that all pharmaceutical products are made available and cost effective.

PHARMACY DEPARTMENT

| Serbisyo nga gihatag | Responsible nga Tao | Oras sa Pag-Atiman |
|---|---------------------------------|--------------------|
| <i>OUT - PATIENT</i> | | |
| 1. Human sa konsultasyon, muadto sa botika nga naa sulod sa hospital | Pharmacist / Pharmacy Assistant | 3 minutos |
| 2. Ihatag sa Pharmacist of Pharmacy assistant ang reseta nga gikan sa doktor | | |
| 3. Tan-awon sa Pharmacist o Pharmacy assistant kung aduna bay stock ang maong tambal nga gi-reseta | | |
| 4. Kung adunay stock ang maong tambal, presyohan kini sa Pharmacist o Pharmacy Assistant | | |
| 5. Kung Senior Citizen o PWD ang maong pasyente, kini adunay diskwento nga baynte porsyento (20%) | | |
| 6. Kini pagabayaran sa pasyente ngadto sa Cashier | Cashier | 2 minutos |
| 7. Kung nakabayad na, mubalik sila sa botika para ipakita ang resibo sa ilang nabayaran | | |
| 8. Andamon ang tambal nga gi-reseta sa pasyente | Pharmacist / Pharmacy Assistant | 3 minutos |
| 9. Instruksyonan ang pasyente unsa ang tamang pagtumar sa tambal | | |
| 10. Ugaling walay stock ang gi-reseta nga tambal, instruksyonan ang pasyente nga kini paliton nila sa gawas sa botika | | |
| <i>IN - PATIENT</i> | | |
| 1. Human ma-orderi sa doktor nga i-admit ang pasyente, dad-on sa nars ang reseta sa botika kung ang pasyente myembro sa PhilHealth | Nurse | 1 minuto |
| 2. Ugaling dili myembro sa PhilHealth, ang tagtungod sa pasyente maoy magdala sa reseta ngadto sa botika | Tagtungod sa Pasyente | 1 minuto |
| 3. Andamon sa Pharmacist o Pharmacy Assistant ang tambal nga gi-reseta sa doktor | Pharmacist / Pharmacy Assistant | 5 minutos |
| 4. Human na andam ang mga tambal ibatad kini sa Pharmacist o Pharmacy Assistant ngadto sa Emergency Room o sa Nurse Station | Pharmacist / Pharmacy Assistant | 3 minutos |
| 5. Sa mga dili PhilHealth nga pasyente, presyohan kini sa Pharmacist o Pharmacy Assistant | Pharmacist / Pharmacy Assistant | 2 minutos |
| 6. Kini pagabayaran nila ngadto sa Cashier | Cashier | 2 minutos |
| 7. Ugaling walay kapasidad ang pasyente sa pagbayad sa maong tambal, sila padtoon ngadto sa Social Worker para makahangyo | Social Worker | 5 minutos |
| 8. Human makapakita sa resibo sa ilang nabayaran o sa sertipikasyon gikan sa Social Worker nga indigent ang maong pasyente, andamon sa Pharmacist o Pharmacy Assistant ang tambal | Pharmacist / Pharmacy Assistant | 5 minutos |
| 9. Ihatag sa tagtungod ang tambal ug instruksyonan nga ibatad ang tambal ngadto | Tagtungod sa Pasyente | 2 minutos |
| 10. Ugaling walay stock sa tambal nga gi-reseta, instruksyonan ang tagtungod sa pagpalit sa tambal sa gawas nga botika | Tagtungod sa Pasyente | 5 minutos |
| 11. Kung myembro sa PhilHealth ang pasyente, instruksyonan nga paliton sa gawas ang maong tambal ug mangayo ug resibo sa upalit nga tambal | Tagtungod sa Pasyente | 5 minutos |
| 12. Ang resibo ibatag sa Claims Department para malakip sa ilang claims aron maka refund | Claims Department | 2 minutos |



Citizen's Charter

Vision:

DOPH-GG Nursing Service is the leader in promoting excellence in Nursing Service Training and various Health Care Programs.

Mission:

To provide quality, safe, effective and efficient Nursing Care to all our patients and clients regardless of race, religion, sex, economic status and political affiliation.

WARD DEPARTMENT

| Serbisyo nga gihatag | Kinsa ang duolan | Unsa ang Kinahanglan | Oras nga Mahuman |
|--|--|---|---|
| <p>● <i>Pag-atiman sa Pasyente nga na-admit</i></p> <p>1. Dawaton ang pasyente nga na-admit gikan sa emergency room.</p> | Nurse / Nsg. Attendant on duty | <p>● Chart sa pasyente</p> <p>● Tambal</p> <p>● Laboratory Result</p> | 5 minutos |
| 2. Ihatod og ipahiluna ang pasyente sa ilang kwarto. | Nursing Attendant on duty | Hapin gikan sa Laundry department | 5 minutos |
| 3. Inig abot sa tambal, sugdan dayon ug hatag. | Nurse on duty | Mga Tambal | 20 minutos |
| 4. Imonitor usab ang vital sign sa pasyente. | Nursing Attendant on duty | | 5 to 15 minutos |
| 5. Ifollow-up kung nahuman na ba og laboratory ang pasyente (Ihi, Tae, Dugo og x-ray). | Nurse on duty | Laboratory request | 20 minutos |
| <p>● <i>Pag-atiman sa Pasyente nga naa sa sulod sa ward</i></p> <p>1. Susihon ang pasyente kada sulod sa duty (7-3, 3-11, 11-7 shift).</p> | Nurse / Nsg. Attendant on duty | | 5 minutos |
| 2. Atimanon ang mga pasyente sa ilang mga panginahanglan og mga reklamo. | Nurse / Nsg. Attendant on duty | | 15 to 20 minutos |
| 3. Iandam ang pasyente sayo sa buntag para mag rounds ang doktor. | Nurse / Nsg. Attendant on duty | Patient's chart | 10 to 20 minutos kada pasyente |
| 4. I-carry out dayon ang order sa doktor inig human og rounds. | Nurse on duty | Patient's chart | 5 to 15 minutos kada pasyente |
| 5. Kung NBB - Dalahon ang resita sa botika. | Nurse / Nsg. Attendant on duty | NBB Tag gikan sa philhealth or resita sa tambal | 30 minutos to 1 oras gikan sa order sa doktor |
| 6. Kung Dili NBB - Ihatag ang resita sa pasyente o tagtungod. | Pharmacist / Pharmacy Assistant | Resita sa tambal | 30 minutos to 1 oras gikan sa order sa doktor |
| 7. Hatagan og tambal ang pasyente sa saktong oras. | Nurse on duty | Tambal | 5 to 10 minutos kada pasyente |
| 8. Hatagan og tambal kung naay kalintura, nagtaas ang BP og uban pa. | Nurse on duty | Tambal | 5 to 10 minutos kada pasyente |
| 9. Imonitor ang vital signs sa pasyente kada upat (4) ka oras o depende sa oras nga gi-order sa doktor. | Nursing Attendant on duty | | 30 minutos kada pasyente |
| 10. Ifollow-up ang laboratory sa pasyente kung wala pa nakuhon gikan sa pag-admit. | Nurse on duty / Medtech / X-ray technician on duty | <p>● Clearance gikan sa PHIC</p> <p>● Request sa laboratory / x-ray</p> | 15 to 30 minutos |
| 11. Paadtoon sila sa claims department para sa ilang clearance og sa laboratory (PHIC/NON-PHIC). | Nurse on duty Claims Department | | |
| 12. Kung naa nay clearance, instruksyonan na mag-adto sa laboratory para ma-examine ang dugo, ibi, tae og uban pa. | Nurse on duty / Medtech / X-ray technician on duty | <p>● Clearance gikan sa PHIC</p> <p>● Request sa laboratory / x-ray</p> | 15 to 30 minutos |



Davao Oriental Provincial Civil Security Unit



Security Personnel Augmentation

-Additional security personnel during events/activities at the Provincial covered court with 100 above expected participants/guest.

Secure and submit to the Officer in-charge the following requirements:

- Received Copy of your Request Letter to the PGO/GSO for the covered court rental
- Received Copy of your Request Letter for safety and security assistance to the BFP, PNP and Responder.

Security Concerns

Step 1: Present/submit your official transaction and discuss the nature of concern to:

- Administrative Officer – for matters involving security personnel and other related concerns.
- Intelligence and Investigation – for incidents that needs investigation such as stealing/robbery incidents transpired within areas covered of our responsibility.
- Operations Chief – for security personnel with concerns regarding their duty details and among others.

Step 2: Proceed to Chief PCSU (if referred to)

- Present/submit your official transaction and discuss the nature of concern.



Provincial Administrator's Office



SERVICE NAME: APPROVAL AND SIGNATURE OF PAYROLL, MONETIZATION, CHEQUE, IPCR, OPCR, LEAVE APPLICATION, DISBURSEMENT VOUCHER, PURCHASE REQUEST, AND TRAVEL ORDER.

DESCRIPTION:

- Review, checking, and approval of the following:
 - Payrolls, Vouchers, cheques and other related documents covering payment of salaries and wages, honoraria, RATA, and cell cards.
 - Disbursement Vouchers and other related documents covering payments of all regularly recurring administrative expenses in any amount such as taxes, registration fees, water/light/telephone/telegraph bills, insurance premiums, janitorial/security services, internet/cable services.
 - Travel Orders of provincial employees up to Salary Grade 22 (SG-22) or Division Head (Supervising Administrative Officer) level within the province only, including claims of payments for per diems and travelling allowances of official travels within and outside the province, provided that the outside-the-province Travel Orders shall have been duly approved by the Governor.
 - Vacation/Sick/Filial/Paternity/Maternity Leaves, Forced Leaves and Leaves Without Pay of not more than five (5) days of provincial employees up to Salary Grade 22 (SG-22) or Division Head (Supervising Administrative Officer) level.
 - Monetization of Leave credits and requests for conversion of accumulated Sick Leave credits for monetization purposes including payments thereof.
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|-----------------------------|---|
| OFFICE/DIVISION: | PROVINCIAL ADMINISTRATOR'S OFFICE |
| CLASSIFICATION: | SIMPLE TRANSACTION |
| TYPE OF TRANSACTION: | G2G |
| WHO MAY AVAIL: | PROVINCIAL GOVERNMENT OFFICES AND EMPLOYEES |



| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
|---|---|-----------------|--------------------|--|
| ALL SUPPORTING DOCUMENTS REQUIRED BY PREVIOUS SIGNATORIES | | | Respective Offices | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present document for signature/ | 1.1. Receive document presented by the client. | NONE | 1 minute | Receiving Staff |
| | 1.2. Encode/Record the document received. | | 1 minute | |
| | 1.3. Review the documents including attachments, signatures, names, dates, and other details. | | 5 minutes | EDNA PANG Administrative Officer II |
| | 1.4. Forward the document to the Provincial Administrator | | 1 minute | Liaison Staff |
| | 1.5. Approve/Sign document | | 5 minutes | JONATHAN TEMPLA Provincial Administrator |
| 2. Receive document | 2.1. Release document | | 1 minutes | Releasing Staff |
| TOTAL NUMBER OF HOURS | | | 14 minutes | |



SERVICE NAME: INSPECTION OF PROJECTS AND DELIVERED GOODS/SUPPLIES.

DESCRIPTION:

Inspection of all projects and supplies funded and purchased by the provincial government.

| | | | | |
|--|---|---|------------------------|---------------------------|
| OFFICE/DIVISION: | | PROVINCIAL ADMINISTRATOR'S OFFICE/PROVINCIAL INSPECTORATE TEAM | | |
| CLASSIFICATION: | | SIMPLE TRANSACTION | | |
| TYPE OF TRANSACTION: | | G2B, G2G | | |
| WHO MAY AVAIL: | | NATIONAL AND PROVINCIAL GOVERNMENT OFFICES, SUPPLIERS AND CONTRACTORS | | |
| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
| Letter Request for Inspection Approved Contract / Purchase Order (PO)/Purchase Request (PR) Supplier's Charge / Sales Invoice, Delivery Receipt Pre/Post Repair Inspection Report, Waste Material Report, whenever applicable Trip Ticket, whenever applicable Other documents specified in the contract necessary to determine conformance with specifications | | | Respective Offices | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit letter request for inspection and appropriate documentary requirements. | 1.1. Receive letter request for inspection and hand-over the same to the Provincial Administrator / PIT Head. | | 1 minute | Receiving Staff |



| | | | | |
|---|--|------------|---|--|
| | 1.2. Approve the letter request, assign the inspector and schedule the inspection. | | 2 minutes | CARMELITO VALLES Supervising Administrative Officer |
| | 1.3. Inform the requisitioner of the schedule of inspection. | | 1 minute | Inspectorate Team |
| 2. Agree/disagree with the schedule. | 2.1. If requisitioner agrees, confirm the schedule, if requisitioner disagrees, reschedule the inspection. | | 1 minute | Inspectorate Team |
| Should be present during the inspection | 2.2. Conduct the inspection | | | Carmelito T. Valles Benito M. Villacorta Jonefer V. Romero Enrico C. Libaton Ethyl A. Villamor |
| | - Infrastructure project | | 30 minutes | |
| | - Medicines equipment/supplies | | 4 hours – 1day | |
| | - Medical equipment/supplies | | 1 hour | |
| | - Dietary supplies | | 2 hours | |
| | - Construction equipment/supplies | | 2-3 days | |
| | - Office equipment/supplies | | 5 minutes | |
| | - Spare parts supplies | | 1 hour | |
| | - Engineering heavy and light equipment repairs | | 1 day | |
| | - Fuel | | 1 hour | |
| | - Livestock supplies | | 2-3 days | |
| | - Fisheries supplies | | 2-3 days | |
| | - Agricultural supplies | | 4 hour – 1day | |
| - Catering Services | | 30 minutes | | |
| TOTAL NUMBER OF HOURS | | | MINIMUM OF 5 MINUTES AND MAXIMUM OF 3 DAYS | |



SERVICE NAME: RADIO MESSAGE TRANSMITTAL

DESCRIPTION:

- Approval and record keeping of all radio message to be transmitted to component LGUs and offices.

| | | | | |
|---|--|--|------------------------|---------------------------|
| OFFICE/DIVISION: | | PROVINCIAL ADMINISTRATOR'S OFFICE | | |
| CLASSIFICATION: | | SIMPLE TRANSACTION | | |
| TYPE OF TRANSACTION: | | G2G | | |
| WHO MAY AVAIL: | | NATIONAL AND PROVINCIAL GOVERNMENT OFFICES | | |
| CHECKLIST REQUIREMENTS | | | WHERE TO SECURE | |
| Communication Form | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present communication for radio message. | 1.1. Receive document presented by the client. | NONE | 1 minute | Receiving Staff |
| | 1.2. Encode/Record the document received. | | 1 minute | |



| | | | | | |
|------------------------------|--|--|---|-------------------|---|
| | 1.3. | Review the communication. | | 2 minutes | CARMELITO VALLES Supervising Administrative Officer |
| | 1.4. | Forward the document to the Officer of the Day/Provincial Administrator. | | 1 minute | Liaison Staff |
| | 1.5. | Approve radio message. | | 2 minutes | JONATHAN TEMPLA Provincial Administrator |
| 2 | Receive document | 2.1. | Release document | 1 minutes | Releasing Staff |
| 3 | Forward the communication to PLECS Office. | 3.1. | Receive the communication | 1 minute | PLECS Staff |
| | | 3.2. | Check the communication if approved by the Administrator. | 1 minute | |
| | | 3.3. | Transmit the communication to respective office. | 10 minutes | |
| TOTAL NUMBER OF HOURS | | | | 20 minutes | |



FEEDBACK AND COMPLAINTS MECHANISMS

| | |
|----------------------------------|---|
| <p>How to send feedback</p> | <p>Answer the client feedback form and drop it at the designated drop box located in all Provincial Government Offices.</p> <p>Call us at:</p> <p>PHRMO: (087) 388-3875 0960- 606- 1976</p> |
| <p>How feedback is processed</p> | <p>Every month, the designated ARTA Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>PHRMO: (087) 388-3875 0960- 606- 1976</p> |
| <p>How to file a complaint</p> | <p>Answer the client Feedback Form and drop it at the designated drop box located in all Provincial Government Offices. Complaint can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>PHRMO: (087) 388-3875 0960- 606- 1976</p> |



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|-------------------------------------|--|
| <p>How complaints are processed</p> | <p>The designated ARTA Officer opens the complaints drop box on a monthly basis and evaluate each complaint.</p> <p>Upon evaluation, the ARTA Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The ARTA Office will create a report after the investigation and shall submit it to the Head of the Agency for appropriate action.</p> <p>The ARTA Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>PHRMO: (087) 388-3875 0960- 606- 1976</p> |
|-------------------------------------|--|