

# **SAMCH CITIZEN'S CHARTER**

## **DOH VISION**

The Leader of Health for all in the Philippines

## **MISSION**

Guarantee equitable, sustainable and quality health for all Filipinos, especially the poor and to lead the quest for excellence in health

## **SAINT ANTHONY MOTHER & CHILD HOSPITAL**

### **VISION**

A globally competitive, community oriented, specialty hospital for excellent maternal and child health care services in the Visayas.

### **MISSION**

To provide affordable, accessible, equitable and sustainable delivery of quality health care services through a competent, compassionate and dedicated professional work force that ensures client safety and satisfaction.

### **SERVICE PLEDGE**

We, the officials and employees of the Saint Anthony Mother and Child Hospital pledge and commit to deliver quality public services as promised in the SAMCH Citizen's Charter. Specifically, we will:

Serve with Integrity

Be prompt and timely

Be polite and courteous

Demonstrate sensitivity and appropriate behavior and professionalism

Be ready to respond on complaints about services and take prompt action

The Anti Red Tape Law (RA 9485) imposes stiff penalties on  
**FIXERS:**

Imprisonment of as long as six (6) years or a fine of up to  
P200,000.00 or both.

### **LABANAN ANG FIXERS**

Report the name of the fixer, Name and Address of the  
Government Office, Date, and Type of Transaction to the  
following:

Office of the Ombudsman	0926-6994703 (02) – 927-4102 (02) – 927-2404
Civil Service Commission	0917-8398272 (02) - 932-0111

**FIX THE FIXERS!**

## **FEEDBACK AND REDRESS MECHANISM**

Please feel free to fill up the following forms, how we have served you:

Accomplish our feedback form available and put it in the drop box provided

Send your feedback through email

[saintanthonymch@yahoo.com](mailto:saintanthonymch@yahoo.com)

or call us through telephone numbers

**(032) 261-9989**

**(032) 418-9477**

If you are not satisfied with our service, your written/verbal complaint shall be immediately be addressed to by our officials.

Address your written complaint to:

**The Chief of Hospital  
Saint Anthony Mother & Child Hospital  
Basak, San Nicolas, Cebu City**

You will be informed of the action taken/result of the complaint after fifteen (15) days.

**Thank you for helping us continuously improve our services**

## **LIST OF FRONT LINE SERVICES**

1. Pharmacy Services
2. Medical Records Services
3. Cash Section Services
4. Radiology Services
5. Billing and PhilHealth Services
6. Out Patient Services
7. Emergency Room Services
8. Medical Laboratory Services
9. Medical Social Services
10. In- Patient Services

**Pharmacy Services**  
**Business Hours (24 hours, no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Receives prescription from In Patients/Out Patients duly signed by the Doctor		Prescription	1 minute	Pharmacist on Duty
2	Provide prices and checks the availability of medicines in the Rx		Prescription	10 minutes	Pharmacist on Duty
3	Patient proceeds to the Social Service Office for assistance (Indigent Patients)				Patient
4	Patient goes to Cashier for payment				Patient
5	Pharmacist dispense drugs to patient		Prescription and Official Receipt	5 to 15 minutes	Pharmacist on Duty

**Medical Records Services****Processing and Release of Certificate of Live Birth****Business Hours (8:00PM to 5:00PM, no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Prepares Certificate of Live Birth		Cert of Live Birth draft from Nurse Station, Marriage Contract, for married, if not married but father wishes to acknowledge the birth require father to submit Valid ID and cedulla for notarial services, if will not acknowledge the birth, father's information portion will be UNKNOWN	15 minutes	Medical Records Clerk
2	Review and affix signature on the original and final COLB		Certificate of Live Birth		Parent of Child
3	Return to the Medical Record Clerk the original and final COLB for signature of Nurse and , Attending doctor				Medical Records Clerk
4	Endorsement of COLB to Local Civil Registrar's Office for registration				Medical Records Clerk
5	Releases of COLB	P20.00	If parent – valid ID If not: authorization letter and valid ID of parent and authorized representative	Tuesday afternoon, one month after issuance	Medical Records Clerk

**Processing of Medical Certificate**  
**Business Hours (8:00AM – 5PM, no noon break)**

Step	Activities	Fee	Documents	Time	Responsible Person
1	Facilitates the request for Medical certificates	Student – P65.00 Immunization – P115.00 Maternity – P115.00 Others – P115.00	Valid ID, or authorization from patient with ID of the authorized representative	1 minute	Medical Records Clerk
2	Interview the patient or authorized representative on the following: Name of patient, age and sex, home address, purpose and Name and address of the recipient			3 minutes	Medical Records Clerk
3	Proceed to Cashier's Office for payment and present the OR to the Medical Records Clerk		Billing statement		Patient
4	Medical Records Clerk retrieves the medical records of the patient and prepares the medical certificates			15 minutes	Medical Records Clerk
5	Patient will affix his signature over printed name on the duplicate copy of the Med cert as proof that he received the original copy with official seal.				Patient

**Cash Section (Collection)****Business Hours ( 24 hours, no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Receive payments from Out/In/Discharge patients for various hospital bills		Charge slips and other documents from cost centers	With in 1 minute	Collection Officer
2	Issues official receipts to acknowledge payments of hospital bills			With in 2 minutes per OR	Cashier

**Radiology Services****Business Hours (8:00AM – 5:00 PM no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Receives and checks patient request for X-ray duly signed by the requesting doctor and prepare charge clip		Doctors Request for X-ray	2 minutes	Rad Tech on Duty
2	Patient needs assistance, proceed to Medical Social service and Pay to Cashier				Patient
3	Receives request with Official Receipt and then perform the procedure		Request and Official Receipt	15 minutes	Rad Tech on Duty
4	Process the X-ray films			15 minutes	Rad Tech on Duty
5	Release of the result		Official Receipt of Patient	24 hours after the processing of results	Rad Tech on Duty

Note: Radiologist - Outsourced



**Billing and PhilHealth****Business Hours (8:00AM – 5:00 PM no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Prepares statement of account for various hospital patients		Complete clearances from all cost centers	Within 5 minutes	Billing Clerk
2	For PHIC Patient - Billing Clerk checks PHIC requirements and prepare statement of account for signature of the patient/member		Complete PHIC requirements per listing	With in 7 minutes	Billing Clerk
3	For Non PHIC patients – proceed to Cashier Office for payment				Patient
4	Cashier issues Official receipt as proof of payment				Cashier
5	Patient submits the Billing for clearance purposes to Billing Section				
6	Receives the Billing Statement and checks OR for confirmation of payment and signs the clearance			Within 2 minutes	Billing Clerk

**Out Patient Services****Business Hours (8:00AM – 5:00 PM, no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Patient Get a priority number from the guard on duty				Patient
2	New Patient to fill up form to get hospital number for new cases at the X-ray window. Old patient to proceed to Cashier Office for payment		Hospital number registration form		Patient
3	Patient the proceed to Cashier Office for payment of hospital number and registration	Hospital Number P50.00 Registration P20.00			Patient
4	Patient goes back to X-ray window and present the Official receipt for the preparation of the hospital number				Patient
5	X-ray personnel will prepare the hospital number and issue the same to patient			Within 5 minutes depends on the number of patients	X-ray Personnel
6	Patient then will proceed to OPD for registration and retrieval of records				Patient
7	OPD personnel will retrieve the records of the patient			Within 10 minutes	OPD Personnel
8	Vital signs taking of the patient			Within 10 minutes	OPD Personnel
9	Documentation of the procedure			Within 10 minutes	OPD Personnel
10	Proceed to consultation room for examination by the OPD physician			Simple- 10-15 min Complex- 15-30 min	Doctor on Duty

**Emergency Room Services  
Business Hours (Open 24 hours))**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Arrival of the Emergency patients				
2	Blotter patient & obtain pertinent information, history & assessment, V/S, weight, chief complains			3-5 minutes	ER Personnel
3	Non -OB patient Informs ROD for assessment			3-5 minutes	ER Personnel
	OB Patient Prepares patient for Internal Examination			Within 10 minutes	ER Personnel
4	ROD to evaluate patient		Patient Chart/Blotter		Resident on Duty

**Medical Laboratory Services****Business Hours ( Open 24 hours, no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Presents laboratory request with hospital number issued by admitting clerk/OPD doctor on duty		Laboratory request		Patient
2	Receives lab request and issues appropriate charge slips and inform patient of cost and give instructions on how to collect specimen/samples		Lab request	3 to 5 minutes	Lab Aide
3	Patient pay the corresponding charges to Cashier				Patient
4	Patient submit the specimen/sample to the Laboratory Aide together with the payment (OR)				Patient
5	Receives the specimen from patient and also collect blood samples as necessary. Examine the specimen submitted, prepares results for signature of the Pathologist		Specimen/Samples	Simple -- 15-30 minutes Complex- 45 min – 2 hours	Med Tech
6	Release the result to patient/OPD/In Patient			3 min – 10 minutes	Lab Aide

**Medical Social Services ( In Patient)**  
**Business Hours (8:00AM - 10:00PM no noon break)**

Step	Activities	Fee	Documents	Time	Person Responsible
1	Nurse on Duty releases referral slip to patient who needs assistance		Referral Slip	With in 5 minutes	Nurse on Duty
2	Patient then proceed to Medical Social Service Office				Patient
3	Medical Social Worker do the intake interview/assessment of the patient			10 – 15 minutes	Medical Social Worker
4	Patient then proceed back to the Nurse on Duty to submit the referral form with assessment from the Medical Social Service				Patient
5	If for discharge, Nurse on duty will issue discharge clearance			With in 3 minutes	Nurse on Duty
	If for assistance on indigent patient, the Medical Social Worker will facilitate the needs of the patient depending on the patient classification.			Within 10 minutes	Medical Social Worker

**Medical Social Services ( Out Patient Services)**  
 Business Hours (8:00 M – 5:00 PM, no noon break)

Step		Fee	Documents	Time	Person Responsible
1	Patient with Prescription, Lab request and others to proceed to Medical Social Services for assessment		Prescription, laboratory request and other documents needed		
2	Medical Social Worker will do the intake interview/assessment of the patient and provide patient classification			10 – 15 minutes	Medical Social Worker
3	Patient will then proceed to Cashier for payment				Patient
4	Cashier issues Official receipt			Within 2 minutes	Cashier

Submitted by:

**ROBERT M DENOPOL, MD, MHA, FPSMS**  
 Chief of Hospital II