



EASTERN VISAYAS REGIONAL MEDICAL CENTER

CITIZEN'S CHARTER

MALASAKIT CENTER

PAG-AVAIL HAN MALASAKIT MEDICAL ASSISTANCE

PAMAAGI	MGA BUBUHATON	KAIHAON	DOKUMENTO O REKORD NGA GAGAMITON	RESPONSABLE NGA HOSPITAL PERSONNEL
STEP 1	Mag-aaply hin bulig medical <ul style="list-style-type: none"> ● Makarawat hin kliyente ngan an mga dokumento. ● Mabaton han mga pakiana kun mayda. 	5 mins.	<ul style="list-style-type: none"> ✓ Hospital ID Card ✓ Prescription ✓ Laboratory/ Radiologic Request ✓ Hospital Bill (if any) ✓ Medical Abstract ✓ Brgy. Certificate of Indigency ✓ Social Case Study Report (from Municipal Social Worker) ✓ Referral Form (from Hospital Social Staff) (whichever is applicable) 	Receiving Clerk
STEP 2	Igpresentar an mga kinahanglan nga dokumento <ul style="list-style-type: none"> ● Panginano han mga dokumento nga gin-presenta. ● Mahatag hin priority number. 	5 mins.	General Intake Sheet	Receiving Clerk
STEP 3	Mapakadto han panuyuan nga ahensya <ul style="list-style-type: none"> ● Interbyuhon an kliyente. ● Magpakiana kabahin han pinansyal ngan sosyal nga aspeto. 	10 mins.	<ul style="list-style-type: none"> ✓ General Intake Sheet ✓ Medical Prescription ✓ Laboratory/ Diagnostic Request forms ✓ Relevant documentary requirements 	<ul style="list-style-type: none"> - DSWD Staff - PCSO Rep. - Philhealth Staff - Hospital Social Worker
STEP 4	Paghatag han ayuda <ul style="list-style-type: none"> ● Paghatag / Mag-isyu han guarantee letter. ● Pagtatak han laboratory / diagnostic, reseta kun diin nagtikang nga ahensya an ayuda. 	5 - 10 mins.	<ul style="list-style-type: none"> ✓ Medical Prescription ✓ Laboratory/ Diagnostic Request forms ✓ Relevant documentary requirements 	<ul style="list-style-type: none"> - DSWD Staff - PCSO Rep. - Philhealth Staff - Hospital Social Worker
STEP 5	Disposisyon <ul style="list-style-type: none"> ● Sumatan an pasyente / kaupod pagkadto han ira mga tuyo nga mga opisina, ward nars, billing. 	5 - 10 mins. / transaction	<ul style="list-style-type: none"> ✓ Guaranty Letter ✓ Medical Prescription ✓ Laboratory/ Diagnostic Request forms ✓ Relevant documentary requirements 	<ul style="list-style-type: none"> - DSWD Staff - PCSO Rep. - Philhealth Staff - Hospital Social Worker