

SERVICE NAME: SOCIAL SERVICE DEPARTMENT

Description of the Services: *Responsible for admitted patients, prepares social case studies, perform assessment of the psychosocial condition of patients and families and facilitates their needs as necessary.*

Office or Divisions:		SAN ANTONIO CITY OF ILAGAN HOSPITAL		
Classification:		SIMPLE		
Type of Transaction:		G2C-GOVERNMENT TO CLIENT		
Who may avail:		PATIENTS OR CLIENTS (ADMITTED PATIENT INDIGENT)		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
HOSPITAL BILL CERTIFICATE OF INDIGENCY		SACIH (BILLING DEPARTMENT) BARANGAY RESIDENCY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
When client received the hospital bill.	1. Receive hospital bill and assess the client.	GIVE 20-30% DISCOUNT FOR BILL	2-5 minutes	MARK SANTOS Social Welfare Officer
	2. Verify on data if clients is under the indigent list. If yes, grant discount; if not, assess and provide proper discount.		2 minutes	AIDA TURQUEZA Cashier or cashier Staff on duty
	3. Sign voucher for discount.		2-5 minutes	MARK SANTOS Social Welfare Officer
	4. Release the bill to be paid at the cashier		2 minutes	AIDA TURQUEZA Cashier or cashier Staff on duty
	1) Receive hospital bill and assess the client.			MARK SANTOS Social Welfare Officer
	2) Grant the discount and sign voucher			AIDA TURQUEZA Cashier or cashier Staff on duty
	Release the bill and pay to the cashier.			MARK SANTOS Social Welfare Officer
				MARK SANTOS Social Welfare Officer
TOTAL:		Depends on the computation	8-14 minutes	