



External

24. SERVICENAME: INITIAL BILL COMPUTATION

Description of the Service: Processing and computation of hospital charges including room, laboratory, medicines, and other services prior to discharge.

Office or Division:	Billing Department
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Patients, Patients Representative and Authorized Guardians

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Patient Information		Patients Representative / Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit patient's details	Receive documents and verify patient account	None	30 secs	Billing staff on duty
2. Wait for computation of bill	Consolidate charges from hospital departments	None	1 min	Billing staff on duty
3. Review computed bill	Explain charges to patient/representative	None	1 min	Billing staff on duty
TOTAL		None	2 mins 30 secs	