



External

25. SERVICENAME: ISSUANCE OF STATEMENT OF ACCOUNT (SOA)/ FINAL BILL

Description of the Service: Preparation and issuance of the official Statement of Account indicating total hospital charges and deductions.

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
1. Hospital Clearance 2. Patient's Chart (Patient Information Sheet, Laboratory, Pharmacy and Diagnostics) 3. PhilHealth Member Data Record (if applicable)	1. Nurse Station 2. Concerned Hospital Units 3. PhilHealth / Patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Statement of Account	Verify patient billing record	None	30 secs	Billing staff on duty
2. Allow the billing staff to process and print the final bill.	Generate Statement of Account in billing system	None	5 mins	Billing staff on duty



3. Receive final bill	Release signed Statement of Account	None	1 min	Billing staff on duty
4. Review computed bill	Explain charges to patient/representative	None	2 mins	Billing staff on duty
TOTAL		None	8 mins and 30 secs	