



**External**

**26. SERVICENAME: PAYMENT PROCESSING FOR OPD / ER PATIENTS**

**Description of the Service:** Processing and acceptance of payments for Out-Patient Department (OPD) and Emergency Room (ER) services including consultation, laboratory procedures, diagnostics, and emergency services. **Eligible PhilHealth members may avail of services free of charge subject to PhilHealth rules, eligibility, and benefit coverage.**

<b>Office or Division:</b>	Cashier Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	OPD and ER patients or their authorized representatives, including PhilHealth members

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Statement of Account / Billing Slip</li> <li>• Charge Slip / Request Form</li> <li>• Philhealth Member Information (PIN/ID) (if Applicable)</li> <li>• Valid ID</li> </ul>		<ul style="list-style-type: none"> <li>• Billing Section</li> <li>• Concerned department</li> <li>• Patient</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present billing Slip and requirements	Check the completeness of documents	None	2 minutes	Cashier staff on duty
2. Declare philhealth membership (if applicable)	Verify Philhealth eligibility	None	3 minutes	Cashier staff on duty



3. Confirm Charges	Apply philhealth coverage/ deductions	None	3 minutes	Cashier staff on duty
4. Pay remaining balance (if any)	Receive payment or tag as fully paid	Based on billing	3 minutes	Cashier staff on duty
5. Receive official receipt	Release official receipt	None	1 minute	Cashier staff on duty
6. Proceed to next service area	Record transaction	None	1 minute	Cashier staff on duty
TOTAL			13 minutes	