



**External**

**27. SERVICENAME: STATEMENT OF ACCOUNT FOR DISCHARGED PATIENTS**

**Description of the Service:** Processing final billing and payment of hospital accounts for patients discharged from confinement prior to hospital release. **Qualified PhilHealth members may avail of hospitalization services free of charge or with reduced payment depending on PhilHealth 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>	Discharged patients or authorized representatives, including PhilHealth members

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Final Statement of Account</li> <li>• Discharge Clearance</li> <li>• Charge Slip</li> <li>• Philhealth Member Information (PIN/ID) (if Applicable)</li> <li>• Guarantee letter/Social service documents (if applicable)</li> <li>• Valid ID</li> </ul>	<ul style="list-style-type: none"> <li>• Billing Section</li> <li>• Ward Nurse Station</li> <li>• Concerned department</li> <li>• Patient</li> <li>• Patient</li> <li>• MSWD Office</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. Submit final billing documents	review completeness of documents	None	3 minutes	Cashier staff on duty
2. Declare PhilHealth membership (if applicable)	Verify PhilHealth eligibility and benefits	None	5 minutes	Cashier staff on duty



3. Validate Hospital Charges	Apply PhilHealth coverage/ deductions	None	4 minutes	Cashier staff on duty
4. Confirm Payable balance (if any)	Inform client of remaining amount and advise if Guarantee Letter or Promissory Note may be submitted if balance cannot be settled immediately	None	2 minutes	Cashier staff on duty
5. Pay remaining balance or submit Guarantee Letter/Promissory Note (if applicable)	Receive payment or acknowledge submitted Guarantee Letter / Promissory Note in accordance with hospital policy	Based on billing	3 minutes	Cashier staff on duty
6. Received official receipt and clearance	Record transaction and issue official receipt and/or clearance	None	2 minutes	Cashier staff on duty
TOTAL			19 minutes	