



External

29. SERVICENAME: ASSIST AND GUIDE THE CLIENT THROUGH THE FINANCIAL ASSISTANCE PROCESS FOR IN AND OUT PATIENT

Description of the Service: This service refers qualified patients for medical social services through programs and services from various agencies providing financial assistance to lessen their hospital bill.

Office or Division:	Medical Social Work Department			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Patients who with hospital bill balance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Statement of Account • Promissory Note • Medical Certificate • Barangay Indigency • Valid I.D 		<ul style="list-style-type: none"> • CIMC - Billing Section • CIMC - HIMD • Barangay 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWD for Interview and assessment	<p>Conduct Intake Interview to client or client's representative</p> <p>Assess client if he/she is eligible for financial assistance. Use Psychosocial</p>	None	2 mins	MSWD staff on duty



	Assessment Tool if needed			
2. Provide the needed requirements	Photocopy requirements needed like the general intake sheet (GIS), statement of account (SOA)/laboratory request/, promissory note if needed, Medical Certificate and Identification Card.	None	1 min	MSWD staff on duty
3. Sign the acknowledgement receipt	Fill out the acknowledgement receipt	None	1 min	MSWD staff on duty
4. Proceeds to billing section	Give the original documents to the patient and instruct the client to proceed to the billing section and submit all the original documents for the deduction of hospital bill.	None	1 min	MSWD staff on duty
TOTAL			7 minutes	