



Internal/External

3. SERVICE NAME: PROVISION OF MEDICAL/HOSPITAL AND LABORATORY/DIAGNOSTIC ASSISTANCE

Description of the Service: The City Government of Ilagan provides medical, hospital, and laboratory/diagnostic assistance to indigent constituents who are unable to afford medical services and hospital expenses. Assistance may be given in the form of a Discount Slip or financial support, subject to evaluation and approval.

Office or Division:	Office of the City Mayor
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigent citizens of the City of Ilagan

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical/Hospital Assistance:		<ul style="list-style-type: none"> ➤ Barangay Hall of applicant's residence ➤ Hospital or attending physician ➤ Hospital Billing Section ➤ Licensed Physician / Hospital 		
<ol style="list-style-type: none"> 1. Certificate of Indigency 2. Medical Certificate/Medical Abstract 3. Hospital Bill/Statement of Account with Promissory Note 4. Doctor's Prescription (if available) 				
For Laboratory/Diagnostic Assistance:		<ul style="list-style-type: none"> ➤ Barangay Hall of applicant's residence ➤ Hospital / clinic / attending physician 		
<ol style="list-style-type: none"> 1. Certificate of Indigency 2. Request for Laboratory/Diagnostic Procedure 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit complete requirements	Receive, assess, and verify completeness and authenticity of documents	None	3 minutes	Rowena Macugay, <i>Bookbinder II /</i> Angelo Espinosa, <i>Casual</i>
2. Claim approved assistance	Prepare, approve, and release assistance (e.g., Discount Slip or financial support)	None	2 minutes	Hon. Josemarie L. Diaz, <i>City Mayor</i>
TOTAL			5 minutes	