



Internal/External

2. SERVICENAME: BILLING DEPARTMENT

Description of the Service: The Billing Department is responsible for accurate preparation, computation and issuance of hospital bills for all patients, including inpatients, outpatient (OPD) clients, and emergency room (ER) clients. The department consolidates and verifies all charges for room accommodation, medical procedures, laboratory and diagnostic services, medications, professional fees, and other hospital-related expenses. The department also assists patients and their families in understanding their statements of account, facilitates the processing of PhilHealth and other insurance claims, and coordinates with the Cashier for payment settlements. The goal is to ensure transparent, accurate, and efficient billing transactions prior to patient discharge.

Office or Division:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transaction:	G2C-GOVERNMENT TO CLIENT
Who may avail:	CLIENTS OR IN-PATIENTS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DISCHARGE CLERANCE PATIENT MEDICAL RECORD OR CHART PHILHEALTH DOCUMENTS/MEMBERSHIP DATA RECORD SENIOR CITIZEN/PWD ID		RESIDENT ON DUTY/NURSE STATION HEALTH INFORMATION MANAGEMENT OFFICE PHILHEALTH OFFICE/PATIENT PATIENT/GUARDIAN BILLING		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to the Billing Department	- Receive and verify the completeness of documents	None	10 minutes	MELVIN B. TEODORO Billing Clerk or Billing Staff on duty
2. Wait for the computation of hospital bills	- Consolidate charges for room, procedures, labs, professional fees, etc	None	20 minutes	MELVIN B. TEODORO Billing Clerk or Billing Staff on duty
3. For No Balance Billing Clients. Review statement and clarify if needed	Validate eligibility and facilitate NBB process; issue clearance if qualifies Explain the breakdown of charges and answer queries	None	10 minutes	ANNA JOY N. AGCAOILI PhilHealth Staff
4. For non-NBB clients: Review statement and clarify if needed	Issue the final bill and endorse it to the Cashier for payment and release clearance	None	5 minutes	AIDA I. TURQUEZA Cashier or Cashier Staff on duty
	Assess eligibility and endorse to Billing/ Cashier	As computed on the final SOA	10 minutes	MARK SANTOS



<p>5. For non-NBB clients: Proceed to the cashier for payment</p> <p>For indigent clients, proceed to CSWD for assessment</p> <p>6. Present official receipt and clearance</p>	<p>Release discharge clearance and other necessary documents</p>	<p>Depend on discount rates</p> <p>None</p>	<p>10 minutes</p>	<p>Social Welfare Officer</p> <p>MELVIN B. TEODORO</p> <p>Billing or Billing Staff on duty</p>
<p>TOTAL</p>		<p>Depends on the computation</p>	<p>1 hour and 15 minutes</p>	