



Internal/External

23. SERVICENAME: SOCIAL SERVICE DEPARTMENT

Description of the Services: Provides assessment, financial and social assistance, referrals, and counselling to patients and families in need, ensuring access to support services.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
HOSPITAL BILL CERTIFICATE OF INDIGENCE SENIOR CITIZEN ID PWD ID SOLO PARENT ID	SACIH (BILLING DEPARTMENT) BARANGAY RESIDENCY SENIOR'S CITIZENS OFFICE CSWDO CSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
When client received the hospital bill.	1. Receive hospital bill and assess the client.		2-5 minutes	Cashier or Cashier Staff on duty
	2. Grant the discount and sign voucher.	GIVE 20% DISCOUNT FOR BILL,	2 minutes	Social Welfare office or Staff on duty



		Released the bill and pay to the cashier	EXCEPT AETA GIVE 100% DISCOUNT		
		TOTAL	Depends on the computation	4-7minutes	