



# VETERANS MEMORIAL MEDICAL CENTER

## CITIZEN'S CHARTER

2019 (2<sup>nd</sup> Edition)



## **I. Mandate:**

The Veterans Memorial Medical Center by virtue of Public Law 865 - 80th U.S. Congress and through various amendments and programs introduced is tasked to provide the best quality medical care and treatment to the veterans and their dependents

## **II. Vision:**

VMMC has envisioned to render premium medical services to the veterans and their dependents through a comprehensive health care system characterized by excellence, dedication and commitment.

## **III. Mission:**

FOUR - FOLD MISSION

### PATIENT CARE

- To provide the best possible medical care and treatment to to eligible veterans and their dependents.

### EDUCATION AND TRAINING

- To provide an integrated, comprehensive and progressive educational training program in the medical and allied fields not only for its staff and personnel but also to fellows, residents, interns and undergraduate students.

### RESEARCH

- To develop and muster the research capabilities and potential of the Medical Center by initiating encouraging and promoting basic and clinical research.

### CIVIC ACTION AND OUTREACH PROGRAM

- To provide basic medical services to nearby communities and to support the civic action program of the National Government

## **IV. Service Pledge:**

We the officials and employees of the Veterans Memorial Medical Center do hereby pledge to render the best medical services primarily to the veterans, their dependents and the public with utmost care and concern, unconditional



love, dedication and commitment, imbued with courtesy and professionalism. All these we pledge because your wellness is our foremost concern for we acknowledge you as “the living heroes” of our land



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# **VETERANS MEMORIAL MEDICAL CENTER**

## **External Services**



## Admission of Patients

Facilitation of consultation of patients at the Emergency Ward (may lead to admission or discharge)

<b>Office or Division:</b>	Emergency Ward			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans, Veteran- Dependents, VMMC Personnel, Personnel Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enters Emergency Ward	Triage/ Initial Assessment and taking of Vital Signs while patient or their representative fills up patient data sheet	None	5 minutes	Triage Nurse
	Encoding of patient data into the HMIS	None	3 minutes	Ward Clerk
2. Submit for history taking and physical examination	History taking and physical examination	None	10 minutes	Physician
	Administration of medications and IV fluid if necessary	None	10 minutes	Nurse
	Request for diagnostic procedures	None	5 minutes	Nurse
	Encoding of diagnostic requests, administered	None	5 minutes	Ward Clerk



	medications and materials used into the HMIS			
3. Submit for diagnostic procedures	Notification of laboratory/ radiology personnel for the need for extraction and/or pick-up of collected specimens	None		
	Extraction or collection of specimens/ performing radiologic procedures (Pre-Analytic)			
	Hematology/ Chemistry	None. Applicable fees apply to Civilian Patients depending on the type and number of procedures	35 minutes	Medical Technologist
	Clinical Microscopy: specimens are delivered to the laboratory		5 minutes	Nursing Attendant
	Radiology (X- Ray)		20 minutes	Radiology Technologist
	(Ultrasound/CT Scan/ MRI)		30 to 60 minutes	Physician/ Radiology Technologist
	Processing and Relaying of Results			
	Hematology/ Chemistry / Clinical Microscopy	None. Applicable fees apply to Civilian Patients depending on the type and number of procedures	60 to 120 minutes	Medical Technologist
	Radiology		15 to 30 minutes	Radiology Technologist
4. Disposition				





<p>For admission:</p> <ul style="list-style-type: none"> <li>• Patient's representative will go the Patient's Control/ Staff Duty Officer to process admission</li> </ul>	Coordinate to appropriate room/ ward and process admitting sheet	None	10 minutes	Admitting Unit Personnel/ Staff Duty Officer
	Writing of admitting orders	None	15 minutes	Physician
	Carrying out of doctors' orders	None	15 minutes	Nurse
<p>For discharge:</p> <ul style="list-style-type: none"> <li>• Patients will receive prescriptions, final instructions, discharge slip and will get home medications from pharmacy</li> </ul>	Prescription of medications/ Home instructions/ Discharge slip	None	15 minutes	Physician
<ul style="list-style-type: none"> <li>• Patient to present Official Receipt from cash Section (For Civilian patients)</li> </ul>	Encoding of home medications to HMIS	None. Applicable fees apply to Civilian Patients depending on the type and number of procedures	5 minutes	Ward Clerk
<b>TOTAL</b>		Fees to be paid	<i>None. Applicable fees apply to Civilian Patients depending on the type and number of procedures</i>	
		Processing Time	<b>3 hours 55 minutes</b> <i>*the turnaround time may vary depending on the number of tests and procedures done</i>	



## Anesthetic Management for Admitted Patients

Anesthesia is administered to patients to make them comfortable and pain-free during surgery, medical procedures or tests. The following are done depending on factors like the procedure, one's health and preference: General Anesthesia, Intravenous Sedation, Monitored Anesthesia Care and Regional Anesthesia.

<b>Office or Division:</b>	Department of Anesthesiology			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Be available at room the day before procedure	Pre-operative Evaluation and obtain Consent for anesthesia	None	15 minutes	Anesthesiology consultant / Resident
	Anesthetic Pre-operative orders		15 minutes	
	Prescribe medications and supplies needed for Civilian patients		15 minutes	
2. Transfer to Operating Room or Procedure Unit	Perform anesthesia	None	Case to case basis	Anesthesiology consultant / Resident
3. Recover from effects of anesthesia	Post-operative orders	None	Case to case basis	Anesthesiology consultant / Resident



4. Proceed to Billing Section (for Civilian Patients)	Forward Billing Statement for professional fee to Billing Section	None  40% to 50% of Surgeon's fee for Civilian patients	30 minutes	Department of Anesthesiology secretary or resident
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type of procedure and supplies/ medications used and can be paid thru Philhealth (40% to 50% of Surgeon's fee)</i>	
		Processing Time	<b>45 minutes + depending on the case, length of operation and the recovery of patients from anesthesia</b>	



## Computation of Hospital Bill

Process on the facilitation of computation of hospital bill for updating or prior to discharge

<b>Office or Division:</b>	Billing Unit- Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All VMCM patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratories, Operation Technique, Procedures, Discharged Medical Data, Philhealth CSF & CF-4		Ward Nurse on Duty and Attending Physiscian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished Philhealth requirements for member and non-member follow the same steps.	Receive and check accomplished Philhealth requirements. Computes Hospital Bills. Applies Philhealth Benefits. Prepare Statement of Account/Order of Payment.	None	15 minutes	Billing Clerk
2. Proceed to Cash Section for payments of hospital bills and Professional Fess if any.	Accept payment/ Issue Official Receipt.	Base on Order of Payment	10 minutes	Cashier
3. Present Official Receipt and Clearance Sheet	Sign the clearance sheet. Instruct patient to return to assigned ward.	None	5 minutes	Billing Clerk
4. Proceed to assigned ward.	Sign the clearance sheet.	None	5 minutes	Nurse on Duty
<b>TOTAL</b>		Fees to be paid	<i>None for this process. Price shall vary depending on the services utilized</i>	
		Processing Time	<b>27 minutes</b>	



## Computed Tomography (CT) Scan Procedure (In- patient)

Process on the conduction of CT scan procedure to patients admitted in the hospital

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- CT Scan Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Charge slip for civilian patients		DRR Nurse/RRT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Physician informs and submits the request form	Verify the request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)  For Civilian Patients, fees varies depending on the type	3 minutes	CT scan Staff
2. Awaits for the schedule of patient for the examination	Confirm schedule with instruction on preparation including coordination with ward Physician and Nurse		3 minutes	Nurse on Duty
3. Nursing attendant brings the patient to the CT scan Section on time of schedule	Patient data and examination is encoded in HIS and instructs the Nursing attendant of patient to proceed		5 minutes	Nursing attendant/Nurse on Duty/CT scan Technologists



	to CT scan room	and number of procedure and can be paid thru Philhealth		
4. Nursing attendant brings patient to CT scan Room	Actual performance of CT scan examination; DRR ROD generates preliminary report		15-30 minutes for routine,  90 minutes for special exams with contrast	CT scan Technologists, DRR ROD
5. Release of official CT scan result	<p>CT staff will advise the patient to come back for the release of hard copy of official CT scan result. Soft copy of the report is released in Hospital Information System according to the following:</p> <ul style="list-style-type: none"> <li>• <i>For simple/routine and emergency cases</i></li> <li>• <i>For Highly Technical Cases</i></li> <li>• <i>For Complicated/Difficult cases</i></li> </ul>		<p>2 working days</p> <p>5 working days</p> <p>10 working days</p>	CT scan Consultant/Resident/DRR Library
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>	
		Processing Time	<b>41 minutes for routine; 2 hours 11 minutes for special exams with</b>	



		<b>contrast</b> <i>+2-10 working days for the release of results</i>
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## Computed Tomography (CT) Scan (Out- patient)

Process on the conduction of CT procedure to patients for out- patients

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- CT Scan Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for civilian patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient submits request form to CT Scan Section	Verify request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)	3 minutes	CT Scan Staff
2. Awaits schedule with instructions and preparation for the examination	Confirm schedule of patient and give instructions on preparations		3 minutes	CT Scan Staff
3. Patient comes back on the day of schedule (Civilian patients will have to go to the Cashier to pay for the examination)	Instructs the patient to proceed to waiting area for encoding and until his/her name is called  Verify the official receipt for the examination (For	For Civilian Patients, fees varies depending on the type	15- 30 minutes	Nurse on Duty





	CP)	and number of procedure and		
4. Information for consent	Nurse on duty explains procedure and need for contrast study	can be paid thru Philhealth	15-30 minutes	Nurse on Duty
5. Skin Test for allergic reaction of patients who will undergo Contrast administration	Evaluates result of skin test prior to contrast administration			
6. Patient is instructed to proceed to CT scan room	Actual performance of CT scan examination; DRR ROD generates preliminary report		15-20 minutes for routine, 90 minutes for special exams with contrast	CT Scan Technologists
7. Release of official CT scan result	<p>CT staff will advise the patient to come back for the release of hard copy of official CT scan result. Soft copy of the report is released in Hospital Information System according to the following:</p> <ul style="list-style-type: none"> <li>• For simple/routine and emergency cases</li> <li>• For Highly Technical Cases</li> <li>• For Complicated /Difficult cases</li> </ul>		2 working days	X-ray Film: Library



			5 working days	
			10 working days	
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>	
		Processing Time	<b>1 hour 26 minutes for routine; 2 hours 36 minutes for special exams with contrast</b> <i>+2-10 working days for the release of results</i>	



## Consultation of patients

Process of consultation of patients on an out- patient basis

<b>Office or Division:</b>	Department of Family Medicine and Out- Patient Services, Medical Ambulatory Care Clinics			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent), Valid ID for Civilian Patients		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID), Government Institution/ Company for Civilian Patients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid ID to clerk at information center	Verify and record ID number and give priority number. Advise to proceed to specific waiting area	None except Civilian Patients	5 minutes	Nurse
2. Proceed to waiting area and wait for your name to be called	Locate medical chart and deliver it to specific clinic		10 minutes	Records Clerk
3. History taking and preliminary assessment	Take complete history, past medical history and vital signs		10 minutes	Nurse, medical intern
4. Comprehensive Examination	Perform complete medical examination and do additional procedures if needed		30 minutes	Resident physician
5. Proceed to Pharmacy for prescribed medicines or to	Dispense medicines or do the required procedures		20 minutes	Pharmacist or concerned department clinic



specific departments/clinics for diagnostic				
<b>TOTAL</b>	Fees to be paid	<i>None. For Civilian Patients, fee varies on the consultation fee+ other services utilized (specialty clinics, laboratory, and the like)</i>		
	Processing Time	<b>1 hour 15 minutes</b>		



## Dispensing of Drugs and Medicines to Emergency Ward Patients

The Main Pharmacy provide drugs and medicines to RPV, RPVD, AFP and AFPD patients of Emergency ward with one day supply of oral maintenance medicine and complete dose of antibiotics. Prescriptions are checked for completeness, validated by encoding and filled by registered pharmacists prior to dispensing. Counselling is provided to assure the compliance of patients to medication regimen to prevent medication error and effective disease treatment and self-care management. Medicines for Veterans, Veteran- Dependents, and Employees shall be provided free medications and shall be dispensed at the Main Pharmacy. Civilian Patients, Employee Dependents are given medication prescriptions but may have the option to avail medications at the Consignment Pharmacy.

<b>Office or Division:</b>	Main Pharmacy Service/ Consignment Pharmacy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Main Pharmacy: Veterans and their Dependents, VMMC Employees Consignment Pharmacy: VMMC Employee Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription (1 original per drug)		Physician (Emergency Ward)		
2. Identification Card 2.1. Patients' ID (For veterans and Veteran Dependents) 2.2. VMMC ID for Employees 2.3. Personnel Dependent ID for employee dependents 2.4. Valid ID for Civilian Patients		Medical Social Service for green and yellow card  VMMC for company ID Human Resource Section for Dependent ID  Government Agency/ Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to Window Pharmacist	Receive the required documents and check for completeness	None	0.5 minute	Pharmacist I OR Pharmacist II  Main Pharmacy/ Consignment Pharmacy
	Check online request of medicines encoded	None	0.5 minute	Pharmacist I OR Pharmacist II  Main Pharmacy/



	by EW nurse			Consignment Pharmacy
	<p>Review Physician's prescription as to</p> <ol style="list-style-type: none"> <li>1. Name of patient</li> <li>2. Category of patient</li> <li>3. Signature of prescribing physician over printed name/ "trodat"</li> <li>4. Drugs in generic name with proper dosage and dosage form</li> <li>5. Frequency or signa of use</li> <li>6. For expensive medicines, justification of the prescriber is needed to be countersigned by Section Chief/ Department Head</li> </ol>	None	0.5 minute	<p>Pharmacist I OR Pharmacist II</p> <p>Main Pharmacy/ Consignment Pharmacy</p>
	<p>Prepare the oral maintenance drugs good for 1 day on Monday to Thursday and 3 days on Friday. Antibiotics are</p>	None	3 minutes	<p>Pharmacist I OR Pharmacist II</p> <p>Main Pharmacy/ Consignment Pharmacy</p>



	prepared "good" for 7 days unless specified.			
	Double check the prepared medicines before dispensing.	None	1 minute	Pharmacist I OR Pharmacist II Main Pharmacy/ Consignment Pharmacy
2. Receive and count the medicines	Dispense the medication to the patient.	None	1 minute	Pharmacist I OR Pharmacist II Main Pharmacy/ Consignment Pharmacy
3. Receive counselling	Counsel the patient about the medication regimen.	None	2 minutes	Pharmacist I OR Pharmacist II Main Pharmacy/ Consignment Pharmacy
4. Sign the prescriptions to be filed at Pharmacy	Render the encoded medicines.	None	0.5 minute	Pharmacist I OR Pharmacist II Main Pharmacy/ Consignment Pharmacy
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients and Employee Dependents, price varies per type and number of medication. Payment of such shall be made upon discharge</i>	
		Processing Time	Main Pharmacy Service/ Consignment Pharmacy	



## Dispensing of Drugs and Medicines for In- Patients

The Main Pharmacy provide drugs and medicines to in-patients with prescribed daily dose of drugs and medicine which are requested online. Registered pharmacists fill the prescriptions and dispense the prepared medicines to nurses. Medicines for Veterans, Veteran- Dependents, and Employees shall be provided free medications and shall be dispensed at the Main Pharmacy. Civilian Patients, Employee Dependents, and Retired VMMC Employees are given medication prescriptions but may have the option to avail medications at the Consignment Pharmacy.

<b>Office or Division:</b>	Main Pharmacy Service/ Consignment Pharmacy			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Main Pharmacy: Veterans and their Dependents, VMMC Employees Consignment Pharmacy: VMMC Employee Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid and encoded prescriptions (1 original per drug)		Wards/ units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to Window Pharmacist	Receive the required documents and check for completeness	None	0.5 minute	Dispensing Pharmacist- Main Pharmacy  Consignment Pharmacy for Civilian Patients/ Employee Dependents
	Review Physician's prescription as to:  1. Name of patient  2. Category of patient  3. Signature of prescribing	None	0.5 minute	Pharmacist I OR Pharmacist II  Main Pharmacy/ Consignment Pharmacy





	<p>physician over printed name/ "trodat"</p> <p>4. Drugs in generic name with proper dosage and dosage form</p> <p>5. Frequency or signa of use</p> <p>6. For expensive medicines, justification of the prescriber is needed and countersigned by Section Chief/ Department Head</p>			
	Record the prescriptions in unit dose dispensing sheet	None	2 minute	Dispensing Pharmacist
	Render and print the encoded prescriptions.	None	1 minute	Dispensing Pharmacist
	Prepare the drugs and medicines.	None	3 minutes	Dispensing Pharmacist Main Pharmacy/ Consignment Pharmacy
2. Receive and count the drugs and medicines	Dispense the prepared medications to nurse.	None	2 minutes	Dispensing Pharmacist Main Pharmacy/ Consignment



				Pharmacy
3. Sign the Requisition and issuance and slip prescriptions to be filed at pharmacy	File the signed RIS and prescription.	None	0.5 minute	Dispensing Pharmacist Main Pharmacy/ Consignment Pharmacy
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients and Employee Dependents, price varies per type and number of medication. Payment of such shall be made upon discharge</i>	
		Processing Time	<b>9.5 minutes</b>	



## Dispensing of Drugs and Medicines for Patients for Discharge

The Main Pharmacy provide drugs and medicines for RPV, RPVD, AFP and AFPD patients for discharge as well as employees with 1 week or 2 weeks supply of oral maintenance medicine depending on the date of follow-up check-up and the completion dose of antibiotics. Prescriptions are checked for completeness, validated by encoding and filled by registered pharmacists prior to dispensing. Counselling is provided to assure the compliance of patients to medication regimen to prevent medication error and effective disease treatment and self-care management.

<b>Office or Division:</b>	Main Pharmacy Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Prescription (1 original per drug)		Physician		
2. Identification Card 2.1. Green Card for Veterans, Yellow Card for Dependents 2.2. VMMC ID for Employees		Medical Social Service  VMMC for company ID		
3. Clearance signed by Head nurse and Billing ( 1 original )		Nurse Station in the Ward/ Unit		
4. Discharge Medical data (1 original)		Residents on Duty in ward		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements to Window Pharmacist	Receive the required documents and check for completeness	None	0.5 minute	Pharmacist I OR Pharmacist II  Main Pharmacy
	Review Physician's prescription as to:  1. Name of patient  2. Category of patient  3. Signature of prescribing physician over	None	0.5 minute	Pharmacist I OR Pharmacist II  Main Pharmacy



	<p>printed name/ trodat</p> <p>4. Drugs in generic name with proper dosage and dosage form</p> <p>5. Frequency or signa of use</p> <p>6. For expensive medicines, justification of the prescriber is needed and countersigned by Section Chief</p>			
	Prepare the oral maintenance drugs for 1 week or 2 weeks supply and antibiotics if any.	None	3 minutes	Pharmacist I OR Pharmacist II Main Pharmacy
	Double check the prepared medicines before dispensing.	None	1 minute	Pharmacist I OR Pharmacist II Main Pharmacy
2. Receive and count the medicines	Dispense the medication to the patient.	None	1 minute	Pharmacist I OR Pharmacist II Main Pharmacy
3. Receive counselling	Counsel the patient about the medication regimen.	None	2 minutes	Pharmacist I OR Pharmacist II Main Pharmacy
4. Sign the prescriptions to be filed at Pharmacy	Render the encoded medicines.	None	1 minute	Pharmacist I OR Pharmacist II Main Pharmacy
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients and Employee Dependents, prescriptions are only given</i>	
		Processing Time	<b>9 minutes</b>	



## General Dental Procedure

These dental procedures are executed to out- patients as well as the confined patients.

<b>Office or Division:</b>	Dental Service / General, Medical and Surgical Section, Pulmo Section and Out Patient Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure (Out-patient) /Doctor's order (In-patient)		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Valid ID	Verification of records presented	NONE	5 Minutes	Dental Aide
2. Proceed to Waiting Area	Retrieval of Dental Health Records and encoding of Personal Data (for new Patients)	NONE	10 Minutes	Dental Aide
3. Proceed to the designated Dental Chair	History Taking, Oral Examination, Diagnosis and Treatment Planning  Request Medical Clearance for:  1. Surgical Procedures  2. Oral Prophylaxis	NONE For Veterans, Veteran dependents and VMMC Employees  P300.00 for Civilian Patients	15-30 Minutes	Dentist



	3. Root Canal Therapy			
	Issuance of Appointment Card			
4. On the scheduled date, upon the presentation of the requested medical clearance for the indicated surgical procedure/s, a patient is taken in. Medical clearance is required in surgical cases considering the administration of local anesthetics; and/or in cases wherein patients are on blood thinners and/or wherein hemorrhage maybe apparent.	Performance of the procedures indicated	NONE  For Veterans, Veteran dependents and VMCC Employees  P400.00 for Civilian Patients	20-30 Minutes	Dentist  Dental Aide
	1. Extraction of Anterior/Posterior Tooth - Simple <ul style="list-style-type: none"> <li>• Issuance of post-operative care instructions</li> </ul>		1-3 Hours	Dentist  Dental Aide
	2. Complicated surgical procedure <ul style="list-style-type: none"> <li>• Extraction of Anterior/Posterior Tooth (Complicated)</li> </ul>	500.00 for Civilian Patients	1 to 2 Hours	Dentist
	<ul style="list-style-type: none"> <li>• Extraction of Impacted Tooth (Simple)</li> <li>• Extraction of Impacted</li> </ul>	P4000.00 for Civilian Patients	1 to 3 Hours	Dentist  Dental Aide



	<p>Tooth (Complicated/Deep Seated)</p> <ul style="list-style-type: none"> <li>• Operculectomy</li> </ul>	<p>P8000.00 for Civilian Patients</p>	<p>30 to 45 Minutes</p>	<p>Dentist Dental Aide</p>
	<ul style="list-style-type: none"> <li>• Torectomy</li> </ul>	<p>P400.00 for Civilian Patients</p>	<p>1 to 2 Hours</p>	<p>Dentist Dental Aide</p>
	<ul style="list-style-type: none"> <li>• Apicoectomy</li> </ul>	<p>P4,000.00 for Civilian Patients</p>	<p>1 to 2 Hours</p>	<p>Dentist Dental Aide</p>
	<ul style="list-style-type: none"> <li>• Incision and Drainage</li> </ul>	<p>P5,000.00 for Civilian Patients</p>	<p>1 to 2 Hours</p>	<p>Dentist Dental Aide</p>
	<ul style="list-style-type: none"> <li>• Oral Antral Fistula Closure</li> </ul>	<p>P5,000.00 for Civilian Patients</p>		
	<ul style="list-style-type: none"> <li>• Sequestrectomy/ Control of Hemorrhage</li> </ul>	<p>P2,500.00 for Civilian Patients</p>		
		<p>P2,000.00</p>		



	<ul style="list-style-type: none"> <li>• Cyctectomy/ Biopsy</li> </ul>	<p>for Civilian Patients</p> <p>P700.00 for Civilian Patients</p>	1 to 2 Hours	<p>Dentist</p> <p>Dental Aide</p>
	<ul style="list-style-type: none"> <li>• Suture Removal (no medical clearance is required)</li> </ul>		1 to 2 Hours	<p>Dentist</p> <p>Dental Aide</p>
	<p>3. Oral Prophylaxis (Medical clearance may not be required in cases wherein patients are not under maintenance of blood thinners or wherein patients are obviously not medically compromised)</p>		2 to 3 Hours	<p>Dentist</p> <p>Dental Aide</p>
	<ul style="list-style-type: none"> <li>• Mild</li> </ul>	<p>P900.00 for Civilian Patients</p>	15 Minutes	<p>Dentist</p>
		<p>P1,200.00 for Civilian Patients</p>	20 Minutes	<p>Dentist</p>
		<p>P800.00/Su rface for Civilian Patients</p>	30 Minutes	<p>Dentist</p>
		<p>P400.00/Su</p>		





		<p>urface for Civilian Patients</p> <ul style="list-style-type: none"> <li>• Moderate</li> <li>• Severe</li> </ul> <p>4. Restorative Procedure</p> <ul style="list-style-type: none"> <li>• Composite Light-Cured Restoration/Surface</li> <li>• Glass Ionomer Restoration/Surface</li> <li>• Temporary Restoration</li> </ul> <p>5. Radiographic Procedures</p> <ul style="list-style-type: none"> <li>• Periapical Xray</li> <li>• Occlusal X-ray</li> <li>• Panoramic</li> </ul>	<p>P350.00 for Civilian Patients</p> <p>P400.00 for Civilian Patients</p> <p>P 500.00 for Civilian Patients</p> <p>P 500.00 for Civilian Patients</p> <p>P 1,000.00 for Civilian Patients</p>	<p>45 Minutes</p> <p>30 Minutes to 1 Hour</p>	<p>Dentist</p>
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	X-ray	P 500 for Civilian Patients	30 Minutes to 1 Hour	Dentist Dental Aide
		P3,500 for Civilian Patients		Dentist Dental Aide
	6. Root Canal Therapy		30 Minutes to 1 Hour	
	-Initial Visit			Dentist Dental Aide
	- Subsequent/ Biomechanical		20 Minutes	
	- Obturation		20 Minutes	Dentist Dental Aide
				Dentist Dental Aide
			30 Minutes	
			1 to 2 Hours	Dentist Dental Aide



			30 to 45 Minutes	Dentist Dental Aide
				Dentist Dental Aide
			1 Hour	
			1 Hour	Dentist Dental Aide
				Dentist Dental Aide
5. Release of X-ray official results in the Hospital Information System (HIS)	Reads x- ray film, prepares official result, process documentation for release.	None	3 working days	Physician, X-ray Film Library personnel



<b>TOTAL</b>	Fees to be paid	<i>None. For Civilian Patients, fees varies depending on the type and number of procedure</i>
	Processing Time	<b>1 hour 15 minutes- 2 hours 45 minutes</b> <i>+3 working days for the release of x- ray results</i>



### Issuance of Medical Card

This will cover the issuance of the VMMC medical card to the eligible veterans and their dependents according to the criteria of RA 6948. The VMMC medical card serves as proof of identity in availing the medical services given by VMMC.

<b>Office or Division:</b>	Medical Social Work Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Veterans and their dependents as per RA 6948	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Identification Card 1.1. Green Card for Veterans, Yellow Card for Dependents 1.2. VMMC ID for Employees 1.3. Personnel Dependent ID for employee dependents		Medical Social Service for green and yellow card  VMMC for company ID Human Resource Section for dependent ID
<b>AFP Retiree</b>		
Retired AFP ID with (1) photocopy Retirement Order (SO/GO) 1x1 picture (2 pieces)		Office of the Adjutant General, Camp Aguinaldo
<b>Spouse</b>		
AFP retired Dependent ID or any valid id with (1) photocopy Marriage contract original copy from PSA 1x1 picture (2 pieces)		Office of the Adjutant General, Camp Aguinaldo  Philippine Statistics Authority (PSA)
<b>Minor Children</b>		
AFP retired Dependent ID /School ID with (1) photocopy Birth Certificate original copy from PSA 1x1 picture (2 pieces) Medical certificate original copy (for permanent dependency)		Office of the Adjutant General, Camp Aguinaldo  Philippine Statistics Authority (PSA)  Physician
<b>Parents</b>		
Any valid ID with (1) photocopy		Philippine Statistics Authority (PSA)



Birth Certificate of the veteran/retiree original copy from PSA  1x1 picture (2 pieces)	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number outside MSS office and prepare documents while waiting for your turn	The following are the 2 steps that was remove in the process of issuance of VMMC medical card: a. Preparation of queuing number b. Guidance in the availment of hospital benefits	None	1 minute	Social Worker/ Social Welfare Assistant
2. While the number is called present complete requirements to interviewer.	Receive the required documents and check for completeness	None	2 minutes	Social Worker/ Social Welfare Assistant
3. Sign interview form, cardex, picture taking, signature capture.	Assist the client in signing interview form & cardex, taking photo taking	None	10 minutes	Social Worker/ Social Welfare Assistant
4. Receive VMMC medical card	Issue the VMMC medical card	The cost of the VMMC medical card is being funded by the institution.	2 minutes	Social Worker/ Social Welfare Assistant
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients, fees varies depending on the type and number of procedure</i>	
		Processing Time	<b>15 minutes</b>	



## Laboratory Services (In- patients)

Process of provision of laboratory diagnostic services to admitted patients

<b>Office or Division:</b>	Department of Pathology – Main Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Veterans and their dependents, VMMC employees and their dependents, Civilian patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Encoded laboratory request and specimen		Clinician/ Physician		
2. Official receipt for civilian patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the encoded laboratory request form to laboratory personnel and submit specimen.	<ul style="list-style-type: none"> <li>•Pre- Analytical screening of specimen requirements</li> <li>•Render encoded laboratory examination</li> <li>•Entry of transaction number and generate barcode</li> </ul>	None.  For Civilian Patients, fees varies depending on the type and number of procedure	10 minutes	Medical Technologist - on Duty
	<p><i>For civilian patients, encode laboratory request to get transaction number and instruct to pay corresponding laboratory fees to Cashier.</i></p>		5 minutes	
	Sample processing and transport to corresponding units for analysis		20 minutes	Medical Technologist - on Duty
	Analysis of laboratory specimen		STAT requests- within 90 minutes	Medical Technologist - on Duty
	Verification and validation of results to HIS for release			



2. Release of Laboratory Results	Warding of results		NON- STAT requests- 180 minutes  <i>*Bacteriology results- 7 calendar days</i>  <i>*Histopathology results- 7 working days</i>	Medical Technologist - on Duty
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients, fees varies depending on the type and number of procedure</i>	
		Processing Time	<b>2 hours for STAT requests</b>  <b>4 hours for NON- STAT requests</b>  <b>7 calendar days 30 minutes for Bacteriology</b>  <b>7 working days days 30 minutes for Histopathology</b>	





## Laboratory Services (Out- patients)

Process of provision of laboratory diagnostic services to out- patients

<b>Office or Division:</b>	Department of Pathology – DFM- OPS Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Veterans and their dependents, VMMC employees and their dependents, Civilian patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
2. Laboratory request		Clinician/ Physician		
3. Official receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Secure queuing number from information area and present the laboratory request form to laboratory personnel.</p> <p>For Veteran/Veteran - Dependents, present valid VMMC- issued ID.</p>	<ul style="list-style-type: none"> <li>•Verify ID, demographics, and the laboratory request form.</li> <li>•Print laboratory requests if encoded at clinics.</li> <li>•Advise patient to proceed to a specified waiting area and wait for the queuing number to be called.</li> <li>•For civilian patients, Respective clinics must encode laboratory request to get transaction number and instruct to pay corresponding laboratory fees to Cashier before issuing a queuing</li> </ul>	<p>None.</p> <p>For Civilian Patients, fees varies depending on the type and number of procedure</p>	10 minutes	Medical Technologist - on Duty



	number			
2. Proceed to the Waiting Area and wait for your name to be called for extraction/collec tion/submission of specimen	Call the queuing number.		30 minutes	Medical Technologist - on Duty
3. Proceed to the Extraction Room for specimen collection	Extract/collect specimen from the patient		5 minutes	Medical Technologist - on Duty
4. Wait for further laboratory instruction/s	Instruct the patient regarding the laboratory request and results			
5. Release of Laboratory Results	Release the result to the Medical Records Section		3 hours	Medical Technologist - on Duty
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients, fees varies depending on the type and number of procedure</i>	
		Processing Time	<b>3 hours 45 minutes</b>	



## Magnetic Resonance Imaging (MRI) Procedure (In- patient)

Process on the conduction of MRI procedure to patients admitted in the hospital

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- MRI Scan Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Charge slip for civilian patients		MRI Nurse/RRT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Physician informs and submits the request form	Verify the request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)	3 minutes	MRI Staff
2. Awaits for the schedule of patient for the examination	Screen patient for contra-indication for procedure and confirm the schedule with instruction on preparation including coordination with ward Physician and Nurse	For Civilian Patients, fees varies depending	3- 5 minutes	MRI Staff/Nurse on Duty



3. Nursing attendant brings the patient to the MRI Section on time of schedule	Patient stays in waiting area until for encoding and until his/her name is called	on the type and number of procedure and  can be paid thru Philhealth	5 minutes	MRI Staff/Nurse on Duty
4. Filing Up of Screening form	Verify screening form is complete and properly filled-up		5 minutes	MRI Staff/Nurse on Duty
5. Patient proceed inside MRI room	Actual performance of the MRI examination; DRR ROD generates preliminary report		15-30 minutes for routine, 60-90 minutes for special exams with contrast	MRI Technologists; DRR ROD
6. Release of official MRI result	<p>MRI staff will advise Physician /Patient for release of hard copy of official MRI result and soft copy released in HIS according to the following:</p> <ul style="list-style-type: none"> <li>• <i>For simple/routine and emergency cases</i></li> <li>• <i>For Highly Technical Cases</i></li> <li>• <i>For Complicated/Difficult cases</i></li> </ul>		<p>2 working days</p> <p>5 working days</p> <p>10 working days</p>	MRI Consultant/Resident/DRR Library
<b>TOTAL</b>			Fees to be	<i>None. For Civilian patients, applicable</i>



	paid	<i>fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>
	Processing Time	<b>48 minutes for routine; 1 hour 48 minutes for special exams with contrast</b> <i>+2-10 working days for the release of results</i>



## Magnetic Resonance Imaging (MRI) Procedure (Out- patient)

Process on the conduction of MRI procedure to out- patients

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- MRI Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for civilian patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient submits request form	Verify request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)	3 minutes	MRI Staff
2. Patient waits for the schedule and instruction/preparation	Screen patient for contra-indication for procedure and confirm the schedule with instruction on preparation		3- 5 minutes	MRI Staff/Nurse on Duty
3. Patient comes back on the day of schedule <i>(Civilian patients will have to go to the Cashier to pay for the examination)</i>	Patient stays in waiting area for encoding and until his/her name is called  Verify the official	For Civilian Patients, fees varies depending on the type	5 minute	MRI Staff/Nurse on Duty



	receipt for the examination (For CP)	and number of procedure and		
4. Filling-up of Screening form	Verify screening form is complete and properly filled-up	can be paid thru Philhealth	5 minutes	MRI Staff/Nurse on Duty
5. Skin test for allergic reaction of patients who will undergo contrast administration	Evaluates result of skin test prior to contrast administration		15- 30 minutes	MRI Nurse on Duty
6. Patient proceed inside MRI room	Actual performance of the MRI examination; DRR ROD generates preliminary report		15-30 minutes for routine, 60- 90 minutes for special exams with contrast	MRI Technologists; DRR ROD
7. Patient comes back for the release of MRI result	<p>MRI staff will advise the patient for release of hard copy of official MRI result; Soft copy is released in HIS according to the following</p> <ul style="list-style-type: none"> <li>• For simple/routine and emergency cases</li> <li>• For Highly Technical Cases</li> <li>• For Complicated /Difficult cases</li> </ul>		2 working days	MRI Consultant/Resident/ DRR Library
			5 working	



			days	
			10 working days	
<b>TOTAL</b>	Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>		
	Processing Time	<b>1 hour 18 minutes for routine; 2 hours 18 minutes for special exams with contrast</b> <i>+2-10 working days for the release of results</i>		





## Physical/ Occupational Therapy for Patients

Process of conducting physical/ occupational therapy to patients.

<b>Office or Division:</b>	Department of Rehabilitation Medicine			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All VMMC Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient to be given new referral	Reviews prescription/ referral. Creates/ updates patient's chart	None	5 minutes	Decking Officer  PT/ OT Supervisor or Staff
2. Patient will receive PT/ OT services on their scheduled day of treatment at their respective wards or at the PT Gym/ OT section for on-call patients.	Provides appropriate PT/ OT management to the patient	None except for Civilian Patients  PT: Fee depends on the prescribed modality of treatment.  OT: P350.00	1 hour	Physical Therapist or Occupational Therapist
	Encodes treated	None	5 minutes	Physical



	patients to medix		Therapist or Occupational Therapist /MIS Encoder
<b>TOTAL</b>	Fees to be paid	<i>None. For civilian patient: PT: Fee depends on the prescribed modality of treatment.</i>  <i>OT: P350.00</i>	
	Processing Time	<b>1 hour 5 minutes</b>	



## Provision of 24- Hour Holter Monitoring

Process of provision of 24- hour holter monitoring to patients.

<b>Office or Division:</b>	Heart Institute- Cardiovascular Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Veterans and their dependents, VMMC employees and their dependents, Civilian patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents to the staff CV Lab request form at the scheduled date/ time,	<p>Receives CV Lab request form.</p> <p>Verifies the name of patient in Hospital Information System.</p> <p>Retrieves the previous procedure and request is for approval.</p> <p>Schedules the patient for the procedure.</p> <p>For civilian patient, pays the amount at the Billing Unit</p>	<p>None.</p> <p>For civilian patient: P1,500</p>	20 minutes	Clerk / Medical Technologist
2. Patient undergoes procedure.	<p>Prepares the machine and patient for the procedure.</p> <p>Performs the procedure.</p> <p>Encode and charge</p>		2 working days	Medical Technologist



	the procedure in the Hospital Information system.  Scanning of recorded data.			
	Provides analysis/ interpretation of the recorded data.		2 working days	Cardiologist
	Typing of results in the HIS.		30 minutes	Clerk
3. Waits for the result.	Proofreading, signing and releasing of results.		1 working day	Unit supervisor/ Cardiologist
	Files result.		10 minutes	Clerk Medical Technologist
<b>TOTAL</b>		Fees to be paid	<i>None. For civilian patient: P1,500</i>	
		Processing Time	<b>5 working days 1 hour</b>	



## Provision of Cardio- Vascular Diagnostic Services

Process of provision of Cardio- Vascular Diagnostic Services to patients

- 2D- Echocardiogram
- Ambulatory Blood Pressure Monitoring
- Ankle Brachial Index
- Arterial and Venous Duplex Scan of the Lower Extremities
- Carotid Duplex Scan

<b>Office or Division:</b>	Heart Institute- Cardiovascular Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Veterans, Veteran- Dependents, VMMC Personnel, Personnel Dependents, Retired VMMC Personnel, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure (Assessment at the triage area for Out-Patients)		Physician		
2. Identification Card 2.1. Green Card for Veterans, Yellow Card for Dependents 2.2. VMMC ID for Employees 2.3. Personnel Dependent ID for employee dependents		Medical Social Service for green and yellow card  VMMC for company ID Human Resource Section for dependent ID		
3. Official Receipt for civilian patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents CV Lab request form	Receives CV Lab request form, verifies the name of patient in Hospital Information System, retrieves the previous result and request is for approval, and schedules the patient for the procedure.  For civilian patient, pays the amount at the Billing Unit	None.	15 minutes	Clerk / Medical Technologist  Cardiology-Resident-Rotator/  Cardiologist
		For Civilian Patients: <i>P2,250- 2D Echo w/ Doppler</i>  <i>P1,800-Plain Imaging</i>  <i>P1,000-Ambulatory Blood Pressure Monitoring</i>		
2. Patient undergoes	Prepares the machine and patient	<i>P1,000-Ankle</i>	30- 45 minutes	Medical Technologist



procedure.	for the procedure, performs the procedure, encodes and charges the procedure, prepares the recorded video/ images and/ or recorded data for interpretation	<i>Brachial Index</i>  <i>P3,500- Arterial Duplex Scan</i> <i>P3,500- Venous Duplex Scan</i>	(additional 2 calendar days for preparation of patient for Ambulatory Blood Pressure Monitoring)	
	Provides findings/interpretation of recorded procedure.	<i>P3,500- Carotid Duplex Scan</i>	2- 3 working days	Cardiologist
	Typing of results.		30 minutes	Clerk
	Proofreading, signing and releasing of results.		1 working day	Unit supervisor/ Cardiologist
3. Waits for the result.	Filing of result.		1 working day	Clerk/ Medical Technologist
<b>TOTAL</b>		Fees to be paid	<i>None. For civilian patient: Depends on the type and number of procedures</i>	
		Processing Time	<b>5 working days 1 hour 30 minutes</b> <i>(additional 2 working days for Ambulatory Blood Pressure Monitoring)</i>	



## Provision of Electrocardiogram (ECG)

Process on the conduction of ECG to patients for consultation

<b>Office or Division:</b>	Out- Patient Services- Cardiovascular Laboratory			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Veterans and their dependents, Employees and their dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Consultation request		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents CV Lab request form	<p>Calls patient by queuing number.</p> <p>Receives the CV Lab request form. Verifies the name of patient in Hospital Information System.</p> <p>For civilian patients, pays procedure at the Billing Unit</p>	<p>None.</p> <p>For civilian patients: P250</p>	10 minutes	Medical Technologist \ Clerk
2. Patient undergoes procedure.	<p>Prepares the machine. and patient for the procedure. Encodes and charges the procedure. Prepares ECG tracing for interpretation.</p>		10 minutes	Medical Technologist
	Initial and official reading		1 working day	Internal Medicine Resident Rotator / Cardiologist



	Typing of interpretation and proofreading		1 working day	Clerk Unit Supervisor
3. Patient comes back for the release of results	Release and filling of results		1 working day	Clerk Medical Technologist
<b>TOTAL</b>		Fees to be paid	<i>None. For civilian patient: P250 (+ fees and charges- supplies, reader's fee)</i>	
		Processing Time	<b>3 working days 20 minutes</b>	





## Provision of Electroencephalogram (EEG)

Process of provision of EEG to patients

<b>Office or Division:</b>	Section of Neurology- Department of Internal Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Veterans and their dependents, VMMC employees and their dependents, Civilian patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents EEG request form	Receives the EEG request form. Schedules and instructs on patient preparation  Patients pays the procedure amount at the Billing Unit	None.  P1,350 for civilian patients	10 minutes	EEG Technician
2. Patient undergoes procedure.	Prepares the machine. and patient for the procedure. Secure written consent. Performs the procedure. Encodes and charges. Saves EEG recording for interpretation.		1 hour and 30 minutes	EEG Technician
	Reads and interprets result		3 working days	Neurologist- Electroencephalographer
3. Patient to come back for the	Typing, releasing and filing of results		30 minutes	EEG Technician



result			
<b>TOTAL</b>	Fees to be paid	<i>None. For Civilian patients: P1,350</i>	
	Processing Time	<b>2 hours 10 minutes</b> <i>+3 working days for the release of results</i>	



## Provision of General Surgery for Patients

Process on the provision of General Surgery to patients upon admission

<b>Office or Division:</b>	Different wards/ unit/ departments in clinical area Department of Surgery			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
2. Cardio- Pulmonary Clearance		Physician		
3. Laboratory results (with normal values)		DOP		
4. Consent for operation		Nurses station		
5. Physician orders		Physician		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Subjects oneself for assessment	Conducts rounds for patient for operation	None (Veterans and their Dependents, VMMC Employees and their Dependents)	10- 20 minutes	Surgeon
	Explains procedure and secures consent for operation and other procedures to be done at OR		10 minutes	Surgeon
	Writes surgical orders		10- 15 minutes	Surgeon
	Carries out order of the physician	For Civilian Patients, fees varies depending on the type of services and	15- 30 minutes	Nurse on Duty
	Prepares patient for surgery		Case to case (depends on the schedule of operation)	Physician Nurse on Duty



2. Transfer at OR	Assist in transferring patient to OR	supplies/ equipment used and	10 minutes	Nurse Nursing Attendant
	Endorses patient condition to the OR Nurse	can be paid thru PHIC upon discharge	5 minutes	Nurse on Duty
	Prepares OR set-up including supplies		20- 30 minutes	OR Nurse
	Donning of PPE		10 minutes	Surgeon OR Nurse OR Nursing Attendant
	Performance of surgical procedure		Case to case (depends on the type of operation and condition of patient)	Surgical Team
3. Post- op observation and recovery	Observes patient's condition after surgery		10- 30 minutes	Surgical Team
	Transfers to PACU for recovery		5 minutes	OR Nurse OR Nursing Attendant
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian Patients, fees varies depending on the type of services and supplies/ equipment used and can be paid thru Philhealth upon discharge</i>	
		Processing Time	<b>2 hours 45 minutes +duration of surgical preparation and actual surgery</b>	



## Provision of Patient Care for Admitted Patients

Process on the provision of medical care to patients upon admission.

<b>Office or Division:</b>	Different wards/ unit/ departments in clinical area			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen (For patient- to- healthcare worker interaction) G2G- Government to Government (For healthcare worker- to- healthcare worker interaction)			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
2. Admitting Slip		Admitting Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transfers to the admitting ward/ unit	Conducts physician-to- physician and nurse to nurse endorsement	None (Veterans and their Dependents, VMMC Employees)	5 minutes	Physician, nurse
2. Subjects oneself for assessment	Conducts history taking and physical assessment		30 minutes	Physician Nurse on Duty
3. Orients patient and/ or nearest of kin	Orientation to hospital, nursing service, and ward/ unit policies	Employee dependents shall pay for medicines	20 minutes	Unit Manager/ Nurse on Duty
	Formulates treatment plan		15- 30 minutes	Physician
	Carries out order of the physician upon completion assessment and treatment plan	For Civilian Patients, fees varies depending on the type of services and	15- 30 minutes	Nurse on Duty
	Formulates nursing care plan and		20 minutes	Nurse on Duty



	documents on the Nurses' Progress Notes	supplies/ equipment used and		
4. Provision of Bedside and routine patient care activities	Conducts frequent rounds, provides bedside care, medication and treatment, meals and/ or other nutrition therapy, facilitates procedures as ordered, and the like	can be paid thru PHIC upon discharge	10 hours	Nurse on Duty, Nursing Attendant on Duty
	Outgoing healthcare worker endorses patient to incoming personnel on duty		30 minutes	Physician, Nurse on Duty, Nursing Attendant on Duty
<b>TOTAL</b>		Fees to be paid	<i>None. Dependents shall pay for medicines used. For Civilian Patients, fees varies depending on the type of services and supplies/ equipment used and can be paid thru PHIC upon discharge</i>	
		Processing Time	<b>12 hours 45 minutes</b>	



## Speech Therapy for Patients

Process of speech therapy for patients.

<b>Office or Division:</b>	Ward 20 -Department of Rehabilitation Medicine			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Veterans and their dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for Civilian Patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will wait for the DRM doctor's consultation/ assessment	Assess patient on the specified ward	None	30 minutes	DRM Physician
2. Patient will be scheduled based on the referral provided by the DRM doctor.	Schedule the patient for evaluation and treatment	None	5 minutes	Speech Therapist
3. Attend the scheduled evaluation session	Evaluate the patient's speech, language and swallowing baseline skills	None except for CP (P400)	1 hour	Speech Therapist & Intern
4. Attends the number of treatment sessions prescribed by the doctor.	Provides appropriate management based on the results of the evaluation	None except for CP (P350/ Session)	1 hour	Speech Therapist
<b>TOTAL</b>		Fees to be paid	<i>None. For civilian patient: P750</i>	



	Processing Time	<b>2 hours 35 minutes</b>
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## Ultrasound Procedure (In- patient)

Process on the conduction of ultrasound procedure for patients admitted in the hospital (In- Patient)

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- Ultrasound Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Charge slip for civilian patients		Ultrasound Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Physician informs and submits the request form	Verify request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)	2 minutes	Ultrasound Staff
2. Awaits schedule with instructions and preparation for the examination from Ultrasound Technologist	Confirm schedule with instruction on preparation including coordination with ward Physician and Nurse	For Civilian Patients, fees varies depending	2 minutes	Ultrasound Technologist



<p>3. Nursing Attendant brings the patient to the Ultrasound section on the time of schedule</p>	<p>Instruct Nursing attendant to bring patient in the waiting area for encoding</p>	<p>on the type and number of procedure and  can be paid thru Philhealth</p>	<p>1-2 minutes</p>	<p>DRR staff</p>
<p>4. Nursing attendant brings patient to Ultrasound Room</p>	<p>Performs the Ultrasound examination; DRR ROD generates preliminary report</p>		<p>15- 30 minutes depending on the exam requested</p>	<p>Ultrasound Technologists, Residents, Consultant Sonologist</p>
<p>5. Release of official Ultrasound result</p>	<p>Hard copy of official Ultrasound results is attached to chart; soft copy is released in HIS</p>		<p>4 working days</p>	<p>Consultant Sonologist, Resident, DRR Library</p>
<b>TOTAL</b>		<p>Fees to be paid</p>	<p><i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i></p>	
		<p>Processing Time</p>	<p><b>36 minutes</b> <i>+4 working days for the release of results</i></p>	



## Ultrasound Procedure (Out- patient)

Process on the conduction of ultrasound procedure for out- patients

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- Ultrasound Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for civilian patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient submits request form	Verify request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)	2 minutes	Ultrasound Technologist
2. Patient waits for the schedule and instruction/preparation	Screen patient for contra-indication for procedure and confirm the schedule with instruction on preparation		2 minutes	Ultrasound Technologist
3. Patient comes back on the day of schedule <i>(Civilian patients will have to go to the Cashier to pay for the examination)</i>	Instructs the patient to proceed to Ultrasound room for the procedure after encoding. Verify the official receipt for the examination	For Civilian Patients, fees varies depending on the type	15- 30 minutes	Ultrasound Technologist, Resident, Consultant Sonologist



	(For CP)  Conduction of actual procedure	and number of procedure and  can be paid thru Philhealth		Ultrasound administrative aide/Ultrasound Technologist
4. Release of official result	Hard copy of official Ultrasound results is attached to chart; soft copy is released in HIS		4 working days	OPD  Ultrasound Administrative Aide
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>	
		Processing Time	<b>34 minutes</b>  <i>+4 working days for the release of results</i>	



## X- Ray Procedure (In- patient)

Process on the conduction of x- ray procedure for patients admitted in the hospital  
(In- Patient)

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- X- Ray Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Charge slip for civilian patients		DRR Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Physician informs and submits the request form	Verify the request form for complete data and signature of requesting Physician, Consultant-in-charge	None (Veterans and their Dependents, VMMC Employees and their Dependents)  For Civilian Patients, fees varies depending on the type	2 minutes	Administrative Aide/Radiologic Technologist
2. Awaits for the schedule of patient for the examination	Confirm schedule with instruction including coordination with ward Physician and Nurse		2 minutes	Radiologic Technologist
3. Nursing Attendant brings the patient to the X-ray	Patient data and examination is		2-3 minutes	Administrative Aide/Radiologic



Section on the time of schedule	encoded in HIS	and number of procedure and		Technologist
4. Nursing Attendant brings patient to X-ray room	Performance of actual X-ray procedure; Preliminary report generated by DRR ROD	can be paid thru Philhealth	5 minutes	Radiologic Technologist, DRR ROD
5. Release of official X-ray results	Release of official X-ray result in hard copy with signature of Consultant Radiologist/Resident; soft copy released in HIS		3 working days	Consultant Radiologist, Resident, DRR library
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>	
		Processing Time	<b>12 minutes</b> <i>+3 working days for the release of results</i>	



## X- Ray Procedure (Out- patient)

Process on the conduction of x- ray procedure for out- patients

<b>Office or Division:</b>	Department of Radiology and Radiotherapy- X- Ray Section			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Veterans and their Dependents, VMMC Employees and their Dependents, Civilian Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for procedure		Physician		
2. VMMC Patients' ID (For Veterans/ Dependents)/ VMMC ID (For Personnel)/ VMMC Dependents' ID (For Personnel Dependent)/ Valid ID (For Civilian Patients)		Medical Social Work Service (For patients' ID)/ Human Resource Section (For VMMC ID/ Personnel Dependent ID)/ Government Agency or Company (For Civilian Patients)		
3. Official Receipt for civilian patients		Cash Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patients submits the request form	Verify the request form for complete data and signature of requesting Physician	None (Veterans and their Dependents, VMMC Employees and their Dependents)	2 minutes	OPD Administrative aide/ Radiologic Technologist
2. Patient stays in waiting area for encoding and instruction from Administrative aide/Radiologic Technologist	Encoding of patient data and X-ray procedure in HIS		2 minutes	Radiologic Technologist
3. Patient proceeds to X-ray Room <i>(Civilian patients will have to go to the Cashier to pay for the examination)</i>	Verify the official receipt for the examination (For CP)  Performs the X-ray	For Civilian Patients, fees varies depending on the type and	5 minutes	Radiologic Technologist



	examination	number of procedure and		
4. Release of official X-Ray results	Release of official X-ray result in hard copy with signature of Consultant Radiologist/Resident and attached to chart; soft copy released in HIS	can be paid thru Philhealth	3 working days	OPD Administrative Aide
<b>TOTAL</b>		Fees to be paid	<i>None. For Civilian patients, applicable fees apply depending on the type and number of procedure and can be paid thru Philhealth</i>	
		Processing Time	<b>9 minutes</b> <i>+3 working days for the release of results</i>	





# **VETERANS MEMORIAL MEDICAL CENTER**

## **Internal Services**



## Facilitation of Complaints at the ARTA Desk

Facilitation of complaints at the ARTA Desk

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen for submission of complaint G2C- Government to Government for facilitation			
<b>Who may avail:</b>	Customers/clients/patients and visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. ARTA Form		Public Assistance desk/ Administrative Office		
2. ARTA Complaint, if written		Client		
3. Any valid ID and contact details if veteran/dependent or any government recognized ID for private complainant)		Government Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits complaint from the Public Assistance Desk Officer and files written complaint using ARTA form	Receipt of ARTA complaint	None	2 minutes	Admin Staff
2. Logs ARTA complaint	Logging in designated logbook	None	2 minutes	Admin Staff
3. Forwards ARTA complaint for endorsement of Chief, ADMO	C, ADMO endorses the complaint to office concerned for their comment	None	2 minutes	Admin Staff/C, ADMO
4. Appropriate office receives the ARTA complaint	Indicates comment on the complaint and endorses back to C, ADMO	None	5 working days	Office concerned
5. ADMO receives document with reply or comment from the concerned	Errands the document	None	2 minutes	Admin Staff



office.				
6. Prepares reply letter/feedback	Drafts reply letter based on the comments given	None	1 working day	Admin Staff
7. Endorsement of draft reply letter to Director	Draft reply letter for signature of the Director	None	2 minutes	Admin Staff/DO Staff
8. Approves/Signature of the reply letter	The Director signs/approves the letter and endorses it back to C, ADMO	None	1 working day	DO
9. Return of approved/signed document	Approved/signed letter to be emailed or for courier	None	1 working day	Admin Staff
<b>TOTAL</b>		Fees to be paid	<i>None</i>	
		Processing Time	<b>8 working days 10 minutes</b>	



## Facilitation of Request at the Office of the Chief, Medical Professional Staff

Process of reviewing and facilitating requests, information, and other correspondence submitted at the Office of the Chief, Medical Professional Staff

<b>Office or Division:</b>	Office of the Chief, Medical Professional Staff			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Various Departments/Sections/Offices of VMMC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any of the following: 1. Reference Slip 2. Disposition Form 3. Emergency Purchase 4. Daily Time Record 5. Memorandum		Concerned office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present communications (Reference slip, Disposition Form, Emergency Purchase, Daily time Record, Memos etc.)	Receives and logs all incoming communications	None	3 - 5 minutes	Secretary
2. Person in charge reviews all incoming communications	Studies, reviews, answers in writing or dictates to secretary	None	5 – 10 minutes	Chief, Medical Professional Staff / Assistant Chief, Medical Professional Staff
3. Sorts those for pigeon hole and logs transmittal to addressee	Errand of documents to respective offices	None	5 -10 minutes	Secretary
<b>TOTAL</b>		Fees to be paid	None	
		Processing Time	<b>13- 25 minutes</b>	



## Funding Recommendation for Unprogrammed Expenditures (outside the Annual Procurement Plan and other programs of expenditure)

Process on the funding recommendation for unprogrammed expenditures (outside the annual procurement plan and other programs of expenditure)

<b>Office or Division:</b>	Budget Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Government	
<b>Who may avail:</b>	Govt./Private office/Various department offices of VMMC	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Purchase Requests for Supplies and Materials, Medical Equipment, Airconditioning Units, Computers/Printers, Furniture and Fixtures and Repairs and Maintenance</b>		
1. Item Coding Form	Procurement Section	
2. Quotations/Market Research:		
a. Quotation from 1 supplier (for item below P50,000.00)	Provided by end-user	
b. Quotations from 3 suppliers (P50,000.00 to P1 Million)	Provided by end-user	
c. Market Research (More than P1 Million)	Provided by end-user	
3. Supplemental APP/PPMP or Amendatory APP	Procurement Section	
4. Justification/s for the need	Provided by end-user	
5. If replacement: PTR of old equipment (evaluated by Biomed Unit, EBMS or MISO)	Biomed Unit, EBMS or MISO	
6. If additional: Evaluation by EBMS or MISO	EBMS or MISO	
7. For Repairs and Maintenance: Pre-Repair Inspection Report	Biomed Unit / Supply Section	
<b>For Other Budget Requests:</b>		
<b>Trainings and Seminars</b>		
1. Basis of costing e.g. quotation, invitation, proposal	Provided by end-user	
2. List of participants	Provided by end-user	
3. Recommendation	Personnel Development Committee (PDC)	
<b>Other Special Activities</b>		
1. Basis of costing e.g. quotation, invitation, proposal	Provided by end-user	



2. List of participants	Provided by end-user
3. Budget Proposal / Program of Expenditures (with detailed costing)	Provided by end-user
<b>Personnel Complement</b>	
1. Approval	Office of the Director
2. Justifications	Provided by end-user
3. Time and Motion Study	Provided by end-user
<b>Consultancy Services</b>	
1. Proposal/Quotation	Provided by end-user
2. Consultant's Profile	Provided by end-user
<b>Outsourcing Services and Job Orders</b>	
1. Detailed proposal from end-user	Provided by end-user
2. Quotations from 1 to 3 suppliers/Market Research	Provided by end-user
3. Justification	Provided by end-user

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the funding requests to Budget Section for evaluation	Receipt and recording of funding request	None	1 minute	Admin Asst. II (Regular)
	Verification as to availability of allotment (GAA)	None	2 minutes	Admin Asst. II (Regular)
	If available (GAA), review, evaluation and earmark of request and preparation of Funding Recommendation Form (FRF)	None	10 minutes	Admin Officer II
	Sign Funding Recommendation Form (FRF) charged to GAA	None	3 minutes	Chief, Budget Section



	Fund			
	Forward the documents with the FRF to the Chief, FMD for endorsement to Procurement Section	None	2 minutes	Admin Asst. II (COS)
2. Procurement Section receives the documents with the FRF	Forward the documents with the endorsed FRF to Procurement Section	None	3 minutes	Admin Asst. II (COS)
	If allotment (GAA) is not available, re-direct to other fund sources	None		Admin Asst. II (Regular)
	If budget (other fund sources) is available, review, evaluation and earmark of request and preparation of Funding Recommendation Form (FRF)	None	10 minutes	Admin Officer II
	Sign Funding Recommendation Form (FRF) charged to Other Funds	None	3 minutes	Chief, Budget Section
	Forward the documents with the FRF to the Chief, FMD for endorsement to Procurement Section	None	2 minutes	Admin Asst. II (COS)
3. (Procurement Section receives the documents with the FRF)	Forward the documents with the endorsed FRF to Procurement	None	3 minutes	Admin Asst. II (COS)



	Section			
4. End-user receives the funding requests without action.	If budget (other fund sources) is not available, return the documents to requesting office	None	3 minutes	Admin Asst. II (COS)
<b>TOTAL</b>		Fees to be paid	None	
		Processing Time	<b>42 minutes</b>	





## Inspection of Deliveries of Goods

Process of inspection of deliveries of goods at Supply Section (Warehouse Unit)

<b>Office or Division:</b>	Inspection and Examination Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All business entity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Order – original and photocopy		Procurement Section		
2. Sales Invoice/Delivery Receipt – original and photo		Transacting Business Entity		
3. Inspection and Acceptance Report – original and photocopy		Supply Section (Warehouse Unit)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the items/ goods for inspection.	Inspect the delivery in conformity with all the specifications and quantity indicated in the Approved Purchase Order. Sign the Sales Invoice/Delivery Receipt over printed name and affix date of delivery.	None	30 minutes	Management Section Property Inspector
2. For preparation of Inspection and Acceptance Report	Warehouse Unit to prepare and sign over printed name with date of delivery on the “Acceptance” portion of the IAR.	None	5 minutes	Supply Section (Warehouse Unit)
3. Warehouse Unit to inform Management Inspector for signature of the IAR	Management Section Property Inspector to review and sign over printed name with date of delivery on	None	15 minutes	Management Section Property Inspector



	the "Acceptance" portion of the IAR. (end of transaction).			
<b>TOTAL</b>	Fees to be paid	<i>None</i>		
	Processing Time	<b>50 minutes</b>		



## Processing and Approval of Documents and Other Correspondence

Process on the facilitation of incoming and outgoing of documents at the Financial and Management Division/ Other Administrative Offices

<b>Office or Division:</b>	Financial Management Division/ Other Administrative Offices			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Government			
<b>Who may avail:</b>	Govt./Private office/Various department offices of VMMC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Tracking Sheet		Office/ Unit of origin		
2. Reference Slip		Office/ Unit of origin		
3. Attached documents consisting of incoming communications such as reports, appointments, transmittal letter and endorsement etc.		Office/ Unit of origin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving of document	Receives the incoming document	None	2 minutes	Administrative Aide  Assigned Personnel
2. Encoding of document	Inputs all details and assign internal control number as indicated in the electronic logbook/ logbook and forwards to Supervisor/ Assistant Chief for review	None	5 minutes	Administrative Aide
3. Review of document	Review of document by Supervisor/ Assistant Chief prior to approval/signature of the Chief of	None	5 minutes	Supervising Administrative Officer



	Office			
4. Comment/Approval/Signature of document	Comment, approval and sign of documents by C, FMD	None	5 minutes	Chief Administrative Officer
5. Transmittal of the document to office concern/originating office	Forwarding of document to office concerned/ originating office as endorsed by the Chief	None	10 minutes	Administrative Aide
<b>TOTAL</b>		Fees to be paid	<i>None</i>	
		Processing Time	<b>27 minutes</b>	



## Processing of Application for Hiring

Facilitation of acceptance and processing of application for hiring in this institution

<b>Office or Division:</b>	Personnel Transaction Unit - Human Resource Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All applicants (Employees and Walk-in)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Diploma (College/High School)</li> <li>2. Transcript of Record</li> <li>3. PRC ID or CSC Eligibility</li> <li>4. Board Rating</li> <li>5. Board Certificate</li> <li>6. Certificate of Trainings and seminars</li> <li>7. (2) pieces 2x2 picture or passport size</li> <li>8. RESUME or CV</li> <li>9. Personal Data Sheet</li> <li>10. Certificate of Internship/Residency/Fellowship</li> <li>11. Certificate Diplomate/Fellow</li> <li>12. Cedula</li> <li>13. IPCR (2 rating period – for promotion only)</li> </ol>		Personnel Transaction Unit – Human Resource Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File application and submit requirements.	Received the required documents verify/check for completeness then issue application form	None	20 minutes	PTU Staff
2. Proceed/Refer for interview and evaluation to office concerned.	End-user will conduct its qualifying exam and evaluation	None	7 working days	End-user / Office Concerned
3. For schedule of psychological examination	HRS schedule applicants to psychological examination	PHP 130.00 (For Paramedical /Medical position)	30 minutes	Psychologist Department of Psychiatry



		PHP 120.00 (For Admin Position)		
4. Department of Psychiatry will forward the result to HRS.	Record and file result of Psychological Examination	None	10 working days	PTU Staff
5. Forward result and evaluation of Psychological examination to end-user for appropriate action.	End-user will recommend applicants who passed the psychological examination	None	7 working days	End-user/Office Concerned
6. Recommendation will be forwarded thru channels for schedule of Selection Board Committee deliberation	HRS inform the concerned applicants regarding schedule of deliberation	None	1-21 working days	PTU Staff / Administrative Officer II
7. (For Resident/Fellow Trainee) Recommendation will be forwarded to CMPS for schedule of Credentials on Continuing Medical Education Meeting then forwarded to HRS for schedule of deliberation	HRS inform the concerned applicants for schedule of deliberation	None	<i>Conducted every 4<sup>th</sup> Thursday of the Month (HRMPSB)</i>  <i>PSB – every 4<sup>th</sup> Thursday of the Month</i>  <i>CCME – every 1<sup>st</sup> Monday of the Month</i>	PTU Staff / Administrative Officer II
8. Prepares Minutes of the Meeting, Board Resolution and Endorsement of	(for SG 18 and above) HRS will submit the endorsement to	None	30 working days	HRS / HRMPSB Secretary



the proposed appointee.	DND for approval			
9. DND will forward the approved in Principle to HRS (for SG 18 and above)	HRS inform the End-user concerning the approved in Principle	None	2 working days	PTU Staff/Admin Officer
10. Inform applicants who considered for the position and shall be informed for Physical Examination	Call and inform applicants for Physical Examination	None	1 working day	PTU Staff
11. Proceed to OPD Employees Clinic for Physical Examination	HRS issue Physical Examination Form	None	1 working day	PTU Staff
12. Submit approved PE and other requirements to HRS	Received/check the completeness of requirements	None	1 working day	Applicants/PTU Staff
13. Processed appointment of the proposed appointee thru proper channels (for SG 1-17)	HRS submit the appointment for approval	None	14 working days	Director
14. Processed/Sub mit appointment to DND for approval	HRS forward the appointment for approval	None	15 working days	DND
15. DND forward the approved appointment	HRS inform the concern office	None	1 working day	HRS
<b>TOTAL</b>		Fees to be paid	PHP 130.00 <i>(For Paramedical/Medical position)</i>  PHP 120.00 <i>(For Admin Position)</i>	
		Processing Time	<b>110 working days 50 minutes</b>	



## Review and Evaluation of Vouchers, Purchase Orders, Payrolls and Contracts for Funding

Process on the review and evaluation of vouchers, purchase orders, payrolls and contracts for funding

<b>Office or Division:</b>	Budget Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Government	
<b>Who may avail:</b>	Govt./Private Office/Various Department Offices of VMMC	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Purchase Orders (Charged to GAA)</b>		
1. Obligation Request (2 copies both for those included in the APP and not)	Budget Section	
2. Funding Recommendation Form (1 copy)- Not included in APP		
<b>For Purchase Orders (Charged to Other Funds)</b>		
1. Budget Utilization Request (2 copies both for those included in the POE and not)		
2. Funding Recommendation Form (1 copy)- Not included in POE		
<b>For Disbursement Vouchers, Payrolls and Contracts (Charged to GAA)</b>		
1. Obligation Request (2 copies)		
<b>For Disbursement Vouchers, Payrolls and Contracts (Charged to Other Funds)</b>		
1. Budget Utilization Request (2 copies)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the documents to Budget Section for review and evaluation	Receipt of ORS/BURS and supporting documents	None	1 minute	Admin Asst. II (Regular) / BURS - Admin Asst. II (COS)
	Verification as to completeness of documents and recording of ORS/BURS in the logbook	None	4 minutes	Admin Asst. II (Regular) / BURS - Admin Asst. II (COS)





	Verification as to availability of budget	None	2 minutes	Admin Asst. II (Regular) / BURS - Admin Asst. II (COS)
	Assigning control number, review of the ORS/BURS and its SDs and recording of obligations in the RAOD/RBUD	None	3 minutes	Admin Asst. II (Regular) / BURS - Admin Asst. II (COS)
	Review of processed ORS/BURS and its supporting documents	None	4 minutes	ORS - Admin Officer II/ BURS - Admin Officer II
	Certification of the ORS/BURS as to availability of budget	None	3 minutes	Chief/Asst. Chief, Budget Section
2. AS receives the reviewed documents for processing	Forward the certified ORS/BURS to Accounting Section and retain original copy of the ORS/BURS	None	3 minutes	ORS - Admin Asst. II (Regular) / BURS - Admin Asst. II (COS)
<b>TOTAL</b>		Fees to be paid	<i>None</i>	
		Processing Time	<b>20 minutes</b>	



## Submission of Mandatory Requirements

Institutionalized the Quality Management System in VMMC and has mandated all departments and offices to effect actual improvements in public governance in recognition of the International Organization for Standardization (ISO) 9000 series which ensures consistency of products and services through quality processes.

<b>Office or Division:</b>	Quality Assurance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	All VMMC offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Tracking Sheet		Office/ Unit of origin		
2. Reference Slip		Office/ Unit of origin		
3. Attached documents/ reports		Office/ Unit of origin		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives the document	Offices submits required documents, and checks completeness of the aforementioned	None	10 minutes	QAU Staff
2. Checking of the submitted documents	Recording of submitted document and appropriately registers to the master list	None	1 working day	Document / Records Controller
3. Verification of the submitted documents	Thoroughly reviews submitted documents and approves if without revision	None	1 working day	QMR
<b>TOTAL</b>		Fees to be paid	None	
		Processing Time	<b>2 working days 10 minutes</b>	



## Website Posting

Process of posting of information, announcement, and other related correspondence to the institution website

<b>Office or Division:</b>	Management Information Systems Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Various Departments/Sections/Offices of VMMC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for posting (Reference Slip-RS)		Concerned office		
2. File copy of the document to be posted		Concerned office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting Office forwards RS with attached documents or email the softcopy to MISO email account for website posting	Receives the RS or call from the Requesting Office informing that a softcopy is emailed to MISO account	None	5 minutes	Requesting Office
2. Admin Staff checks the document and forwards to OIC/Designated staff for countersigning	Checking of documents	None	5 minutes	Admin Staff
3. Technical Staff checks and posts the documents in the VMMC website	Posting of documents	None	10 minutes	Technical Staff assigned
4. Technical Staff generates Certification	Generation of Certification report	None	5 minutes	Technical Staff assigned



report as proof that it was posted and this is to be submitted to the requesting office				
5. Certification signing and forwarding to the requesting office	Signing of Certification report and returning the copy to Requesting Office	None	2 minutes	Technical Staff/Admin Staff and OIC, MISO
6. To file a reference copy of the posted document	Filing of copy for reference	None	3 minutes	Admin Staff
<b>TOTAL</b>		Fees to be paid	<i>None</i>	
		Processing Time	<b>30 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance &amp; Complaints Desk (PACD)</p> <p>Contact info: 8927-64-26 to 41 local 1340/1272 or veteransmed@gmail.com</p>
How feedbacks are processed	<p>Everyday, the Public Assistance &amp; Complaints Desk (PACD) Officer of the Day opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 8927-64-26 to 41 local 1340/1272</p>
How to file a complaint	<p>Client files a written complaint at the Public Assistance and Complaint Desk (PACD). Client files email complaint from agency.8888.gov.ph or ARTA complaint and logs the document.</p>
How complaints are processed	<p>Upon evaluation, the Bilis Aksyon Partner shall start evaluating the complaint and forward the said complaint to the concerned office for their explanation. The Bilis Aksyon Partner will prepare a reply after receiving the explanation of the concerned office and shall submit it to the Head of Agency for appropriate action. The Bilis Aksyon Partner will furnish the client the reply.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: : 8927-64-26 to 41 local 1340/1272</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA:veteransmed@gmail.com -</p> <p>ARTA 8927-64-26 to 45 at local 1272/1340</p>



	PCC: 8888 CCB: 0916-706-6847
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## LIST OF OFFICES

Office	Address	Contact Information
<b>Administrative Division</b>	Ground Flr. Main Bldg	927-6426 loc. 1272/1340
<b>Department of Family Medicine and Out-Patient Services, Medical Ambulatory Care Clinics</b>	Ground Flr., DFM-OPS	927-6426 loc.1452
<b>Dietetic Service -Nutrition Clinic</b>	Ground Flr., DFM-OPS	927-6426 loc. 1465
<b>CT Scan Sub- section, Department of Radiology and Radiotherapy</b>	2nd Flr., Main Bldg.	927-6426 loc. 2555
<b>MRI Sub- section, Department of Radiology and Radiotherapy</b>	Ground Flr., Main Bldg.	927-6426 loc. 1431
<b>Ultrasound Sub- section, Department of Radiology and Radiotherapy</b>	2nd Flr., Main Bldg	927-6426 loc. 1459
<b>X- Ray Sub- section, Department of Radiology and Radiotherapy</b>	2nd Flr., Main Bldg	927-6426 loc. 1341
<b>Main Pharmacy Service</b>	Ground Flr. Main Bldg	927-6426 loc. 1492
<b>Dental Service / General, Medical and Surgical Section, Pulmo Section and Out Patient Section</b>	Ground Flr., DFM-OPS	927-6426 loc. 1456/1491/1247/1456
<b>Management Information Systems Office</b>	Ground Flr. Main Bldg	927-6426 loc. 1396
<b>Quality Assurance Unit</b>	2nd Flr, Main Bldg.	927-6426 loc. 1253