

# SAN JUAN MEDICAL CENTER

## MEDICAL ASSISTANCE FOR OUT PATIENT

<b>Office or Division:</b>	San Juan Medical Center
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	All SJMC Service Out Patient
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Radiology/ Pulmonary/ Ultrasound/ Laboratory Charges: -Diagnostic Procedure Request with amount (1) -Certificate of Indigence (1) -Valid ID of patient (photocopy) (1) -Valid ID of patient's relative (photocopy) (1) -Medical Social Service (MSS) Referral (1)	SJMC Departments of Radiology/ Pulmonary/ Ultrasound/ Laboratory Barangay Office  SJMC Medical Social Services
Medication (OPD/ IN PATIENT) -Doctor's Prescription (1) -Medical Certificate (1) -Certificate of Indigence (1) -Patient's Valid ID (photocopy) (1) -Valid ID of Patient's Relative (photocopy) (1) -Medical Social Service (MSS) Referral (1)	Attending Physician Barangay Office  SJMC Medical Social Services
Emergency Room Charges -ER charges (1) -Medical Certificate (1) -Certificate of Indigence (1) -Valid ID of Patient (photocopy) (1) -Valid ID of Patient's Relative (photocopy) (1) -Medical Social Service (MSS) Referral (1)	Emergency Room Officer/ Attending Physician  Barangay Office  SJMC Medical Social Services

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient directly seek medical social service along with the MSS Form No.1	Accomplish MSS Form No.1 and submits to the MSS	None	5 minutes	OPD/ ER Nurse or Attending Physician
2.Provides necessary information to Medical Social Worker	Prepare MSS referral to partner agencies/ LGU for medical/ financial assistance	None	15 minutes	MSS Personnel
3. Submit the referral form to concerned agency for approval	Process the medical assistance for patient/ relative	None	45 minutes	PAC, DSWD-NCR, PCSO
4. Directly verify to billing section the status of their request for medical assistance	Receive the recommendation of the approved referral for medical assistance and forwards to Billing Section	None	20 minutes	Medical Social Worker
<b>END OF TRANSACTION</b>				
<b>TOTAL PROCESSING TIME: 1 hour 35 minutes</b>				