



SCHOOL OF MIDWIFERY CITIZEN'S CHARTER

DISCHARGING PROCESS OF MMBC PATIENT

SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Sunday 24 hours

STEP	ACTIVITIES	FEE	FORM	DOCUMENTARY REQUIREMENT	MAXIMUM TIME	RESPONSIBLE EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION AND ACCEPTABLE REASONS
1	Wait for the Nurse/ Midwife to inform you that the patient can be discharged already. Wait for the Discharge Summary or Philhealth Availment and Philhealth Form CF2 with final diagnosis.	None	Discharge Summary; Philhealth Availment and Philhealth Form CF2 with final diagnosis (if applicable)	None	5 minutes	Nurse/ Midwife	-
2	Go to the Billing and Claims Section to present the documents needed to process the bill.	None	Statement of Account	If with Philhealth: Philhealth Availment and Philhealth Form CF2 with final diagnosis If with no Philhealth: Discharge Summary; MSWD Service Card; Referral to Medical Team; Notice of Counterpart (if any)	35 minutes	Billing staff	30 minutes
3	Proceed to the Cashier if there is a bill to settle. Pay the appropriate amount.	Depends on the bill	Official Receipt	Statement of Account and Notice of Counterpart (if any)	5 minutes	Cashier	5 minutes depending on the queue
4	Go back to the Midwife-Managed Birthing Center (MMBC) to submit the Philhealth availment with stamp, and Statement of Account to the Nurse/Midwife. Present also the Official Receipt (if any).	None	None	Philhealth Availment with stamp; Statement of Account; Official Receipt (if any)	2 minutes	Nurse/ Midwife	3 minutes
5	Wait for the Nurse/Midwife to give discharge instructions, and have the patient change and return the hospital gown. He/She will ask the patient and relative/companion to sign in the chart and Tagubilin.	None	Patient's Chart; Tagubilin	Valid ID of patient's relative/companion	15 minutes	Nurse/ Midwife	-
6	Wait for the Nurse/Midwife to give the Gate Pass and Discharge Summary.	None	Gate Pass; Discharge Summary	None	2 minutes	Nurse/ Midwife	-
7	Upon going out of the hospital, present the Gate Pass to the Security Guard.	None	None	Gate Pass	2 minutes	Security Guard	-

Submitted by:

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Midwifery School Principal II

Approved by:

ESMERALDO T. ILEM, MD

Medical Center Chief II