



Billing and Claims Section
CITIZEN'S CHARTER
PROCEDURE IN OBTAINING STATEMENT OF ACCOUNT

Services Provided to: In-Patients and Out-Patients

Days/Hours: Monday – Sunday 8:00 a.m. – 7:00 p.m. (NO NOON BREAK)

Duration: 25 minutes

Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PHP	Person in Charge Position, Unit/ Division
Availment of Statement of Account	In-Patients, Out-Patients for BTL and Biopsy	Discharge Summary/ CF2, CF3 and Certification of Philhealth Availment (for Philhealth member)	1. Present the necessary documentary requirements, get a queuing number and wait for the number to be called.	15 minutes	None	Billing and Claims Staff
		Statement of Account	2. Claim the Statement of Account once the queuing number is called. For regular Philhealth member or Non-Philhealth member , proceed to Cash Operations Department to pay the bill. For No Balance Billing , proceed Medical Social Work Department (MSWD) for the monetary counterpart.	3 minutes	None	Billing and Claims Staff
		Certification of Philhealth Availment and/or Statement of Account	3. Go back to the Billing Section for the stamping of 'CLEARED' on the Certification of PhilHealth Availment and/or Statement of Account.	2 minutes	None	Billing and Claims Staff
		Customer Satisfaction Survey Form	4. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Billing and Claims Staff
END OF TRANSACTION						