



Republic of the Philippines
Department of Health
DR. JOSE FABELLA MEMORIAL HOSPITAL
Lope de Vega St., Sta. Cruz, Manila
Telephone Nos.: 734-5561 to 65; 733-8536 to 44



Cash Operations Department
CITIZEN'S CHARTER
PROCEDURE IN SETTLEMENT OF ACCOUNT

Services Provided to: Patients, Student Midwives, Clients and Stakeholders

Days/Hours: Main Hospital: Monday – Sunday, 24 hours (NO NOON BREAK)

OPD: Monday – Friday 7:00 a.m. – 4:00 p.m. (NO NOON BREAK)

Duration: 20 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
Settlement of Account in the Hospital	Patients, relatives of patients, students, clients and stakeholders	Statement of Account (SOA), Order of Payment, Registration Form	1. Proceed to Window I and present the documentary requirements for verification.	5 minutes	None	Cashier on Duty
		None	2. Pay the amount stated on the presented document.	5 minutes	None	Cashier on Duty
		Official Receipt	3. Claim/Accept the Official Receipt.	5 minutes	None	Cashier on Duty
		Customer Satisfaction Survey Form	4. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Cashier on Duty
END OF TRANSACTION						