



Medical Social Work Department
CITIZEN'S CHARTER
PROCESS OF ENROLMENT TO POINT OF SERVICE

Services Provided to: Patients without/in active Philhealth membership

Days/Hours: Sunday - Saturday 8:00 a.m. – 5:00 p.m. (NO NOON BREAK)

Duration: 5 minutes – 1 hour (depending on the issue)

Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PhP	Person in Charge Position, Unit/Division
Original and 1 photo copy of: 1. Patient's birth Certificate or 2. Two (2) valid Identification -SSS ID -GSIS ID -Pag-ibig ID -Voters ID -Postal ID -Barangay ID -Passport -NBI Clearance -Police Clearance -Baptismal Certificate -School Record for minor patient	1. Submit documentary requirements and wait for the Medical Social Worker/Social Welfare Assistant to verify the patients information	20 mins.	None	Medical Social Worker/ Social Welfare Assistant
	2. If no discrepancy on patients information, accomplish and submit Philhealth Member Registration Form (PMRF) to Medical Social Worker/Social Welfare Assistant If there is a discrepancy on patient's information, relative will be referred to Health Information Management Department (HIMD) for necessary correction and will be returned to Medical Social Work Department (MSWD) office after correction. Patient will accomplish and submit Philhealth Member Registration Form (PMRF)	15 mins.	None	Medical Social Worker/ Social Welfare Assistant Health Information and Management Department Office
	3. Wait while the submitted PMRF are being reviewed and have it photocopied	10 mins.	None	Medical Social Worker/ Social Welfare Assistant
	4. Wait for the Medical Social Worker/Social Welfare Assistant to issue MSWD service card and Hospital Sponsored Member (HSM) notification	10 mins.	None	Medical Social Worker/ Social Welfare Assistant
	5. Accomplish Patients Satisfaction Survey	7 mins.	None	Social Welfare Assistant
	6. Go to the next concerned office	1 min	None	Philhealth Office
END OF TRANSACTION				