



Medical Social Work Department
CITIZEN'S CHARTER
PROCESS OF PCSO/DOH-MAIP FINANCIAL MEDICAL ASSISTANCE

Services Provided to: Patients with Hospital Bill

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. Hospital Bill 2. Medical Abstract 3. One (1) Valid Identification of the applicant -SSS ID -GSIS ID -Pag-ibig ID -Voters ID -Postal ID -Barangay ID -Passport -NBI Clearance -Police Clearance -Baptismal Certificate	1. Submit MSWD service card and documentary requirements. Wait for the retrieval of patients record		None	Medical Social Worker
	2. The Medical Social Worker will a. Explain PCSO application process. The relative and the Medical Social Worker will sign the Patient Worker Agreement Form while waiting for the PCSO approved transmittal. b. Explain DOH-MAIP application process and wait for the endorsement of DOH – Public Assistance Unit.	3 to 6 hrs.	None	Medical Social Worker
	3. The relative will sign in the Assessment Tool after provision of assistance	1 min.	None	Medical Social Worker
	4. Accomplish Patients Satisfaction Survey	10 mins.	None	Social Welfare Assistant
	5. Submit Hospital Bill with stamp to Billing and Claims Office	2 mins.	None	Billing and Claims Office
END OF TRANSACTION				