



CITIZEN'S CHARTER GUIDE PHILHEALTH SECTION

Frontline Service		Availment of Philhealth Benefits		
Description of Service		The Pasig City Children's Hospital ensures that all Philhealth members and their dependents can avail of their privileges.		
Clients/Who may avail of the service		Members and dependents with updated Philhealth membership		
Requirements		Comply, Accomplished MDR, PMRF, PBEF, CSF, CF2 (case to case basis) Philhealth ID or any valid ID		
Schedule of Availability of Service		MONDAYS TO SUNDAYS & HOLIDAYS 24 Hours Service		
Fees		None		
Total/Maximum Duration of Process		15-20 minutes		
CLIENT STEP (HAKBANG)	LGU ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
Verify Philhealth Membership (Patient Information Received from CESU/ER/OPD/Lab <i>Pagbeberipika ng Philhealth pagkakasapi hango sa inpormasyon ng pasyente galing ng CESU/ER/OPD/LAB</i>	<ul style="list-style-type: none"> Required necessary forms/ Documents like PMRF, Birth Certificate, Marriage Certificate, Valid ID 	Philhealth Staff: Bonifacia Perez/ Janice Ladera/ Realyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/ John Christopher Espedido Jr. PCCH-OPD Nurse: John Dean Macasaet/ Irish Jocelle Javier/ Mary Grace Bepinoso Medical technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl	PCCH – Childs Hope City Epidemiology Surveillance Unit	5 minutes



		Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bhis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christne Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano		
		CESU		
Evaluate Documents and Processed Deduction to (NON PHILHEALTH for Registration) <i>(Pagpuproseso ng dokumento at Pagpapatala sa WALANG PHILHEALTH)</i>	Philhealth Staff	Philhealth Staff: Bonifacia Perez/ Janice Ladera/ Realyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/ John Christopher Espedido Jr.		2 minutes
Signing of Documents <i>(Pagpapapirma ng mga dokumento)</i>	Philhealth Member	Philhealth Staff: Bonifacia Perez/ Janice Ladera/ Realyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/	Guard Station Ground Floor, Pasig City Children's Hospital	



<p>Payments to Cashier for remaining Balance</p> <p><i>(Magbayad sa Kahera sa natitirang balanse)</i></p>	<p>NO Payments</p> <p><i>(NO Balance Billing to INDIGENT/ COVID INPATIENT/ Patient)</i></p>	<p>John Christopher Espedido Jr.</p> <p>Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier</p>	<p>Cashier Section, One-Stop Shop Ground Floor, Pasig City Children's Hospital</p>	<p>2 minutes</p>
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NOTE: ANG ORAS NG PAGHIHINTAY AY NADEPENDE SA DAMI NG PASYENTE