



**FINANCE SERVICE - BILLING SECTION
ISSUANCE OF STATEMENT OF ACCOUNT (SOA)**

CITIZEN'S CHARTER SERVICE GUIDE

Frontline Service	Issuance of Statement of Account
Description of Service	This service provides on how the patient's relative can secure Statement of Account a report charges during the course of stay in the hospital.
Classification	Simple
Type of Transaction	Government to Citizens / Government to Government
Clients/Who may avail of the service	Admitted, Emergency and Elective Operation patients
Requirements	May-Go-Home/Discharge Order/ER Tickler/PWD ID/Senior ID
Schedule of Availability of Service	MONDAYS TO SUNDAYS 24hrs Service
Fees	Based on Statement of Account
Total/Maximum Duration of Process	15 - 20 minuto kada transaksyon

HAKBANG	HAKBANG NG KLIYENTE	AKTIBIDAD NG OPISINA / YUNIT	EMPLEYADONG NAMAMAHALA	LOKASYON NG OPSINA	ITATAGAL NG GAWAIN
1	Wait for a call from the Nurse on Duty in the ward who will say that you can go to the Billing Section or give a tickler from the ER and OR and hand it to the Billing Clerk. (if having PWD and Senior ID present it immediately)	Upon receiving a call from the Home Nurse or receiving a tickler from the patient's relative, the patient's bill will be processed and a discount will be applied if applicable.	Billing Clerk	Billing Section	10 minutes
2	Wait for the Billing Clerk to call for the documents to be signed.	The bill will be recorded, explaining the totality of the bill and who and where the bill must be signed.	Billing Clerk	Billing Section	3 minutes
3	Return the signed bill to the Billing Section and wait for the philhealth process and other necessary documents to be signed.	Submit to philhealth for reduction process if applicable.	Philhealth Clerk	Philhealth Section	c/o philhealth
4	Wait for clearance and next step.	4.1 Give a copy of the bill and discharge clearance if no balance. 4.2 Inform the remaining balance and head to the cashier.	Billing Clerk	Billing Section	2 minutes