

## MEDICAL SOCIAL SERVICE SECTION – PROCEDURES FOR SERVICE CUSTOMERS

The Medical social worker will evaluate, determine their needs, and put into action plan to make sure their needs are being met; to ensure that patient's welfare is protected and to make sure that patients are discharged at appropriate time to keep cost down. Pasig residence patient will be given appropriate discount based on Ordinance No. 17.

<b>Office or Division:</b>	MEDICAL SOCIAL SERVICE SECTION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Patients who are Pasiguenos

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card validating relationship to patients and proof of residency if Pasig resident	Barangay Affairs Office ( BAO)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Patient / Patient's Relative or Companion will proceed to Social Service Section for assistance.	Wait the client to be called	None	1 minute	Patient / Patient's Relative / Companion
2	Interview patient / relative	The social worker will interview the patient/ relative	None	15-20 minutes	Medical social Worker
3	Classifies patients based on Ordinance No. 17 series of 2000 <ul style="list-style-type: none"> <li>• If Indigent, motivates the patient to share</li> <li>• Sign order of payment as discounted</li> </ul> ***If doctor's order is urgently needed <ul style="list-style-type: none"> <li>A. Sign as free as per evaluation</li> <li>B. Sign as payment upon</li> </ul>	The social worker gives appropriate discount base on his/her assessment	none	10 minutes	Medical social Worker

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	discharge C. Sign as payment upon with partial payment  <ul style="list-style-type: none"> <li>Refer / tap resources for other needs of patient</li> </ul>				
4	After discounting, patient / relative will proceed to cashier for payment	The patient/ relative will proceed to cashier section for payment	none	1 minute	Cashier Patient/ relative
5	Advise the patient / relative or companion to go to the next concerned office.	The social worker on duty will advise the client for the next step	None	2 minutes	Medical Social Worker
6	Processing of Inter-Agency Referrals (Dialogue/Orientation/Preparation of Documents) if needed	The social worker will process the need requirements for referrals	None	15-30 minutes	Medical Social Worker
TOTAL:					

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedback is processed	
How to file a complaint	
How complaints are processed	
Contact Information	