



Republic of the Philippines  
City of Lapu-Lapu, 6015  
**STA. ROSA COMMUNITY HOSPITAL**  
(Philhealth- Accredited)  
Tel No. 09102818270



## CITIZEN'S CHARTER

*Core Values: Love, Service and Compassion.*

*Vision: Center of Quality and Excellent Services  
in the entire City of Lapu-Lapu.*

*Mission: Provider of Equitable, Accessible,  
Effective, Efficient, Safe and Quality Holistic  
Care for all.*

*Goals & Objectives: Better health outcomes,  
Responsive Health Care System and Financial  
Risk Protection for the less fortunate ones.*

*Facility Category: Level 1 - Lapu-Lapu City  
Government, Department of Health (DOH) and  
Philhealth Insurance Corporation.*

**“Kay sa SRCH-Olango, De-kalidad, Epektibo,  
Episyente, ug Komprehensibo nga Pag-atiman ang  
Panerbisyo”.**



# CITIZEN'S CHARTER

## A. EMERGENCY DEPARTMENT

### A.1. EMERGENCY DEPARTMENT – Medical Cases



**WHO MAY AVAIL OF SERVICES:**

1. Patient/patients whose medical condition needs an immediate medical attention.



**REQUIREMENTS:**

1. Filled-up Registration data sheet.
2. Philhealth ID/MDR.
3. Doctor's referral/admitting orders.



**FEES/CHARGES:**

See schedule of fees available at the billing section.



**SCHEDULE OF SERVICE AVAILABILITY:**

24/7 Service



**HOW TO AVAIL OF THE SERVICE:**

A.

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1.	Seek medical attention (Emergency, obstetrics/gynecology, and trauma cases)	Get information, determine patients' medical problem, take vital signs and rep to resident on duty.	<10 min.	Triage Officer/Information Desk In-Charged E.R. Nurses/Nursing Attendants on duty
		Evaluates patient and	<25 min.	Medical Officer on duty



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		makes medical orders.		
2.	Sign consent for treatment and care for admissible cases and waiver for refusal for admission.	Carry out doctors written orders and secure consent to care.	<25 min.	E.R. Nurse/Nurses on duty
		Dispense medicines and medical supplies.	<20	Pharmacist on duty
		Administer medications, laboratories taken and prepare patient for transfer to ward.	<25 min.	E.R. Nurse/Nurses on duty
		Endorse patient to Ward Nurse on Duty	<10 min.	E.R. Nurse on duty

### A.2. EMERGENCY DEPARTMENT – Medico-Legal Cases



**WHO MAY AVAIL OF SERVICES:**  
 1. Medico-legal cases within 24 hrs.



**REQUIREMENTS:**  
 1. Filled-up Registration data sheet.



**FEES/CHARGES (With Discount)**

- PWD
- Senior Citizens
- Indigents (W/Certificate of Indigency)
- Persons Deprived of Liberty (PDL) - Free
- Sponsored (4P's)
- Kasambahay



**SCHEDULE OF SERVICE AVAILABILITY:**  
 8:00 AM – 5:00PM, Monday to Friday except holidays.  
 For PDL 24/7 service.



**HOW TO AVAIL OF THE SERVICE:**



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**B.**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1.	Seek medical attention.	Get information, determine patients' medical problem, take vital signs and rep to resident on duty.	<10 min.	✚ E.R. Nurses/Nursing Attendants on duty
		Evaluates patient and makes medical orders. Issue order of payment.		
2.	Proceed to Billing for payment	Issue Official Receipt (OR)	<10 min.	✚ Cashier
3.	Present Official Receipt and claim medical certificate except for PDL	Issue and release medical certification	Within 1 day	✚ Medical record section personnel

**Note:**

1. For patient who needs to be referred to another medical facility or to a higher center, the Medical Officer and Nurse on duty will facilitate the referral for transfer and must observe the protocol for referring patient.
2. For medico-legal cases, the NOD or the SGOD will immediately inform the police authority and document the necessary data regarding the case.
3. Whenever the OPD is no longer serving after 5:00 PM for walk-in patient who seeks consultation, the Emergency Room will serve as the avenue for such service. However, the triage procedure must be followed through wherein patient who needs immediate medical attention must be served first.
4. Patient who is seen and examined in the E.R., prescribed with medication and discharged improve by the Medical Officer on Duty would then be charged for the services incurred.
5. Walk-in patients who are scheduled for a medical procedure would follow the aforementioned steps and must show their doctors written orders for admission.



# CITIZEN'S CHARTER

## A. WARD SERVICES



### WHO MAY AVAIL OF SERVICES:

1. Patient/patients who are admitted.



### REQUIREMENTS:

None



### FEES/CHARGES:

See schedule of fees available at the billing section.



### SCHEDULE OF SERVICE AVAILABILITY:

24/7 Service



### HOW TO AVAIL OF THE SERVICE:

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1.	Cooperates and follow medical orders and ward policies.	Properly attend to patients' medical concerns.	<10 min.	➦ Ward Nurses/Nursing Attendants on duty
		Do the regular ward rounds to assess and evaluates patient status.	<10 min.	➦ Medical Officer on duty
		Review orders and make changes as necessary.	<15 min.	➦ Medical Officer on Duty
		Carry out doctor's order, follow up Requested laboratory and results and administer medications on time.	<25 min.	➦ Ward Nurse/Nurses on duty
		Dispense medicines and medical supplies.	<20 min.	➦ Pharmacist on duty
		Provide the prescribed dietary regimen on time.	<15 min	➦ Dietary Department
2.	Wait for the doctor's discharge orders or may request to be discharge.	Prepares patient for discharge, explain and instruct clearly the discharge orders which includes the home medications and schedule for follow up check-up.	<25 min.	➦ Medical Officer and Ward Nurse on duty



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3.	Proceed to Billing for payment.	Accept payment and issue Official Receipt and clearance	<20 min.	✚ Billing/Cashier
4.	Present to clearance to Ward Nurse and Guard on Duty	Accept clearance and release patient.	<10 min	✚ Nurse and Guard on Duty

**Note:**

**If and when the patient has not yet enrolled in Philhealth, the hospital personnel who is in charge of processing the POINT OF SERVICE would be the one to process such claim with the premise that necessary documents must be provided by the patient or by the significant others.**



## CITIZEN'S CHARTER

### B. OUT-PATIENT SERVICES



**WHO MAY AVAIL OF SERVICES:**

1. Patient/patients who need medical/dental consultation, prenatal check-up, Ophthalmologic and other ancillary services.



**REQUIREMENTS:**

1. Referral from barangay health center if necessary.
2. Preferably with Identification Card.



**FEES/CHARGES:**

See schedule of fees available at the Out-patient Department.



**SCHEDULE OF SERVICE AVAILABILITY:**

1. Monday to Friday at 8:00AM until 5:00PM  
Except Saturdays, Sundays and Holidays.



**HOW TO AVAIL OF THE SERVICE:**

Steps	Follow These Steps		It Will Take You	Please Approach
	Personnel	Client		
1.	Get priority number and approach the receiving officer once the number is called.	Get patient's information, determine patient's medical problem, take vital signs and record data. Submit OPD Patient's Data form for queuing.	<10 min.	🏥 OPD Nurses/Nursing Attendants on duty
2.	Approach the medical officer's/Dentist's table once your name is called.	Thoroughly assess and evaluates patient status. Performs medical examination, procedure, prescribe medications or request for laboratory examinations and advise for	<5min.	🏥 Medical Officer/Ophthalmologist/Dentist on duty.



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		the next visit for follow up check- up.		
		Issue charge slips for laboratory procedures.	<5 min.	✚ Nurse on duty
3.	Proceed to cashier for payment.	Accepts payment and issue Official receipt.	< 10 min	✚ Cashier
4.	Present OR and submit for laboratory work up.	Perform the following: - X-ray/UTZ - Complete blood count and Urine examination - Blood chemistries	1hr 1hr  -within 1 day	✚ Radtech ✚ Medtech  ✚ Medtech
5.	Claim and present results.	Interpret results	<10 min	✚ Medical Officer
		Dispense medicines and medical supplies.	<10 min.	✚ Pharmacist on duty



## CITIZEN'S CHARTER

### C. RECORD'S SECTION



**WHO MAY AVAIL OF SERVICES:**

1. Patient who follow-up for release of pertinent documents (birth certificate, medical certificate, Philhealth claims)
2. Walk-in patients.



**REQUIREMENTS:**

1. Request slip or other prerequisite documents needed for claim.



**FEES/CHARGES:**

See schedule of fees available at the Record's section.



**SCHEDULE OF SERVICE AVAILABILITY:**

From 8:00AM to 5:00PM, Monday to Friday only.



**HOW TO AVAIL OF THE SERVICE:**

Steps	Follow These Steps		It Will Take You	Please Approach
	Client	Personnel		
1.	Approach and present request slip to medical record in charge.	Receive patient's request slip and process the needed documents being asked for.	<10 min.	Medical Records Officer
2.	Proceed to cashier for payment.	Issue official receipt for payment made.	<25 min.	Cashier on duty.
3.	Return to Medical Records section to claim the necessary document and present official receipt.	Release necessary documents, sealed and signed by authorized personnel.	<25	Medical Records Officer.

Preferred by:

**JOEL B. SEMBLANTE, MD, DM-HCM, CFP, RN-MAN,**  
 Chief of Hospital I