



Republic of the Philippines
 Lapu-Lapu City Hospital
 A. Tumalak St., Gun-ob, Lapu-Lapu City 6015
 Cebu, Philippines
 Tel No. (032) 340-0248; (032) 340-0249

LAPU-LAPU CITY HOSPITAL

Service Name:	Assess the financial needs of indigent and financially incapacitated patients to facilitate access to medical assistance				
Office/Division:	Lapu-Lapu City Hospital – Malasakit Center/Medical Social Service Department				
Who May Avail?	All inpatients and outpatients seeking medical attention at Lapu-Lapu City Hospital				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizens				
Checklist of Requirements:			Where to Secure:		
Schedule of Service Availability: Monday – Sunday 6:00 AM – 10:00 PM					
CLIENT STEPS	AGENCY ACTION	NECESSARY FORMS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
IN-PATIENTS / EMERGENCY ROOM PATIENTS' PROCEDURE					
I. PhilHealth Verification	Verifies patient's eligibility	Patient Service Slip & Clinical Cover Sheet	15 minutes	None	PhilHealth Cares (PCARES)
II. POS (Point of Service) Enrollment	Enroll patient to POS for free PhilHealth benefits if found eligible after verification of PCARES.	1. Patient Service Slip 2. Clinical Cover Slip 3. PMRF (PhilHealth Members Registration Form) 4. NSO/PSA of patient 5. (3 copies) Gov't issued ID of patient & Representative 6. Marriage Certificate with Registry number (if applicable)	20 minutes	None	Malasakit Center Staff
III. Assistance for Laboratory/ Diagnostic Procedures and Medicines available in the Hospital.	Verify if test or Medicines are available in the Hospital and pre-approved to charge to bill	Doctors Request / Prescription of Medicines with complete details and Licensed number.	20 minutes	None	Pharmacy Staff/Malasakit Center Staff

<p>IV. Free Medicines for Rose Pharmacy (Only voters of Lapu-Lapu City Hospital are qualified to avail the FREE MEDICINES regardless of if Minor or Adult.)</p>	<p>1. Verify if parents are Lapu-Lapu votes if patient is Minor. 1.2. If patient is an adult, ask the Prescription of the Medicines. 1.3. Instructs patient/representative to verify pharmacy for the availability of medicines. 4. If unavailable, instruct representative to proceed Pharmacy for the ' NOT AVAILABLE' trodat of pharmacy staff, to refer patient/ Representative to ROSE PHARMACY. 5. Intake Interview of patients/ representative and release Guarantee letter address to ROSE Pharmacy.</p>	<p>1. Medical Abstract; 2. Prescription with complete name and signature and Licensed number of requesting Doctor. 3. Photocopy of patients & representative Gov't issued ID</p>	<p>25 minutes</p>	<p>None</p>	<p>Malasakit Center Staff</p>
<p>V. Assistance for non-availability of hospital services-e.g., CT scan, Endoscopy, Colonoscopy, etc.</p>	<p>Refer/ endorse patient to partner agency such (PCSO, DSWD, LGU and private partners)</p>	<p>1. Medical Abstract 2. Photocopy of patients & representative Gov't issued ID. 3. Quotation of the procedure. 4. Referral Letter from Malasakit Center Staff</p>	<p>45 Minutes</p>	<p>None</p>	<p>Malasakit Center Staff</p>
<p>VI. Assistance for Hospital Bill</p>	<p>1.Checks patient Statement of Account if NBB or Not 1.2 For NBB with zero balance, instructs patient/Representative to proceed at Cashier. 1.3 For NBB with excess, collects requirements and release availment slip to present at Cashiers office. 1.4 For Non NBB, and not pregnancy related, released availment slip and bill is cared Off MAIFIP FUNDS. NOTE: (HAMA; MEDICO LEGAL AND OB GYNE CASES WITHOUT COMPLICATION ARE NOT ELIGIBLE FOR MALASAKIT ASSISTANCE.)</p>	<p>1. Statement of Account (Bill) 2. Photocopy of Government issued ID of patient and or Representative. 3. Photocopy of NBB Portal</p>	<p>30 Minutes</p>	<p>None</p>	
TOTAL			2 hours and 35 minutes		
OUT-PATIENT PROCESS FLOW					
CLIENT STEPS	AGENCY ACTION	NECESSARY FORMS	PROCESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE

I. Assistance for Laboratory/ Diagnostic Procedures and Medicines available in the Hospital.	1. Collects Laboratory Request, Radiology Request or Prescription of Medicines along with the charge Slip. 1.2 Gather Patient's details and fill out Medical Assistance Monitoring Form and Certificate of Eligibility. 1.3 Release Availment Slip	1. Doctors Request / Prescription of Medicines with complete details and Licensed number. 2. Photocopy of Gov't issued ID of Patient & Authorized Representative.	45 Minutes	None	Malasakit Center Staff
II. Procurement of Free Medicines thru ROSE PHARMACY	1. Verify if patient is a Senior Citizen and a Lapu-Lapu voter. 1.2 Instructs Patient/ Representative to proceed to LLCH Pharmacy for the availability of Medicines. 1.3 If not available, Refer patient to ROSE PHARMACY	1. Medical Certificate 2. Prescription of Medicines with complete name, signature, licensed number of Physician 3. Photocopy of Senior Citizen ID of Patient or Gov't Issued ID of Representative. 4. Monitoring of Charges for Outsource Services	45 minutes	None	Malasakit Center Staff/ Rose Pharmacy
TOTAL			1 hour and 30 minutes		