

**REGION 1 MEDICAL CENTER
ARELLANO STREET, DAGUPAN CITY
CITIZEN'S CHARTER**

Department / Section / Unit: **PHILHEALTH SECTION**


Schedule of Availability of Service: PHILHEALTH Window: 8:00 - 5:00 pm Mondays to Sundays (Inc. holidays)

| ACTIVITIES | STEPS | WORK FLOW | DURATION | PERSON-IN-CHARGE | Allowable period of extension and acceptable reason |
|---------------------------------|-------|---|---------------|------------------|---|
| Processing of Philhealth claims | 1 | Submit the following document to window for evaluation <ul style="list-style-type: none"> ● Philhealth Form 1 ● Philhealth Form 2 ● Philhealth Form 3 for OPD and 1 day confinement only ● MDR ● Proof of Philhealth contributions ● Birth Certificate [for patient below 21 years old] ● Marriage contract ● Receipts of medicines, laboratories, diagnostic, procedures, supplies | 10-15 minutes | Philhealth clerk | 5 minutes in case of simultaneous arrival of patients |

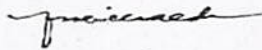
We, the health Workers of Region 1 Medical Center commit to:

- Serve the best Medical Care within our capacity and capability, as you enter our hospital premises,
- Respond to your complaints and commendations about our services promptly and take corrective and appropriate measure. We continue to do the best because you deserve No Less.


Prepared by:


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Reviewed by:


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Medical Center Chief 1