

GREGORIO T. LLUCH MEMORIAL HOSPITAL

Gregorio T. Lluch Memorial Hospital, Quezon Ave. Ext., Pala-o, Iligan City
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Frontline Service : REGISTRATION OF PATIENT TO THE PHILHEALTH POINT OF CARE (POC)

Schedule of Availability of Service: Monday – Friday, 24/7 (24 hours open)

Who May Avail of the Service : In-Patient or Admitted Patient

What are the requirements : Birth Certificate, Certificate of Indigency, Certificate of Residency, Marriage Contract (if applicable) and valid Identification Card (ID)

Duration : 21 mins.

How To Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances	Person-in-Charge	Fees	Form
1	Express intention to apply the indigency program of Philhealth.	Conduct interview and get the client's profile. View the member's name at the Portal.	5 mins.	Social Worker		
2.	Receive the pink tickler with the list of requirements to be submitted. Listen the instructions.	If no record found, issue pink tickler indicating the list of requirements to be submitted. Instruct how to get the required documents.				

How to avail the service - REGISTRATION OF PATIENT TO THE PHILHEALTH POINT OF CARE (POC)

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2	Present the required documents needed.	Receive and evaluate the necessary documents. Intake client's data in the PMRF & CF1.	5 mins.	Social Worker		Philhealth Member Registration Form (PMRF) and Claim Form 1 (CF1)
3	Wait while the data are being verified.	Verify data in the MRF and CF1 in the patient's chart at the Nurse Station.	3 mins.	Social Worker		
4	Secure affidavit (if applicable). Sign in the PMRF & CF1.	If there are discrepancies in the patient's chart, instruct client to secure Affidavit. If there are no discrepancies, require clients to sign in the PMRF & CF1.	3 mins.	Social Worker		
5	Wait while the PMRF & CF1 is being endorsed to the Philhealth Office.	Endorse the PMRF & CF1 to the Philhealth Office.	3 mins.	Social Worker		
6	Claim the NBB green card from the MSWDO.	Issue No Balance Billing (NBB) green card to the patient as proof that client is already enrolled in POC.	2 mins.	Social Worker		
END OF TRANSACTION						