



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Billing Section**  
**CITIZEN'S CHARTER**



**Preparation and Issuance of Statement of Accounts (Patient's Billing Statement)**

**Schedule of Availability of Service**

- Days** : Monday – Sunday, Holidays  
**Hours** : 8:00 am to 10:00 pm  
**Who May Avail of the Service** : Patients for Discharge  
**Documentary Requirements** : Fully Accomplished PMRF - Philhealth Member Registration Form ( if applicable ) and attachments  
 Children - Birth Certificate, Member Data Record (MDR/PBEF)  
 Spouse – Marriage Contract, Member Data Record (MDR/PBEF)  
 Senior Citizen -ID Senior  
 Citizen/PMRF/Certification  
 Government Employees –ID, MDR/PBEF  
 Indigent – Philhealth Certification (Sponsored)  
 Individual Paying Member- O.R. of Monthly/Quarterly Contribution  
 MDR/PBEF  
 Private Employee/ OFW- Certificate of Contribution from Employer  
 MDR/PBEF  
 4 P's –ID, Philhealth Certification (Sponsored)

**Processing Period** : Generation of Statement of Account (SOA) and discharge of Patient's with complete documents within 1 hour

**How to avail of the Service**

Step	Applicant/ Client	Service Process	Duration of Activity	Person In Charge	Fees	Forms
1	Verify Doctor's Order for Discharge	Notifies patients of Doctor's Order , May Go Home Instructions	15 minutes	Nurse on Duty	None	None
2	Receives the Notice of Discharge/Chart from NOD		1 minute	Billing Clerk on Duty	None	None



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3	For Philhealth Patients: Submits Necessary Philhealth Documents	Screens the Completeness of Philhealth Documents and verify at the HIS ( Hospital Information System)	10 minutes	Billing Clerk on Duty	None	CSF, CF2, CF3, MDR or PBEF, and CF4
4	Review Billing Statement	Prepares and Issues Statement of Service Rendered	10 - 15 minutes	Billing Clerk on Duty	None	Statement of Account
5	For Non Philhealth Patients: Presents Necessary Documents	Checks the accurate name of Patient at the Hospital Information System and Prints the Statement of Account	1 minute	Billing Clerk on Duty	None	Patient ID Card, Valid ID of Patient
6	Instructs Patient/ Watcher to proceed to Public Relations desk to fill up the Client Satisfactory Survey		1 minute	Billing Clerk on Duty	None	Client Satisfactory Survey
7	Pay applicable fees	Receives payment, and issues official receipt and Hospital Clearance	10 minutes	Cashier	Applicable fees	Statement of Account, OR, Hospital Clearance
8	Presents Hospital Clearance to Nurse on Duty and the Duplicate copy to Security Guard on duty and leaves Hospital premises		10 minutes	Watcher/ Patient	None	Hospital Clearance
<b>END OF TRANSACTION</b>						