

13. Malasakit Center

For clients that are in need of medical assistance for hospital bills, payment of medicines. Clients that may avail the Malasakit Services are those indigent and from marginalized sector.

Office or Division:	Social Welfare Unit (<i>Operation of Malasakit Center</i>)	
Classification:	Complex	
Type of Transaction:	Government to Client (G2C)	
Who may avail:	All	
FUNDING ASSISTANCE SOURCES	<ol style="list-style-type: none"> 1. Philippine Health Insurance Corporation (PHIC); 2. Department of Social Welfare and Development Office (DSWD) 3. Provincial Social Welfare and Development Office (PSDWO); 4. Philippine Charity Sweepstakes (PCSO); 5. Office of the President (OP) 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
PHILIPPINE HEALTH INSURANCE CORPORATION (PHIC)		
1. Member data Record (1 photo copy)	1. PhilHealth Office – local Admin clerk	
2. Certificate of Eligibility (CE-1) (1 photo copy)	2. PhilHealth Office – local Admin clerk	
DSWD FUNDING ASSISTANCE		
1. Assistance on Drugs and Medicine form (1 original copy)	1. Malasakit Admin clerk – Hospital based	
2. Assistance of Hospitalization and Laboratory form (1 original copy)	2. Malasakit Admin clerk – Hospital based	
PSWDO FUNDING ASSISTANCE		
1. Financial Assistance form (1 original copy)	1. Malasakit Admin clerk – Hospital based	
2. Medical Assistance Drugs and Meds and Supplies form (1 original copy)	2. Malasakit Admin clerk – Hospital based	
3. Burial Assistance form (1 original copy)	3. Malasakit Admin clerk – Hospital based	
4. Transportation Assistance form (1 original copy)	4. Malasakit Admin clerk – Hospital based	
PCSO FUNDING ASSISTANCE		
1. Hospitalization Funding Assistance	1. Malasakit Admin clerk – Hospital based	
2. Assistance on Drugs and Medicines and Supplies	2. Malasakit Admin clerk – Hospital based	
OFFICE OF THE PRESIDENT ASSISTANCE		

1. Assistance on Drugs and Medicine and Supplies		1. Malasakit Admin clerk – Hospital based		
2. Assistance on Laboratory Services		2. Malasakit Admin clerk – Hospital based		
3. Assistance of Hospital billing		3. Malasakit Admin clerk – Hospital based		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Actual Personal Appearance at the SWO or Malasakit Center staff and bring your prescriptions or request for other services needed	1.1. Conduct personal interview of the patient or watcher; 1.2. Examine and verify the validity of the requests; 1.3. Give further instructions as to the documents to be submitted and complied.	None	10 minutes	<i>Malasakit Staff assigned in the hospital</i> PEEDO-DDH Hospital
2. Secure and submit all the requirements to avail the assistance needed	2.1. Check all requirements as submitted; 2.2. Ensure that all signatories of requests are complete 2.3. Recording in the logbook;	None	5 minutes	<i>Malasakit Staff assigned in the hospital</i> PEEDO-DDH Hospital
3. Proceed to the units or sections where the services are available and present your approve paper	3.1. Provide instruction to client/patient to area/sections where they can avail the services they needed;	None	5 minutes	<i>Malasakit Staff assigned in the hospital</i> PEEDO-DDH Hospital
TOTAL:		N/A	20 minutes	