

## 21. Medical Social Services

This department/section directs and implements the programs, projects, and activities on social services, which include social casework, multi-sectoral networking and linkages in understanding the socio-behavioral and economic plight of patients and their families for the holistic approach in their management and treatment. Social service includes client without watcher and abandon client, Violence Against Women and Children (VAWC) client, referral clients to other agencies and conduct Psychosocial interview with the client. Other services rendered are the following; Phil health availment and Patients Information Assistance Desk (PIAD).

### a. Social Services

#### a.1 Client without watcher and Abandon patient

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID (1 original)		1. Personal copy		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The nurse on duty call the Social Worker in-charge	1. Proceed to patient's location (ER, OPD, Ward)	None	2 minutes	<i>Social Worker, Nurse on duty, Client</i>
2. The patient will wait in their respective area (ER, OPD, Nurse Station)	2. Conduct validation and interview with the client	None	10-15 minutes	<i>Social Worker, Client</i>
3. The patient will wait for his/her	3.1 Call and inform the immediate	None	5-10 minutes	<i>Social Worker, Client</i>

watcher	family or Barangay functionaries			
	3.2 Follow-up watcher status	None	5 minutes	<i>Social Worker, Client</i>
	3.3 If watcher is unavailable, send patient home through utility/ambulance vehicle.	None	15-20 minutes	<i>Social Worker, Client, Driver</i>
<b>TOTAL:</b>		<b>None</b>	<b>37-52 minutes</b>	

a.2 Violence Against Women and Children (VAWC) client

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Charge slip 2. Referral letter		1. OPD or ER Section 2. Medical Social Worker		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Charge slip	1. Interview and brief counselling of the client	None	20 minutes	<i>Social Worker, Client</i>
2. The client wait for referral	2. Refer clients to other agencies (Police station, CSWD)	None	10 minutes	<i>Social Worker, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

a.3 Referral clients to other agencies

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Account (SOA)		1. Billing Section		
3. Doctors order		2. Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Statement of Account (SOA) and/or Doctors order	1. Refer clients for possible assistance to other agencies	None	5 minutes	<i>Social Worker, Client</i>
2. The client proceed to referred agencies	2. Wait for the client to come back	None	20-25 minutes	<i>Social Worker, Client</i>
3. Patient will be going to Medical Social Services Section and submit guarantee letter as form of assistance	3. Receive Guarantee letter and SOA and make a note for appropriate billing	None	5-10 minutes	<i>Social Worker, Client</i>
4. Client will go to Nurse station to submit SOA with note from the Social Worker for	4. Receive the SOA with note from the Social Worker for discharge	None	2 minutes	<i>Nurse or Nursing Attendant on duty, Client</i>

discharge				
TOTAL:		None	32-42 minutes	

a.4 conduct Psychosocial interview with the client

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Psychosocial form		1. Medical Social Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will wait at their respective room	1. Proceed to patients' room	None	2 minutes	<i>Social Worker, Client</i>
2. The client will be interviewed by the Medical Social Worker in-charge	2.1 Conduct Psychosocial interview	None	15-20 minutes	<i>Social Worker, Client</i>
	2.2 Attached Psychosocial form to Client Signature Form (CSF)	None	1-2 minutes	<i>Social Worker, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>18-24 minutes</b>	

b. Philhealth availment

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Philhealth ID or any valid ID 2. Birth Certificate or Baptismal Certificate 3. Marriage Certificate 4. Charge Tracking Slip 5. Claim Signature Form (CSF)		1. Philhealth Office 2. PSA/Civil Registrar or Parish Office 3. PSA/Civil Registrar 4. Medical Social Services Section 5. Medical Social Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Philhealth ID or any valid ID	1.1. Validate Philhealth eligibility	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
	1.2 Interview client for possible Point of Service (POS) enrollment	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
2. Receive Charge Tracking Slip. (Color coding may vary on the Philhealth category)  • Pink - Senior Citizen	Issuance of Charge Tracking Slip to be used in availing laboratory, medicines and other	None	2 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>

<ul style="list-style-type: none"> <li>- Private or Government Employed</li> <li>- OFW</li> <li>- Self employed</li> <li>• Yellow <ul style="list-style-type: none"> <li>- 4P's, IP's</li> <li>- NHTS</li> <li>- LGU sponsored</li> </ul> </li> <li>• Blue <ul style="list-style-type: none"> <li>- POS</li> <li>- POC</li> </ul> </li> </ul>	services available during confinement			
3. Filling-out of Philhealth Claim Signature Form (CSF) attached with complete documents	3.1 Validate the completeness of filled out form (CSF)	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
	3.2 Enrollment to POS	None	5 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
4. Submit needed documents	Forward complete Philhealth Form to Billing Section	None	10 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>32 minutes</b>	



c. Patients Information Assistance Desk (PIAD)

<b>Office or Division:</b>	Davao del Norte Hospital IGACOS Zone			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Patients Information Assistance Desk (PIAD) Form		1. Medical Social Services Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Medical Social Worker Section	Provide PIAD Form	None	1 minute	<i>Social Worker, Social Welfare Assistant, Client</i>
2. Fill out the PIAD form	Received filled out PIAD form	None	5-10 minutes	<i>Social Worker, Social Welfare Assistant, Client</i>
3. The client will be interviewed by the Philhealth cares	Give information about Philhealth benefits	None	3-5 minutes	<i>Philhealth cares, Client</i>
4. Drop filled out PIAD form at the corresponding Drop box	Instruct client to drop PIAD form at the Drop Box	None	1 minute	<i>Social Worker, Social Welfare Assistant, Client</i>
5. Proceed to Nurse Station for Discharge instruction	Instruct client to proceed to Nurse Station for Discharge instruction	None	1 minute	<i>Social Worker, Social Welfare Assistant, Client</i>
<b>TOTAL:</b>		<b>None</b>	<b>10-21 minutes</b>	