



BATAAN GENERAL HOSPITAL & MEDICAL CENTER

City of Balanga, Bataan
ISO-QMS: 9001 Certified

February 2, 2022

Vision

BGHMC is one of the DOH-recognized best performing and trusted multi-specialty medical centers by 2026

MAYLENE M. BELTRAN, MPA, CESO III
OIC - Assistant Secretary of Health
Administration and Financial Management Team (AFMT)

Mission

B - Best medical care and advanced services for all patients and stake holders which is

G - Generally cost effective and affordable with subsidy for the marginalized through

H - Highly motivated, professional and competent personnel;

M - Maximizing government's resources with integrity; and with

C - Commitment to uphold human dignity, and respect for life and right to health

Dear Ms. Beltran,

Transmitting herewith the following requirements in line with the CART Advisory No. 01-2022 issued by your office.

1. Citizen's Charter Handbook 2022 (4th Edition) in text-searchable PDF Format and complied with the prescribed manner of writing.
2. Newly Identified Services/changes included in the revised handbook. (see attached list of services)
3. List of priority services posted in the information billboard (marked with *)
4. Photo of the agency's information billboard
5. Certificate of Compliance

Thank you.

Core Values

Patient-centeredness
Integrity
Dignity
Commitment

Very truly yours,


GLORY V. BALTAZAR, MD, MPH, MHA, CESe
Medical Center Chief II





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List of Services

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No.	Division	Section	Service Particular	Nature
1	Finance Division	Accounting	Re-Issuance of Certified True Copy of BIR Form 2316 (Certificate of Compensation Payment or Income Tax Withheld)	Internal
2	Finance Division	Billing	Issuance of Certified True Copy of Statement of Account-Hospital Bill for Discharged Patients	External
	Finance Division		Issuance of Statement of Account – Hospital Bill	External
	Finance Division		Issuance of Statement of Account – Hospital Bill (NEW NORMAL)	External
3	Finance Division	Cash Operations	Issuance of Certified True Copy of Statement of Account-Hospital Bill for Discharged Patients (NEW NORMAL)	External
	Finance Division		Issuance of Official Receipts*	External
	Finance Division		Re-Issuance of Stale Checks *	External
4	Finance Division	Hemodialysis Finance	Releasing of Checks to Suppliers, Personnel and Clients*	External
	Finance Division		Payment of Charges from Hemodialysis for In-Patient	External
	Finance Division		Payment of Charges from Hemodialysis for In-Patient (New Normal)*	External
	Finance Division		Payment of Charges from Hemodialysis for Out Patient (New Normal)*	External
	Finance Division		Payment of Charges from Hemodialysis for Out-Patient	External
	Finance Division		Request for Costing and Certified True Copy of Medical Abstract	External
5	Finance Division	PhilHealth	Request for Costing and Certified True Copy of Medical Abstract (New Normal)	External
	Finance Division		Processing of PhilHealth Requirements for In-Patients	External
	Finance Division		Processing of PhilHealth Requirements for OPD Patients	External
	Finance Division		Processing of PhilHealth Requirements for In-Patients (New Normal)*	External
5	Finance Division	PhilHealth	Processing of PhilHealth Requirements for OPD Patients (New Normal)*	External
	Finance Division		Processing of PhilHealth Requirements for OPD Patients (New Normal)*	External
6	HOPS Division	EFMS	Request for Engineering and Maintenance Services – Complex	Internal