 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-C-27-P01
	Effective Date:	12-15-2021
	Document Type:	Policy
	Page Number:	1 of 3
	Department/Section:	Medical Social Services
	Document Title:	<b>MEDICAL SOCIAL SERVICES PROGRAM</b>

**PURPOSE:**

To provide assistance to every patient regardless of social classification, sexual orientation, or religious beliefs.

**LEVEL:**


Medical Social Services Supervisor, Medical Social Services Staff, Medical Staff

**DEFINITION OF TERMS:**




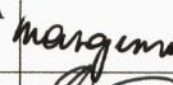

**Social Service Program.** Organized work intended to advance the social conditions of a community, and especially of the disadvantaged, by providing psychological counseling, guidance, and assistance, especially in the form of social services.


**POLICY:**

1. The Medical Social Services shall be responsible for assessing patients who seek financial assistance for their hospital bills by processing their application to the Philippine Charity Sweepstakes Office and various government and non-government agencies.
2. The Medical Social Services shall be responsible for assessing patients who seek financial assistance for their laboratory procedures and diagnostic workup in Dr. Pablo O. Torre Memorial Hospital.
3. The Medical Social Services shall provide a psychosocial assessment to patients/representatives experiencing distress with their current situation.
4. The Medical Social Services shall provide inter-agency referral of victims of abuse, neglect, or violence to various government and non-government agencies.

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	Effective Date:	12-15-2021
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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>CHARMAINE M. VILORIA, RSW</b> Medical Social Services Supervisor		12/15/21
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		12/15/2021
Recommending Approval:	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		12/16/2021
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		12/20/2021
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		12/20/22

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	Page Number:	3 of 3
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### **DOCUMENTATION:**

Revised Policy

### **DISSEMINATION:**

Hospital Communicator


Policies and Procedures Manual

### **REFERENCES:**

DOH – Manual for Medical Social Workers Fifth Edition

PCSO – Medical Access Program

*Medical Access Program.* (n.d.). PCSO. Retrieved October 17, 2021, from  
<https://www.pcsso.gov.ph/ProgramsAndServices/CAD/MedicalAccessProgram.aspx>

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		Effective Date:	12-15-2021
		Document Type:	Standard Operating Procedure
		Page Number:	1 of 3
		Department/Section:	Medical Social Services
		Document Title:	<b>MEDICAL SOCIAL SERVICES PROGRAM</b>

**PURPOSE:**

To outline the process of availing medical social services assistance.


**SCOPE:**

Applies to all Medical Social Services staff of Dr. Pablo O. Torre Memorial Hospital

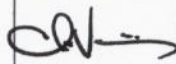



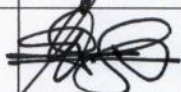
**PERSON RESPONSIBLE:**


Medical Social Services Supervisor, Medical Social Services Staff, Medical Staff



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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>CHARMAINE M. VILORIA, RSW</b> Medical Social Services Supervisor		12/15/21
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		12/16/2021
Recommending Approval:	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		12/16/2021
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		12.20.21
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		01/06/22

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### **PROCEDURE:**

1. The Medical Social Worker interviews the patient/representative during ward rounds or their visit to MSS Office.
2. The Medical Social Worker evaluates the patients' eligibility and prepares the patient's Intake Form.
3. The Medical Social Worker provides recommendations based on the assessment.
4. The Medical Social Worker submits the documents to the Medical Director for approval.
5. The Medical Social Worker or MSS Staff assists the patient with their referral.

### **REFERENCE:**

DOH – Manual for Medical Social Workers Fifth Edition

PCSO – Medical Access Program

*Medical Access Program.* (n.d.). PCSO. Retrieved October 17, 2021, from <https://www.pcsso.gov.ph/ProgramsAndServices/CAD/MedicalAccessProgram.aspx>

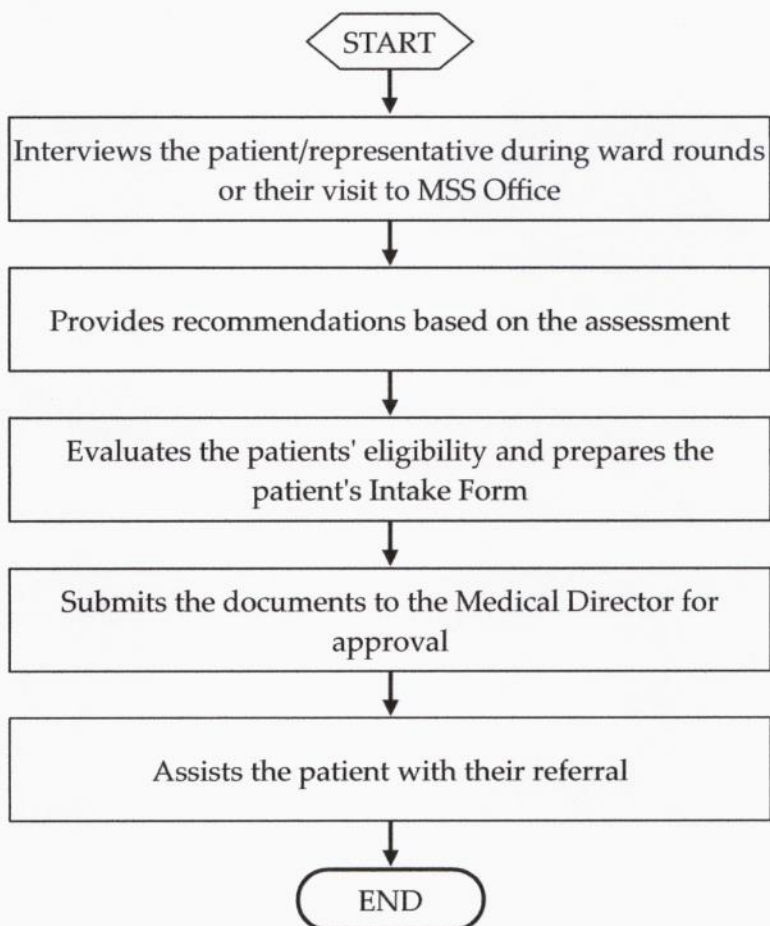



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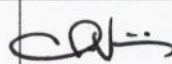

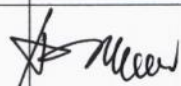
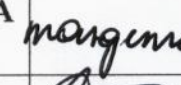
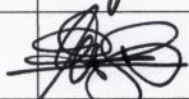
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Effective Date:	12-15-2021
Document Type:	Flowchart
Page Number:	1 of 2
Department/Section:	Medical Social Services
Document Title:	<b>MEDICAL SOCIAL SERVICES PROGRAM</b>

### FLOWCHART:



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	Effective Date:	12-15-2021
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	Department/Section:	Medical Social Services
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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>CHARMAINE M. VILORIA, RSW</b> Medical Social Services Supervisor		12/15/21
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		12/15/2021
Recommending Approval:	<b>HENRY F. ALAVAREN, MD, FPSMID, FPSQua</b> Total Quality Division Officer		12/16/2021
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President- Chief Medical Officer		12.20.21
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		01/06/22






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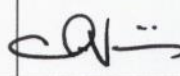


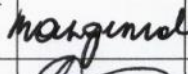
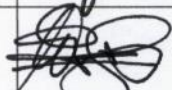
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Document Code:	DPOTMH-C-27-P01-WI01
Effective Date:	12-15-2021
Document Type:	Work Instruction
Page Number:	1 of 2
Department/Section:	Medical Social Services
Document Title:	<b>MEDICAL SOCIAL SERVICES PROGRAM</b>

KEY TASKS	PERSON RESPONSIBLE
1. Interviews the patient/representative during ward rounds or their visit to MSS Office.	Medical Social Worker
2. Evaluates the patients' eligibility and prepares the patient's Intake Form.	Medical Social Worker
3. Provides recommendations based on the assessment.	Medical Social Worker
4. Submits the documents to the Medical Director for approval and assists patient for their referral.	Medical Social Worker

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**APPROVAL:**

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