	OSPITAL NG PARAÑAQUE		**Document Code:** OSPAR-ADS-MSWS/MC-
	ANCILLARY DIVISION APPROVAL MATRIX		Page No. 1 of 3

Policy Title: **AVAILMENT OF MSWS SERVICES FOR THE OUT-PATIENT DEPARTMENT (OPD)**		**Section / Department** MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER

Prepared By:	Reviewed By:	Noted by:
Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker	**Arnielyn Elmedulan, RN, MN** Supervisor – Out-Patient Department **Arnaldo S. Cortez, RN** Supervising Administrative Office **Meda M. Calderon, RN, MAN** Chief Nurse **Catherine Michelle G. Bonifacio, RN, MD** Executive Assistant	**Redentor P. Alquiroz, MD, MHM** Head, Medical & Ancillary Services **Darius J. Sebastian, MD, MPH, PHSAE** Hospital Administrator **Approved by:** **Jefferson R. Pagsisihan, MD, MHM** Hospital Director

CLASSIFICATION: COMPREHENSIVE

OBJECTIVES:

To provide OPD patients with proper benefit and sharing of Medical Social Work Services and Malasakit Center programs.

COVERAGE:

This policy shall be applicable to all patients in the Out-Patient Department who could not pay their charges and medical needs.

RESPONSIBILITIES:

1. It shall be the responsibility of the Medical Social Worker (MSW) to assess and classify walk-in patients from the Out-Patient Department.

	OSPITAL NG PARAÑAQUE		**Document Code:** OSPAR-ADS-MSWS/MC-
	ANCILLARY DIVISION APPROVAL MATRIX		Page No. 2 of 3
Policy Title: **AVAILMENT OF MSWS SERVICES FOR THE OUT-PATIENT DEPARTMENT (OPD)**			**Section / Department** MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER

Prepared By:	Reviewed By:	Noted by:
Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker	**Arnielyn Elmedulan, RN, MN** Supervisor – Out-Patient Department **Arnaldo S. Cortez, RN** Supervising Administrative Office **Meda M. Calderon, RN, MAN** Chief Nurse **Catherine Michelle G. Bonifacio, RN, MD** Executive Assistant	**Redentor P. Alquiroz, MD, MHM** Head, Medical & Ancillary Services **Darius J. Sebastian, MD, MPH, PHSAE** Hospital Administrator **Approved by:** **Jefferson R. Pagsisihan, MD, MHM** Hospital Director

2. It shall be the responsibility of the head of this section to monitor and check all the activities of

   all Medical Social Workers provided for Out-Patients.

3. It shall also be the responsibility of the Head Medical Social Worker to approve recommended

   available funding programs of this section.

PROCEDURE:

1. Patient or relative directly seeks MSWD assistance.

2. OPD Nurse/Attending Physician prepares referral form and forwards the same to the Medical Social Work Department or through the patient.

3. MSW receives referral from OPD Nurse/ Attending Physician. Verifies if patients/s treatment is covered by PhilHealth and determines through the Point of Service Onsite Rapid Enrolment Portal if membership is active.

3. MSW determines if the patient is old or new. If old, retrieve and update record. If new, proceed to no.4

4. MSW orients patient/relative of the purpose of assessment and facilitate consent signing.

5. MSW conducts eligibility assessment and registers patient.

	OSPITAL NG PARAÑAQUE		**Document Code:** OSPAR-ADS-MSWS/MC-
ANCILLARY DIVISION APPROVAL MATRIX			Page No. 3 of 3

Policy Title:	Section / Department
AVAILMENT OF MSWS SERVICES FOR THE OUT-PATIENT DEPARTMENT (OPD)	MEDICAL SOCIAL WORK SECTION/ MALASAKIT CENTER

Prepared By:	Reviewed By:	Noted by:
Karl Marx R. Dimayuga, RSW, CMSW Chief, Medical Social Worker	**Arnielyn Elmedulan, RN, MN** Supervisor – Out-Patient Department **Arnaldo S. Cortez, RN** Supervising Administrative Office **Meda M. Calderon, RN, MAN** Chief Nurse **Catherine Michelle G. Bonifacio, RN, MD** Executive Assistant	**Redentor P. Alquiroz, MD, MHM** Head, Medical & Ancillary Services **Darius J. Sebastian, MD, MPH, PHSAE** Hospital Administrator **Approved by:** **Jefferson R. Pagsisihan, MD, MHM** Hospital Director

6. MSW conducts orientation on hospital policies and availment of MSWS services. Then, provides appropriate MSW intervention based on patients/s need/ problem:

- Enroll to POS
- Refer to Malasakit Center
- Psychosocial Intervention
- Re-Admission Planning

APPENDIX:

(A) ER / OPD/ Ward Referral Form

(C) Assessment Tool Form