

2. Medical Assistance (MA)

This service provides Medical Assistance to walk-in disadvantaged patient/s who are diagnosed and need medical treatment either an out-patient or confined in any government or districts hospitals in Davao del Norte and National Government Hospitals. The amount to be availed is based on the assessment of the assessing staff with a maximum amount of One Thousand Five Hundred (P1, 500.00) worth of medicines. Medical supplies and supplements/ vitamins are not included/ allowed in the assistance. Client may avail once every month or 30 days from date of the last assistance.

Office or Division:	PSWDO-Crisis Intervention Unit (CIU)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All residents of Davao del Norte			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>-General Intake Form (1 original and 1photocopy)</p> <p>-Valid ID of claimant with address at Davao del Norte (1 original and 1photocopy) and/or Barangay Certification in absence of Valid ID (1 original copy)</p> <p>-Doctor's Prescription with complete name, signature and license number (1 original and 1photocopy)</p>		<p>- PSWDO- CIU</p> <p>- Client himself/herself and/or Barangay where the client resides</p> <p>-Any National Government and District Hospitals of Davao del Norte such as: DRMC, SPMC, 3 District Hospitals (Kapalong Zone, Samal Zone and Carmen Zone), CHO, MHO, PHO and PGH.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QR code scanning and get priority number	Call priority number and advise client where to proceed	None	30 seconds	<i>Administrative Aide III</i> PSWDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to next step for interview and submit the required documents/requirements	<p>Conduct interview and review all documents/requirements presented by the client</p> <p>If client is eligible for the assistance, process the documents and advise client on the next step</p>	None	5 minutes	<i>Nurse III/Social Welfare Officer I</i> PSWDO
3. Proceed to P.G. Department Head for approval	Approved and affix signature	None	30 seconds	<i>P.G. Department Head</i> PSWDO
<p>4. Wait for the Medicine releasing time schedule</p> <p>Morning Cut-off- 9:30 Am Releasing 12:30pm</p> <p>Afternoon Cut-off- 1:00 PM Releasing 4:30pm</p>	<p>Place order to accredited pharmacy and procured medicines to accredited pharmacy and have it inspected by the designated inspectors</p> <p>Release medicines to client/patient based on the prescription</p>	None	3 - 4 hours	<i>NURSE III, Social Welfare Assistant</i> PSWDO
TOTAL:			3 hours and 6 minutes to 4 hours and 6 minutes	