

Processing of Communications

The Medical Center Chief Office receives and process external and internal communications from hospital clients/customers, NGO's and other government agencies.

Office or Division:	Medical Center Chief Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government, G2C- Government to Citizen			
Who may avail:	External Clients, All Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit communications to the Medical Center Chief (MCC) Office.	1. Receive and Check the letter for completeness.	None	3 Minutes	<i>Nurse III / MCC Secretary</i>
	1.1 Endorse to the Medical Center Chief for decision/action.	None	5 minutes	<i>Nurse III / MCC Secretary</i>
2. Await action on the submitted communication.	2. Make decision on the communication.	None	2 days	Medical Center Chief II
	2.1 Write decision in the letter of communication, and endorse to MCC staff for disposition.	None	15 minutes	Medical Center Chief II
3. Receive feedback / action.	3. Release the MCC decision to the concerned hospital unit for appropriate action.	None	1 hour	Nurse III / MCC Secretary
	TOTAL:	None	2 days, 1 hour and 18 minutes	

Receiving of Documents

The Medical Center Chief Office receives documents from other internal offices for approval and signature of the Medical Center Chief.

Office or Division:	Medical Center Chief Office			
Classification:	Simple			
Type of Transaction:	G2G Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documents to MCC staff.	1. Receive the document and review for completeness.	None	3 minutes	Nurse III / MCC Secretary
2. Await action on the submitted communication.	2. Record the document in the computer file.	None	3 minutes	Nurse III / MCC Secretary
	3. Forward document to MCC for approval and signature.	None	2 minutes	Nurse III / MCC Secretary
	4. MCC will act on the document.	None	2 days	Medical Center Chief II
3. Receive feedback / action.	3. Release the document to	None	30 minutes	Nurse III / MCC Secretary

	concerned office / unit.			
	TOTAL:	None	2 days and 38 minutes	