

4. Service name: ISSUANCE OF PHILHEALTH ENDORSEMENTS LETTER

The City Government of San Juan through the City Social Welfare and Development Department assist residents who are in dire need of help such as medical help especially to those who are in emergency cases. It links clients in order for them to receive the benefits they need in government or private hospitals.

Office or Division	City Social Welfare and Development Department	
Classification	Simple	
Type of Transaction	Gov't to Citizen	
Who May Avail	Bona fide and indigent residents of San Juan who are in need of medical help.	
Checklist of Requirements		Where to Secure
<ol style="list-style-type: none"> 1. Referral slip 2. Barangay Indigency 3. Medical certificate latest (for emergency cases) 4. Voter's ID/Certification 5. Birth certificate of children 21 years old below 6. Marriage contract (if married) 		Office of Social Service (in SJMC) and other hospital Barangay Clinic/Hospital COMELEC Office PSA PSA

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up of application form/Submission of requirements	1.1 Interview /Assessment Establish client's eligibility	Free of Charge	15 minutes	CSWD Staff/Day Care Worker I
	2.2 Preparation / Issuance of endorsement letter for PhilHealth 2.3 Brief client to go to PhilHealth to process MDR		5mins.	CSWD Department Head II / SWO
3. Receipt of indorsement	3. Release record in log book		2 minutes	CSWD Staff/Day Care Worker I

End of Transaction: 15 minutes