



Department of Health  
**SAN LAZARO HOSPITAL**



**CITIZEN'S CHARTER  
 MANUAL**

DOCUMENT CODE:

CC - AIDTM - 001  
 (CC-DEPARTMENT-  
 SERIES NO.)

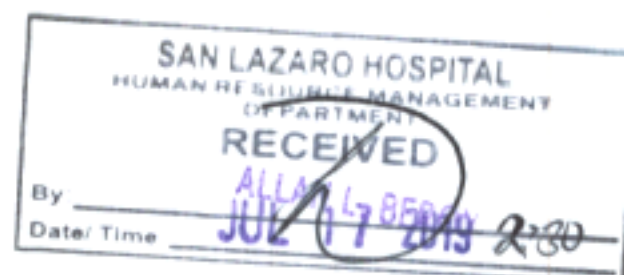
REVISION NO.

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DATE EFFECTIVE  
 June 1, 2019

**DEPARTMENT: SOCIAL SERVICE DEPARTMENT**

**PROCESS 1: PATIENT CATEGORY**



**Schedule of Services:**

Monday to Sunday - 24/7

**Services Provided To:**

Patient at Emergency Room

**Requirements Needed:**

Clinical Cover Sheet

**Duration:**

28 Minutes

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Interview and assessment	Clinical Cover Sheet; Assessment Tool	-	25 min	Social Worker On-Duty
2	Issuance of Social Service Card	Social Service Card	-	3	Social Worker On-Duty
<b>END OF TRANSACTION</b>					