



**NATIONAL KIDNEY AND TRANSPLANT  
INSTITUTE**

CITIZEN'S CHARTER

2020



## **I. Mandate:**

The National Kidney and Transplant Institute (**NKTI**) is a tertiary specialty hospital for renal and allied diseases **mandated** by Presidential Decree 1832 to serve and care for Filipinos suffering from renal failure and other allied kidney diseases.

The National Kidney and Transplant Institute is a tertiary medical specialty center with a significant history relevant to the medical profession in the Philippines. It is the center for referral of kidney patients from various regional hospitals in the nation and is recognized as the lead agency in voluntary blood services. In its 37-year existence and operations, the Institute's medical achievements and milestones are comparable to any specialty hospital in the world.

Formerly known as the National Kidney Foundation of the Philippines (NKFP), the Institute has a three-fold mission: Service, Training and Research primarily for the benefit of the Filipino people afflicted with kidney and allied diseases and to secure the well-being of the people by providing them with the specialized health and medical services.

## **II. Vision:**

To be the premier center for all patients with renal and allied diseases, urologic conditions, and transplantation adhering to the highest standard of patient care, training, and research by 2022.

## **III. Mission:**

We are a healthcare institution that provides compassionate and quality care for all patients with renal and allied diseases, urologic conditions, and transplantation.

## **IV. Service Pledge:**

Excellence/Visionary  
Service with Integrity and Compassion



## **LIST OF SERVICES OF FRONTLINE SERVICES**

- ADMITTING & DISCHARGE SECTION
- CASHIER SECTION
- DEPARTMENT OF MEDICAL IMAGING AND THERAPEUTIC RADIOLOGY (DMITRI)
- HEMODIALYSIS DIALYSIS SECTION
- LABORATORY DEPARTMENT
- OUT PATIENT SERVICES DIVISION
- PHARMACY DIVISION
- PHYSICAL MEDICINE AND REHABILITATION UNIT
- PUBLIC INFORMATION OFFICE



# CITIZEN'S CHARTER

## PROCEDURE IN PATIENT ADMISSION

### ADMITTING AND DISCHARGE SECTION

To document the process flow in the hospital admission of patients.

<b>Office or Division:</b>	Ancillary / Patient Services Division / Admission & Discharge Section (ADS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Admitting Order/ ER Slip	Attending Physician / ERO
2. Patient Consent	ADS
3. Patient Data Sheet (Face Sheet)	ADS
4. Philhealth CF2	ADS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents duly signed admitting order for direct admission or Emergency Room slip for patient from ER for admission	Receives the admitting order/ER slip		5 sec.	Admitting Clerk



	Looks for the available room based on patient's classification and preferred room		30 sec	Admitting Clerk
	If the appropriate room is not available offer the next available room		10 sec.	Admitting Clerk
2. Accepts offered room	Informs Nurse Station for the admission and Housekeeping Section for the room preparation		1 min.	Admitting Clerk
3. Fills out and signs Personal Data Record Form or PDRF, Authorization for confinement	Accepts, verifies and encode in the computer to established patient profile		10 mins.	Admitting Clerk
	Prints facesheet, Philhealth CF2 and other form		5 sec.	Admitting Clerk
	Instructs private patient to pay the required deposit or signs the Notice of Credit Suspension with proper information		20 sec	Admitting Clerk
4. Proceeds to cashier section for the payment of deposit	Gets and write the Official Receipt number of payment		2 mins.	Admitting Clerk
	Conducts orientation on hospital rules and regulations.		5 mins	Admitting Clerk
	Calls the housekeeping section to transport patient to his room		5 sec	Admitting Clerk
5. Wait for the Aide on Duty who will transport patient to the room			40 sec.	Patient/Relative



	Endorses the admitting documents to Aide on Duty		5 sec	Admitting Clerk
<b>End of Transactions</b>				

**CITIZEN'S CHARTER**  
**Procedure in the Payment of Hospital Bill and Professional Fees (In-Patient)**  
**Cashier Section**

To document the process flow in the payment of Hospital Bill and Professional Fees at the Cashier section

<b>Office or Division:</b>	Cashier Section
<b>Classification:</b>	G2C Government to Customer
<b>Type of Transaction:</b>	Simple
<b>Who may Avail:</b>	In-Patient

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Bill	Billing and Claims Division
Professional Fees	Billing and Claims Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets number from queuing machine  Lines up				
2. Presents the pink copy of the Statement of Account pink copy and other requirements	Retrieves and checks all copies of SOA and PF Slip and informs patient/relative with the amount to be paid. If with PhilHealth, instructs Pt./Relative to affix signature at the SOA	Variable Depends on the total hospital bill.	2-3 mins.	Cashier Staff on Duty
3. Pays applicable fees	Accepts monies and Process payment by issuance of Official Receipt and Clearance. Instruct payor where to present the clearance.		8-10 mins.	Cashier Staff on Duty
4. Receives copy of the OR				
		TOTAL	13 mins.	

**CITIZEN'S CHARTER**  
**Procedure in the Issuance of Sales Draft for Credit Card**  
**Payment**  
**Cashier Section**

To document the process flow in the issuance of Sales Draft for Credit Card Payment

<b>Office or Division:</b>	Finance / Billing and Claims Division / Cashier Section
<b>Classification:</b>	G2C Government to Customer
<b>Type of Transaction:</b>	Simple



<b>Who may Avail:</b>	Out Patients and In Patient
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Bill	Billing and Claims Division
Professional Fees	Billing and Claims Division
Charge Slip	Various Cost Centers
Deposit Slip	Admitting and Discharge Section
Senior Citizen/PWD ID/Cert. Of Employment/ Credit Card	Patient/Customer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets number from queuing machine  Lines up				
2. Presents the requirements	Receives and encodes the requirements and informs Patient/Relative of the amount to be paid. Process the approval from Credit card company. Process the payment and issue Official Receipt and Sales Draft	Variable Depends on the charge slip	3-5 mins.	
3. Receives copy of the OR and Sales Draft				
		TOTAL	3-5 mins	





## CITIZEN'S CHARTER

### PROCEDURE IN THE AVAILMENT OF DIAGNOSTIC PROCEDURES

#### Department of Medical Imaging and Therapeutic Radiology Services (DMITRI)

To document the procedure in availing diagnostic services / procedures at the DMITRI.

<b>Office or Division:</b>	Department of Medical Imaging and Therapeutic Radiology
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may Avail:</b>	Qualified Outpatient

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Physician's request / referral	Attending physician
Laboratory results (if applicable)	DOH accredited laboratory
Physician's clearance	Attending physician
MSSD Card (if applicable)	MSSD
Monitoring Sheet (if applicable)	Credit and Collection Section
Letter of Authorization for HMO (if applicable)	HMO
Inter-agency referral	Referring hospital/agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures number from the Reception Area queuing machine			2 seconds	Client / Clerk
2. Presents requirements	Assessment of doctor's request		2 minutes	Client / Clerk



<p>3. Fills-out applicable forms</p>	<p>Assists the patient in filling-out applicable forms</p> <p>Processes registration (for new patients)</p> <p>Issues procedures charge slip</p> <p>Instructs patients without approved monitoring sheet to pay to Cashier</p> <p>Instructs patients with approved monitoring sheet to proceed to Credit and Collect Section</p>		<p>15 minutes (including waiting time)</p>	<p>Client / Clerk</p>
<p>4. Pays applicable fees</p>	<p>Receives payment and issues official receipt</p>	<p>Refer to clerk Applicable fees – Senior citizen and PWD discount apply</p>	<p>3 minutes</p>	<p>Cashier</p>
<p>5. Proceed to designated procedure room</p>	<p>Verifies official receipt and assigns procedure room</p>		<p>1minute</p>	<p>Staff-On-Duty</p>
<p>6. Presents official receipt for claiming of results</p>	<p>Verifies official receipt and print results</p>		<p>24 hours after procedure</p> <p><i>*Special case STAT procedures – 2</i></p>	<p>Clerk</p>



			<i>hours after the procedure</i>	
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## CITIZEN'S CHARTER

### PROCEDURE IN THE AVAILMENT OF HEMODIALYSIS TREATMENT

#### Hemodialysis Unit

To document the procedure in handling requests for hemodialysis treatment of patients who are discharged from the ward, Emergency Room (ER), and those that are referred from other dialysis facility, walk-in patients (without referral) or transient patient (Filipino citizens or foreign citizens)

<b>Office or Division:</b>	Hemodialysis
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may Avail:</b>	Patient needing hemodialysis treatment

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hemodialysis Order from NKTl-affiliated Nephrologist	Attending Physician
HBsAg, Anti HBs, Anti HBc, Anti HCV	Laboratory
Complete Blood Count (CBC), Chemistries	Laboratory
Original Clinical Abstract	Medical Records/ Attending Physician
Photocopy of Treatment Sheet of the last 3 hemodialysis treatments	Hemodialysis Center
Philhealth Requirements : a. Philhealth Dialysis Database Registration (PDD) signed by MD if not registered b. PDD Confirmation Letter from other dialysis center if registered c. Claim Signature Form (CSF) required every hemodialysis session d. Proof of payment or record of contribution and updated Members Data Record (MDR) e. Certification of Philhealth Availment from previous dialysis center /hospital	Phil health / Billing



Guarantee Letter	Credit and Collection
Health Maintenance Organization (HMO) Letter of Authorization (LOA)	HMO office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of documentary requirements, interview of patient and qualified representative	<ul style="list-style-type: none"> <li>-Checking of requirements prior to scheduling.</li> <li>-Orientation on the Hemodialysis Unit policies, health teachings and discussion of patient rights and obligations.</li> <li>-Entertaining of any point of clarification or inquiry</li> </ul>	None	1 hour	Patient/watcher Headnurse/Charge Nurse
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>2. OPD patients registers at the Reception Area of Hemodialysis Unit, Annex II Building at least 30 minutes before the schedule. The sessions are as follows:  1<sup>st</sup> session (6:30 – 10:30am)  2<sup>nd</sup> session (12:00 – 4:00pm)  3<sup>rd</sup> session (5:30 – 9:30pm)  4<sup>th</sup> session (11:00 – 3:00am)  on a first come first served basis</p>	Registration	None	1 minute	Hemodialysis Clerk
<p>3. Get Charge slip</p>	Checks patient's status for payment (cash / charge / fund assistance)	None	1 minute	Hemodialysis Clerk
	Verification of patient's classification for billing purposes (Pay or Service)	None	1 minute	Hemodialysis Clerk
	Issuance of Charge Slip for payment	None	1 minute	Hemodialysis Clerk
<p>3.a For cash payment/Credit Card proceed to Cashier</p>	Cashier Section accept payment and issues Official Receipt	Variable Depends on the procedure and supplies to be used	30 minutes	Patient or his watcher
<p>3.b For Fund assistance through Guarantee Letter  - Seek approval from the Credit and Collection Section</p>	Verifies validity and authenticity of the Guarantee letter	None	1 minute	Hemodialysis Clerk
<p>3.c For HMO  - Present LOA and seek clearance from Credit and collection</p>	Verifies validity and authenticity of the LOA	None	1 minute	Hemodialysis Clerk



3.d For Philhealth				
4. Patient presents clearance /OR and waits to be called on a first come first served basis	Documents clearance/OR and prepares patient line up Prepares the HD station (disinfection, preparation of machine and supplies, treatment sheet and patient card)	None	1 minute  45 minutes	Hemodialysis Clerk  Hemodialysis Nurse
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Proceed to Hemodialysis treatment	Performs Hemodialysis treatment	None	4 hours	Hemodialysis Nurse Hemodialysis Technician
6. Patients cooperates with the termination of treatment and waits for home instruction	Performs Hemodialysis Termination	None	30 minutes	Hemodialysis Nurse



## Procedure for availment of Laboratory Services

### Laboratory Department

This procedure covers receipt of laboratory request, specimen, collection, processing and releasing of results. Laboratory services is available 24 hours Monday to Sunday for OPD and Walk-in patients. This procedure is applicable to simple transactions only (Routine Laboratory tests).

<b>Office or Division:</b>		Department of Pathology & Laboratory Medicine		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2G, G2B		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory Request 2. Valid ID's a. Senior Citizen, b. PWD c. Any other Gov't issued ID's: c.1. Voter's ID c.2. PRC ID c.3. Passport c.4. Driver's License		1. Clinicians  2.a. OSCA, LGU 2.b. DSWD  c.1. Comelec c.2. Professional Regulation Commission c.3. Department of Foreign Affairs c.4. Land Transportation Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get queuing number according to category	1. Issue queuing number as to category: a. Senior Citizen b. PWD c. Pregnant women d. Regular Patient  2. Inform the client to proceed to the waiting area and wait for the number to be called.	None	1 min.    30 mins	Laboratory Staff





2. Present laboratory request and other requirements.	<ul style="list-style-type: none"> <li>• Preparation of charge slip according to laboratory request.</li> <li>• Instruct patient to proceed to cashier for payment.</li> </ul>	None	14 mins	Laboratory Staff
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## CITIZEN'S CHARTER

3. Proceed to Cashier and present charge slip and pay applicable fees.	<ul style="list-style-type: none"> <li>• Received payment and issue official receipt.</li> <li>• Instruct patient to go back to laboratory for specimen collection.</li> </ul>	None	10 mins	Cashier
4. Present official receipt and charge slip to the laboratory reception counter.	<ul style="list-style-type: none"> <li>a. Validate Official Receipt and charge slip</li> <li>b. Collection of specimen and verify suitability of appropriate specimen</li> <li>c. Instruct patient when to claim the result and attached authorization to claim result.</li> </ul>	Refer to Schedule of Fees	15 mins	Laboratory Staff
5. Proceed to waiting area or come back to claim results.	<ul style="list-style-type: none"> <li>a. Processing of specimen</li> <li>b. Validation of test results</li> <li>c. Recording and encoding of results</li> </ul>	None	4.5 hrs	Lab Analysts Pathologist
6. Present official receipt/ charge slip/authorization to claim the laboratory result	<ul style="list-style-type: none"> <li>a. Validate printed result</li> <li>b. Release official test result and record in the laboratory releasing log book.</li> </ul>	None	10 mins	Laboratory Staff/ Receptionist
<b>TOTAL:</b>		Refer to Schedule of Fees	5.5 hours	





# CITIZEN'S CHARTER

## Procedure in the Availment Medical Check-Up for

### New Patient Out-Patient Services

The procedure covers patient's registration, assessment, consultation of new patient's at the OPS

<b>Office or Division:</b>	Out-Patient Services Division
<b>Classification:</b>	G2C Government to Customer
<b>Type of Transaction:</b>	Simple
<b>Who may Avail:</b>	Out Patients ( New Patients)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Charge Slips	Various Cost Centers
Senior Citizen/PWD ID/Cert. Of Employment	Patient/Customer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REGISTRATION 1. Gets number from queuing machine  Lines up	Issues control number to consulting patients for the day	None	2 minutes	Clerk
2. Presents the requirements	Receives and interviews patients for initial assessment, checks patient's status and issues applicable forms	None	5 minutes	Nurse



3.Fills out applicable forms (Patient Data Record Form )	<ol style="list-style-type: none"> <li>1. Process registration</li> <li>2. Issues consultation charge slip</li> <li>3. Instructs patient without approved monitoring sheet to pay to Cashier.</li> <li>4. Instructs patient with approved monitoring sheet to go to the Credit and Collection.</li> </ol>	None	8 minutes	Clerk
4.Orientation /Assessment	<ol style="list-style-type: none"> <li>4.1.Initial assessment by the Nurse</li> <li>4.2. Orientation of hospital and unit policies and procedures</li> </ol>		5 minutes	Nurse
	<ol style="list-style-type: none"> <li>4.3.-Pays applicable fees</li> <li>4.4.Present receipt to the Nurse</li> </ol>		5 minutes	Cashier Staff on Duty
5.Evaluation	<ol style="list-style-type: none"> <li>5. 1.Consultation with the Doctor               <ul style="list-style-type: none"> <li>-Diagnostic tests</li> <li>-Out- patient procedures</li> <li>-Prescription for Medications</li> <li>-Referral to other clinics</li> </ul> </li> </ol>		30 minutes	Physician
6. Home with Medical Advise	Wait for post-consultation instructions		5 minutes	Nurse



		TOTAL	1 Hour	
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**CITIZEN'S CHARTER**  
**Procedure in the Availment of Medical Check-Up for**  
**Old patient**  
**Out-Patient Services**

The procedure covers patient's registration, assessment/evaluation, consultation including home with medical advise to old patients

<b>Office or Division:</b>	Out-Patient Services Division
<b>Classification:</b>	G2C Government to Customer
<b>Type of Transaction:</b>	Simple
<b>Who may Avail:</b>	Out Patients (Old Patients )

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Charge Slips	Various Cost Centers
Deposit Slips	Admitting and Discharge Section
Senior Citizen/PWD ID/Cert. Of Employment	Patient/Customer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets number from queuing machine  Lines up	Issues control number to consulting patients for the day	None	1 minute	Clerk
2. Presents Pink Card	1. Registration process 2.2 Proceed to the triage area for : Checking of vital signs( Blood Pressure and Temperature.		5 minutes	Nurse
3. Pays applicable fees and present receipt to the Nurse	Receives OR from patient			
4. Evaluation	4.1 Consultation with the Doctor Diagnostic Test - Out-patient procedures - Prescription for Medications -Referral to other Clinics		30 minutes	Physician
5. Home With Medical Advise	Wait for post-consultation instructions		5 minutes	Nurse
		TOTAL	41 Minutes	



## CITIZEN'S CHARTER

### Procedure in the Availment of Outpatient Services Physical Medicine and Rehab Section

To document a general procedure in the evaluation of out-patients by the Psychiatrist, the prescription of an appropriate treatment plan and the actual rehabilitation treatment.

<b>Office or Division:</b>	Internal Medicine / Physical Medicine and Rehabilitation Section (PMRS)
<b>Classification:</b>	simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may Avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor's Referral	Referring Doctor / Physician
2. Consultation Slip	PMRS
3. Official Diagnostic Results	Diagnostic Center
4. Official Laboratory Result	Laboratory Department
5. Valid Medical Social Service Card	Medical Social Service Division
6. Valid LOA / GL / MAP	HMO / Credit and Collection

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registers for consultation and fills-out applicable forms	Assists in filling up of forms	None	15 minutes	Clerk Physical Therapist
2. Provides pertinent information	Evaluation of the Medical Doctor	None	30 minutes	Medical Doctor



3. Pays applicable fees	Issues Charge Slip	Variable  Depends on the procedure to be done	1 minute	Clerk Physical Therapist
4. Pays charges to the Cashier Section	Receiving of payment based on the amount in the Charge Slip		10 minutes	Cashier Section Clerk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Presents Official Receipt	Records Official Receipt number and endorses to Therapists-in charge	None	2 minutes	Clerk Physical Therapist
6. Registers for rehab treatment	Checks vital signs prior to treatment	None	1 minute	Clerk Physical Therapist
		<b>TOTAL</b>	<b>59 minutes</b>	





## CITIZEN'S CHARTER

### PROCEDURE IN THE FILING OF CUSTOMER COMPLAINTS

To document the detailed procedure in filing of customer complaints

<b>Office or Division:</b>	Public Information Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may Avail:</b>	External Stakeholders

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fill out Concerns Form			Public Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get complaints form at the Public Information Office or send an email to pro@nkti.gov.ph	Provides concerns form	Not Applicable	1 min.	PIO Staff / PR Officer
2. Fill out the complaints Form (For Walk-in Customers)	None		5 to 15 mins.	PIO Staff / PR Officer
3. Submit the accomplished form and discuss the complaint/concern to the Public Relations Officer	Receives accomplished Concerns Form and discuss it with the complainant		10 minutes to 1 hour depending on the nature of complaint	PIO Staff / PR Officer



4. Get Ticket No. after discussion for reference	Provides Ticket Reference Number		1 min.	PIO Staff / PR Officer
5. Wait for advise on the results of the investigation through letter, text call or email	Provides Response Letter - Updates or Complaints Resolution		3 days to 7days for simple to complex (depending on the nature of complaint/s)	PIO Staff / PR Officer