

REMINDERS TO OUR VALUED PATIENTS

ROOM CHARGE FOR FIRST DAY

- Room charge is equivalent to one full day charge irrespective of the time of admission.

USE OF GUESTROOMS

For patients who are transferred to a Critical Care Unit, the relative/watcher has the following options:

- Vacate the room. A three (3) hour grace period is provided upon transfer
- Maintain as a "Guestroom." The rate of a Guestroom is double the regular rate and must be registered at the Admission Office.
- *Rooms that are not completely vacated (i.e. personal belongings left inside) by the following day will be automatically charged based on the Guestroom rate.

DISCHARGE & CUT-OFF

- A Discharge Notice Slip (DNS) will be provided to you once cleared for discharge by your doctor. Please proceed to the Main / Satellite Billing Offices to settle your bill.
- The cut-off time for discharge is 11:00 am. For patients discharged after the cut-off, there will be additional charges to the Room & Board:

11:00 am to 5:00 pm	Additional half-day charge
5:00 pm onwards	Another whole day charge

- Likewise, should you decide to stay after being discharged, the same will apply.

VISIT BY IN HOUSE COLLECTION OFFICERS

- In House Collections Officers will be visiting you regularly to update you of your running hospital account and to assist in making payments. *(Please refer to the attached reminder for more details or proceed to In House Collection Dept. located at the Ground Floor.)*

ONLINE PAYMENT

- Hospital bills can now be paid ONLINE through the e-Health ONLINE PAYMENT SYSTEM. This allows you and your relatives to settle hospital bills while in the comfort of your room. You may visit our website www.stlukesmedicalcenter.com.ph

HMO/INSURANCE and COMPANY ACCOUNTS

- A Letter of Authorization (LOA) / Guarantee of Payment (GOP) is required upon admission; or it may be forwarded to the Billing and In house Collection Department within 24 hours. If no LOA/GOP is received, then any charges incurred by the patient will be the responsibility of the patient and/or their representatives.

PHILHEALTH BENEFITS

- To avail of the Philhealth benefits, all requirements (including duly accomplished original CSF & CF2) must be submitted upon discharge at the Main/Satellite Billing Section. *(Please refer to the 'Philhealth Availment Procedures' booklet for more details or proceed to Philhealth desk at Billing Services located at the Ground Floor for proper evaluation of your documents to prevent delays during discharge)*
- Strictly no Philhealth benefit deduction from the patient's hospital bill for incomplete requirements. Philhealth benefit will also not be deducted if the attending physician's accreditation is expired.

PRESENTING OF PHILHEALTH ID and/or SENIOR CITIZEN/PWD ID

- Please present your Philhealth ID and/or Senior/PWD ID upon admission or within 24 hours for proper validation and encoding.

CHANGE OF PATIENT INFORMATION

- If you would like to change/update your personal information, please submit a Request for Change of Patient Information Form (available at the Admission Office) and a valid, government-issued ID indicating the correct information you wish to change.

PARKING TICKET VALIDATION

- One (1) Parking Validation Ticket issued to patients shall be allowed for SLMC Basement Parking and SLMC Valet Service only. This is valid for one (1) day from the time of entry. If you wish to renew your validation ticket, please proceed to the Concierge and Information Department at the ground floor of the main lobby.

ADMISSION KIT

- Admission kit consists of a calibrated glass, face towel, toothbrush. Admission kits are provided for in the patient's room. For patients in ward and semi-private rooms, the Nursing Unit will provide you with the admission kit.

PRANK CALLERS

- Beware of callers who pretend to be your Attending Physician, relative, etc. Please make sure that you are aware of the members of the Medical Team who attend to you/your patient.

NO SMOKING POLICY

- St. Luke's Medical Center has a "NO SMOKING POLICY" in accordance with Sec. 5 of the Tobacco Regulation Act of 2003 ("R.A. 9211... prohibiting the carrying of any lighted tobacco products within the buildings and premises of public and private hospitals, medical, dental and optical clinics, health centers, nursing homes, dispensaries and laboratories.")

For questions or other concerns, feel free to contact the Admission Service at loc. 1077



St. Luke's
Medical Center
Quezon City



PATIENT'S RIGHTS

As a patient of St. Luke's Medical Center, you have the following rights:

RIGHT TO BE INFORMED

You are to be informed of your rights as a patient at the earliest possible stage during hospitalization. You also have access to language interpreters, as needed (subject to corresponding fees).

You, your family members, and/or your designated representative is to be informed of the following:

- Your attending physician and other health care professionals directly involved to your care
- An estimate cost of the procedures and doctors' professional fees prior to performance of the procedure, care or treatment
- Diagnosis, treatment, prognosis, procedures, risks, alternative therapies/treatments, consequences of drug refusal, and potential complications

You, your family members, and/or your designated representative should be granted access to medical records, per hospital policy.

RIGHT TO GOOD QUALITY HEALTH CARE AND HUMANE TREATMENT

You have the right to be provided with good quality health care free from racial, religious, sexual orientation, lifestyle, national or economic discrimination. Respectful care will be given in consideration to physical, psychosocial, spiritual and cultural variables.

RIGHT TO PRIVACY

Your identity and medical records are to be treated with utmost confidentiality. Your identity and circumstances are not to be exposed by any means through photography, publications, video-taping, audio recording, social media posts, and offline discussion.

RIGHT TO CHOOSE

You may choose your own physician, except when the insurer chooses the physician for you. However, a physician also has the right to accept or refuse to be your doctor.

PATIENT'S RESPONSIBILITIES

As a patient of St. Luke's Medical Center, you have the following responsibilities:

PROVIDE COMPLETE AND ACCURATE INFORMATION

You should provide complete and accurate information about your health, medications, and medical history.

BE CONSIDERATE AND RESPECTFUL OF OTHER PATIENTS AND HOSPITAL PERSONNEL

Treat other patients and all hospital staff with respect and courtesy. Please refrain from using offensive language or exhibiting aggressive behavior. In addition, please do not take photos, videos or audio recording without permission to protect the privacy of our patients and associates.

FOLLOW THE RECOMMENDED TREATMENT PLAN, HOSPITAL MEAL PLAN AND SAFETY GUIDELINES

Comply to the recommended treatment plan. Otherwise, be liable for the possible medical consequences that could arise from your refusal.

Follow the hospital meal plan based on the orders of your physician. No meal shall be provided for your companion to protect you from further complications, resulting from shared and acquired food intake.

Your family members, children, and visitors should abide by the safety guidelines advised by the hospital. Be aware that children ages twelve years old and below may be prone to acquire infection while inside the hospital premises.

SETTLE ALL FINANCIAL OBLIGATIONS

Ensure financial obligations of performed medical services are fulfilled. Appropriate arrangements can be made to settle unpaid hospital bills and/or professional fees through the Billing Department.