



## **Mobile and Web App User Manual**

### **USER ACCESS**

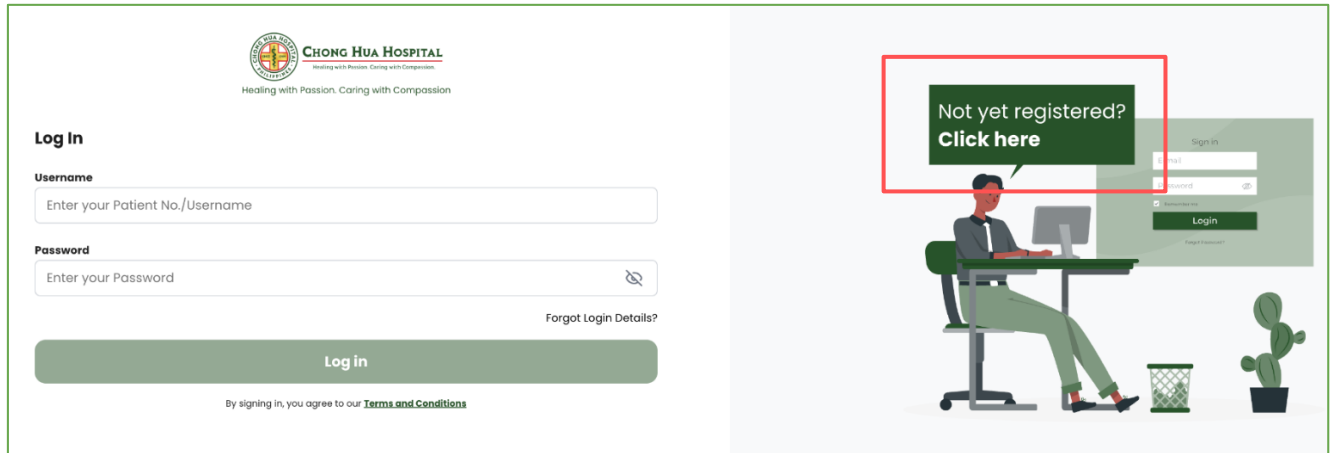
**Version 1.01**

**March 2025**



# CREATE ACCOUNT (Web and Mobile App)

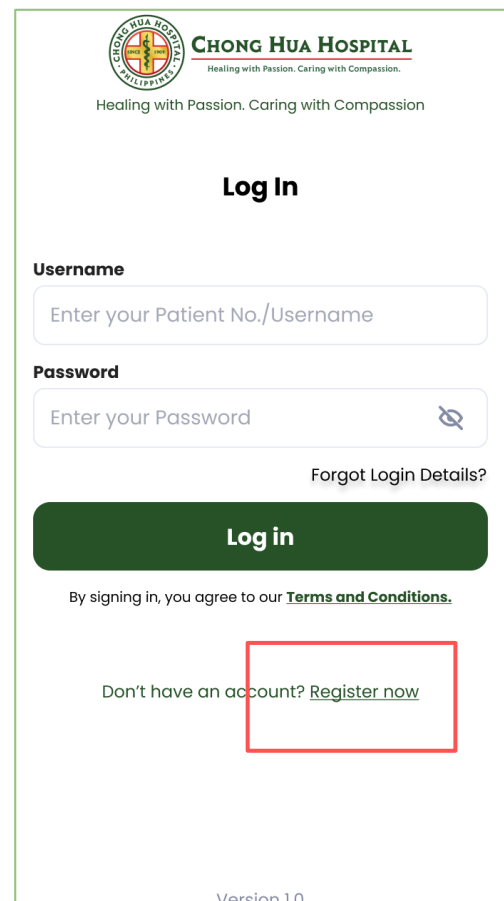
Visit the [CHi Web App](#) and click on the “Not registered yet? Click here” button on the screen.



Users can download the mobile application on:

- [Chong Hua Experience](#) for iOS
- [Chong Hua Experience](#) for Android

The creation of the account can be found at the bottom portion of the screen via the “**Register now**” link button.



# CREATE ACCOUNT (Web and Mobile App)

The user should fill up the following fields upon account creation:

- **First Name:** Input first name
- **Middle Name:** Input middle name
- **Last Name:** Input last name
- **Suffix:** Input Suffix
- **Gender:** Male and Female dropdown selection
- **Birthday:** Date Picker (MM-DD-YYYY)
- **Mobile Number:** +63 input ten digits
- **Email Address:** Input valid email address (i.e., sample@email.com)
- **Username:** Input desired username (alphanumeric characters)
- **Create Password:** Input desired password within the following parameters:
  - At least 8 characters long
  - Contains at least 1 number
  - Contains at least 1 uppercase letter
  - Contains at least 1 lowercase letter
  - Contains at least 1 special character
- **Confirm Password:** Input the password to confirm.

← BACK

CHONG HUA HOSPITAL

Healing with Passion. Caring with Compassion.

Create Account

First Name\*

Maria Regina

Middle Name\*

Tapias

Last Name\*

Alvarez

Suffix

Alvarez

Gender\*

Female

Birthday\*

01/01/2024

Mobile Number\*

+63 916 897 0029

Email Address\*

xyz@gmail.com

Username\*

xyz@gmail.com

Create Password\*

●●●●●●●●

Confirm Password\*

●●●●●●●●

Yes, I agree with all [Terms of Conditions.](#)

Create Account

←

CHONG HUA HOSPITAL

Healing with Passion. Caring with Compassion.

Create Account

First Name\*

Louise

Middle Name\*

Garcia

Last Name\*

Imperial

Suffix

III

Gender\*

Female

Birthday\*

01-01-2024

Mobile Number\*

+63 916 897 0029

Email Address\*

xyz@gmail.com

Username\*

louiseimperial

Create Password\*

●●●●●●●●

Confirm Password\*

●●●●●●●●

Yes, I agree with all [Terms and Conditions.](#)


Create Account

# CREATE ACCOUNT (Web and Mobile App)

- **Terms and Conditions checkbox:** Upon clicking the “Create Account” button, the user will be redirected to the Terms and Conditions page and to proceed, the user must click the “Accept” button. Otherwise, the account creation will not continue.

Upon accepting the terms and conditions and saving the creation of the account, the user will be receiving a success message and will receive an email confirmation.

[← BACK](#)

 **CHONG HUA HOSPITAL**  
Healing with Passion. Caring with Compassion.

## Terms and Conditions

**DATA PRIVACY NOTICE**  
The purpose of this page is to inform you of our policies regarding the collection, use, storage, disclosure, and disposal of personal information we receive from the users of this website.

Chong Hua Hospital is committed to ensuring that your personal information is protected and secured. Should we ask you to provide certain information, by which you can be identified you can be assured that it will only be used in accordance with the law and this Data Privacy Notice.

We shall use your personal information to provide you services.

For you to avail of our services, we may require you to submit personal information in order to process your online transactions, such as:

- a. Full Name;
- b. Birth Date;
- c. Gender;
- d. Civil Status;
- e. patient information, if applicable

By using our site and availing of our services, you consent to the processing of your personal information in accordance with this Data Privacy Notice.

We are committed to ensuring the safety and security of your personal information.

Nevertheless, keep in mind that no method of transmission over the internet or method of electronic storage will guarantee full security. In order to prevent unauthorized access or disclosure, we have implemented physical, technical and organizational measures and procedures to safeguard the data we collect from you. While we use such means and methods to protect your personal data, we cannot guarantee its absolute security.

Moreover, the results generated through the website are downloadable and can be printed anytime, anywhere. The possibility of unauthorized downloading and printing is therefore inevitable. In this connection, Chong Hua Hospital shall not be liable for unauthorized access of your personal and sensitive personal information due to circumstances beyond our control.

Please be informed also that we collect information that your browser sends whenever you visit our site. This log data may include information such as your computer's Internet Protocol (IP) address, browser type, browser version, the pages of our site that you visit, the time and date of your visit, time spent on those pages, and other statistics.



We keep personal data for a period required by law and only for the fulfillment of the declared, specified, and legitimate purposes;

After which, personal data shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party or the public, or prejudice the interests of the data subjects.

If you have any questions about our data privacy notice and your personal information, please contact us by mail, registered mail, private courier, facsimile, or email below:

ATTY. GERALDINE A. CAJILIG  
Data Protection Officer  
Tel #: (032) 255-8000 local 75111  
Email address:  
dataprotection@chonghua.com.ph

AcceptDecline

 **User successfully created. Email confirmation has been sent. Please check your inbox.** 

# CREATE ACCOUNT (Web and Mobile App)

- Upon registration, an OTP will be sent to the registered mobile number of the requestor.
- The user must input the correct OTP within the countdown otherwise, the user needs to click the 'Resend OTP' button link to reprocess the verification.

←

OTP Verification

Enter the verification code we just sent to your mobile number +639 \*\*\*\*\*53.

0

0

0

0

0

0

Didn't receive code? Resend in 03:00

Verify

←

✔ User successfully created

OTP Verification

Enter the verification code we just sent to your mobile number +639 \*\*\*\*\*53.

0

0

0

0

0

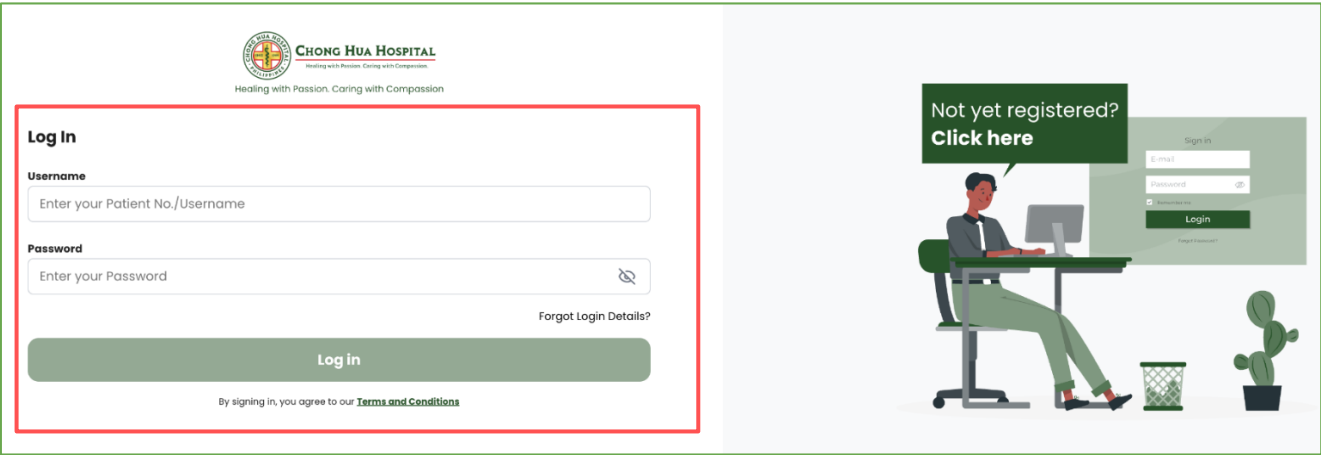
0

Didn't receive code? [Resend OTP](#)

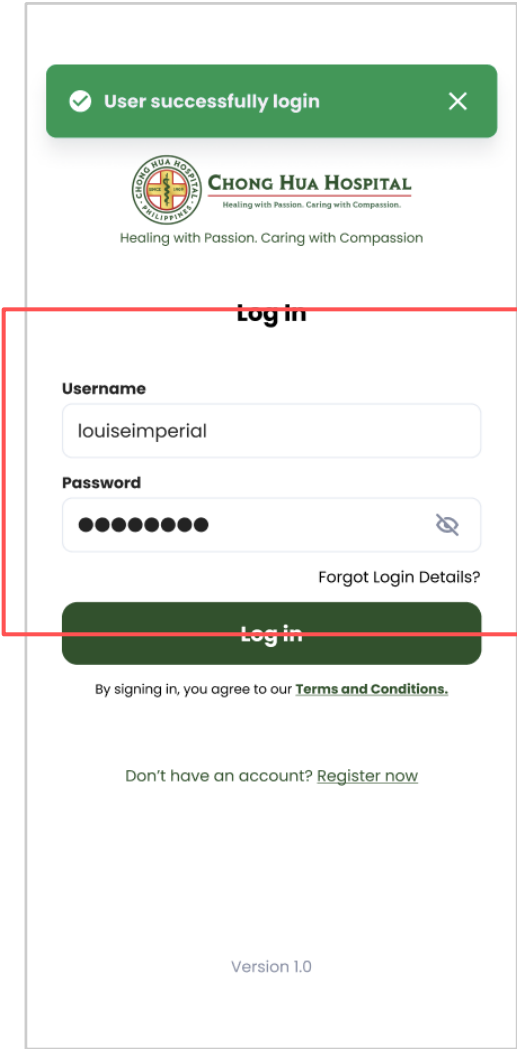
Verify

# LOGIN (Web and Mobile App)

On the left portion of the login page from the webtool, the user is required to input the valid username and password to login successfully.

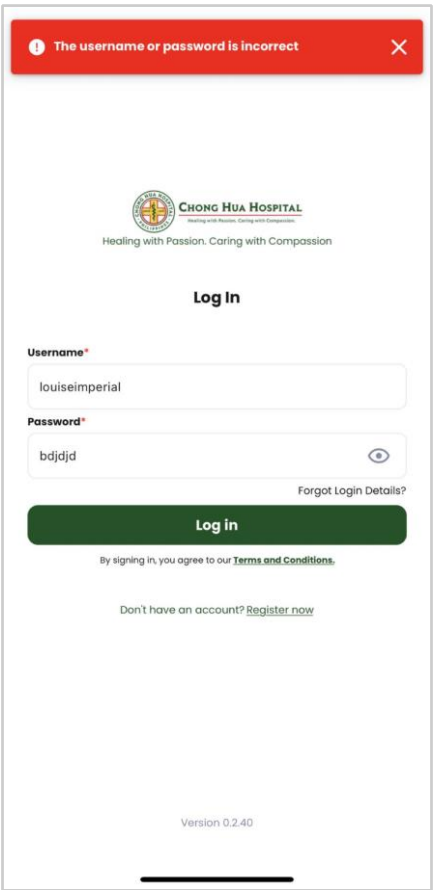
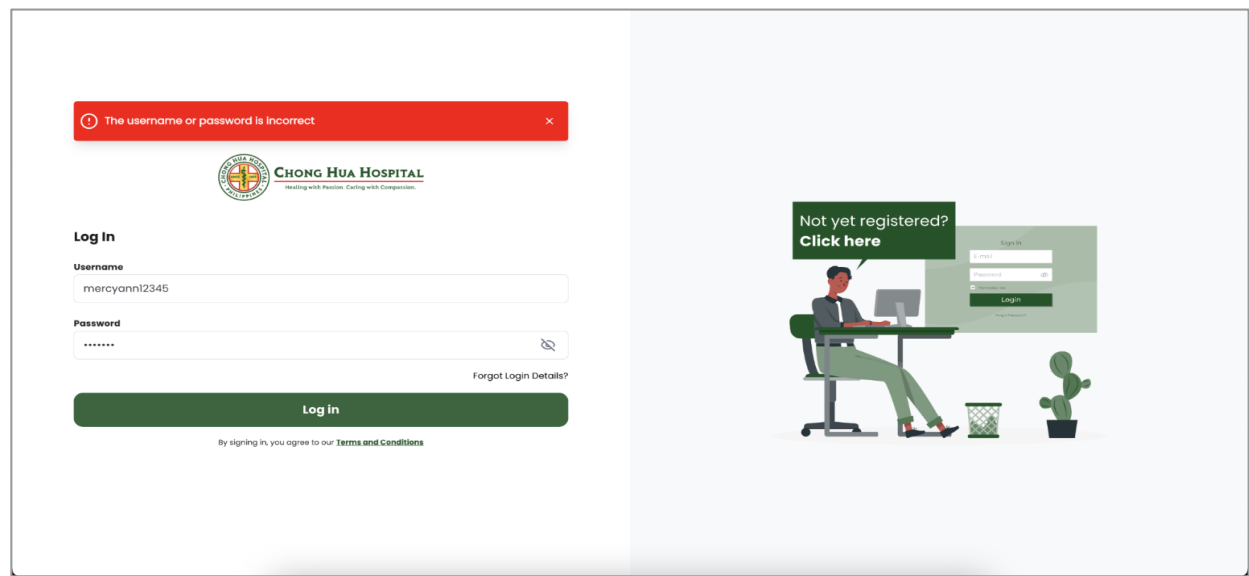


On the App, the login page will require the user to key-in the valid credentials right away to successfully login.



# LOGIN (Web and Mobile App)

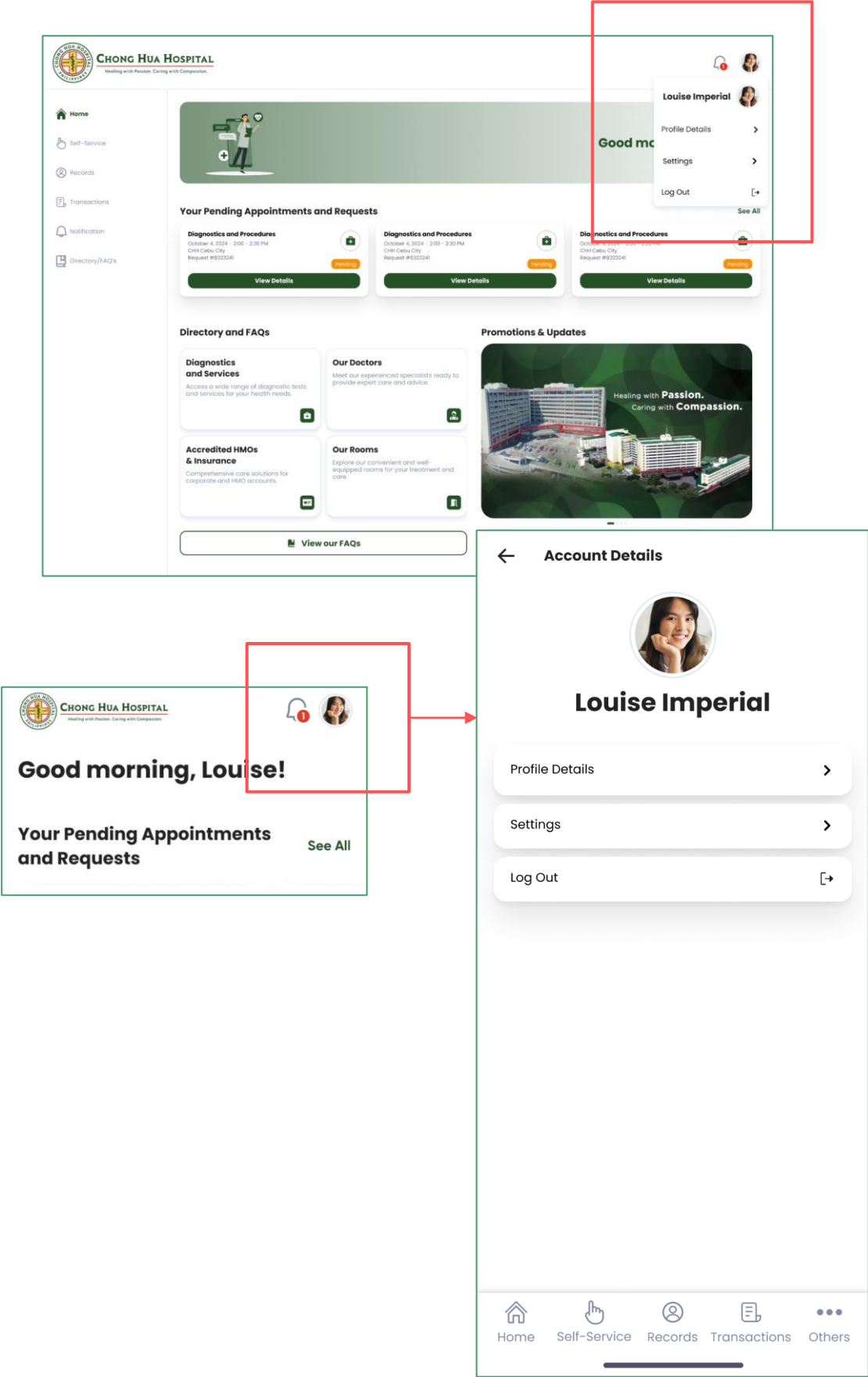
For invalid login, an error message will be displayed and the user will not be able to login successfully.



# ACCOUNT SETTINGS

There are three Account settings:

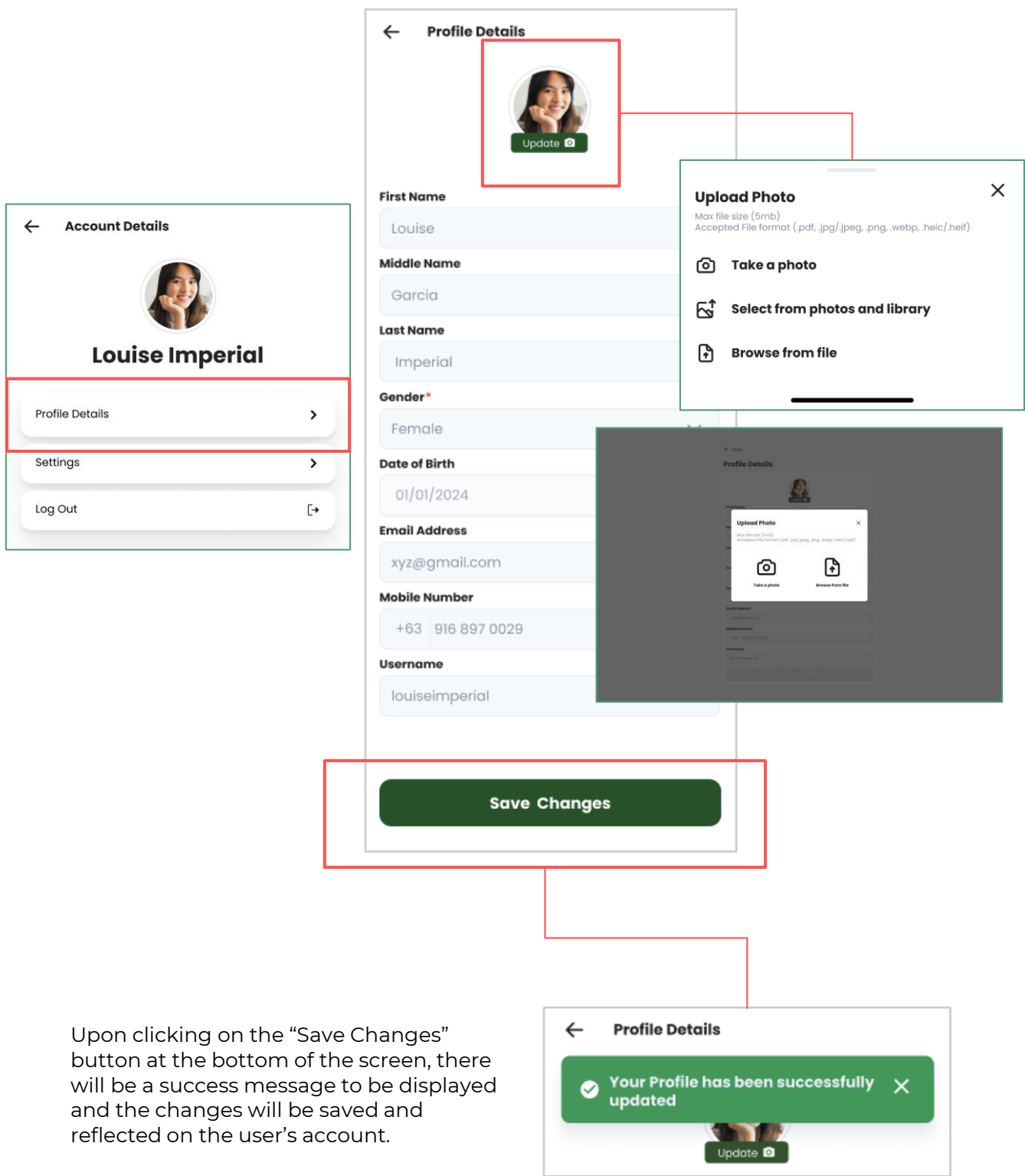
- Profile Details
- Settings
- Log Out





# ACCOUNT SETTINGS

**Profile Details** lets the user update the profile picture:

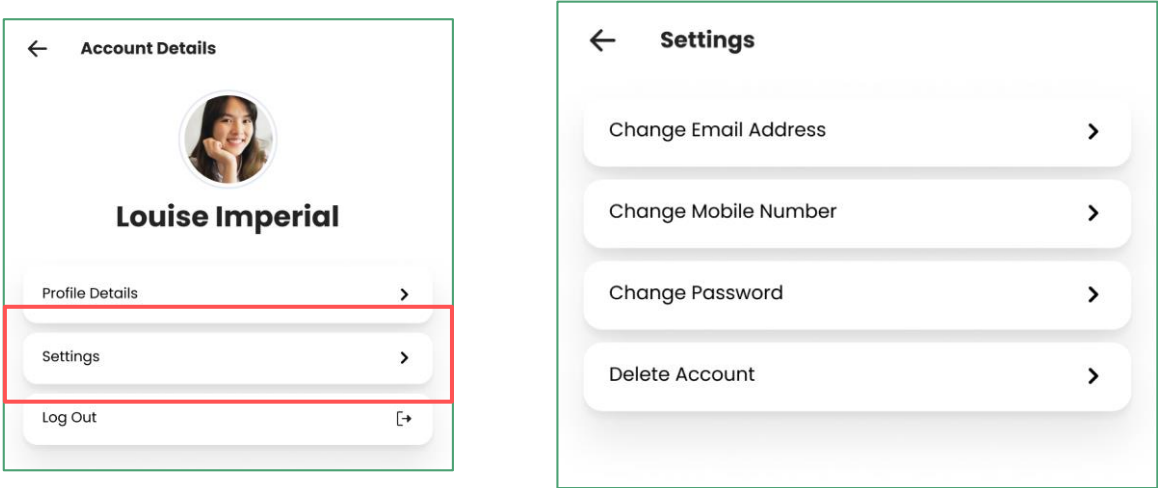


Upon clicking on the “Save Changes” button at the bottom of the screen, there will be a success message to be displayed and the changes will be saved and reflected on the user’s account.

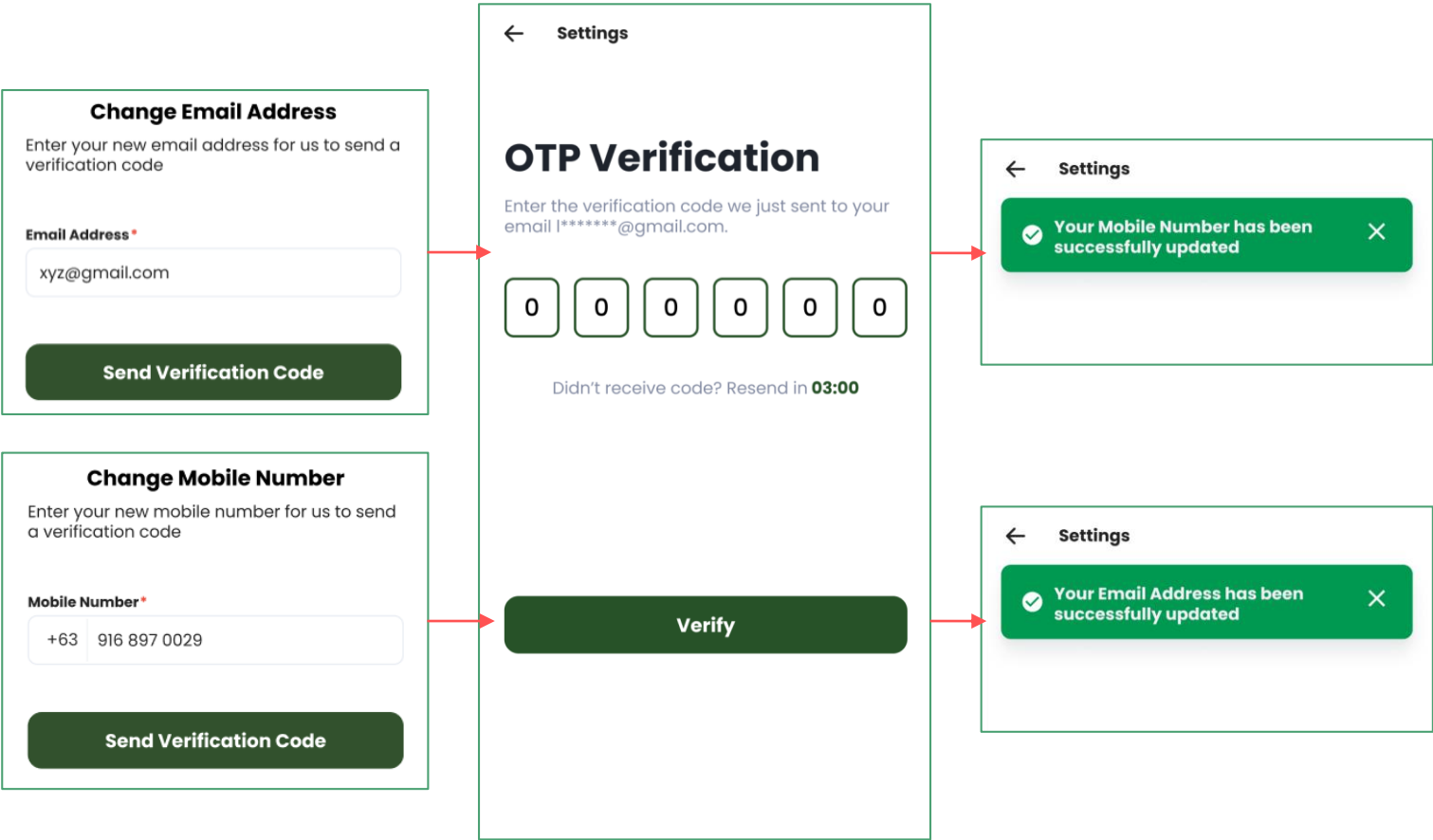
# ACCOUNT SETTINGS

**Settings** on the other hand lets the user change the following details:

- Email address,
- Mobile number,
- Password, and
- has the capability to delete the account



Changing the *Email Address* and *Mobile Number* would require an OTP verification for the user.



# ACCOUNT SETTINGS

In *Change Password*, user shall be required to input their current password prior to changing to a new one. It shall follow the password. User shall be prompted with a confirmation toast message upon successful changing of password

←Settings

Change Password

Current Password\*

Enter your password

New Password\*

Enter your password

Password must be:

At least 8 characters long

Contains at least 1 number

Contains at least 1 uppercase letter

Contains at least 1 lowercase letter

Contains at least 1 special character

Confirm New Password\*

Enter your password

Save Changes

Home

Self-Service

Records

Transactions

Others

←Settings

Your Password has been successfully updated

Change Password

Current Password\*

New Password\*

Password must be:

At least 8 characters long

Contains at least 1 number

Contains at least 1 uppercase letter

Contains at least 1 lowercase letter

Contains at least 1 special character

Confirm New Password\*

Save Changes

Home

Self-Service

Records

Transactions

Others

# ACCOUNT SETTINGS

If password criteria are not met, the screen will return an error message and the user will not be able to proceed.

←Settings

! Password update failed

×

Change Password

Current Password\*

●●●●●●●●

🗕

New Password\*

●●●●●●●●

🗕

Password must be:

✓ At least 8 characters long

✓ Contains at least 1 number

✓ Contains at least 1 uppercase letter

✓ Contains at least 1 lowercase letter

✓ Contains at least 1 special character

Confirm New Password\*

●●●●●●●●

🗕

Save Changes

Home

Self-Service

Records

Transactions

Others

←Settings

! Password do not match

×

Change Password

Current Password\*

●●●●●●●●

🗕

New Password\*

●●●●●●●●

🗕

Password must be:

✓ At least 8 characters long

✓ Contains at least 1 number

✓ Contains at least 1 uppercase letter

✓ Contains at least 1 lowercase letter

✓ Contains at least 1 special character

Confirm New Password\*

●●●●●●●●

🗕

Save Changes

Home

Self-Service

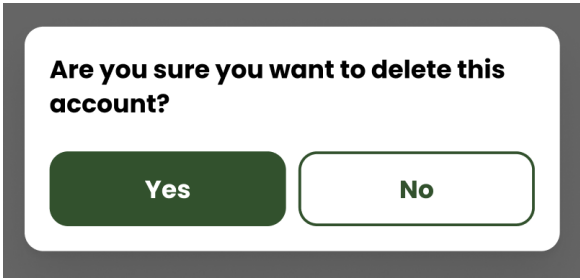
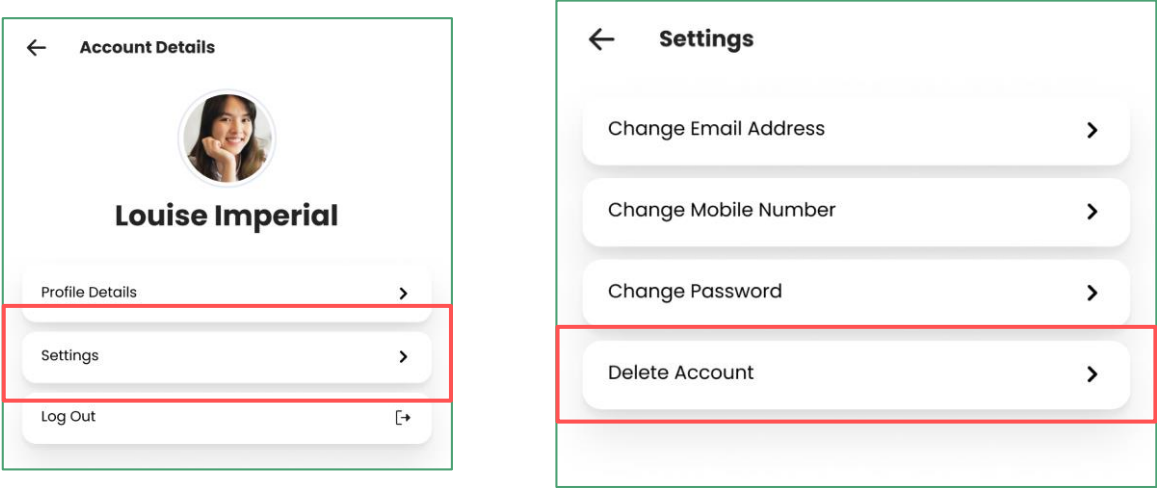
Records

Transactions

Others


# ACCOUNT SETTINGS

Lastly for the Settings menu is the 'Delete Account' option which will have a confirmation modal with 'Yes' or 'No' buttons.



## ACCOUNT RECOVERY

In the event that the user forgot the login details, the user can utilize the **Forgot Login Details** button on the login page.



**CHONG HUA HOSPITAL**  
Healing with Passion. Caring with Compassion.

Healing with Passion. Caring with Compassion

## Log In


Username

Password

Log In

Forgot Login Details?

By signing in, you agree to our [Terms and Conditions](#)



**CHONG HUA HOSPITAL**  
*Healing with Passion. Caring with Compassion.*

Healing with Passion. Caring with Compassion

## Log In

**Username**

**Password**

[Forgot Login Details?](#)

**Log in**

By signing in, you agree to our [Terms and Conditions](#).

Don't have an account? [Register now](#)

*The user should key-in details to verify the patient details.*

Once the patient record has been found in the system, an OTP will be generated.

← BACK

Account Recovery

1. Verify Patient

2. Generate OTP

3. Verify OTP

4. Password

5. Success

First Name \*

Maria Regina

Middle Name \*

Tapias

Last Name \*

Alvarez

Suffix

Alvarez

Gender \*

Female

Birthday \*

01-01-2024

Next

←

BACK

# Account Recovery

1. Verify Patient

2. Generate OTP

3. Verify OTP

4. Password

5. Success

We are pleased to inform you that we have found your record in our database. Kindly confirm through One-Time Password (OTP) to proceed \*

☒

Mobile Number: \*\*\*\*\*5529

☒

Email: \*\*\*\*\_52@yahoo.com

If you do not have access to your registered mobile number and/or email address, please call us for assistance.

Chang Hua Hospital Cebu :  
+63 (32) 255-8000

Chang Hua Hospital Mandaue :  
+63 (32) 233-8000

Or, you may send us a message through our Facebook page at [Chang Hua Hospital](#). Our Customer Service Representative is available to assist you from Monday to Saturday between 7AM-9PM.

Back

Next

*Otherwise, the account recovery  
will not proceed.*

**Patient does not have Hospital record.** ✕

You may call us for further assistance.

Chong Hua Hospital Cebu :  
+63 (32) 255-8000

Chong Hua Hospital Mandaue :  
+63 (32) 233-8000

Or, you may send us a message through our Facebook page at [Chong Hua Hospital](#). Our Customer Service Representative is available to assist you from Monday to Saturday between 7AM-9PM.

The system will verify the OTP that has been sent.

*User should input the new password twice.*

[← BACK](#)

## Account Recovery

1. Verify Patient

2. Generate OTP

3. Verify OTP

4. Password

5. Success

Enter the verification code we just sent to your mobile number +639 \*\*\*\*\*53.

3

2

1

4

9

2

Didn't receive code? Resend in **03:00**

Back

Next

[← BACK](#)

## Account Recovery

1. Verify Patient

2. Generate OTP

3. Verify OTP

4. Password

5. Success

Thank you for confirming your OTP. Please reset your password.

**New Password\***

●●●●●●●●

[🗕](#)

Password must be:

- ✔ At least 8 characters long
- ✔ Contains at least 1 number
- ✔ Contains at least 1 uppercase letter
- ✔ Contains at least 1 lowercase letter
- ✔ Contains at least 1 special character

**Confirm New Password\***

●●●●●●●●

[🗕](#)

Back

Save Changes

5

System will display success message.

[← BACK](#)

## Account Recovery

1. Verify Patient

2. Generate OTP

3. Verify OTP

4. Password

5. Success

**Successfully Updated Password**

Login using

Username: franciscark

Patient Number: 29384923874374

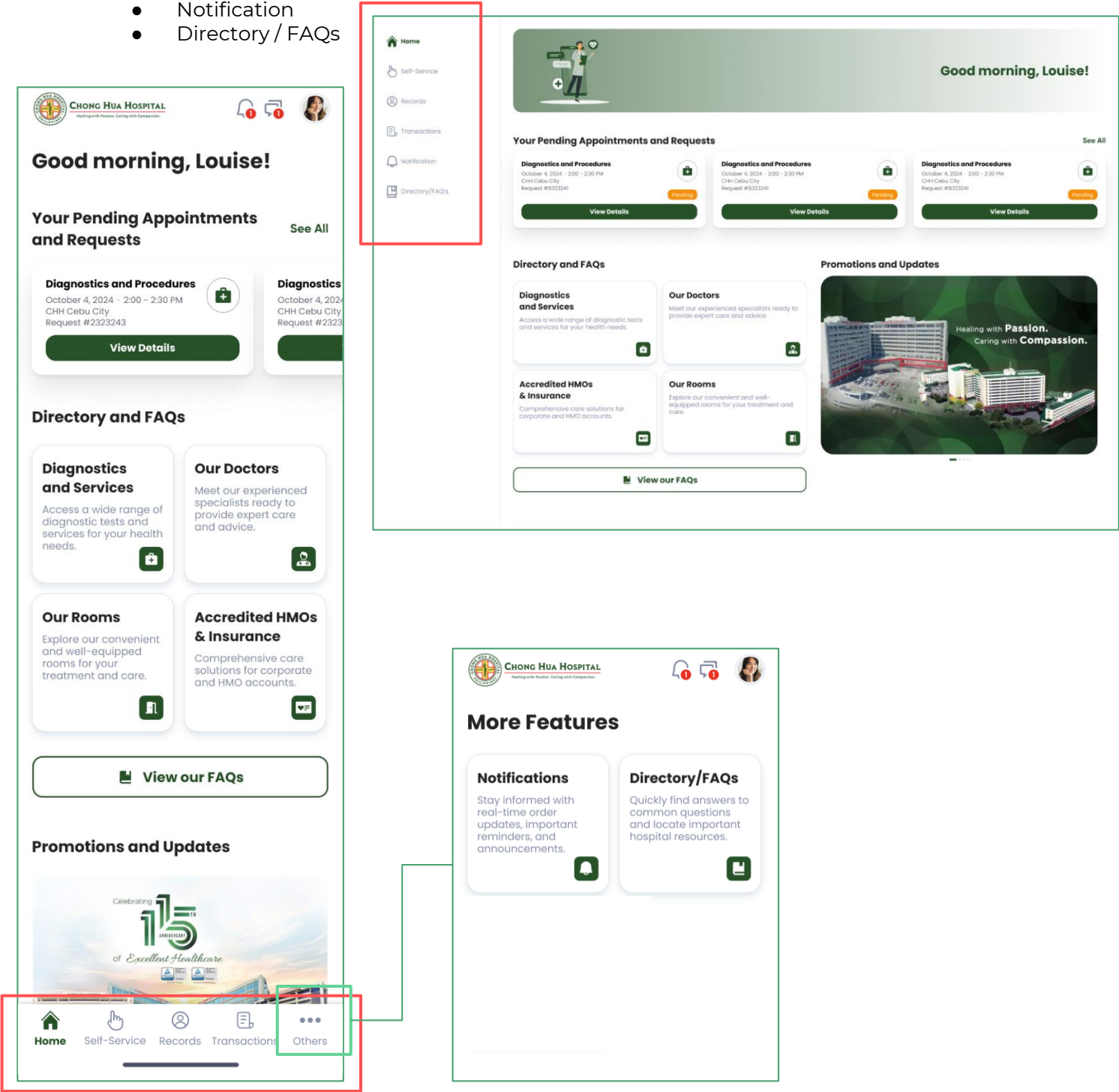
[Log In](#)

# LANDING PAGE / DASHBOARD

The **Home** menu or the dashboard is the landing page upon successfully logging in.

The main page has the following modules:

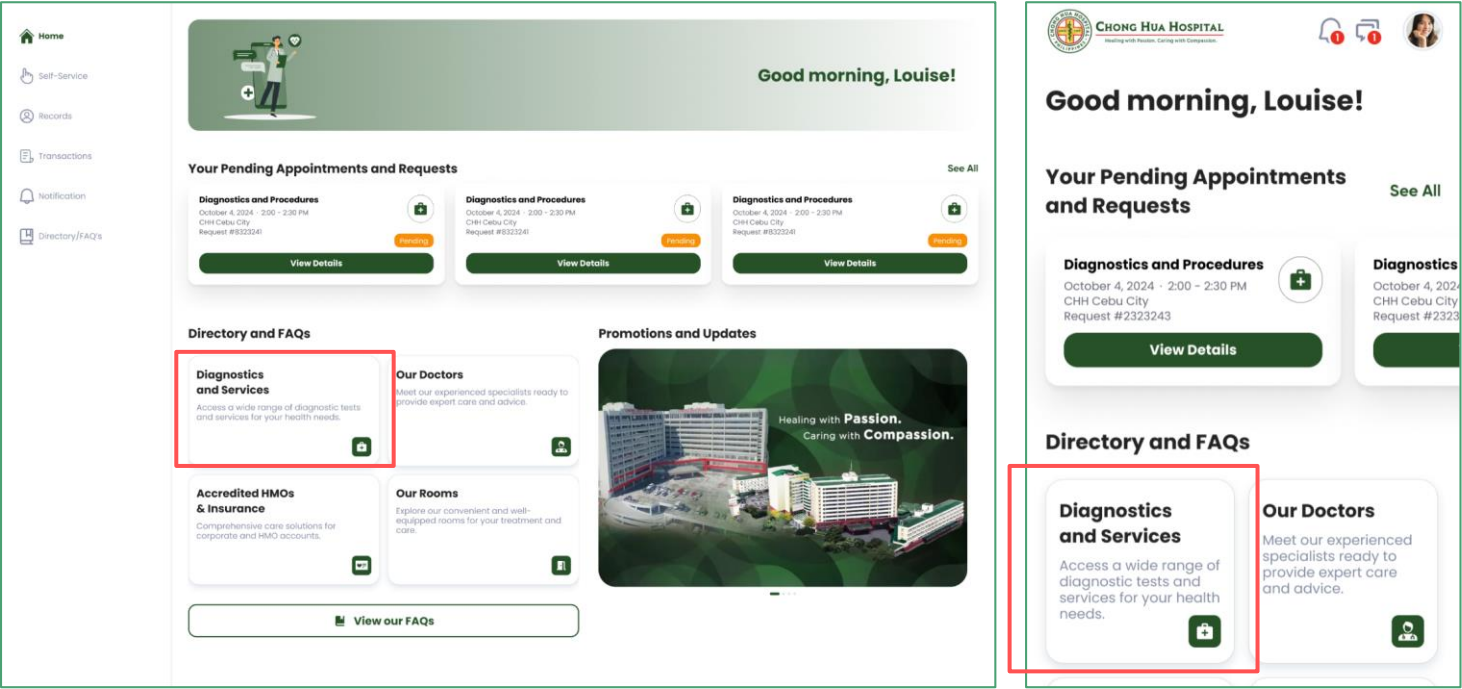
- Home
- Self Service
- Records
- Transactions
- Notification
- Directory / FAQs



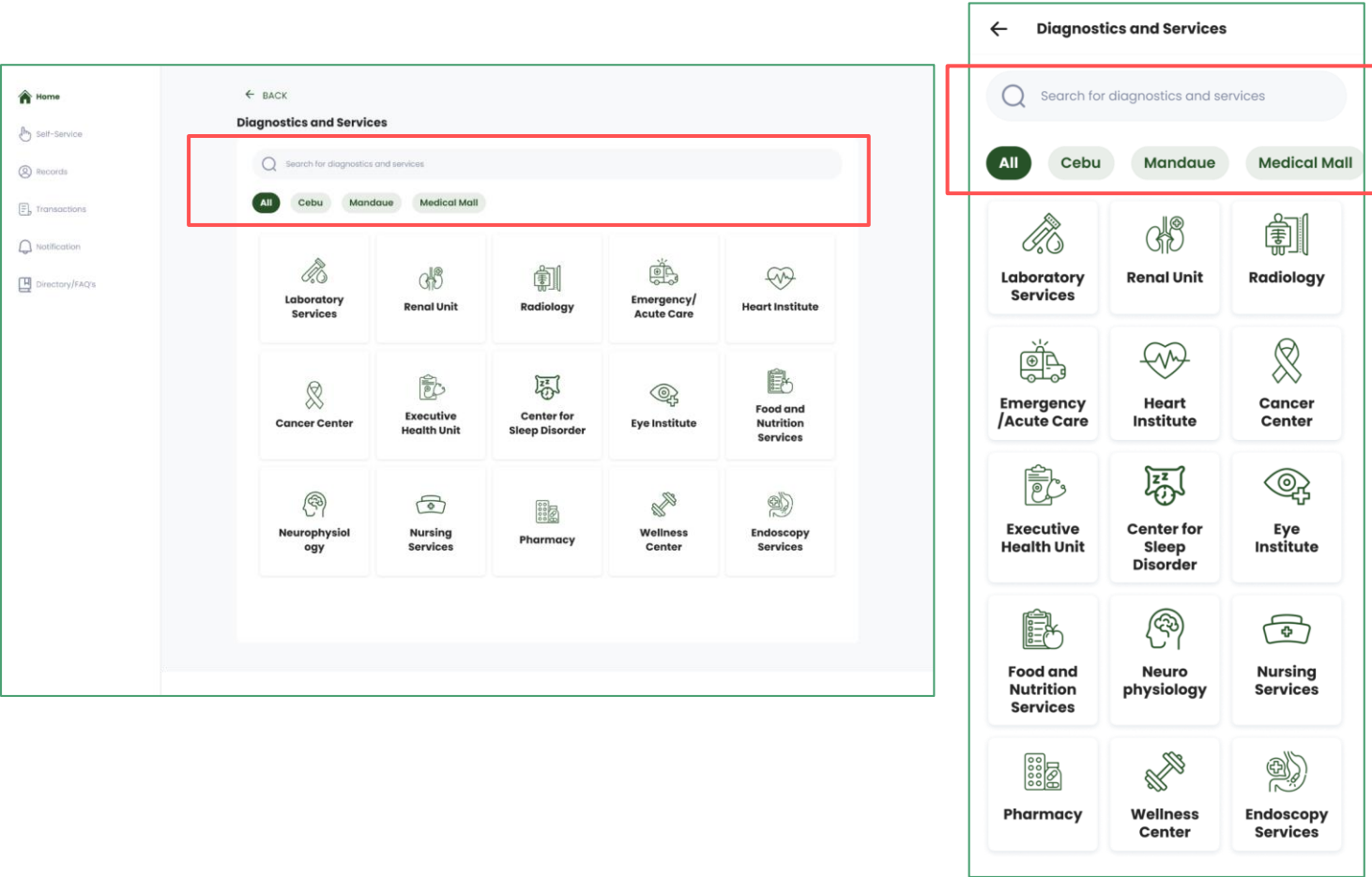
More feature from "Others" ellipsis button.

# DIAGNOSTICS AND SERVICES

Under the **Directory and FAQs** section from the **Home** menu displays the **Diagnostics and Services** section.



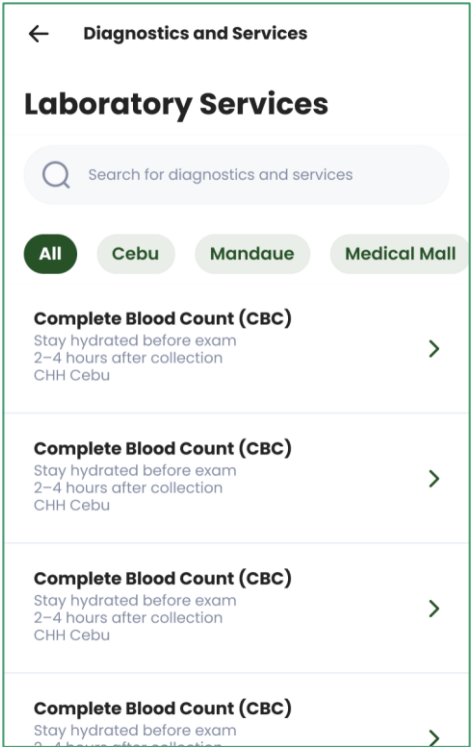
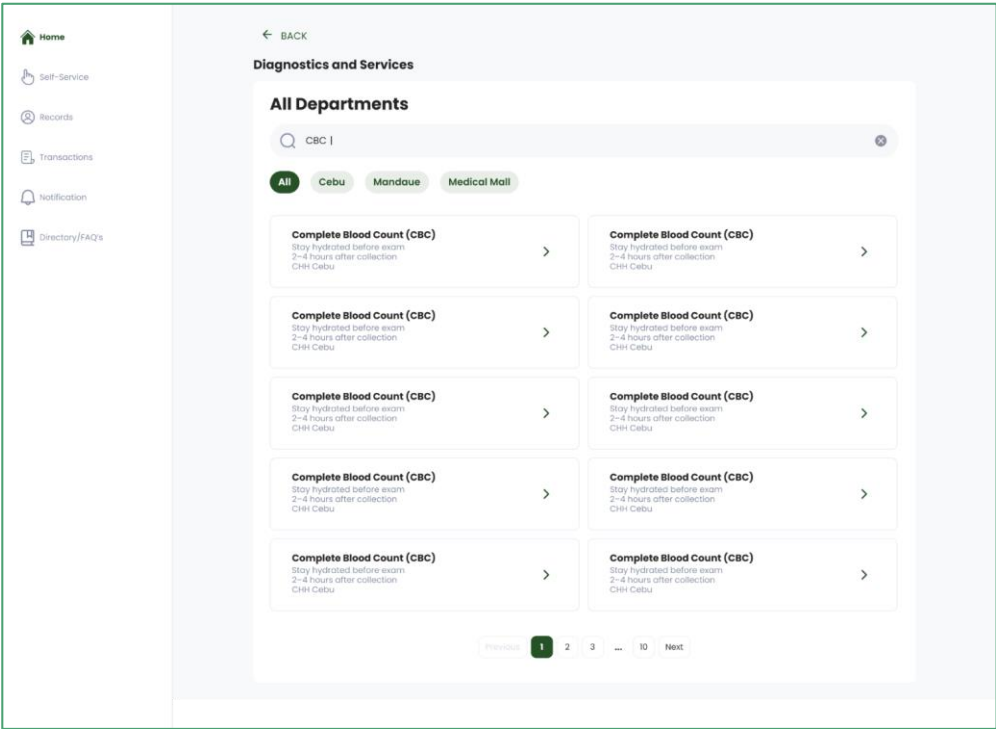
The user can type-in keywords via the search filter field or click the filter button for the locations to easily sort the availability of the diagnostics and services for a particular branch/location.



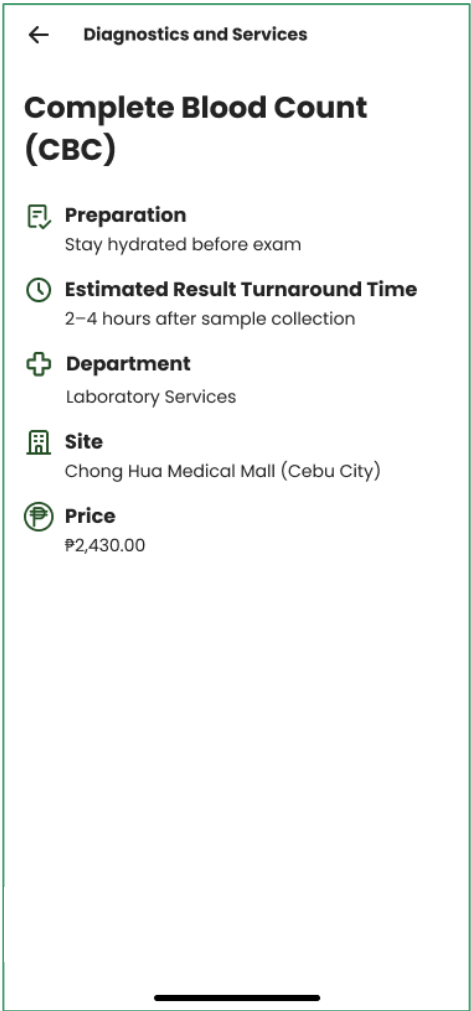
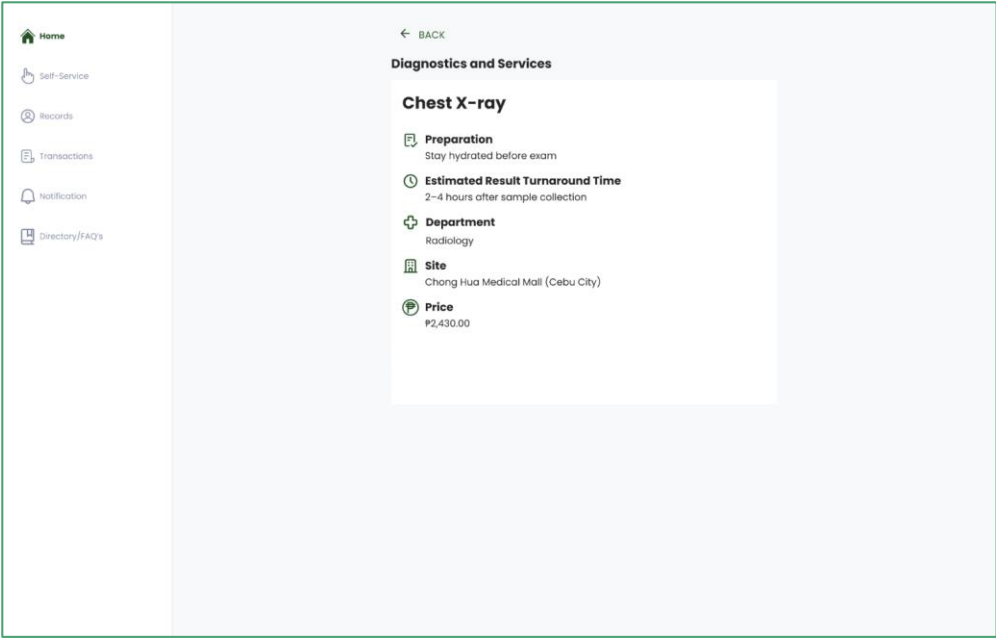


# DIAGNOSTICS AND SERVICES

Search results will display the summary information of each available diagnostic and service that the user can click to view all the details.

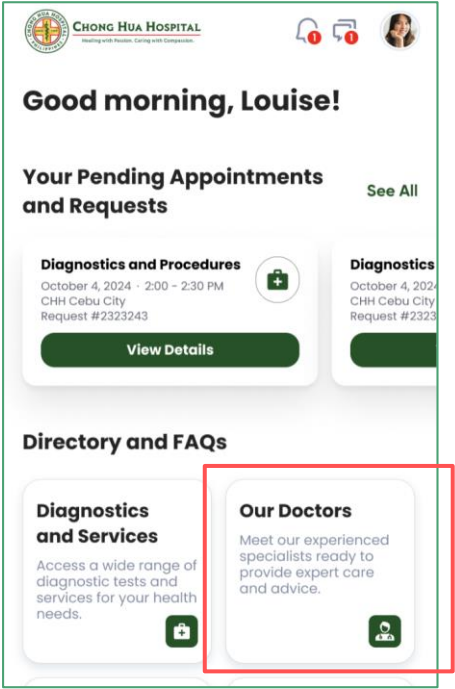
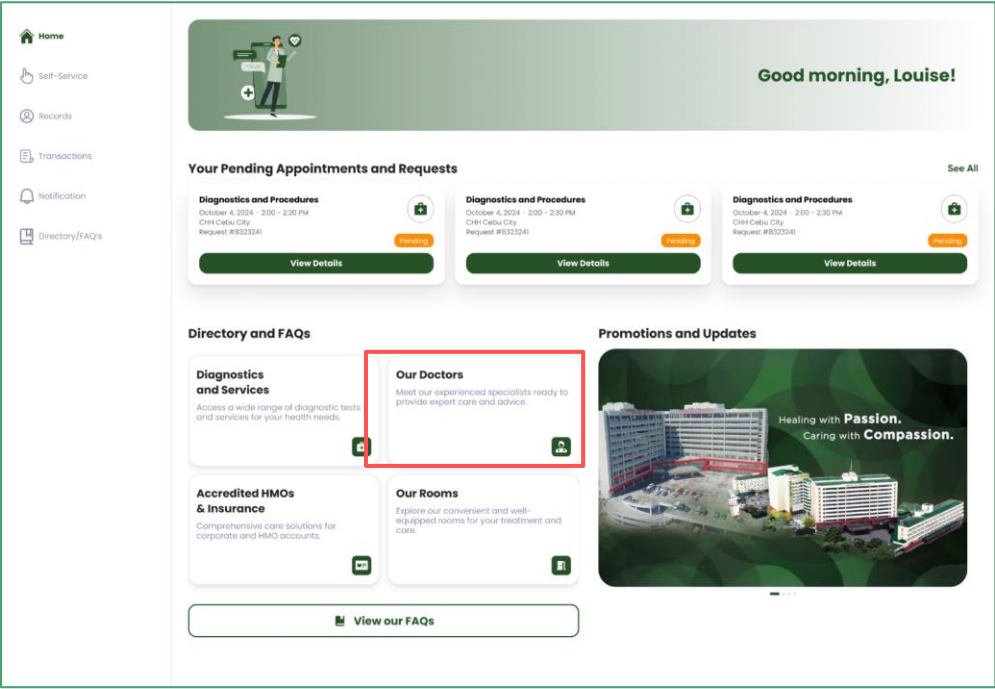


The user can select a specific diagnostic and service and will be redirected to the details of the diagnostics procedures. It will displays the a. Preparation, Estimated Result Turn Around Time, Department, Site and Price.

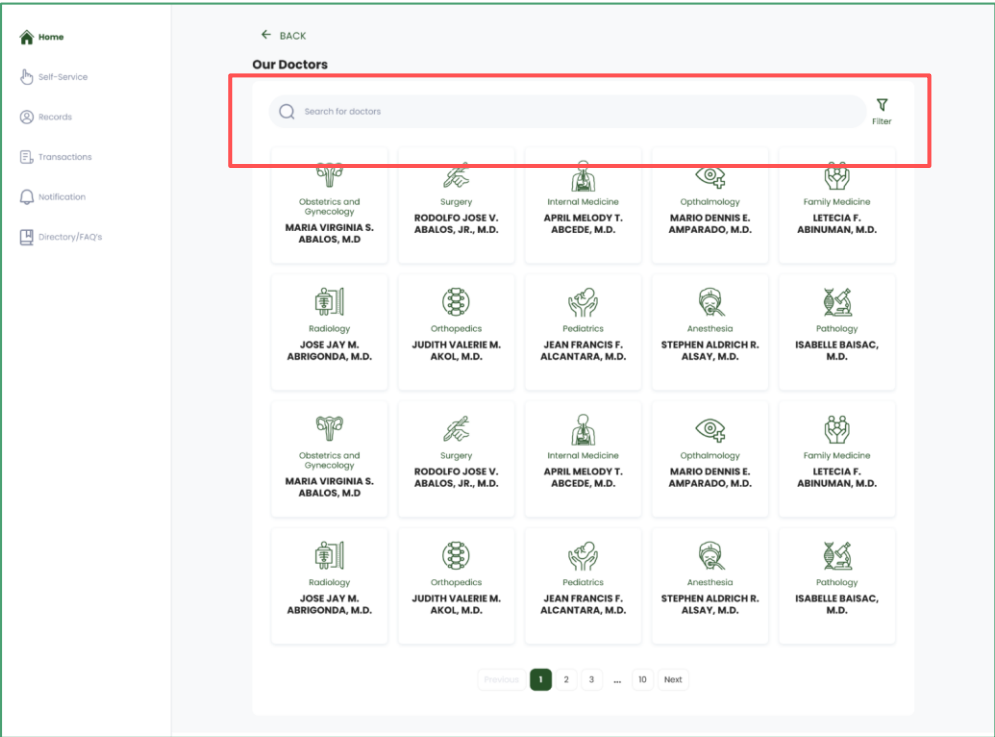


# OUR DOCTORS

Under the **Directory and FAQs** section from the **Home** menu displays the **Our Doctors** section where users have access to the list of the Doctors and their specializations.

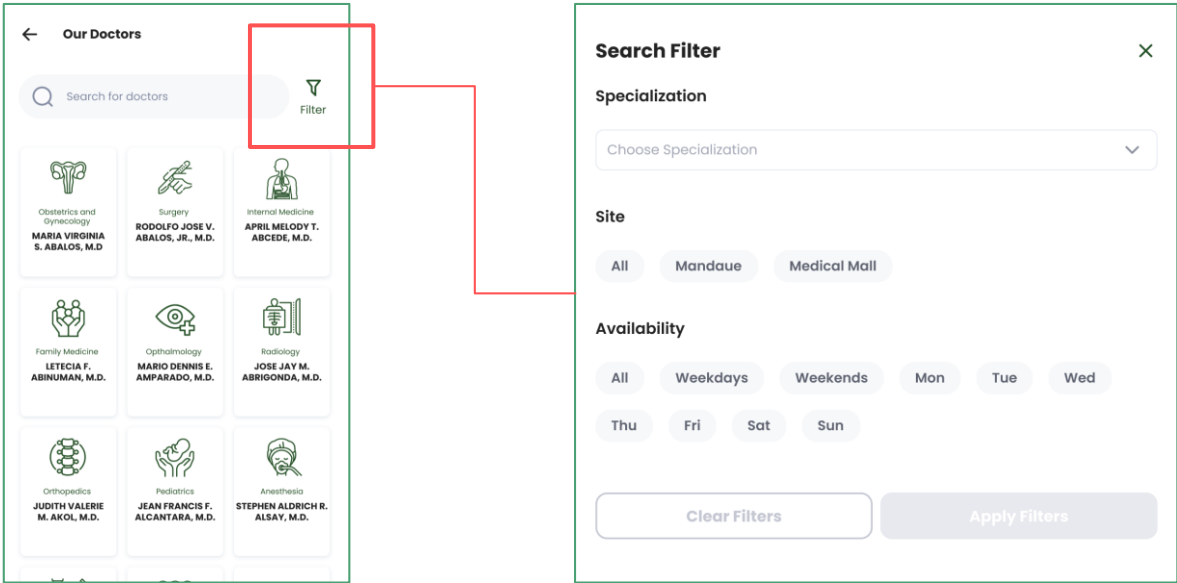


There is a search field where users can type-in key words to search for a specific doctor or specialization.



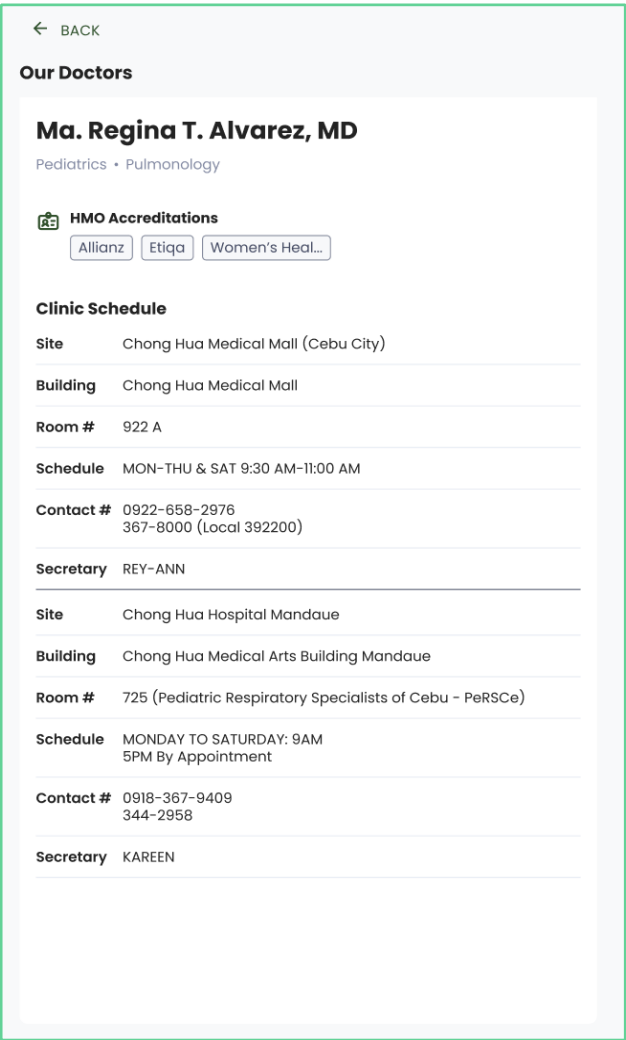
# OUR DOCTORS

Or users can also use the search filter button to search for Doctors per Specialization, Site, or availability.



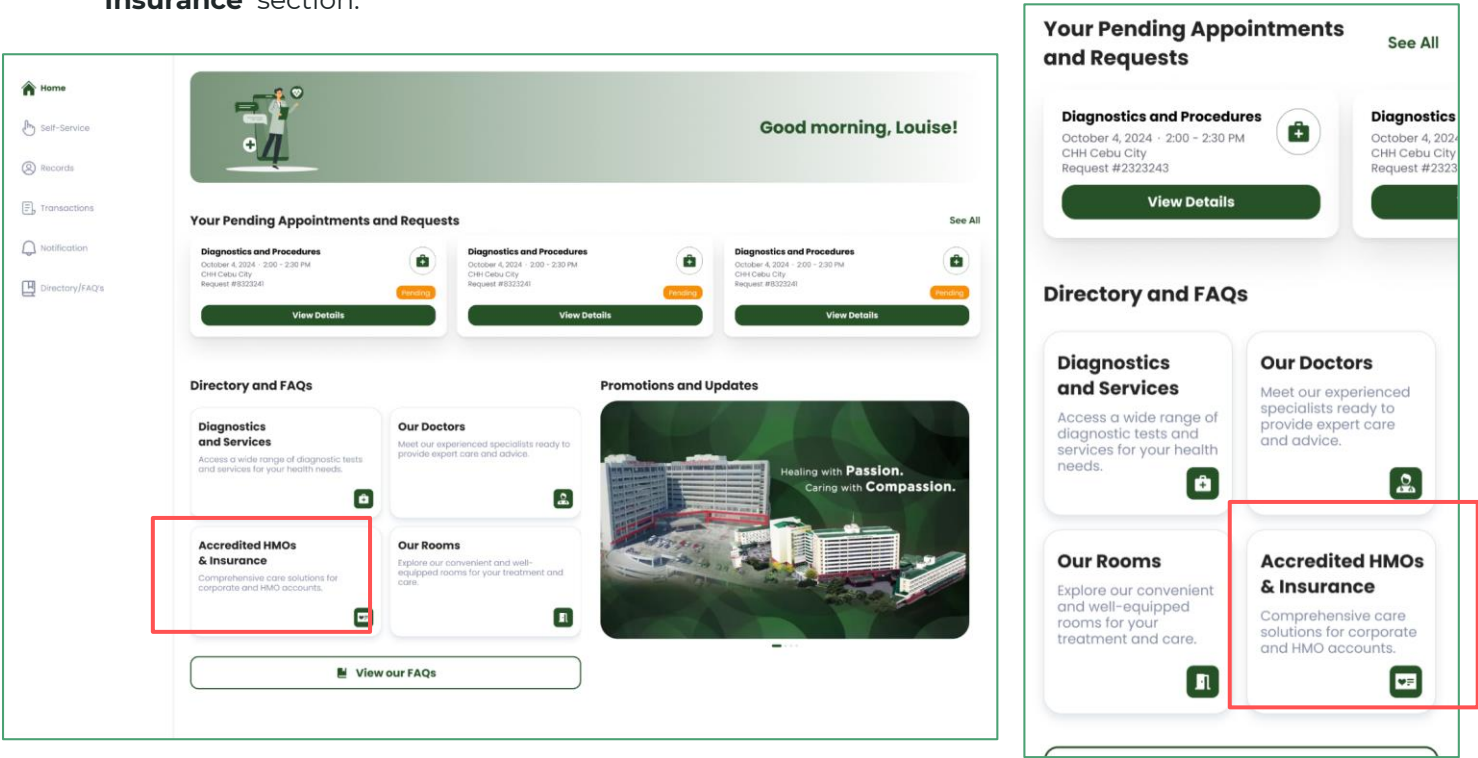
Users can then see the details of the selected Doctor from the screen such as:

- a. Specialization
- b. HMO Accreditations
- c. Clinic Schedule

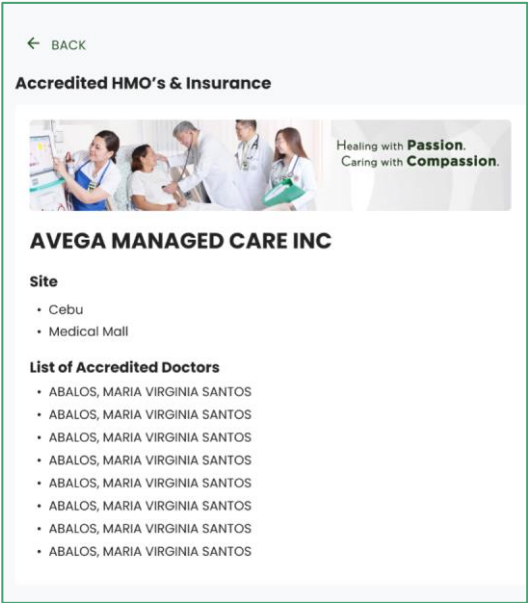
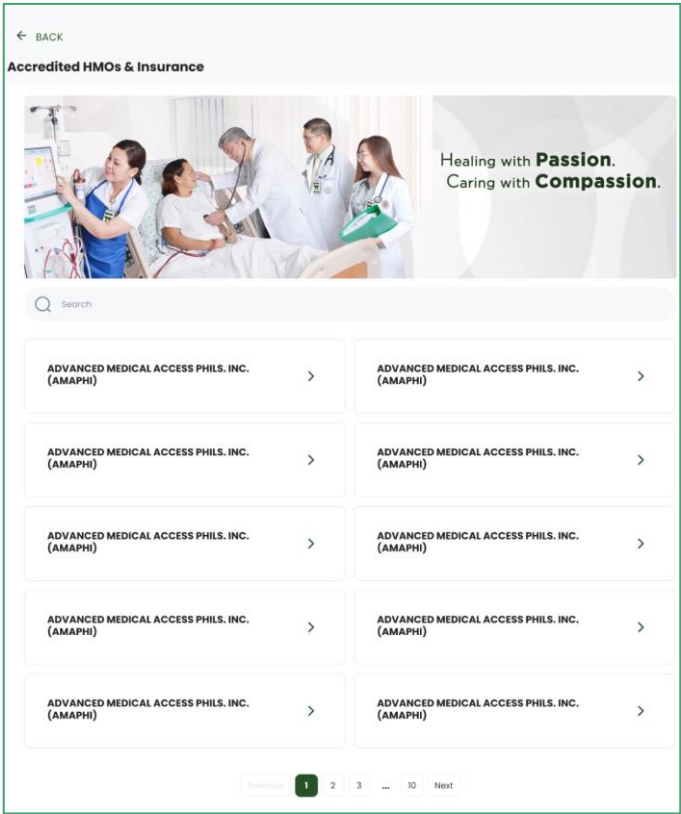


# ACCREDITED HMOs & INSURANCE

Under the **Directory and FAQs** section from the **Home** menu displays the **Accredited HMOs & Insurance** section.



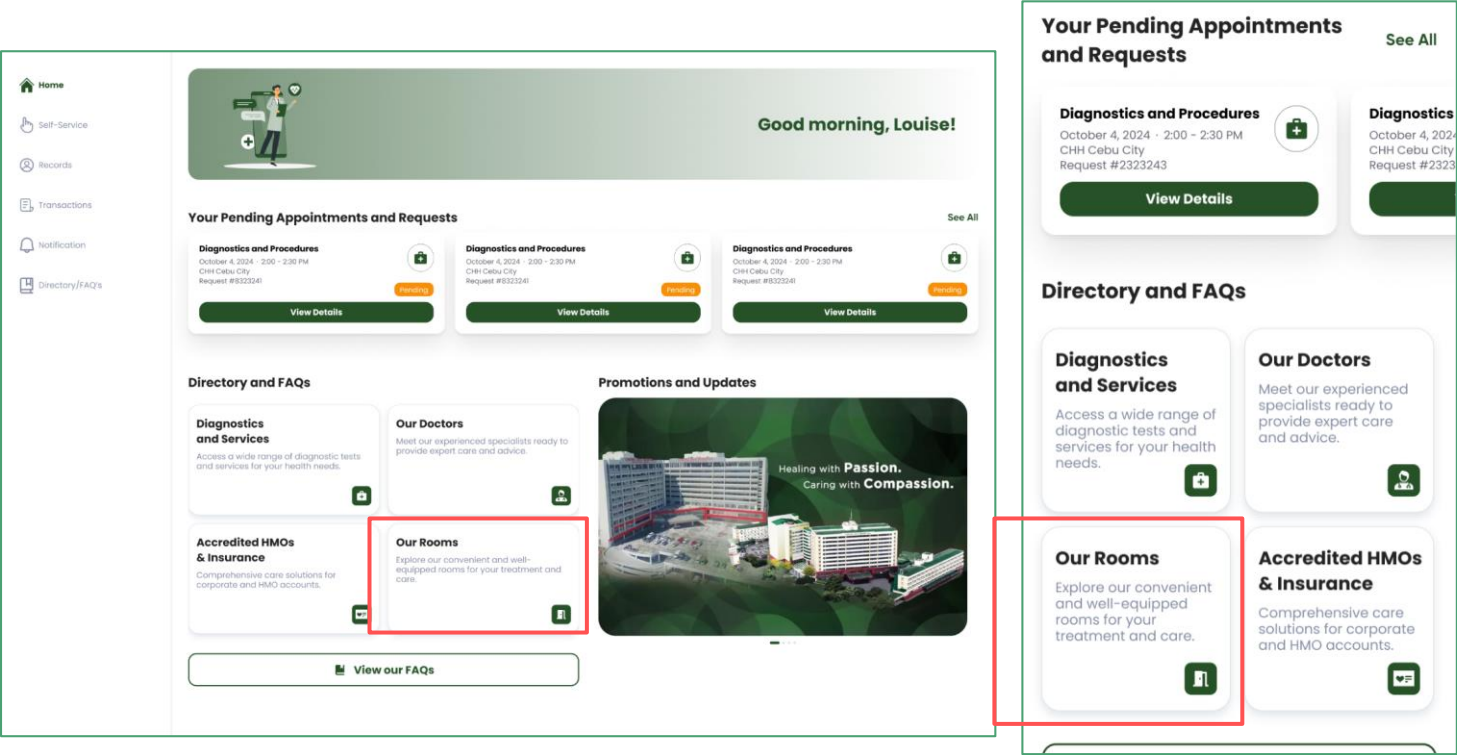
Users can see all the available HMOs and Insurance that CHH can cater. User can click a tile to see the details.



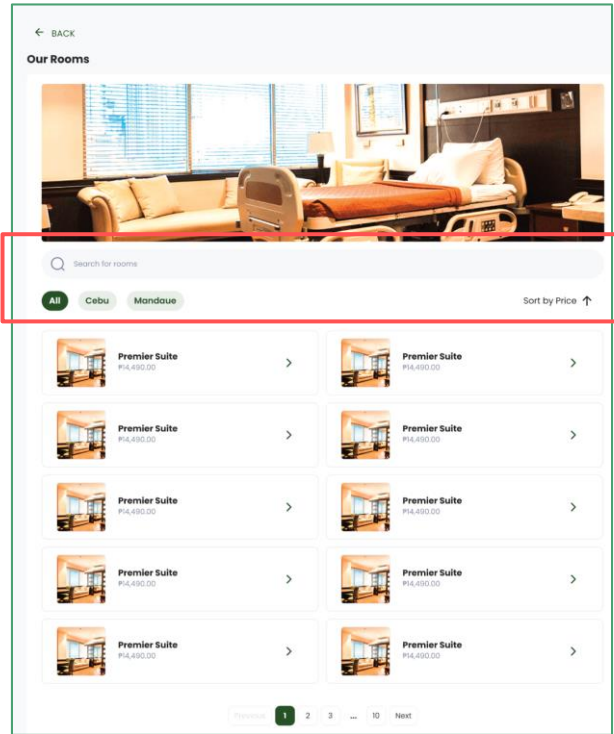
Sample details upon clicking an icon.

# OUR ROOMS

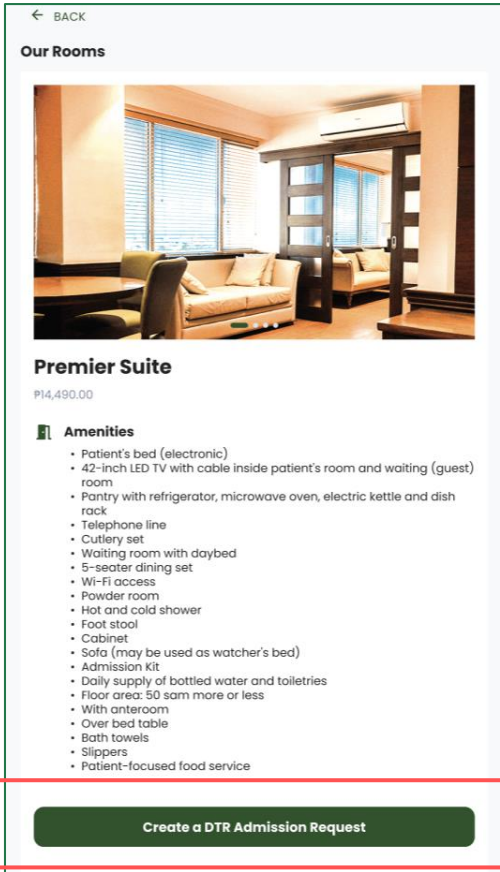
Under the **Directory and FAQs** section from the **Home** menu displays the **Our Rooms** section.



Users can see the list of all the available rooms where they can filter out results using key-word from the input field or via clicking a branch filter.



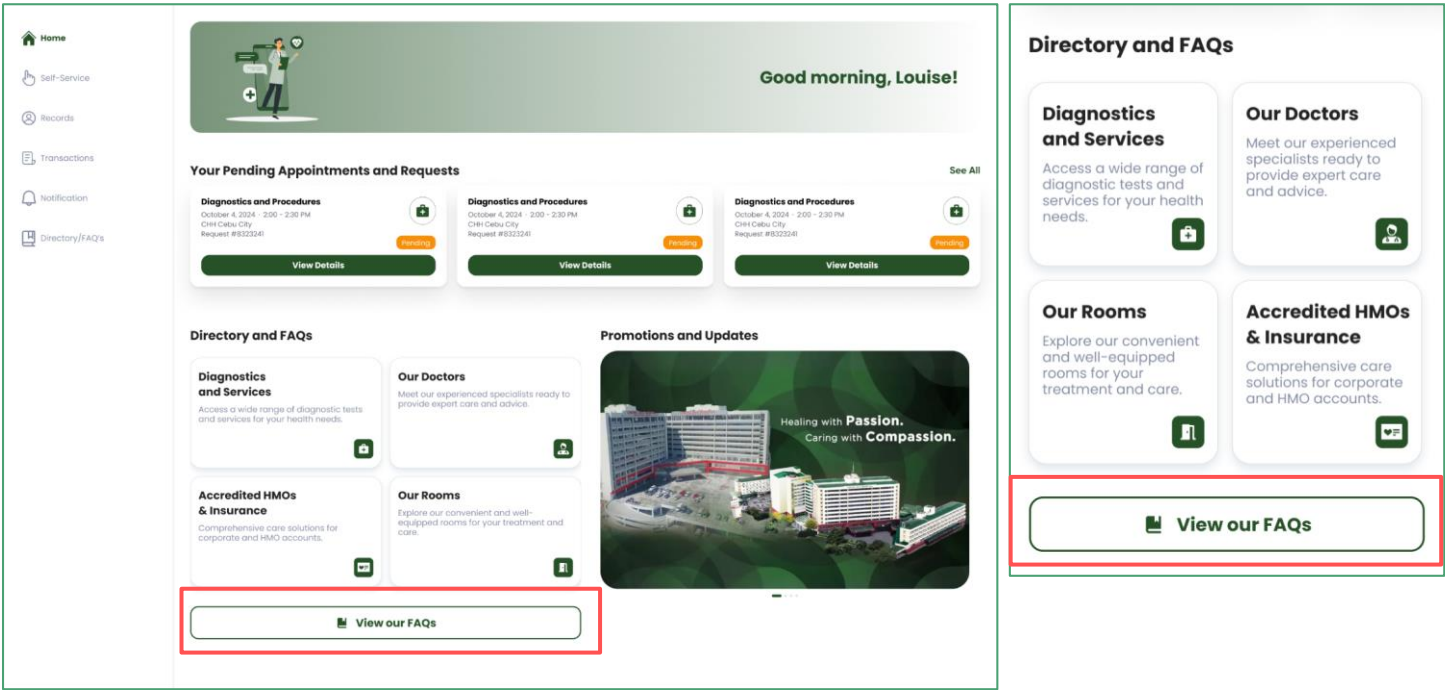
Users can book the desired room using the **Create DTR Admission Request** button.





# FREQUENTLY ASKED QUESTIONS

Under the **Directory and FAQs** section from the **Home** menu displays the **View our FAQs** button.

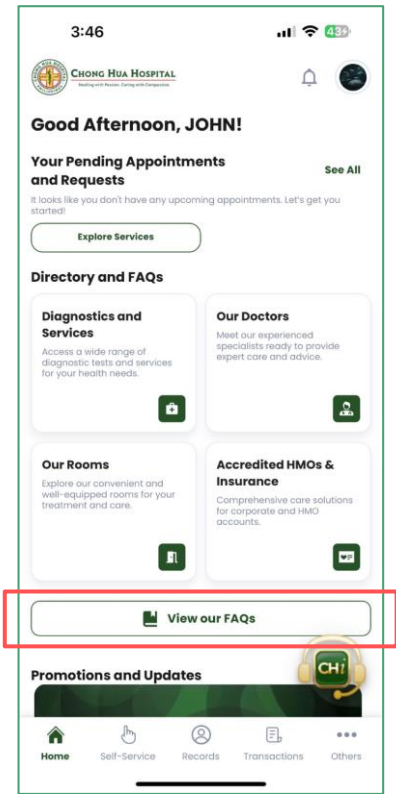
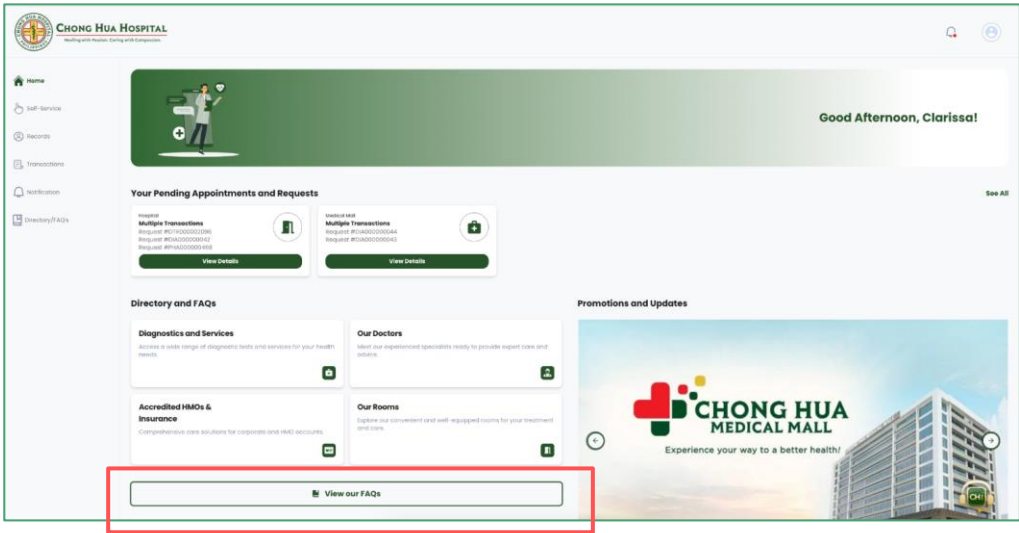


Users can see the list of FQAs under the following department:

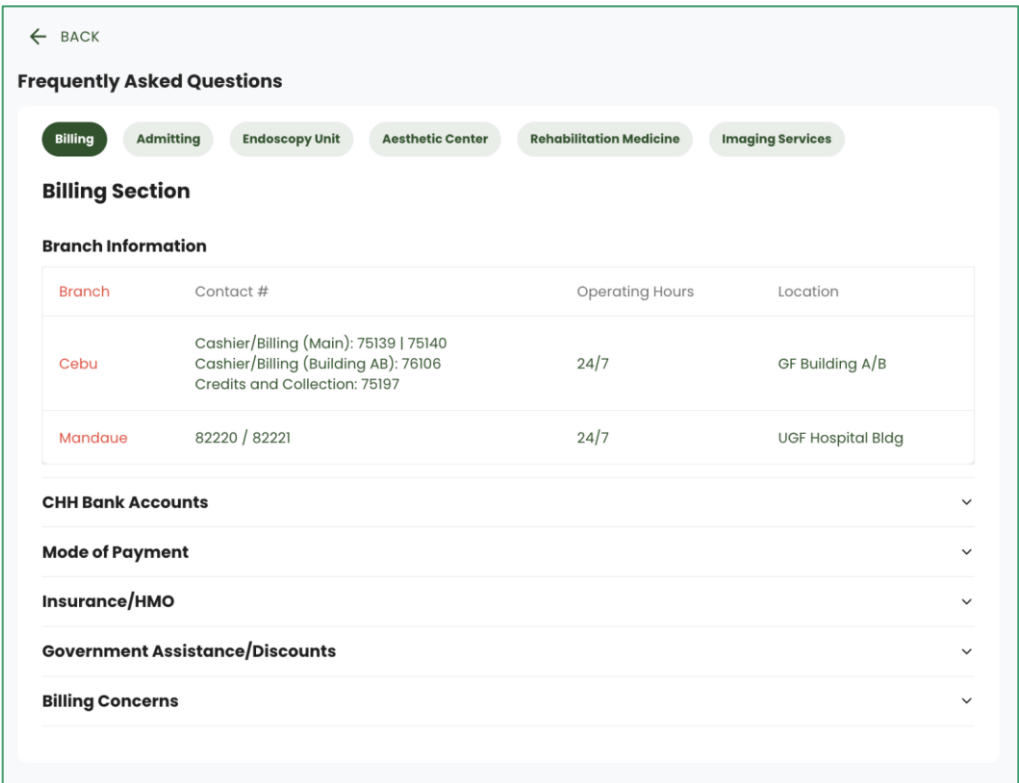
- a. Billing
- b. Admitting
- c. Endoscopy Unit
- d. Aesthetic Center
- e. Rehabilitation Medicine
- f. Imaging Services - Radiology

# FREQUENTLY ASKED QUESTIONS

Under the **Directory and FAQs** section from the **Home** menu displays the **View our FAQs** button.

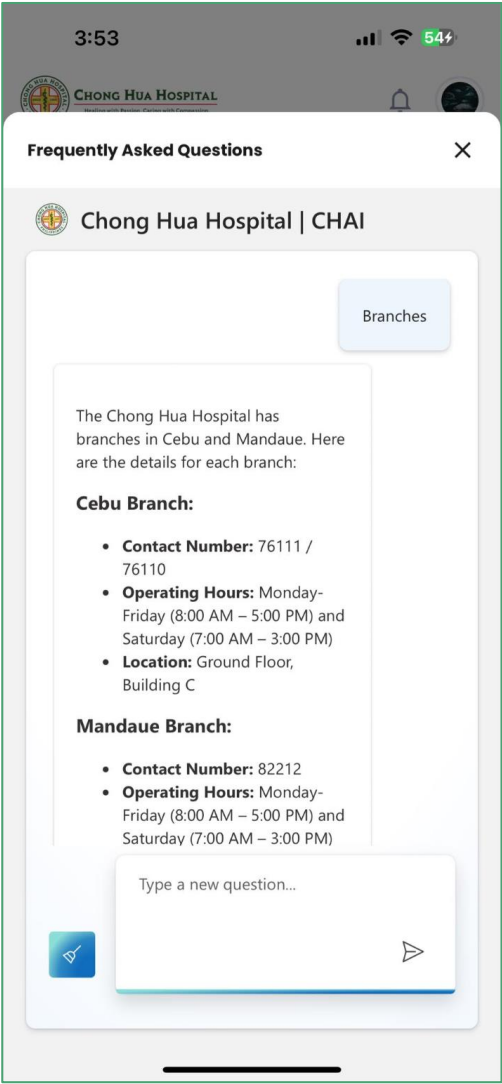
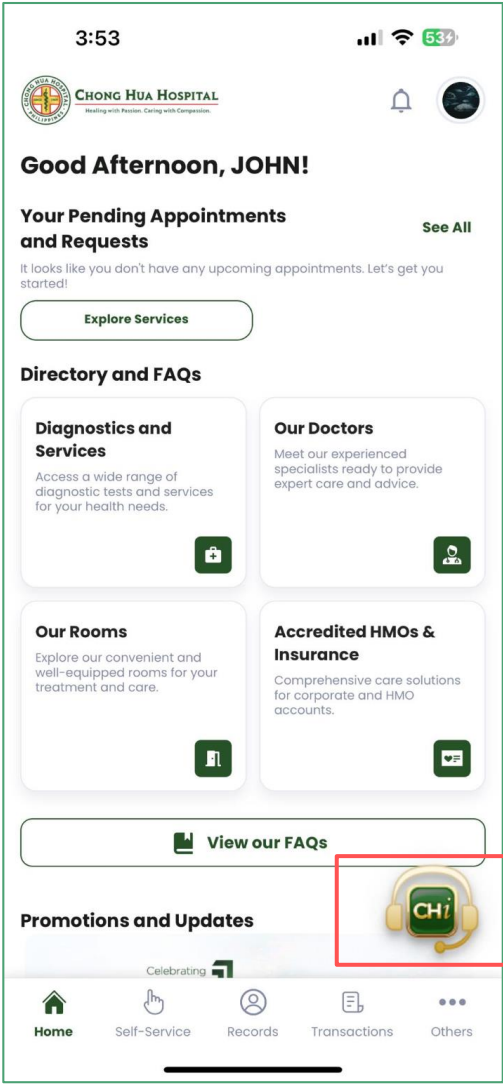


Users can select a specific tab on the FAQs to search for any information regarding CHH Hospital's services and facilities.



# CHI AI Assistance

**CHI AI Assistance** is accessible for user questions on the Homepage and Frequently Asked Questions page.

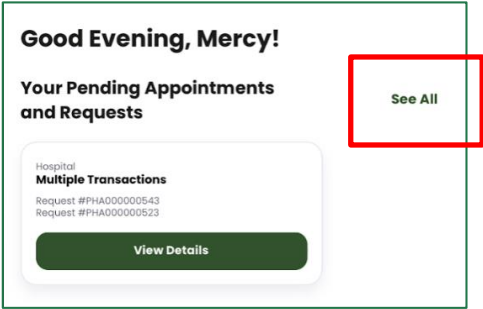
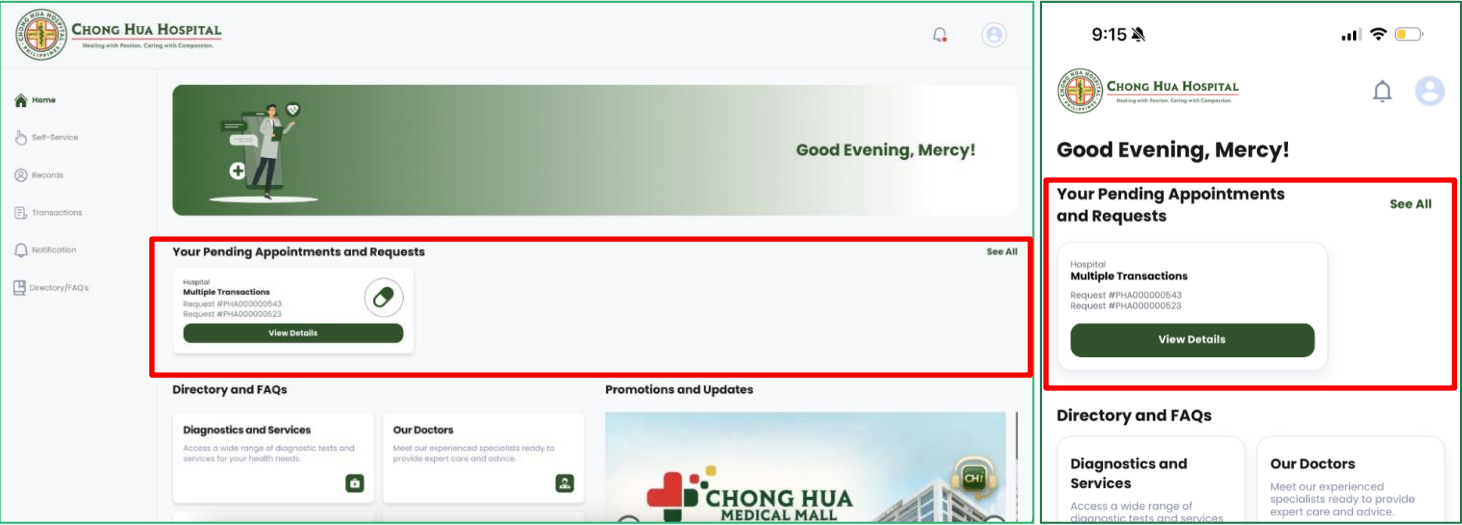


**Example:** User searched “Branches” on the CHI AI Assistance and the App generated all CHH’s branches information.

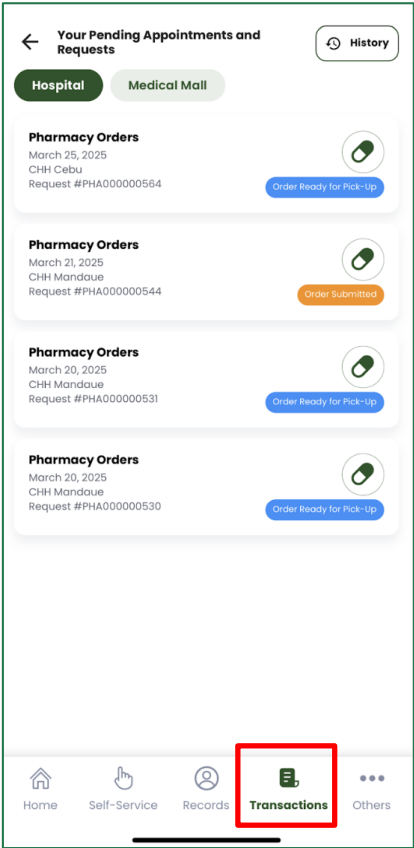
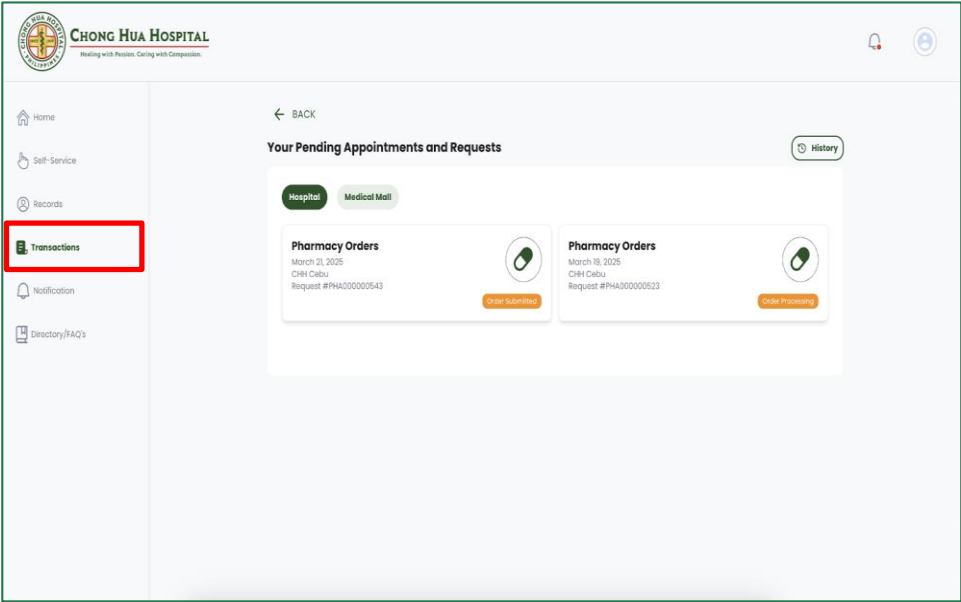


# PENDING APPOINTMENTS AND REQUESTS

The user's **Pending Appointments and Requests** can be viewed from the **Home** menu.



Clicking the **See All** button link redirects the user to the **Transactions** menu which displays the list of all the pending appointments and requests for Pharmacy Orders and DTR Admission.



# PENDING APPOINTMENTS AND REQUESTS

Details of the pending request can be viewed by clicking on the Pharmacy Orders and DTR Admission tiles.

## Pharmacy Order Request details

## DTR Admission Request details

←

Pharmacy Orders

Pharmacy Orders

March 25, 2025  
CHH Cebu  
Request #PHA000000564  
POS #66777222

Order Ready for Pick-Up

Order Details

ALDACTONE 25MG TABLET	₱22.62 x6	₱135.72
SPIRONOLACTONE		
Total		₱90.48

Fulfilled Orders

ALDACTONE 25MG TABLET	₱22.62 x4	₱90.48
SPIRONOLACTONE		
Total		₱90.48

Order Summary

Total	₱90.48
Cash discount	₱0.00
SC/PWD Discount	₱16.16
Amount Due	₱64.64
Add: VAT	₱0.00
TOTAL AMOUNT DUE	₱64.64

Notes

NOTE TO PHARMACIST  
NOTE TO PATIENT

Support Center

Contact Pharmacy

Home

Self-Service

Records

Transactions

Others

←

DTR (Direct to Room) Admission

DTR (Direct to Room) Admission

March 26, 2025 • 2:30 PM - 3:00 PM  
CHH Cebu  
Request #DTR000000972

Completed

Attending Physician

Dr. Imelda Po Acusar

Internal Medicine

Type of Room

Superior-Suite Room

DTR Order Form

192f69a3-7560-4008-8f58-e3f76b8f01e4.png

Notes

note to patient

Setting

Chong Hua Hospital (Cebu City)

Directions

Home

Self-Service

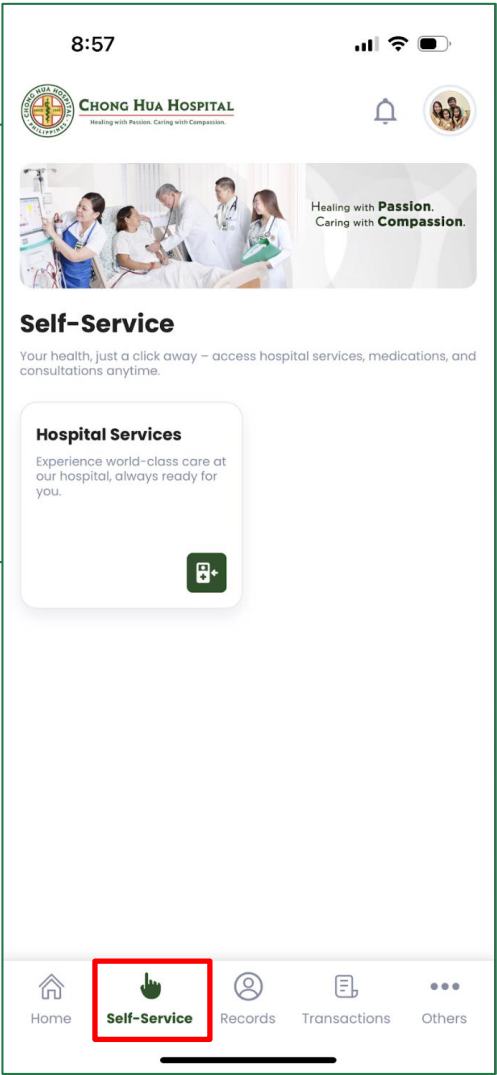
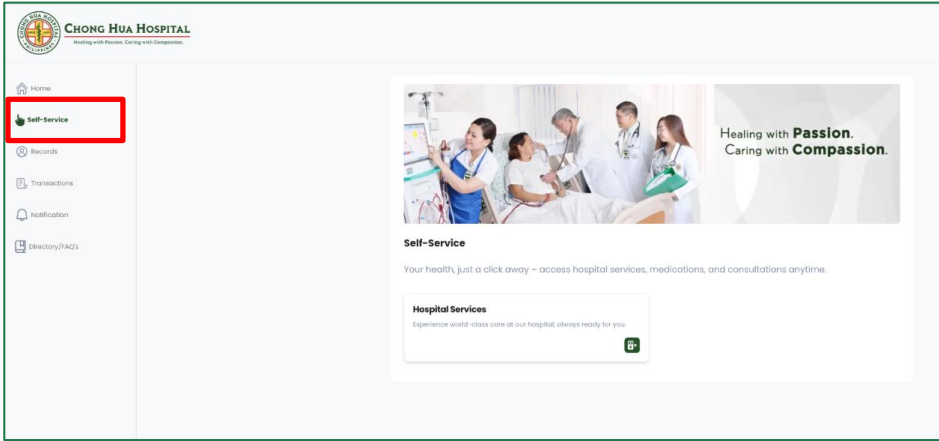
Records

Transactions

Others

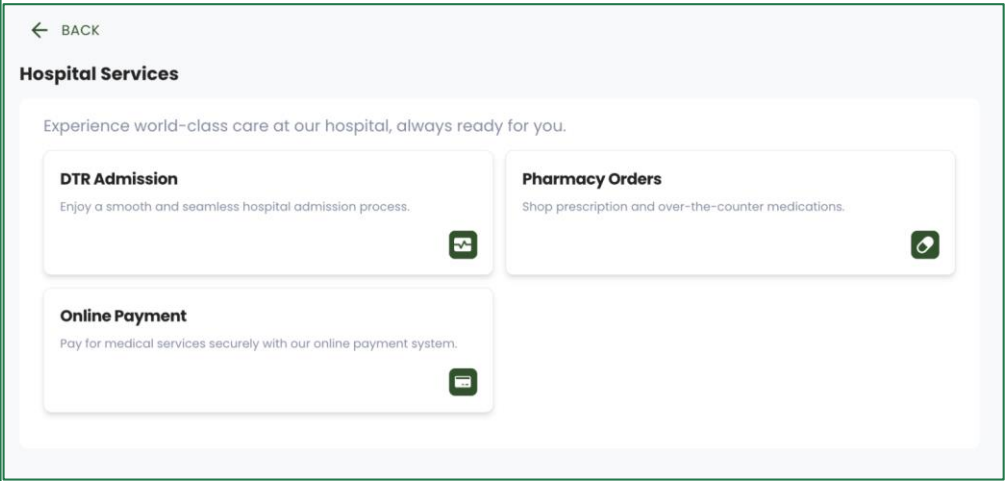
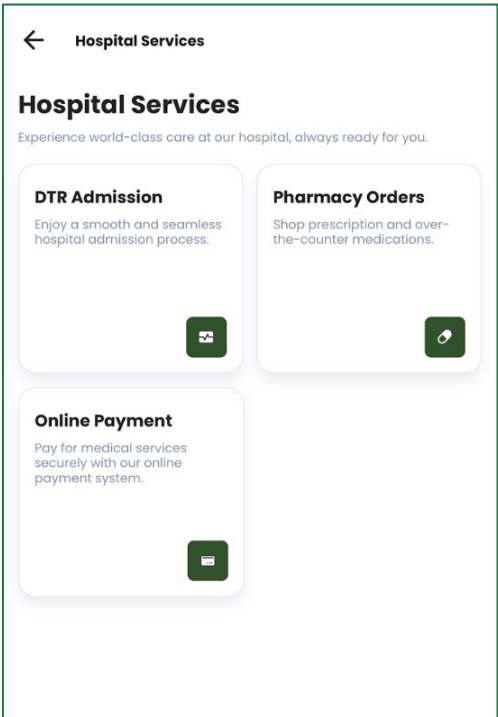
# SELF SERVICE

The users can book a service through the **Self Service** module. Upon click of Self Service, Hospital Services tile shall be available.



Upon clicking **Hospital Services** tile, the following services are available:

- a. DTR Admission
- b. Pharmacy Order
- c. Online Payment



# DTR Admission

The users shall be able to book their desired rooms in advance prior their admission date through **DTR Admission** module. Upon click of DTR Admission tile, user shall be redirected to DTR Admission page where they select/input the following:

- a. Admission Date
- b. Attending Physician
- c. Site
- d. Type of Room

←

Hospital Services

DTR Admission

Enjoy a smooth and seamless hospital admission process.

Choose Admission Date \*

Admission Date

-

Pick Date

Attending Physician \*

Select

Site \*

Select

Type of Room \*

Select

Admitting Diagnosis \*

Type admitting diagnosis here

0/450

Note to the Hospital \*

Type note to the hospital here

0/450

Attach DTR Order file

Submit Request

Select Date

<

March

>

2025

Sun

Mon

Tue

Wed

Thu

Fri

Sat

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

Cancel

Confirm

Site

Cebu

Mandaue

Type of Room

Family Room

Premiere Suite

Regular Room

Semi-Private

Semi-Suite Room

Superior Private Room

Superior-Suite Room

Ward

Doctors

Wilmer Ciprian S. Bagol, M.D.

Manuel Emerson S. Donaldo, M.D.

Jose Cymmer G. Go, M.D.

Merci Angelie J. Letigio-Uy, M.D.

Elmer Kent A. Lopez, M.D.

Arlene T. Merton, M.D.

Elmer S. Po, M.D.

Mercy D. Po, M.D.

Cashmere Malaine C. Savruddin, M.D.

mer

Home

Self-Service

Records

Transactions

Others

# DTR Admission

- e. Admitting Diagnosis
- f. Note to the Hospital
- g. User shall be able to attach their DTR Order file.
  - It shall be able to attach a maximum of 5 files
  - It shall accepts a maximum of 5mb
  - It shall accept the following file format (pdf, .jpg/.jpeg, .png, .webp, .heic/.heif (ios specific))
    - > if it does not comply error message shall display

←

Hospital Services

DTR Admission

Enjoy a smooth and seamless hospital admission process.

Choose Admission Date \*

Admission Date

-

Pick Date

Attending Physician\*

Select

▼

Site\*

Select

▼

Type of Room\*

Select

▼

Admitting Diagnosis\*

Type admitting diagnosis here

0/450

Note to the Hospital\*

Type note to the hospital here

0/450

📎

Attach DTR Order file

Submit Request

Home

Self-Service

Records

Transactions

Others

Upload File

✕

📷

Take a Photo

📁

Select from photos and library

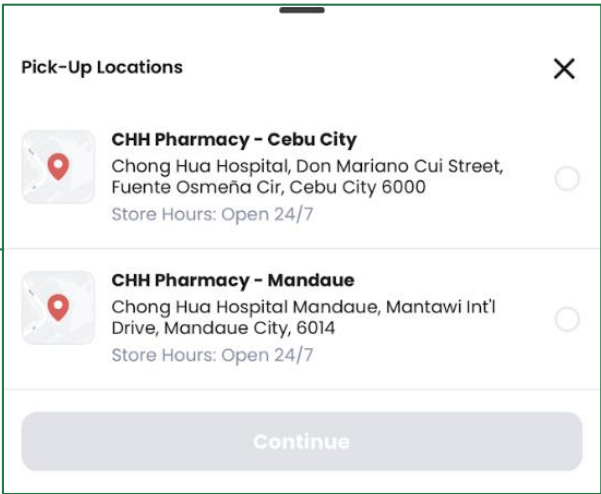
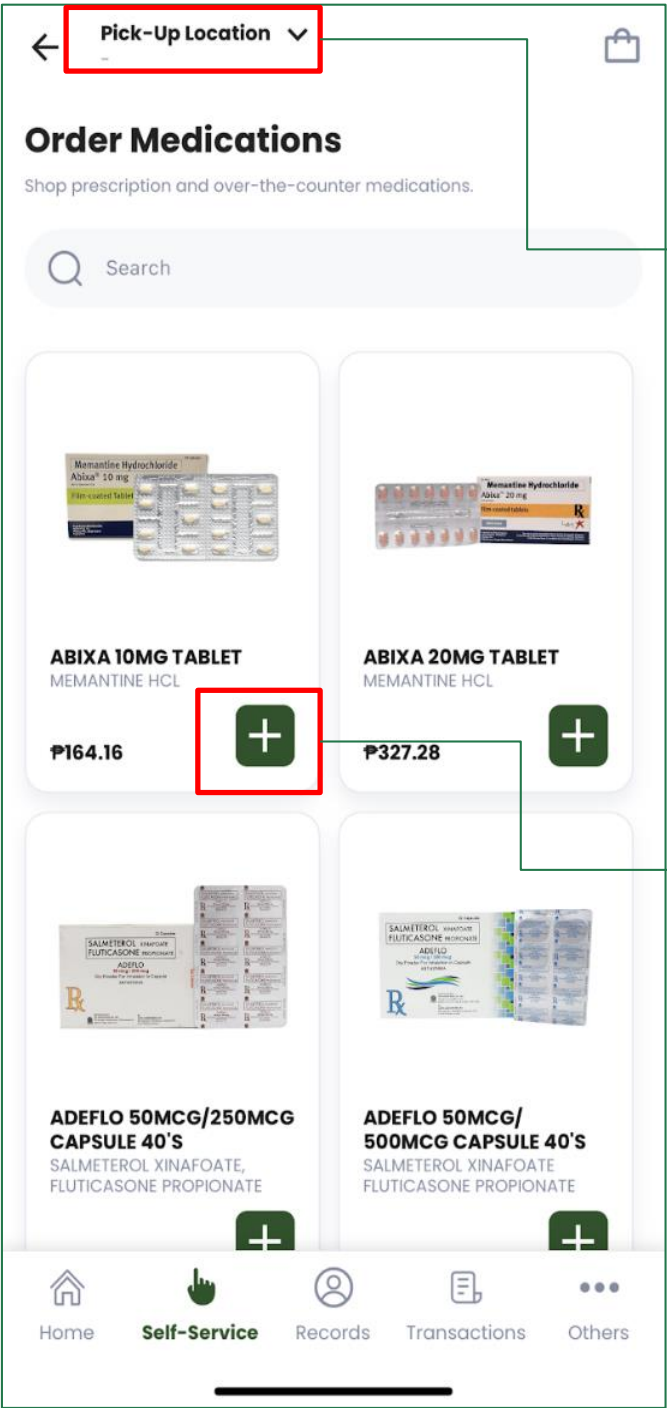
📄

Browse from file

Note: Submitted DTR Admission request shall undergo Admin approval and confirmation

# Pharmacy Orders

The users shall be able to order medicine through CHI App. Upon click of **Pharmacy Orders** tile, user shall be redirected to Pharmacy Orders page where can select the desired medicine for purchase. User shall be able to see the list of medicines that Chi has to offer.



User shall be able to select their order's pickup location



User shall be able to add medicine to the bag upon click of + icon

# Pharmacy Orders

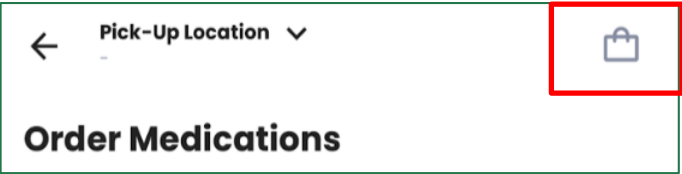
User shall be able to see the details of the medicine upon click of the product tile



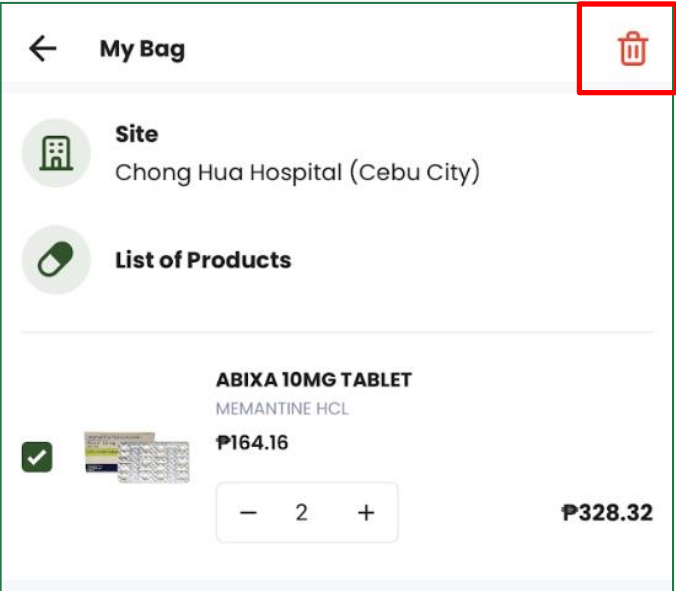
User shall be able to add medicine to the bag upon click of Add to bag button

# Pharmacy Orders

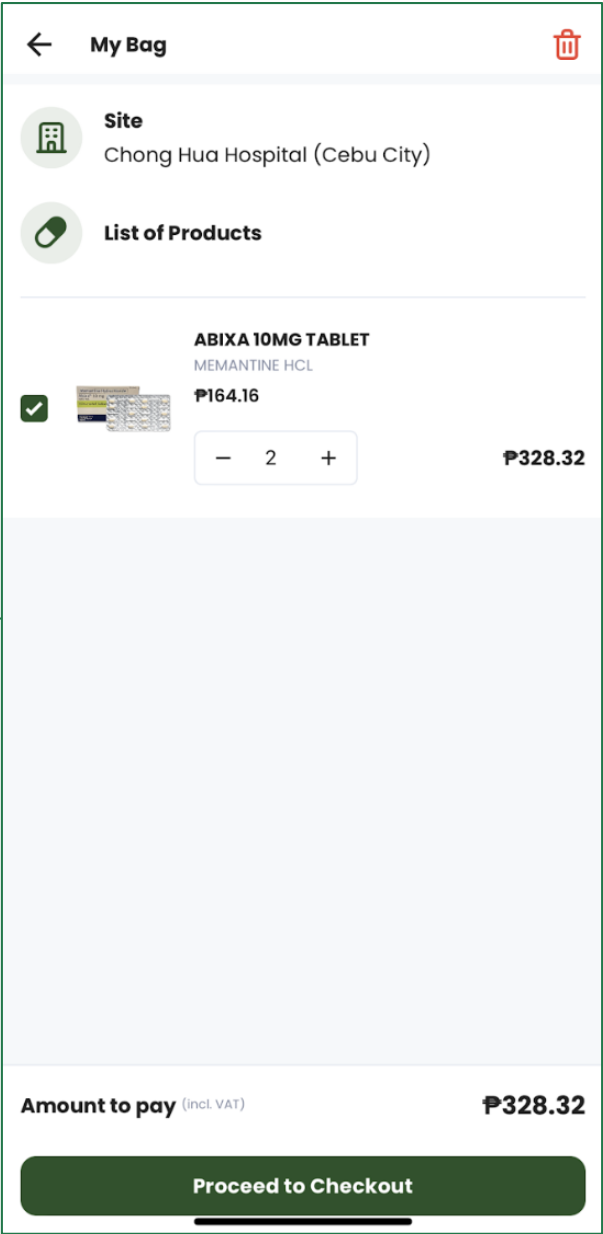
All added items shall be available in the “My Bag” page.



Upon click of bag icon, user shall be redirected to My Bag page where user can see the list of added medicines.



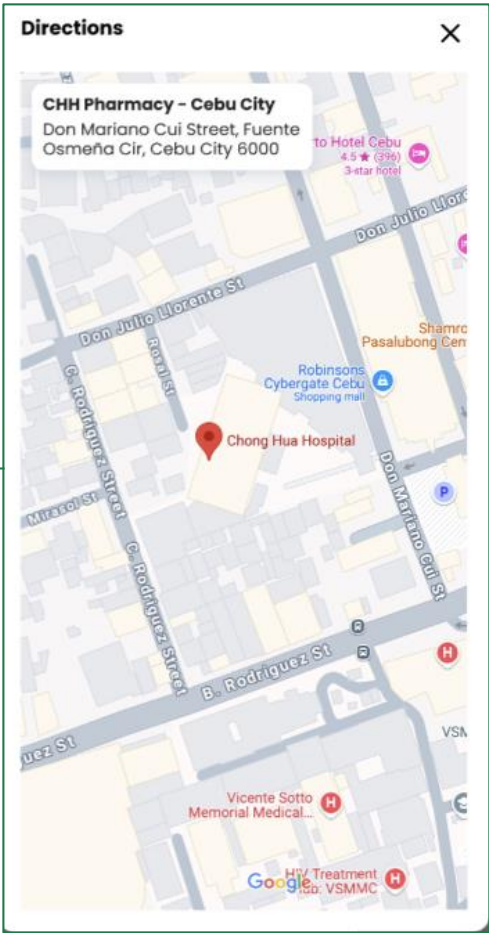
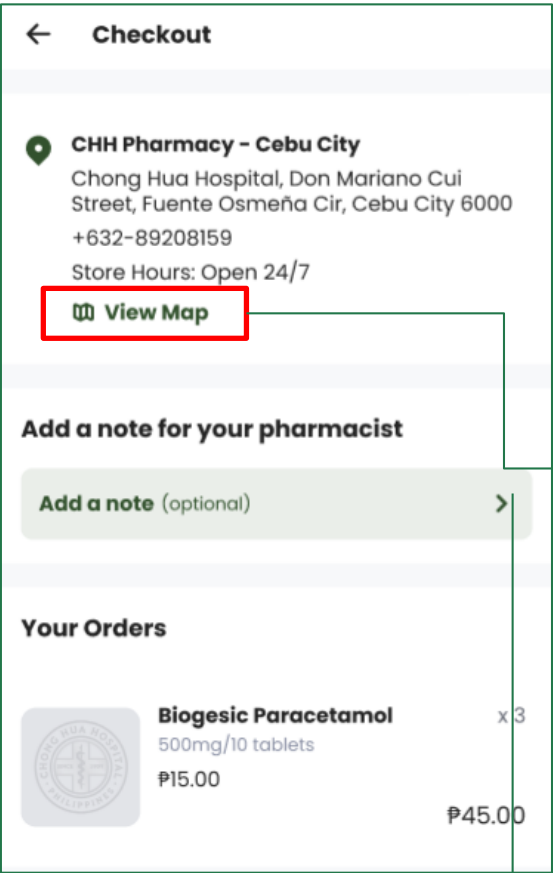
User shall be able to delete selected items in the bag upon click of delete icon.



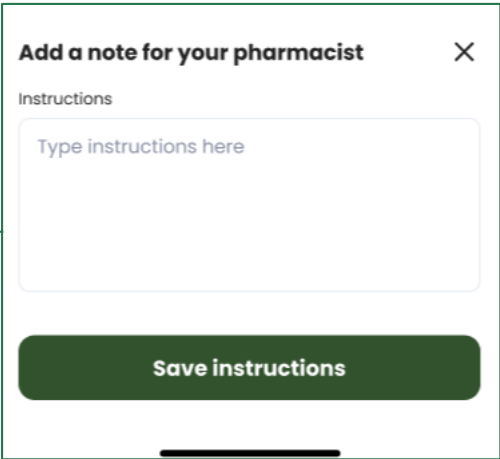


# Pharmacy Orders

User shall be able to see the details of their order prior checking out in the Checkout page.



User shall be able to see the map location of their selected site upon click of View Map



User shall be able to add note to pharmacist upon click of Add a note.

# Pharmacy Orders

←

Checkout

CHH Pharmacy – Cebu City

Chong Hua Hospital, Don Mariano Cui Street, Fuente Osmeña Cir, Cebu City 6000

+632-89208159

Store Hours: Open 24/7

View Map

Add a note for your pharmacist

Add a note (optional)

>

Your Orders

Biogesic Paracetamol

500mg/10 tablets

₱15.00

x 3

₱45.00

Prescriptions \*

Upload prescription

Attach Senior Citizen or PWD ID

Upload ID

Order summary

Total

₱45.00

Cash discount

₱8.33

SC/PWD Discount

₱0.00

Amount Due

₱36.67

Add: VAT

₱4.40

TOTAL AMOUNT DUE

₱41.07

Submit Order

Upload File

Take a Photo

Select from photos and library

Browse from file

User shall be able to attach prescription and senior citizen or pwd id

- It shall be able to attach a maximum of 5 files for prescription and 1 file for senior/pwd id
- It shall accepts a maximum of 5mb
- It shall accept the following file format (pdf, .jpg/.jpeg, .png, .webp, .heic/.heif (ios specific))

> if it does not comply error message shall display

Note: All submitted medicine order shall be subjected to Pharmacist review and confirmation

# Pharmacy Orders

User shall be able to see the details and status of their order. Upon click of submit order button in checkout page, user shall be redirected to Track Your Order Page.

←

Track Your Order

Order Submitted

Thank you for purchasing. Your order has been submitted. Our pharmacy team will reach out to you once your order has been processed and ready for payment.

Pick-up order at  
CHH Pharmacy - Cebu City

📍 CHH Pharmacy - Cebu City

Chong Hua Hospital, Don Mariano Cui Street, Fuente Osmeña Cir, Cebu City 6000

+632-89208159

Store Hours: 7:00 AM - 7:00 PM

🗺️ View Map

🕒 NOTE

When your order is ready for pick-up, we will only hold it at the store within the day.

Your order will automatically be cancelled if it is not processed and picked up within store hours.

Your Orders

Biogesic Paracetamol

500mg/10 tablets

₱15.00

x 3

₱45.00

User shall be able to see the map location of their selected site upon click of View Map

## Pharmacy Orders

User shall be able to see the details and status of their order. Upon click of submit order button in checkout page, user shall be redirected to Track Your Order Page.

Order summary

Total

₱45.00

Cash discount

₱8.33

SC/PWD Discount

₱0.00

Amount Due

₱36.67

Add: VAT

₱4.40

TOTAL AMOUNT DUE

₱41.07

Transaction Details

Request Number

#323232

Copy

Transaction Date

January 1, 2024 (12:30 PM)

✕

Cancel order

Note: For any concerns to the above request details you may call us for further assistance.

Cebu

Mobile Phone

9688734486

Email

chhc\_pharmacy\_@chonghu  
a.com.ph

Mandaue

Mobile Phone

9285172160

Email

chhc\_pharmacy\_@chonghu  
a.com.ph

MedMall

Mobile Phone

9688961456

Email

chhm\_pharmacy\_@chonghu  
a.com.ph

Back to homepage

**Are you sure you want to cancel your order?**

**Yes** **No**

User shall be able to cancel their pending order

# Pharmacy Orders

Any changes made by the pharmacist on the medicine order request shall reflect on the Track Your Order Page.

← Pharmacy Orders

Pharmacy Orders

October 4, 2024 · 2:00 – 2:30 PM

CHH Cebu City

Request #2323243

Order Submitted

Order Details

Biogesic Paracetamol	₱15.00 x3	₱45.00
Total		₱45.00

Notes

Support Center

Contact Pharmacy

Track Your Order

Order Processing

Thank you for purchasing from us! The pharmacy is now preparing your orders.

Pick-up order at

CHH Pharmacy – Cebu City

CHH Pharmacy – Cebu City

Chong Hua Hospital, Don Mariano Cui Street, Fuente Osmeña Cir, Cebu City 6000

+632-89208159

Store Hours: 7:00 AM – 7:00 PM

View Map

NOTE

When your order is ready for pick-up, we will only hold it at the store within the day.

Your order will automatically be cancelled if it is not processed and picked up within store hours.

Your Orders

Biogesic Paracetamol	x 3
500mg/10 tablets	
₱15.00	₱45.00

Order summary

Total	₱45.00
Cash discount	₱8.33
SC/PWD Discount	₱0.00
Amount Due	₱36.67
Add: VAT	₱4.40
TOTAL AMOUNT DUE	₱41.07

Transaction Details

Request Number

#323232

Copy

Transaction Date

January 1, 2024 (12:30 PM)

Cancel order

Track Your Order

Order Ready for Payment/Pick-Up

Go to the pharmacy anytime between <Store Hours depending on the selected site> to pick-up your order.

Pick-up order at

CHH Pharmacy – Cebu City

CHH Pharmacy – Cebu City

Chong Hua Hospital, Don Mariano Cui Street, Fuente Osmeña Cir, Cebu City 6000

+632-89208159

Store Hours: 7:00 AM – 7:00 PM

View Map

NOTE

When your order is ready for pick-up, we will only hold it at the store within the day.

Your order will automatically be cancelled if it is not processed and picked up within store hours.

Your Orders

Biogesic Paracetamol	x 3
500mg/10 tablets	
₱15.00	₱45.00

Fulfilled Orders

Biogesic Paracetamol	x 3
500mg/10 tablets	
₱15.00	₱45.00

Order summary

Total	₱45.00
Cash discount	₱8.33
SC/PWD Discount	₱0.00
Amount Due	₱36.67
Add: VAT	₱4.40
TOTAL AMOUNT DUE	₱41.07

Transaction Details

Request Number

#323232

Copy

POS Number

#880077

Transaction Date

January 1, 2024 (12:30 PM)

Home

Self-Service

Records

Transactions

Others

# Pharmacy Orders

Any changes made by the pharmacist on the medicine order request shall reflect on the Track Your Order Page.

← Track Your Order

Order Completed

You successfully picked up your order!

Picked up on Jan 1, 2024

Pick-up order at

CHH Pharmacy - Cebu City

CHH Pharmacy - Cebu City

Chong Hua Hospital, Don Mariano Cui Street, Fuente Osmeña Cir, Cebu City 6000

+632-89208159

Store Hours: 7:00 AM - 7:00 PM

View Map

NOTE

When your order is ready for pick-up, we will only hold it at the store within the day.

Your order will automatically be cancelled if it is not processed and picked up within store hours.

Your Orders

Biogesic Paracetamol

500mg/10 tablets

₱15.00

x 3

₱45.00

Fulfilled Orders

Biogesic Paracetamol

500mg/10 tablets

₱15.00

x 3

₱45.00

Order summary

Total

₱45.00

Cash discount

₱8.33

SC/PWD Discount

₱0.00

Amount Due

₱36.67

Add: VAT

₱4.40

TOTAL AMOUNT DUE

₱41.07

Payment Details

Amount Paid (incl. VAT)

₱41.07

Cash

← Track Your Order

Order Cancelled

Your order has been cancelled on Jan 1, 2024

Pick-up order at

CHH Pharmacy - Cebu City

CHH Pharmacy - Cebu City

Chong Hua Hospital, Don Mariano Cui Street, Fuente Osmeña Cir, Cebu City 6000

+632-89208159

Store Hours: 7:00 AM - 7:00 PM

View Map

NOTE

When your order is ready for pick-up, we will only hold it at the store within the day.

Your order will automatically be cancelled if it is not processed and picked up within store hours.

Your Orders

Biogesic Paracetamol

500mg/10 tablets

₱15.00

x 3

₱45.00

Order summary

Total

₱45.00

Cash discount

₱8.33

SC/PWD Discount

₱0.00

Amount Due

₱36.67

Add: VAT

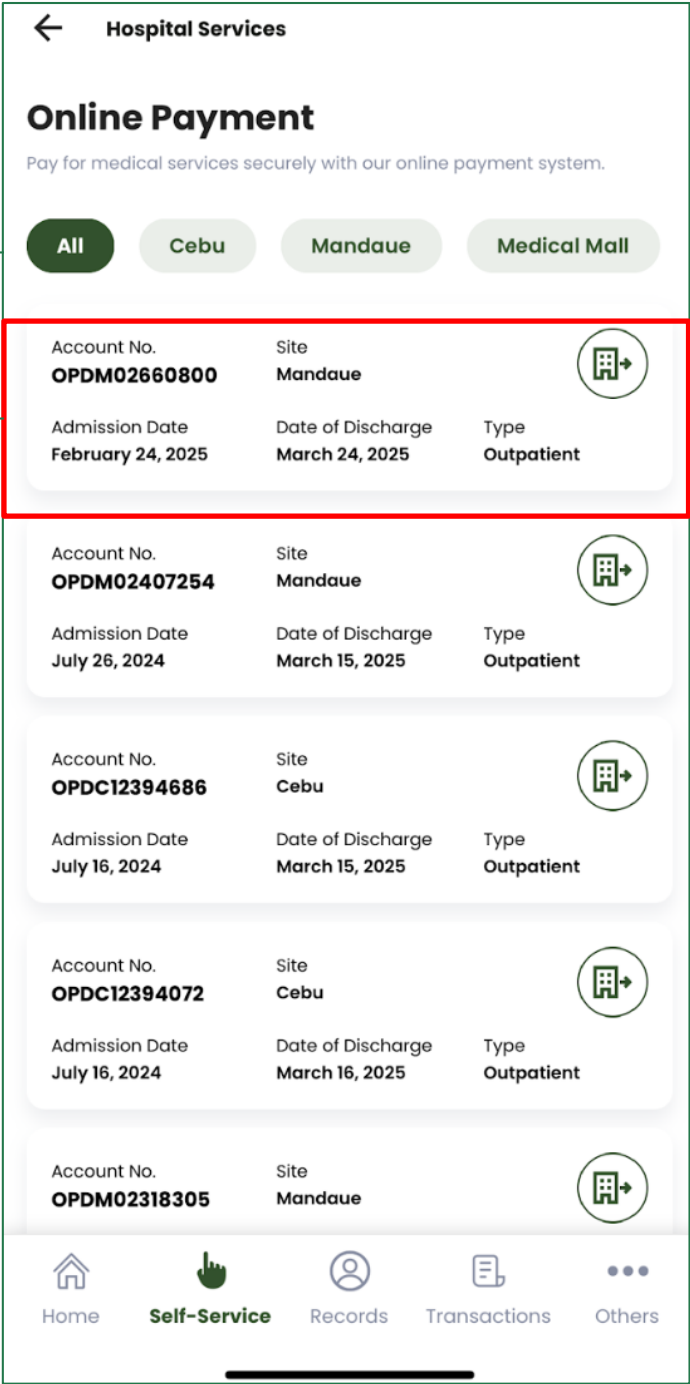
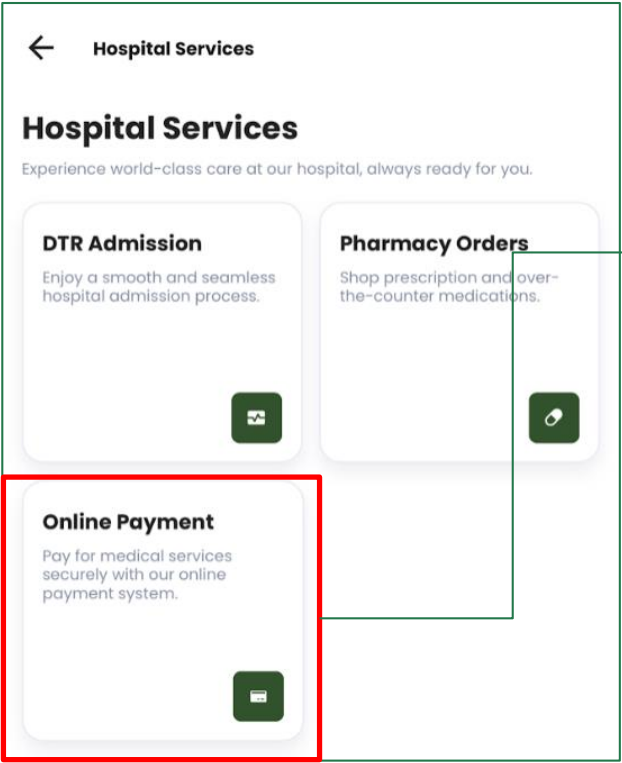
₱4.40

TOTAL AMOUNT DUE

₱41.07

# Online Payment

User shall be able to pay their balance online through **Online Payment** module. Upon click of Online Payment tile, user shall be redirected to Online Payment page where they can see the list of their historical transaction in Chong Hua Hospital.



Upon click of Account No tile user shall be able to view the details of the eSOA of selected account.



# Online Payment

User shall be able to pay online by clicking the QR code in the eSOA.

←

Records

eSOA

Account No.  
**OPDM02660800**

Admission Date:  
**February 24, 2025**

CHONG HUA HOSPITAL  
MANDAUE

Healing with Passion. Caring with Compassion.



Online Payment

STATEMENT OF ACCOUNT

Patient No:

Patient Name:

DOB:

Address:

Responsible Party:

Attending Physician:

SA Number:

Telephone No.:

Date Admitted:

Date Discharged:

HOSPITAL BILLS

Amount Due - Hospital Bill

PROFESSIONAL FEES

Amount Due - ( PROFESSIONAL FEE )

Total Amount Due

CLAIM DETAILS

+

Download

←

Transaction Details

Patient No.\*

Account No.\*

OPDM02660800

Received From\*

Description\*

PAYMENT - HOSPITAL BILL

Official Receipt Name To\*

Contact No.\*

+63

Amount\*

Mode of Payment\*

Debit/Credit card/GCash

▼

Next

User shall be able to fill up the necessary details prior proceeding to the next step



# Online Payment

Upon click of Next button in Transaction details page, user shall be redirected to Payment Details Page.

Payment Details

Account Details

Patient Name

Patient No.

Account No.

Payment Summary

PAYMENT - HOSPITAL BILL

₱ 1.00

Total

₱ 1.00

Accepted Payment Options

MasterCard

VISA

JCB

GCash

Continue

Payment

PHP 1.00

QR and e-Wallets

maya

wallet • credit

QR Ph

GCash • other banks

GCash

WeChat Pay

Pay in installments

billease

Or pay using your debit/credit card or wallet

Debit/Credit Card

VISA

JCB

First Name

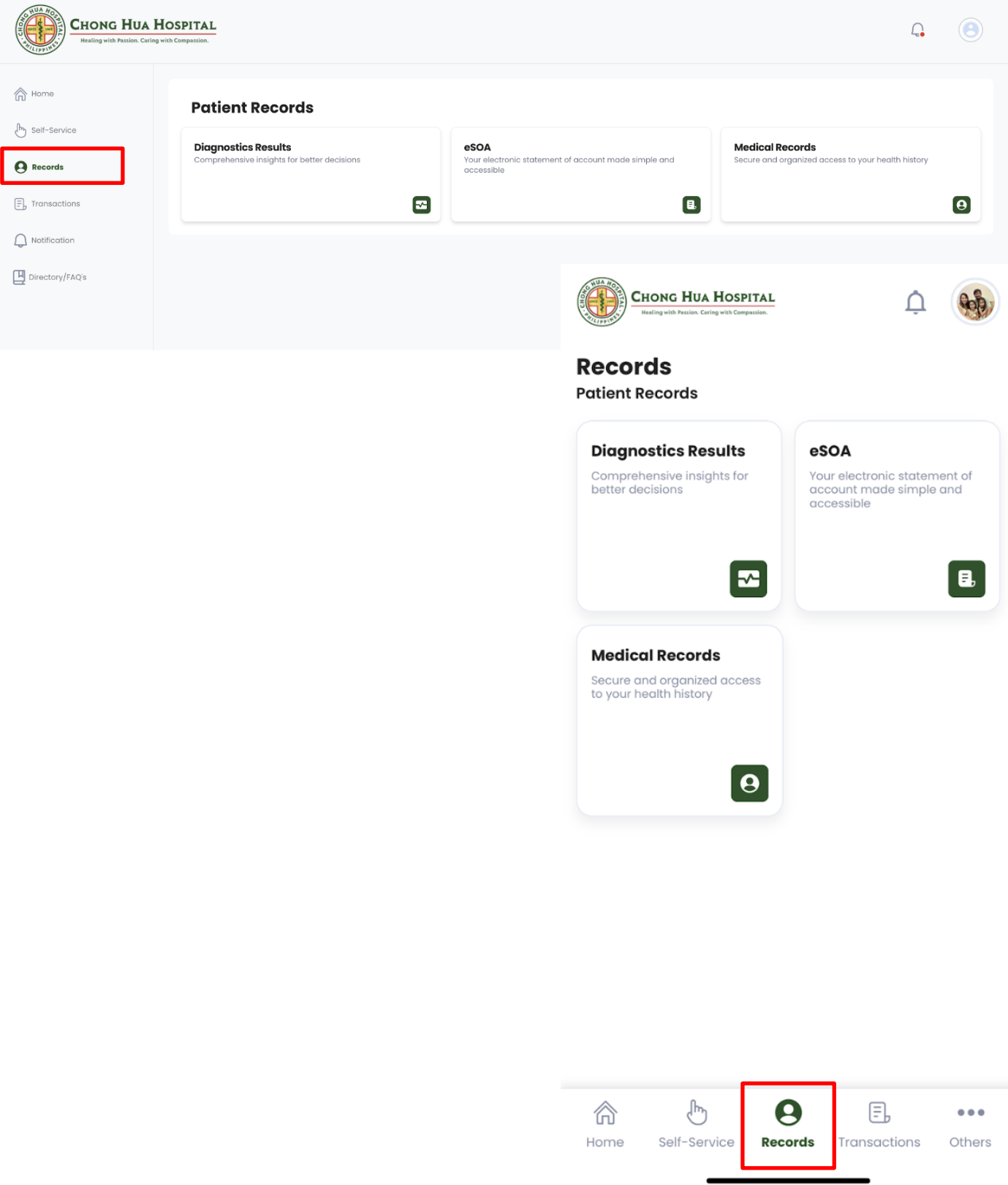
Last Name

Card Number

# RECORDS

User shall be able to see the details of their RECORDS for the following:

- a. Diagnostics Results
- b. eSOA
- c. Medical Records



# Diagnostics Results

User shall be able to see the results of their diagnostics transactions in **Diagnostics Results** module for Cebu, Mandaue and Medical Mall.

← Records

Diagnostics Result

Cebu

Mandaue

Medical Mall

Cardio Unit

Cytology

Endoscopy Unit

Laboratory

Neurophysiology Unit

Pulmonary Unit

Special Imaging

Home

Self-Service

Records

Transactions

Others

← Records

Laboratory

Cebu

Mandaue

Medical Mall

Exam Description

Exam Date

Section

Tabular

Results

View

Exam Description

Exam Date

Section

Tabular

Results

View

Exam Description

Exam Date

Section

Tabular

Results

View

Home

Self-Service

Records

Transactions

Others

Upon click of department, user shall be able to see their diagnostics result under that department.

# Diagnostics Results

← Records

Exam Description	HBA1C (DCCT - OLD METHOD)
Exam Date	Sep 10, 2016 10:33 AM
Section	CHEMISTRY
Tabular	<a href="#">View Tabular</a>
Results	<a href="#">View</a>

Exam Description	HBA1C (IFCC - NEW METHOD)
Exam Date	Sep 10, 2016 10:33 AM
Section	CHEMISTRY
Tabular	<a href="#">View Tabular</a>
Results	<a href="#">View</a>

Exam Description	COMPLETE BLOOD COUNT
Exam Date	Sep 10, 2016 10:14 AM
Section	HEMATOLOGY
Tabular	N/A
Results	<a href="#">View</a>

Exam Description	CULTURE - URINE
Exam Date	Jun 20, 2016 06:44 AM
Section	MICROBIOLOGY

Home

Self-Service

Records

Transactions

Others

HBA1C (DCCT - OLD METHOD)

CHONG HUA HOSPITAL  
Building with Passion, Caring with Compassion

DEPARTMENT OF CLINICAL LABORATORY  
CHEMISTRY REPORT

PATIENT NAME: REQUEST NO: ROOM NO:

TEST	REFERENCE	UNIT	HISTORICAL	RESULT
GLUCOSE (FASTING)				
HBA1C (IFCC - NEW METHOD)				
HBA1C (DCCT - OLD METHOD)				

REMARKS FOR PICK-UP  
This test(s) was (were) performed in CHONG HUA HOSPITAL CEBU CITY and signed electronically. Please call Dept. of Laboratory at 255-8000 for any clarifications.  
NOTE FOR THE PATIENT: Please consult your doctor for interpretation of the results.  
\*\*\*\*\*Nothing Follows\*\*\*\*\*

**View Tabular** shall show the 3-month historical data result

HBA1C (DCCT - OLD METHOD)

CHONG HUA HOSPITAL  
Building with Passion, Caring with Compassion

DEPARTMENT OF CLINICAL LABORATORY  
CHEMISTRY REPORT

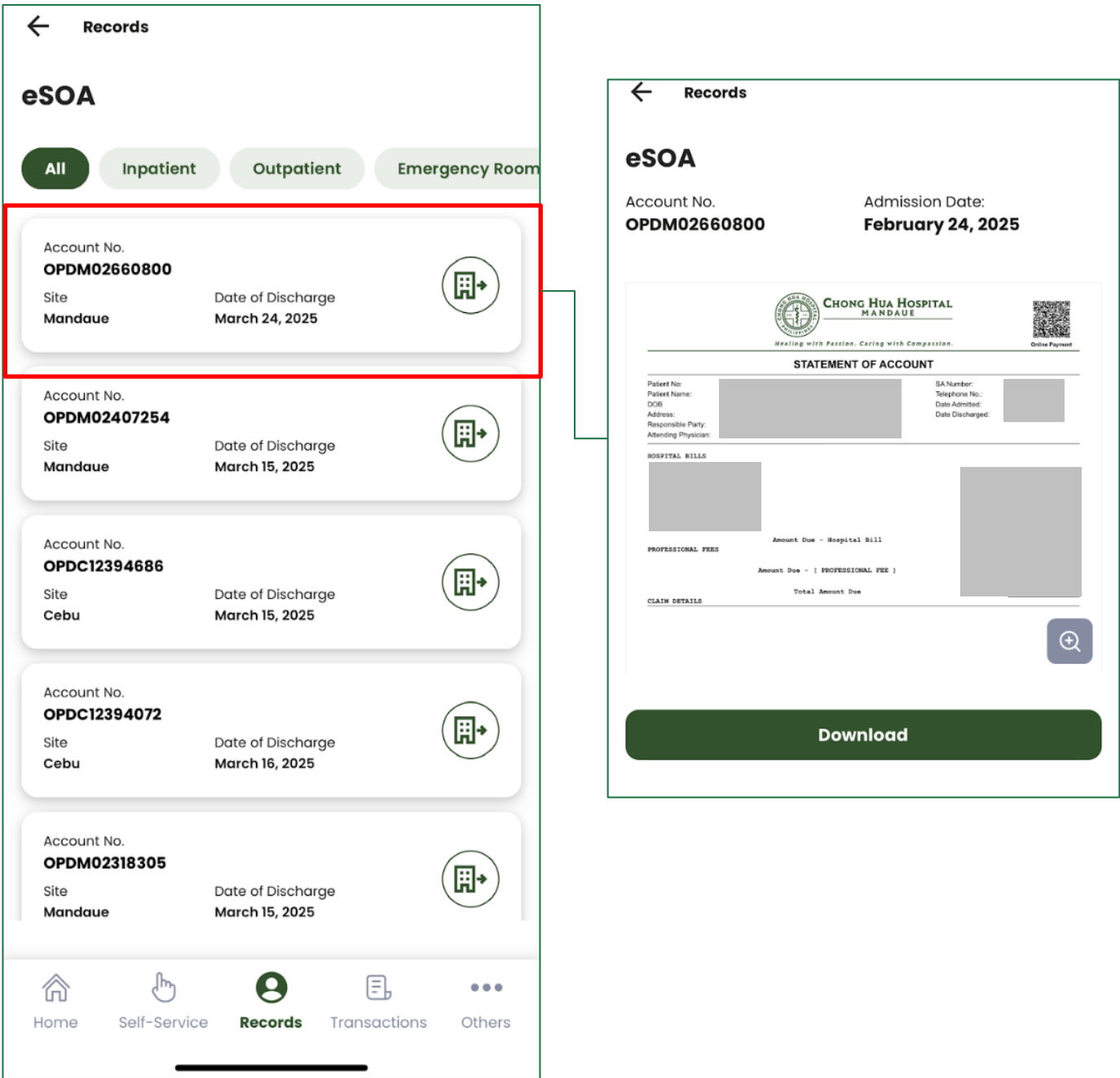
PATIENT NAME: REQUEST NO: ROOM NO:

TEST	RESULTS	REFERENCE	UNIT
GLUCOSE (FASTING)			
HBA1C (IFCC - NEW METHOD)			
HBA1C (DCCT - OLD METHOD)			

REMARKS FOR PICK-UP  
This test(s) was (were) performed in CHONG HUA HOSPITAL CEBU CITY and signed electronically. Please call Dept. of Laboratory at 255-8000 for any clarifications.  
NOTE FOR THE PATIENT: Please consult your doctor for interpretation of the results.  
\*\*\*\*\*Nothing Follows\*\*\*\*\*

**View** shall show the data result of the selected exam date

User shall be able to see their Electronic Statement of Account (eSOA) of their Chong hua transaction visit.



Note: This will follow the same process as Online Payment.

# Medical Records

User shall be able to see their Medical Records under Records module.

← Records

Medical Records

Account No.  
ERM000199238

Site  
Mandaue

Date of Discharge  
December 31, 2021

Account No.  
IPM000219742

Site  
Mandaue

Date of Discharge  
October 03, 2020

Account No.  
IPM000058353

Site  
Mandaue

Date of Discharge  
August 01, 2018

Account No.  
ERM000056403

Site  
Mandaue

Date of Discharge  
December 31, 2021

Account No.  
IPM000047584

Site  
Mandaue

Date of Discharge  
June 12, 2018

Home

Self-Service

Records

Transactions

Others

← Records

Account No.  
29384923874374

Medical Certificate

View


Medical Abstract

View

Discharge Instruction

View

S/P CORONARY ANGIOGRAM



CHONG HUA HOSPITAL  
Healing with Passion. Caring with Compassion.

MEDICAL CERTIFICATE

TO WHOM IT MAY CONCERN:

Download File

# NOTIFICATIONS

User shall be able to see receive notification if there are change in status made in their request.

← Notifications

All Types

Reminders

Announcements

✓

Request Reserved

We have processed your DTR000000975 for 03/27/2025. You will receive a text message on your admission date confirming room availability. Upon arrival, we will assess the patient's vital signs. If these indicate a need for immediate attention, the patient may be referred to the emergency department for further evaluation and treatment. Thank you for choosing Chong Hua Hospital.

in 4 hours

✓

Request Pending

We've received your reservation and the Admitting Section will contact you soon with an update. Thank you for choosing Chong Hua Hospital.

7 hours ago

Order Ready for Payment/Pick-Up

Your PHA000000564 is now ready for payment/pick-up at Cebu within 7:00 AM – 7:00 PM. Kindly note that there have been changes or modifications to your order. For further details, feel free to contact us or check your order summary.

1 day ago

Order Processing

Your PHA000000564 is currently being processed.

1 day ago

!

Order Cancelled

Your PHA000000563 has been cancelled.

1 day ago

Order Ready for Payment/Pick-Up

Your PHA000000562 is now ready for payment/pick-up at

Home

Self-Service

Records

Transactions

Others

← Your Pending Appointments and Requests

History

Hospital

Medical Mall

Pharmacy Orders

March 25, 2025  
CHH Cebu  
Request #PHA000000564

Order Ready for Pick-Up

Pharmacy Orders

March 21, 2025  
CHH Mandaue  
Request #PHA000000544

Order Submitted

Pharmacy Orders

March 20, 2025  
CHH Mandaue  
Request #PHA000000531

Order Ready for Pick-Up

Pharmacy Orders

March 20, 2025  
CHH Mandaue  
Request #PHA000000530

Order Ready for Pick-Up

Home

Self-Service

Records

Transactions

Others