# OUT - PATIENT

1. Go to the POS terminal in an accredited hospital or clinic. In a hospital, the terminal is located at the AVEGA Coordinator's clinic, at the Industrial office, or at the HMO office. In a clinic, the terminal is located at the reception area or at the nurse station.

2. Present your AVEGA card to the AVEGA Coordinator or to the attending medical staff and have it swiped to validate membership eligibility.
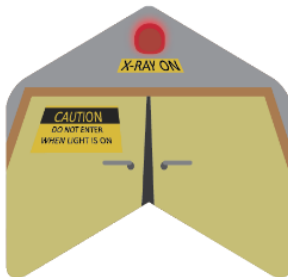
3. If APPROVED, Out-Patient (OP) Letter of Eligibility (LOE) will be printed. Sign the LOE.

   If DECLINED, attending medical staff will call AVEGA's Customer Service for assistance.

4. Present the Out-Patient LOE to the AVEGA Coordinator to secure a Referral Control Sheet (RCS) 1. Sign the RCS form and avail of the consultation.

5. For laboratory and diagnostic procedures the accredited facility will call AVEGA hotline for approval of the procedures and tagging of availments (for limit monitoring). Sign the RCS 2 and avail of the procedure.

6. File Philhealth for Philhealth-required procedures.

> **Note:** If the consultation/procedure is not done yet, please keep the RCS and request cancellation through the AVEGA Coordinator by calling AVEGA's 24/7 Customer Service Hotline. RCS is valid within three days from date of issue.