



# **QUEZON CITY HEALTH DEPARTMENT**

## **CITIZEN'S CHARTER**

2022 (9<sup>th</sup> Edition)



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## **I. Mandate:**

Consistent with the provisions of the *1987 Philippine Constitution* which authorized the state to provide comprehensive and accessible health care program; and *Republic Act No. 7160*, otherwise known as the *Local Government Code of 1991*, directed the devolution of health care service delivery to the local government units (LGUs), hence the **Quezon City Health Department** serves as the frontline for public health which focuses on issues related to the holistic health and well-being of the citizenry. It shall protect the safety and health outcomes of QC communities through education, policy making and research for disease or injury prevention.

## **II. Vision:**

Health for all, Health in the hands of the people

## **III. Mission:**

To provide quality and comprehensive health care services to an empowered community

## **IV. Service Pledge:**

“Kaming mga Health Workers sa Quezon City ay nangangakong maglingkod na....”

### **May angking Talino at Kagalingan**

- *Maayos magpaliwanag*
- *May Dignidad*
- *Professional*

### **Masayahin**

- *May “sense of humor”*
- *Palaging nakangiti*
- *Friendly*

### **May Malasakit**

- *Handang gawin ang lahat*
- *“Bayan o Sarili”*
- *Mapagbigay*
- *Madaling lapitan*

### **May Dedikasyon**

- *Naglilingkod ng walang kapalit*
- *Maaasahan*
- *Handang magsilbi*

### **May paggalang sa lahat**

- *Nirerespeto ang “privacy” at “confidentiality” ng bawat isa*
- *Pantay na pagtingin at pagtrato sa lahat*
- *Mahinahon at may respetong pakikitungo sa kapwa*

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# **QC Health Department – Central Office**

## **Frontline Services**



# 1. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL / IN – HOUSE LABORATORY through the Quezon City Online Registration

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form		Health Certificate & Sanitary Permit application in QC e – services website ( <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> )		
Health Certificate Application Form				
Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees		<ul style="list-style-type: none"> <li>➤ City Treasurer’s Office Cashier (for cash payment);</li> <li>➤ Applicant’s email (for online payment via QC Pay Easy)</li> </ul>		
Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)		QCHD, DOH or any related agency / institution		
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
Sputum & Stool Examination Result Form		Uploaded online upon fulfilment of laboratory requirements		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> , and select Health	1. Reviews details stated by the applicant;	NONE	1 minute	Health Certificate Document Validator



<p>Certificate &amp; Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose “New” for application type.</p> <p>Fill out the required personal information then select <u>In – House Laboratory</u></p>	<p>1.1. Creates digital Order of Payment.</p>			
<p>2. Pay corresponding fees</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant’s email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees:</p> <p>Sputum Exam - PHP 97.00</p> <p>Stool Exam - PHP 40.00</p> <p>HIV Seminar Fee: PHP 50.00</p>	<p>5 minutes (for cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer’s Office Cashier</p> <p>City Treasurer’s Office Payment Validator</p>
<p>3. Upload Official Receipt</p>	<p>3. Verifies Official Receipt for HIV – Seminar, Laboratory Tests</p>	<p>NONE</p>	<p>1 minute</p>	<p>Health Certificate Document Validator</p>



<p>3.1 Submit Laboratory Specimen</p>	<p>and Health Certificate fees.</p> <p>3.1. Validates Official Receipt for laboratory exams</p> <p>3.1.1. Checks the following:</p> <p>a. Specimen quality &amp; quantity;</p> <p>b. Labels of Specimen containers</p> <p>3.1.2. Processes required laboratory examinations</p> <p>3.1.3 Encodes laboratory findings &amp; results online</p> <p>Note: Applicants may request for a printed copy of their laboratory results.</p>	<p>NONE</p>	<p>1 hour</p>	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Laboratory Encoder / Office Clerk</p>
<p>3.2. Attend online HIV Seminar</p> <p>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, applicant will skip this step</p>	<p>3.2. Allows application to proceed to online HIV Seminar</p>	<p>NONE</p>	<p>26 minutes</p> <p>Note: HIV Seminar can be done simultaneously with the Laboratory Specimen Processing during the waiting period</p>	<p>Health Certificate Document Validator</p>
<p>4. Wait for the final approval of Application</p>	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Head Approving Officer</p>





	issuance of Health Certificate.			
5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.  Note: This step may be omitted upon implementation of Phase 2 online system enhancement by the latter part of 2022.	5. Confirms digital copy presented and issues actual Health Certificate card	NONE	1 minute	Releasing Clerk
<b>TOTAL</b>		<b>PHP 262.00</b>	a. For cash payment – <b>1 hour &amp; 36 minutes</b>  b. For online fund transfer - <b>1 day, 1 hour &amp; 31 minutes to 1 day, 7 hours &amp; 31 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

**2. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY through the Quezon City Online Registration**

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website (qceservices.quezoncity.gov.ph)			
Health Certificate Application Form				
Official Receipt of payment for health certificate and HIV Seminar fees	<ul style="list-style-type: none"> <li>➤ City Treasurer’s Office Cashier (for cash payment);</li> <li>➤ Applicant’s email (for online payment via QC Pay Easy)</li> </ul>			
Laboratory results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	} Any DOH Licensed External Laboratory			
Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)	QCHD, DOH or any related agency / institution			
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>	Parent / Guardian of Applicant  Philippine Statistics Authority  Parent / Guardian of Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> , and select Health Certificate & Sanitary Permit	1. Reviews details and uploaded laboratory results from external laboratories	NONE	2 minutes	Health Certificate Document Validator



<p>application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose “New” for application type.</p> <p>Fill out the required personal information. Select <u>External Laboratory</u>, then upload clear, full page of valid sputum or chest X - ray and stool examination results.</p>	<p>1.1. Creates digital Order of Payment.</p>			
<p>2. Pay corresponding fees</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant’s email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>HIV Seminar Fee: PHP 50.00</p>	<p>5 minutes (cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer’s Office Cashier</p> <p>City Treasurer’s Office Payment Validator</p>
<p>3. Upload Official Receipt</p>	<p>3. Verifies Official Receipt for HIV – Seminar, and</p>	<p>NONE</p>	<p>1 minute</p>	<p>Health Certificate</p>



<p>3.1 Attend online HIV Seminar</p> <p>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, applicant will skip this step</p>	<p>Health Certificate fees.</p> <p>3.1. Allows application to proceed to online HIV Seminar</p>	<p>NONE</p>	<p>26 minutes</p>	<p>Document Validator</p>
<p>4. Wait for the final approval of Application</p>	<p>4. Evaluates and approves application</p> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Head Approving Officer</p>
<p>5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.</p> <p>Note: This step may be omitted upon implementation of Phase 2 online system enhancement by the latter part of 2022.</p>	<p>5. Confirms digital copy presented and issues actual Health Certificate card</p>	<p>NONE</p>	<p>1 minute</p>	<p>Releasing Clerk</p>
<p style="text-align: center;"><b>TOTAL</b></p>		<p style="text-align: center;"><b>PHP 125.00</b></p>	<p>a. For cash payment – <b>37 minutes</b></p> <p>b. For online fund transfer - <b>1 day &amp; 32 minutes to 1 day, 6 hours &amp; 32 minutes</b></p>	



ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

### 3. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL / IN – HOUSE LABORATORY through the Quezon City Online Registration

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website (qceservices.quezoncity.gov.ph)	
Health Certificate Application Form		
Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)	<ul style="list-style-type: none"> <li>➤ City Treasurer’s Office Cashier (for cash payment);</li> <li>➤ Applicant’s email (for online payment via QC Pay Easy)</li> </ul>	
Previous year Health Certificate / Card	Applicant / Citizen	
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>	Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant	
Sputum & Stool Examination Result Form	Uploaded online upon fulfilment of laboratory requirements	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to <a href="http://gceservices.quezoncity.gov.ph">gceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon and choose “Renewal” for application type.</p> <p>Fill out the required personal information and select <u>In – house Laboratory</u></p> <p>Upload clear copy of previous health card (front and back) with HIV Seminar details</p>	<p>1. Reviews stated information and uploaded previous health card</p> <p>1.1. Creates digital Order of Payment</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Pay corresponding fees</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant’s email</p>	<p>Health Certificate Processing fee: PHP 75.00</p> <p>Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00</p>	<p>5 minutes (cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer’s Office Cashier</p> <p>City Treasurer’s Office</p>



	<p>address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>			Payment Validator
3. Upload Official Receipt	3. Verifies Official Receipt for Laboratory and Health Certificate fees.	NONE	3 minutes	Health Certificate Document Validator
3.1 Submit Laboratory Specimen	<p>3.1. Validates Official Receipt for laboratory exams</p> <p>3.2. Checks the following:</p> <p>a. Specimen quality &amp; quantity;</p> <p>b. Labels of specimen containers</p> <p>3.3. Processes required laboratory examinations</p> <p>3.4 Encodes laboratory findings &amp; results online</p> <p>Note: Applicants may request for a printed copy of their laboratory results</p> <p>3.5. Allows Application to proceed to Head Approval</p>	NONE	1 hour	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p> <p>Laboratory Encoder / Office Clerk</p> <p>Health Certificate Document Validator</p>
4. Wait for the Final Approval of Application	4. Evaluates and approves application	NONE	2 minutes	Head Approving Officer



	Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.			
5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.  Note: This step may be omitted upon implementation of Phase 2 online system enhancement by the latter part of 2022.	5. Confirms digital copy and issues Health Certificate card	NONE	1 minute	Releasing Clerk
<b>TOTAL</b>		<b>PHP 212.00</b>	a. For cash payment – <b>1 hour &amp; 13 minutes</b> b. For online fund transfer - <b>1 day, 1 hour &amp; 8 minutes to 1 day, 7 hours &amp; 8 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

#### **4. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY through the Quezon City Online Registration**

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen





<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form	Health Certificate & Sanitary Permit application in QC e – services website (qceservices.quezoncity.gov.ph)			
Health Certificate Application Form				
Official Receipt of payment for health certificate and HIV Seminar fees	<ul style="list-style-type: none"> <li>➤ City Treasurer’s Office Cashier (for cash payment);</li> <li>➤ Applicant’s email (for online payment via QC Pay Easy)</li> </ul>			
Laboratory results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>	} Any DOH Licensed External Laboratory			
Previous year Health Certificate / Card	Applicant / Citizen			
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>	Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> , and select Health Certificate & Sanitary Permit application services by using a device	1. Reviews details and uploaded valid documents (copy of previous health card and required	NONE	2 minutes	Health Certificate Document Validator



<p>with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose "Renewal" for application type.</p> <p>Fill out the required personal information.</p> <p>Select <u>External Laboratory</u>, then upload clear, full page of valid sputum or chest X - ray and stool examination results.</p> <p>Upload clear copy of previous health card (front and back) with HIV Seminar details</p>	<p>laboratory results).</p> <p>1.1. Creates digital Order of Payment</p>			
<p>2. Pay corresponding fees</p>	<p>2a. Issues Official Receipt for cash payment</p> <p>2b. Sends official receipt via applicant's email address once online payment is verified</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Health Certificate Processing fee: PHP 75.00</p>	<p>5 minutes (cash payment)</p> <p>24- 30 hours (online fund transfer)</p>	<p>City Treasurer's Office Cashier</p> <p>City Treasurer's Office Payment Validator</p>



3. Upload Official Receipt	3. Verifies Official Receipt for HIV – Seminar, and Health Certificate fees.  3.1. Allows Application to proceed to Head Approval	NONE	1 minute	Health Certificate Document Validator
4. Wait for final approval of Application	4. Evaluates and approves application  Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.	NONE	2 minutes	Head Approving Officer
5. Submit printed digital copy of Health Certificate and claim actual Health Certificate card.  Note: This step may be omitted upon implementation of Phase 2 online system enhancement by the latter part of 2022.	5. Confirms digital copy presented and issues Health Certificate card	NONE	1 minute	Releasing Clerk
<b>TOTAL</b>	<b>PHP 75.00</b>		a. For cash payment – <b>11 minutes</b> b. For online fund transfer - <b>1 day &amp; 6 minutes to 1 day, 6 hours &amp; 6 minutes</b>	



ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 5. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL / IN – HOUSE LABORATORY via \*Walk – In Application

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

\*Walk – In transaction applies only when online system is “down” or inoperative as confirmed by the QCHD – Environmental Sanitation Division Head.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Order of Payment Form	QCHD - Environmental Sanitation Division – Issuing Clerk
	Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)	
	Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)	City Treasurer’s Office - Cashier
	Previous year Health Certificate / Card	Applicant / Citizen
	Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>	Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant



Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment and application form  Present previous Health Card	1. Issues health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Environmental Sanitation Division Issuing Clerk
2. Pay corresponding fees	2. Issues Official Receipt  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00  Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00	5 minutes	City Treasurer's Office Cashier
3. Submit Laboratory Specimen	3. Validates Official Receipt  3.1. Checks the following: a. Specimen quality & quantity;  b. Label of specimen containers  3.2. Issues claim stub  3.3. Processes required laboratory examinations	NONE	1 hour	Receiving Clerk at the QCHD Clinical Laboratory   Medical Technologist



3.1. Claim Laboratory Results	3.4. Issues laboratory results			Releasing Clerk (QCHD Clinical Laboratory)
4. Present laboratory results and claim Health Certificate	4. Verifies laboratory results and issues Health Certificate  Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.	NONE	7 minutes	Environmental Sanitation Division Releasing Clerk
<b>TOTAL</b>		<b>PHP 212.00</b>	<b>1 hour &amp; 14 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 6. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY via \*Walk – In Application

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

\*Walk – In transaction applies only when online system is “down” or inoperative as confirmed by the QCHD – Environmental Sanitation Division Head.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Order of Payment Form	QCHD - Environmental Sanitation Division - Issuing Clerk		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)			



Official Receipt of payment for health certificate		City Treasurer's Office - Cashier		
Laboratory results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> <p>Note: All results with significant laboratory findings shall be referred to a Physician for appropriate management and clearance prior to issuance of Health Certificate.</p>		} Any DOH Licensed External Laboratory		
Previous year Health Certificate / Card		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment and application form  Present previous Health Card	1. Issues health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Environmental Sanitation Division Issuing Clerk
2. Pay corresponding fees	2. Issues Official Receipt  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00	5 minutes	City Treasurer's Office Cashier



3. Present Official Receipt, laboratory results and claim Health Certificate	3. Validates Official Receipt, laboratory results and issues Health Certificate	NONE	5 minutes	Environmental Sanitation Division Releasing Clerk
<b>TOTAL</b>		<b>PHP 75.00</b>	<b>12 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 7. ISSUANCE OF HEALTH CERTIFICATES (NEW & RENEWAL BULK APPLICATION)

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

All Bulk Applications, regardless of quantity of personnel, shall be processed individually via online, pending the implementation of Phase 2 enhancement online system by the latter part of 2022.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Authorization Letter of Representative signed by Health Card owners with copies of Valid Identification Cards of all Health Card Owners and Representative with specimen signatures		Establishment Owner / Manager / Administrator	
Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application	
Order of Payment Form			





Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Laboratory results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment.		} Any DOH Licensed External Laboratory		
Previous year Health Certificate / Card (for renewal applicants)		Applicant / Citizen		
Proof of valid HIV Seminar from authorized institutions (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> , and select Health Certificate & Sanitary Permit application services by using	1. Reviews details the uploaded requirements  1.1. Issues order of payment based on the	NONE	15 minutes	Issuing Clerk





<p>employees (highlighting the applicant's name)</p> <p>Attend online HIV Seminar (for NEW applicants)</p> <p>Note: If valid HIV Seminar Certificate was presented, applicant will skip this step</p>	<p>card and laboratory results</p> <p>3.1. Allows individual application to proceed to Head Approval</p>			<p>Health Certificate Document Validator</p>
<p>4. Submit printed digital copy of Health Certificate</p>	<p>4. Verifies the documents and prepares the Health Certificate</p> <p>4.1. Issues Claim Stub</p> <p>4.2. Processes health certificates</p>	<p>NONE</p>	<p>15 minutes</p> <p>1 day</p>	<p>Releasing Clerk assigned at Bulk Application</p>
<p>5. Claim Health Certificates</p>	<p>5. Issues Health Certificate to the company representative</p>	<p>NONE</p>	<p>10 minutes</p>	<p>Releasing Clerk assigned at Bulk Application</p>
<p><b>TOTAL</b></p>		<p><b>For each type of applicant for BULK application processes:</b></p> <p>1. <b>New applicant</b> who will avail of the laboratory services from any <b>QCHD Clinical laboratory - PHP 262.00</b></p> <p>2. <b>New applicant</b> who will avail of the laboratory services from an <b>external</b></p>	<p><b>1 day &amp; 1 hour</b></p>	



	<b>laboratory – PHP 125.00</b>  <b>3. Renewal applicant</b> who will avail of the laboratory services from any <b>QCHD Clinical laboratory - PHP 212.00</b>  <b>4. Renewal applicant</b> who will avail of the laboratory services from an <b>external laboratory – P75.00</b>		
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ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

### **8. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY**

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth Certificate (Original PSA Copy)	Philippine Statistics Authority
Marriage Certificate	
One 2 x 2 picture Two 1 x 1 ID picture <span style="font-size: 2em; vertical-align: middle;">}</span> white background, with collar & sleeves	Applicant / Citizen
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)	
Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)	City Treasurer's Office - Cashier
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)	QCHD, DOH or any related agency or institution
Laboratory Results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> <li>➤ VDRL</li> <li>➤ Gram Stain</li> </ul>	} Any QCHD Clinical Laboratory  } Any QCHD Social Hygiene Clinic
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)	QCHD – Clinical Laboratory – Releasing Clerk
Previous Yellow Health Certificate (for Renewal Applicants)	Applicant / Citizen
Massagist's Training Certificate (for new Therapist applicants)	QCHD Training Office
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.1 Secure Application Form, Order of Payment and Pay Fees (<i>for New Therapists</i>)</p> <p>1.2. <i>For New &amp; Renewal Entertainers and Renewal Therapists</i> - Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with Google Chrome Browser</p> <p>Fill out the required personal information then select Yellow Card and In – House Laboratory</p>	<p>1.1. Issues health certificate application form and order of payment</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Issuing Clerk</p>
	<p>1.1.1. Issues Official Receipt</p>	<p>Processing fee for Health Certificate PHP 75.00</p>	<p>5 minutes</p>	<p>City Treasurer's Office Cashier</p>
	<p>1.2. Reviews details and uploaded requirements</p> <p><small>**Prices are subject to change as mandated by a City Ordinance</small></p>	<p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p> <p>Sputum exam – P97.00</p> <p>Stool exam – P40.00</p>	<p>5 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Submit Specimen</p>	<p>2. Verifies Official Receipt</p>	<p>NONE</p>	<p>1 hour</p>	<p>Receiving Clerk at the QCHD Clinical Laboratory</p>



	<p>2.1. Checks the following:</p> <p>a. quality and quantity of specimen</p> <p>b. proper labeling</p> <p>2.2. Issues claim stub</p> <p>2.3. Processes required laboratory examinations</p>			Medical Technologist
3. Claim Results	<p>3. Validates ID Card presented</p> <p>3.1. Issue laboratory results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.</p>	NONE	5 minutes	Laboratory Aide or Releasing Clerk
4. Proceed to QCHD Social Hygiene Clinic for VDRL examination	<p>4. Conducts Physical examination</p> <p>4.1. Performs VD Clearance</p> <p>4.2. Releases VDRL result</p> <p>Note: If with abnormal findings, client shall be referred to the Physician for treatment</p>	NONE	<p>20 minutes</p> <p>1 hour</p>	QCHD Social Hygiene Clinic-Medical Officer or Nurse



<p>5.1. Obtain schedule and attend Massagist Course Seminar (for new Therapist applicant)</p> <p>5.2. Attend online HIV/AIDS Seminar (for new Entertainer applicant)</p> <p>Note: If valid HIV Seminar Certificate was uploaded in the appropriate field, applicant will skip this step</p>	<p>5.1. Enlists applicant for Massagist Training</p> <p>5.1.1. Conducts training and issues Certificate of Appearance</p> <p>5.2. Allows application to proceed to online HIV Seminar</p>	<p>NONE</p>	<p>5 minutes</p> <p>2 days (4 hours per day for 4 days)</p> <p>26 minutes</p>	<p>QCHD Training Section Personnel</p> <p>Massagist Training Facilitator</p> <p>Health Certificate Document Validator</p>
<p>6. Claim Yellow Certificate / Card</p>	<p>6.1. Confirms presented documents</p> <p>6.2. Processes health certificate</p> <p>6.3. Issues yellow certificate / card</p>	<p>NONE</p>	<p>15 minutes</p>	<p>Releasing Clerk assigned in Yellow Card Application</p>
<p><b>TOTAL</b></p>		<p>For New Therapist Applicant – <b>PHP 512.00</b></p> <p>For New Entertainer Applicant – <b>PHP 462.00</b></p> <p>For Renewal Therapist or</p>	<p>For New Therapist - <b>2 days, 2 hours &amp; 52 minutes</b></p> <p>For New Entertainer Applicant - <b>3 hours &amp; 16 minutes</b></p> <p>For Renewal Therapist or</p>	





	Entertainer – <b>PHP 412.00</b>	Entertainer Applicant – <b>2 hours &amp; 50 minutes</b>	
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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS is qualified for multi-stage processing.

### 9. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from an EXTERNAL LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
	Birth Certificate (Original PSA Copy)	Philippine Statistics Authority	
	Marriage Certificate		
	One 2 x 2 picture Two 1 x 1 ID picture } white background, with collar & sleeves	Applicant / Citizen	
	Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application	
	Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)		
	Official Receipt of payment for health certificate, VD Clearance	City Treasurer's Office - Cashier	



Laboratory Results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> <li>➤ VDRL</li> <li>➤ Gram Stain</li> </ul>		} Any DOH Licensed External Laboratory  } Any QCHD Social Hygiene Clinic		
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Secure Application Form, Order of Payment and Pay Fees ( <i>for New Therapists</i> )	1.1 Issues health certificate application form and order of payment	NONE	2 minutes	Issuing Clerk
	1.1.1. Issues Official Receipt	Processing fee for Health Certificate PHP 75.00	5 minutes	City Treasurer's Office Cashier
1.2. <i>For New &amp; Renewal Entertainers and Renewal Therapists</i> - Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a> , and select Health	1.2. Reviews details and uploaded requirements  **Prices are subject to change as mandated by a City Ordinance	Massagist Course for NEW Therapist applicants – PHP 100.00  HIV Seminar Fee for NEW applicants employed in fun	5 minutes	Health Certificate Document Validator



<p>Certificate &amp; Sanitary Permit application services by using a device with Google Chrome Browser</p> <p>Fill out the required personal information then select Yellow Card and External Laboratory</p>		<p>establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p>		
<p>2. Submit Laboratory Results</p>	<p>2. Verifies ID Card presented</p> <p>2.1. Validates laboratory results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Receiving Clerk in Yellow Card Application</p>
<p>3. Proceed to QCHD Social Hygiene Clinic for VDRL examination</p>	<p>3. Conducts Physical examination</p> <p>3.1. Performs VD Clearance</p> <p>3.2. Releases VDRL result</p> <p>Note: If with abnormal findings, client shall be referred to the Physician for treatment</p>	<p>NONE</p>	<p>20 minutes</p> <p>1 hour</p>	<p>QCHD Social Hygiene Clinic- Medical Officer or Nurse</p>



4.1. Obtain schedule and attend Massagist Course Seminar (for new Therapist applicant)	4. Enlists applicant for Massagist Training  4.1.1 Conducts training and issues Certificate of Appearance	NONE	5 minutes  2 days (4 hours per day for 4 days)	QCHD Training Section Personnel  Massagist Training Facilitator
4.2. Attend online HIV/AIDS Seminar (for new Entertainer applicant)	4.2. Allows application to proceed to online HIV Seminar		26 minutes	Health Certificate Document Validator
5. Claim Yellow Certificate / Card		NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application
<b>TOTAL</b>		For New Therapist Applicant – <b>PHP 375.00</b>  For New Entertainer Applicant – <b>PHP 325.00</b>  For Renewal Therapist or Entertainer – <b>PHP 275.00</b>	For New Therapist - <b>2 days, 1 hour &amp; 52 minutes</b>  For New Entertainer Applicant - <b>2 hours &amp; 16 minutes</b>  For Renewal Therapist or Entertainer Applicant - <b>1 hour &amp; 50 minutes</b>	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS is qualified for multi-stage processing.



## 10. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

All Bulk Applications, regardless of quantity of personnel, shall be processed individually via online, pending the implementation of Phase 2 Enhancement Online system by the latter part of 2022.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Authorization Letter of Representative with Identification Cards of Owner and Representative	Establishment Owner / Manager / Administrator	
Request Letter for the conduct of HIV Seminar for Bulk Health Certificate application	Establishment owner, manager or authorized representative	
Birth Certificate (Original PSA Copy)	Philippine Statistics Authority	
Marriage Certificate		
One 2 x 2 picture Two 1 x 1 ID picture	Applicant / Citizen	
} white background, with collar & sleeves		
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application	
Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44		
Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)	City Treasurer's Office - Cashier	



Laboratory Results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> <li>➤ VDRL</li> <li>➤ Gram Stain</li> </ul>		} Any QCHD Clinical or DOH Licensed External Laboratory  } Any QCHD Social Hygiene Clinic		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Massagist's Training Certificate (for new Therapist applicants)  Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)		QCHD Training Office		
HIV Seminar Attendance Sheet (Form Health Certificate – 1) - QCG-QCHD-ES-SOI-F45		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Secure Application Form, Order of Payment and Pay Fees ( <i>for New Therapists</i> )	1.1 Issues health certificate application form and order of payment	NONE	5 minutes	Issuing Clerk
	1.1.1 Issues Official Receipt  **Prices are subject to change as mandated by a City Ordinance	Processing fee for Health Certificate PHP 75.00  Massagist Course for NEW Therapist	5 minutes	City Treasurer's Office Cashier



<p>1.2. <i>For New &amp; Renewal Entertainers and Renewal Therapists -</i>          Log – in to <a href="http://qceservices.quezoncity.gov.ph">qceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Health Certificate icon. Choose appropriate application type.</p> <p>Fill out the required personal information.</p> <p>Select laboratory of choice</p> <p>Upload clear copy of previous health card (front and back) with HIV Seminar details</p>	<p>1.2. Reviews details and uploaded requirements</p>	<p>applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p> <p>Sputum exam – P97.00</p> <p>Stool exam – P40.00</p>	<p>5 minutes</p>	<p>Health Certificate Document Validator</p>
<p>2. Submit Specimen (if availing the services of QCHD Clinical Laboratory)</p>	<p>2. 2. Verifies Official Receipt</p> <p>2.1. Checks the following:</p>	<p>NONE</p>	<p>1 hour</p>	<p>Receiving Clerk in Yellow Card Application</p>



	<p>a. quality and quantity of specimen</p> <p>b. proper labeling</p> <p>2.2. Issues claim stub</p> <p>2.3. Processes required laboratory examinations</p>			Medical Technologist
3. Claim Results (if availing the services of QCHD Clinical Laboratory)	<p>3. Validates ID Card presented</p> <p>3.1. Issues laboratory results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate</p>	NONE	5 minutes	Laboratory Aide or Releasing Clerk
4. Proceed to QCHD Social Hygiene Clinic for VDRL examination	<p>4. Conducts Physical examination</p> <p>4.1. Performs VD Clearance</p> <p>4.2. Releases VDRL result</p> <p>Note: If with abnormal findings, client shall be referred to the physician for treatment</p>	NONE	20 minutes  1 hour	QCHD Social Hygiene Clinic-Medical Officer or Nurse
5.1. Obtain schedule and attend Massagist Course Seminar (for new	5.1. Enlists applicant for Massagist Training	NONE	5 minutes	QCHD Training Section Personnel





Therapist applicant)	5.1.1 Conducts training and issues Certificate of Appearance		2 days (4 hours per day for 4 days)	Massagist Training Facilitator
5.2. Attend online HIV/AIDS Seminar (for new Entertainer applicant)	5.2. Allows application to proceed to online HIV Seminar		26 minutes	Health Certificate Document Validator
6. Submit printed digital copy of Health Certificate	6. Verifies the documents and prepares the Health Certificate	NONE	15 minutes	Releasing Clerk assigned at Bulk Application
	6.1. Issues Claim Stub			
	6.2. Processes the health certificates		1 hour	
7. Claim Health Certificates	7. Issues Health Certificate to the company representative	NONE	10 minutes	Releasing Clerk assigned at Yellow Card Bulk Application
<b>TOTAL</b>		➤ <b>Applicants availing of any QCHD Clinical Laboratory Services</b>	➤ <b>Applicants availing of any QCHD Clinical Laboratory Services</b>	
		a. For Each New Therapist Applicant – <b>PHP 512.00</b>	a. For Bulk New Therapist Applicants - <b>2 days, 4 hours &amp; 10 minutes</b>	
		b. For Each New Entertainer Applicant – <b>PHP 462.00</b>	b. For Bulk New Entertainer Applicants - <b>4 hours &amp; 26 minutes</b>	



	<p>c. For Each Renewal Therapist or Entertainer – <b>PHP 412.00</b></p> <p>➤ <b>Applicants availing of any External Laboratory Services</b></p> <p>a. For Each New Therapist Applicant – <b>PHP 375.00</b></p> <p>b. For Each New Entertainer Applicant – <b>PHP 325.00</b></p> <p>c. For Each Renewal Therapist or Entertainer – <b>PHP 275.00</b></p>	<p>c. For Bulk Renewal Therapist or Entertainer Applicant - <b>4 hours</b></p> <p>➤ <b>Applicants availing of any External Laboratory Services</b></p> <p>a. For Bulk New Therapist Applicants - <b>2 days, 3 hours</b></p> <p>b. For Bulk New Entertainer Applicants - <b>3 hours &amp; 21 minutes</b></p> <p>c. For Bulk Renewal Therapist or Entertainer Applicants - <b>2 hours &amp; 55 minutes</b></p>	
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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS is qualified for multi-stage processing.



## 11. ISSUANCE OF PROVISIONAL SANITARY PERMIT (for New Business Permit Application)

The Provisional Sanitary Permit is a temporary certification in writing issued by the City Health Officer to the New establishment which may partially initiate business activity and shall be given ample time in complying with the existing sanitary permit requirements upon evaluation or inspection by the Sanitation Inspector. This authorization remains valid until the indicated validity period.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All New establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Locational Clearance (L.C.) or Assessment of the Business Location via their Unified Business Application Form (UBAF) evaluated by City Planning & Development Office, if permissible or non – permissible prior to the issuance of L.C.		Business One Stop Shop (BOSS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upload Locational Clearance & Unified Business Application Form and wait for the processing of the Provisional Sanitary Permit	1. Encodes the information indicated in the submitted application for the Provisional Sanitary Permit and attaches the Checklist of Requirements for their respective business category.	NONE	10 minutes	Administrative Clerk / Encoder



2. Claim the Provisional Sanitary Permit together with their Permit to Operate issued by the Business Permits and Licensing Department (BPLD)	2. Issues the Provisional Sanitary Permit	NONE	2 minutes	Releasing Clerk
<b>TOTAL</b>		<b>NONE</b>	<b>12 Minutes</b>	

## 12. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT Application via Quezon City Online Registration

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment's compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector or Evaluator.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	All establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Business Permit	Provisional Sanitary Permit	Business Permit & Licensing Department (BPLD) - Business One Stop Shop (BOSS)
Order of Payment Form		



<p>Official Receipt of Payment for Business Permit inclusive of Sanitary Fee (current year); Inspection Fee; and Health Occupancy Permit Fee</p>	<ul style="list-style-type: none"> <li>➤ City Treasurer’s Office Cashier (for cash payment);</li> <li>➤ Applicant’s email (for online payment via QC Pay Easy)</li> </ul>
<p>Valid Health Certificate of ALL employees of the establishment including that of the manager/s and /or Owner to be uploaded in the online application of Sanitary Permit</p>	<p>Business Owner / Human Resource Staff / Employees</p>
<p>Microbiological Water Analysis Report</p> <ul style="list-style-type: none"> <li>• Food Establishment –Original copy of monthly report</li> <li>• Non Food Establishment – Original copy of semi-annual report</li> </ul>	<p>DOH Accredited Water Laboratory</p>
<p>Pest Control Service Report</p> <ul style="list-style-type: none"> <li>• Food Establishment – Original monthly service report</li> <li>• Non Food Establishment – Original semi-annual service report</li> </ul>	<p>Licensed Pest Control Service Applicator</p>
<p>Health Occupancy Permit</p>	<p>QCHD-Environmental Sanitation Division</p>
<p>Other Requirements:</p> <ul style="list-style-type: none"> <li>➤ License to Operate (original copy, if applicable)</li> <li>➤ Physical - Chemical Water Analysis (if applicable)</li> </ul>	<p>Department of Health / Food &amp; Drug Administration DOH Accredited Water Laboratory</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log – in to <a href="http://gceservices.quezoncity.gov.ph">gceservices.quezoncity.gov.ph</a>, and select Health Certificate &amp; Sanitary Permit application services by using a device with Google Chrome browser</p> <p>Tap Sanitary Permit icon and select appropriate application type. Fill out required information consistent with Business Permit entries.</p> <p>Upload all documentary requirements based on nature of business</p>	<p>1. Evaluates stated information and uploaded valid documents</p> <p>1.1. Creates Order of Payment for Sanitary Inspection or other fees <b>not included</b> in the uploaded Official Receipt</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Sanitary Permit Document Validator</p>
<p>2. Pay corresponding fees</p> <p>Note: This step may be omitted if all required fees are included in the current Business Tax</p>	<p>2.a. Issues Official Receipt for cash payment</p> <p>2.b. Sends official receipt via applicant's email address once online payment is verified</p> <p>** Prices are subject to change as mandated by a City Ordinance</p>	<p>Inspection Processing fee: PHP 100.00</p>	<p>5 minutes (cash payment)</p> <p>*24- 30 hours (online fund transfer)</p>	<p>City Treasurer's Office Cashier</p> <p>City Treasurer's Office Payment Validator</p>



3. Wait for final approval of application	3. Validates all of the uploaded documents and approves accordingly.	NONE	2 minutes	Head Approving Officer
4. Submit digital copy of Sanitary Permit and claim actual permit  Note: This step may be omitted once digital copy of Sanitary Permit is finalized in Phase 2 online system enhancement by the latter part of 2022.	4. Verifies information in the digital copy and issues actual Sanitary Permit	NONE	4 minutes	Releasing Clerk
<b>TOTAL</b>		<b>PHP 100.00</b>	a. For cash payment – <b>16 minutes</b> b. For online fund transfer - <b>1 day &amp; 11 minutes to 1 day, 6 hours &amp; 11 minutes</b>	

ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

### 13. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT via \*Walk – In Application

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment’s compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector or Evaluator.

\*Walk – In transaction for New & Renewal Sanitary Permit application is employed only when online system is “down” or inoperative as confirmed by the QCHD – Environmental Sanitation Division Head.



<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	All New establishments (Food & non-Food) doing business within Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Photocopy of Business Permit Application (New) /Business Permit & Sanitary Permit of the prior year (Renewal)	Business Owner / Representative
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Sanitary Permit Application
Official Receipt of Payment for Business Permit inclusive of Sanitary Fee (current year); Inspection Fee; and Health Occupancy Permit Fee	<ul style="list-style-type: none"> <li>➤ City Treasurer's Office Cashier (for cash payment);</li> <li>➤ Applicant's email (for online payment via QC Pay Easy)</li> </ul>
Valid Health Certificate of ALL employees of the establishment including that of the manager/s and /or Owner (photocopy of all certificates for submission)	Business Owner / Human Resource Staff / Employees
Microbiological Water Analysis Report <ul style="list-style-type: none"> <li>• Food Establishment – original monthly report</li> <li>• Non Food Establishment – original semi-annual report</li> </ul> (Photocopies of water analysis reports for submission)	DOH Accredited Water Laboratory
Pest Control Service Report <ul style="list-style-type: none"> <li>• Food Establishment – original monthly service report</li> <li>• Non Food Establishment – original semi – annual service report</li> </ul>	Licensed Pest Control Service Applicator





(Photocopies of pest control service reports for submission)				
Health Occupancy Permit (photocopy for submission)		QCHD-Environmental Sanitation Division		
Other Requirements: <ul style="list-style-type: none"> <li>➤ License to Operate (original copy, if applicable)</li> <li>➤ Physical - Chemical Water Analysis (if applicable)</li> </ul> (photocopy for submission)		Department of Health / Food & Drug Administration  DOH Accredited Water Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for evaluation	1. Checks for the validity of all the requirements submitted	NONE	2 minutes	Receiving Clerk
2. Pay corresponding fees  Note: This step may be omitted if all required fees are included in the current Business Tax	2.a. Issues Official Receipt for cash payment  2.b. Sends official receipt via applicant's email address once online payment is verified  ** Prices are subject to change as mandated by a City Ordinance	Inspection Processing fee: PHP 100.00	5 minutes (cash payment)  *24- 30 hours (online fund transfer)	City Treasurer's Office Cashier  City Treasurer's Office Payment Validator
3. Wait for the processing of the Sanitary Permit	3. Evaluates all submitted documents;  3.1 Encodes Sanitary Permit details,  3.2 Prints hard copy duly signed by the Sanitary Permit Head Evaluator/s	NONE	4 minutes	Head Evaluator/s  Administrative Clerk



4. Claim Sanitary Permit	4. Issues Sanitary Permit	NONE	1 minute	Releasing Clerk
<b>TOTAL</b>		<b>PHP 100.00</b>	a. For cash payment – <b>12 minutes</b> b. For online fund transfer - <b>1 day &amp; 7 minutes to 1 day, 6 hours &amp; 7 minutes</b>	

ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

#### 14. ISSUANCE OF HEALTH OCCUPANCY PERMIT

The Health Occupancy Permit is a written authorization or certification issued by the City Health Officer which signifies confirmation that the building is in a suitable and healthy living condition considering its compliance to the submitted plans and specifications.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B – Government to Business Entity		
<b>Who may avail:</b>	All newly constructed / renovated structures (residential, commercial, industrial & institutional) within the territorial jurisdiction of Quezon City in reference to the Provisions of RA 11032 or EODB Act of 2018 and JMC No. 1 s - 2021		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Certificate of Completion for Building / Occupancy Permit – 1 photocopy		Department of Building Official (DBO) Office	
Floor Plan (Sanitary Plumbing) - 1 photocopy		Establishment Owner / Representative	
Microbiological Water Analysis Report within 1 month of application (1 photocopy)		DOH Accredited Water Laboratory	
Official Receipt of Payment for Health Occupancy Permit		City Treasurer's Office – Cashier	



<i>(incorporated in the Business Permit Receipt)</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present photocopies of the requirements for Health Occupancy Permit issuance	1. Reviews and evaluate the requirements presented	NONE	5 minutes	Sanitary Engineer / Evaluator
	1.1. Issues Official Receipt upon payment of required fees	<b>Residential</b> - PHP 200.00; <b>Commercial</b> – PHP 300.00; <b>Industrial/ Institutional</b> - PHP 400.00	5 minutes	City Treasurer's Office Cashier
2. Wait for the processing of the Health Occupancy Permit	2. Prepares the Health Occupancy Permit to be signed by the Sanitation Inspector / Evaluator	NONE	10 minutes	Administrative Clerk
3. Claiming of the Health Occupancy Permit	3. Issues Health Occupancy Permit	NONE	3 minutes	Releasing Clerk
<b>TOTAL</b>		<b>Residential</b> - PHP 200.00; <b>Commercial</b> – PHP 300.00; <b>Industrial/ Institutional</b> - PHP 400.00	<b>23 minutes</b>	

## 15. ISSUANCE OF CERTIFICATE OF POTABILITY

The Certificate of Potability is an official document issued by the Quezon City Health Department to all dwelling / residential and other places for lease or rent in which the quality of water passed the standard set by Philippine National Standards for Drinking Water (PNSDW).



<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	Owners of condominiums, apartelles / inns, motels, hotels, subdivisions and townhouses within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest three (3) months results of microbiological water analysis (original and photocopy)		DOH Accredited Water Laboratory		
Semi-annual results of physical-chemical tests (original and photocopy)				
Order of Payment		QCHD - Environmental Sanitation Division		
Official Receipt of Payment for the Certificate of Potability		City Treasurer's Office – Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present original and photocopies of the requirements	1. Reviews and evaluates the requirements presented		5 minutes	Sanitary Engineer / Evaluator
	1.1. Issues Official Receipt	PHP 1,000.00	5 minutes	City Treasurer's Office Cashier
2. Wait for the processing of the documents	2. Prepares the Certificate of Potability to be signed by the Sanitation Engineer, Environmental Sanitation Division Chief and City Health Officer	NONE	5 minutes	Administrative Clerk



3. Claim Certificate of Potability	3. Issues Certificate of Potability	NONE	3 minutes	Releasing Clerk
<b>TOTAL</b>		<b>PHP 1,000.00</b>	<b>20 minutes</b>	

ISSUANCE OF CERTIFICATE OF POTABILITY is covered under PD No. 856

## 16. ISSUANCE OF DEATH CERTIFICATE

The Death Certificate can refer either to a document issued by a medical practitioner certifying the deceased state of a person or to a document issued by a person such as a registrar of vital statistics that declares the date, location and cause of a person's death as later entered in an official register of Quezon City deaths.

*This is an essential part of the Civil Registration duty of a citizen described as a continuous, permanent, compulsory reporting and recording of vital events occurring in the life of an individual including *death* as mandated by Act No. 3753, the Civil Registry Law.*

<b>Office / Division:</b>	QCHD – Special Services Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All deaths which occurred in Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Correctly & Completely Filled Up Death Certificate Forms: <ul style="list-style-type: none"> <li>• Municipal Form No. 103 CERTIFICATE OF DEATH</li> <li>• Municipal Form No. 103A CERTIFICATE OF FETAL DEATH</li> </ul>		Local Civil Registry  Any hospital / health facility's attending physician (for hospital / health facility death);  Health Center Physician as Public Health Officer (for home death)	
Imam Certification (for Imam descendent)		Muslim / Islam Religious Community	



<p><b>For HOME Deaths:</b></p> <ul style="list-style-type: none"> <li>➤ Notarized affidavit for the Circumstance of Death (requesting party must also be the informant stated in the death certificate)</li> <li>➤ Referral letter from health center (stating reason for unavailability of physician)</li> <li>➤ Photocopy of Certifying Physician's valid PRC License with 3 original specimen signatures</li> </ul>	<p>Legal Department (QC Hall, 7<sup>th</sup> Floor)</p> <p>Local Health Center</p> <p>Private Physician certifying home death</p>
<p>Embalmer's Certificate &amp; License</p>	<p>Funeral Establishment</p>
<p><b>For Fetal Deaths without embalming:</b></p> <ul style="list-style-type: none"> <li>➤ Letter from any relative stating the location of the cadaver</li> <li>➤ Certification of direct burial in a cemetery</li> </ul>	<p>Family Member / Relative</p>
<p>Notarized waiver of autopsy (if applicable)</p>	<p>Family Member / Relative (nearest of kin)</p>
<p>SARS – COV2 Test Results or Medical Certificate stating "NO COVID Test" done</p>	<p>Attending Physician</p>
<p><b>For Late Registration:</b></p> <ul style="list-style-type: none"> <li>• Deaths more than 30 days to less than 1 year <ul style="list-style-type: none"> <li>➤ 4 copies of Certificate of Death (original and photocopy)</li> <li>➤ Notarized Affidavit for delayed registration which includes name of deceased, facts of death, circumstance why death was not reported within 30 days (original and photocopy)</li> <li>➤ Authenticated copy of certificate of burial, cremation or other means of corpse disposal (original and photocopy)</li> </ul> </li> </ul>	<p>Family Member / Relative (nearest of kin)</p> <p>Legal Department (QC Hall, 7<sup>th</sup> Floor)</p> <p>Funeral or Cremation Establishment</p> <p>Family Member / Relative (nearest of kin)</p>



For Late Registration: <ul style="list-style-type: none"> <li>• Deaths occurring 1 year and above             <ul style="list-style-type: none"> <li>➤ Certificate of funeral service (original and photocopy)</li> <li>➤ Certificate of Burial (original and photocopy)</li> <li>➤ Certificate of No Registration (No Record of Death)</li> </ul> </li> </ul>		} Funeral or Cremation Establishment } Family Member / Relative (nearest of kin)  Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all properly and completely filled – up forms necessary for death certificate registration such as:  <b>Municipal Form No. 103</b> CERTIFICATE OF DEATH or <b>Municipal Form No. 103A</b> CERTIFICATE OF FETAL DEATH	1. Review the filled –up death certificate forms for completeness of entries, authenticity and validity of physician’s & embalmer’s license, signatures and date of embalming	NONE	5 minutes	Receiving Clerk
2. Submit Notarized Affidavit of Circumstances of Death (for home deaths) & waiver of autopsy signed by informant / nearest kin (if needed)	2. Review the necessary attachments or documents submitted  2.1. Register Data of the deceased in the logbook	NONE	5 minutes	Receiving Clerk



2.1. Answer query (if needed) for validation purposes	<p>2.2. Conduct verbal autopsy with nearest kin or caregiver for home death without an attending physician</p> <p>2.2. Review, validate and sign death certificate (<i>if without need for revision based on DOH Guidelines in Medical Certification of Death</i>)</p> <p>2.3. Give return letter addressed to certifying physician <i>if there are errors noted based on DOH Guidelines</i></p>		15 minutes	Medical Officer
3. Sign out released death certificates	3. Give request for issuance of burial / cremation and transfer permits (if applicable)	NONE	5 minutes	Releasing Clerk
<b>TOTAL</b>		<b>NONE</b>	<b>30 minutes</b>	

ISSUANCE OF DEATH CERTIFICATE is covered under the Civil Registry Law or Act No. 3753

## 17. MEDICAL CONSULTATION

A medical consultation is a procedure whereby, a health care provider, reviews a medical history, examines the patient, and makes recommendations as to care and treatment.

<b>Office / Division:</b>	QCHD – Special Services Division
<b>Classification:</b>	Simple





<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		All Quezon City Hall Employees, their immediate dependents and transacting public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• For Employees:               <ul style="list-style-type: none"> <li>➢ Quezon City Employee's ID or Employment Certificate</li> </ul> </li> </ul>		City Personnel Department / Department Concerned		
<ul style="list-style-type: none"> <li>• For Employee's dependent:               <ul style="list-style-type: none"> <li>➢ Birth Certificate</li> <li>➢ Marriage Contract</li> </ul> </li> </ul>		Philippine Statistics Authority / Local Civil Registry		
<ul style="list-style-type: none"> <li>• For Transacting Public               <ul style="list-style-type: none"> <li>➢ Government-Issued ID</li> <li>➢ Ultrasound result (for Gender certification) of Scrotal, Pelvic or Transvaginal Scan</li> <li>➢ Laboratory results as required in Medical Certification / Clearance</li> </ul> </li> </ul>		Client / Citizen DOH Accredited Ultrasound and Sonography Facility  DOH Accredited Clinical Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register on <b>FIRST COME FIRST SERVE Basis</b> and state what service to avail	1. Triage patients and give number to each Client;  1.1. Direct clients to waiting area	NONE	2 minutes	Nurse / Nurse Aide / Admitting Clerk
2. Present valid Identification (ID) Card and other necessary documents  2.1. Fill up Personal Information on Individual Treatment Record (ITR)	2. Check ID Card presented and other attachments  2.1. Record or encode patient's information on ITR / E-Medical Record	NONE	5 minutes	Personnel assigned at the Registration Area
3. Submit the accomplished ITR	3. Obtain and record vital signs and chief complaint of client	NONE	5 minutes	Nurse / Administrative Aide



	3.1. Hand over the ITR to the Medical Officer			
4. Discuss medical complaint and brief history of illness	4. Conduct history-taking and Physical Examination and other procedures, as warranted	NONE	10 minutes	Medical Officer
	4.1. Conduct Oral Examination & Dental Procedures (Oral Prophylaxis, Tooth Extraction, Tooth Restoration), as warranted (if available)		15 minutes	Dentist
	4.2. Issue Prescription / Laboratory Request / Referral Form/ Medical Certificate			Medical / Dental Officer
	4.3. Fill-up necessary information in the ITR			
5. Present Prescription and affix signature on Dispensed to User Record (DTUR)	5. Dispense medicines (if available)  5.1. Clarify discharge instructions  5.2. Ensure client signs DTUR	NONE	3 minutes	Nurse / Nurse Aide / Administrative Aide
<b>TOTAL</b>		<b>NONE</b>	<b>40 minutes</b>	



## 18. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATES

The Pre-Marriage Counseling Certificate is a written documentation issued by an accredited counselor upon completion of documentary requirements and attendance to the counseling session prior actual marriage.

Pursuant to Article 16 of the Family Code, this mandatory pre-marriage counseling session is required to all contracting parties which provides assistance and guidance to both parties towards an informed decision about their forthcoming married life.

<b>Office / Division:</b>	QCHD – Family Planning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All couples applying for a Marriage License			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Payment		City Treasurer's Office - Cashier		
Schedule Slip (original)		QCHD- Family Planning Division		
Valid Identification Cards (IDs) with picture and signature (original and photocopy)		Contracting Applicants		
Application for Marriage License (original and photocopy)		City Civil Registry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application form for Marriage License and Order of Payment	1. Provide application form for Marriage License and issue Order of Payment	Application Form: PHP 50.00  Filing Fee: PHP 100.00	5 minutes	Local Civil Registry
2. Pay fees	2. Issue official receipt	NONE	3 minutes	City Treasurer's Office Cashier
3. Obtain schedule for seminar (If client is not available as a walk in client for the day)	3. Issue Schedule slip	NONE	3 minutes	Administrative Aide assigned at Pre-marriage Counseling Process



4. Proceed to Quezon City Health Department Pre Marriage Counseling (PMC) Room at the Bernardo Training Center on the date written in the schedule slip (Walk-in clients are welcome as long as there are slots available)	4. Conduct seminar	NONE	4 hours	Pre Marriage Counselor
5. Secure Pre Marriage Counseling Certificate	5. Prepare and issue PMC Certificate	NONE	1 minute	Administrative Aide assigned at Pre-marriage Counseling Process
<b>TOTAL</b>		<b>PHP 150.00</b>	<b>4 hours &amp; 12 minutes</b>	

ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE is covered under the following: 1) Article 16 of the Family Code or Executive Order No. 209; 2) Presidential Decree No. 965; and 3) Responsible Parenthood and Reproductive Health (RPRH) Law or Republic Act 10354



## Feedback and Complaint Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Answer the client satisfaction survey form and place it at the designated drop box located at the front desk or Service Information Area</p> <p>Contact information: 8703-8794 Email: <a href="mailto:cityhealth@quezoncity.gov.ph">cityhealth@quezoncity.gov.ph</a></p>
How are feedbacks processed?	<p>At end of 3 consecutive months, the representative staff per division / unit opens the drop box and records all feedback / satisfaction survey forms submitted.</p> <p>Feedback requiring answers are forwarded to the respective facilities and the staff concerned shall be required to respond within three (3) days upon receipt of the comment / opinion. The reply of the office is then relayed to the citizen.</p> <p>The overall score garnered per division or unit will be analyzed by respective heads. Identification of possible causes and its corresponding actions or recommendations will be presented and discussed during Executive Committee Meetings or ISO Management Reviews.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-8794.</p>
How to file a complaint?	<p>Write a Letter of Complaint addressed to the City Health Officer and send to Quezon City Health Department – 3<sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan Quezon City. Complaints can also be relayed via telephone.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>➤ Name of person being complained</li> <li>➤ Incident</li> <li>➤ Evidence</li> </ul>



	<p>➤ Name, address and contact details of complainant</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-8794.</p>
<p>How complaints are processed?</p>	<p>The immediate supervisor or any designated officer evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer or immediate supervisor shall start the investigation and forward the complaint to the relevant office / facility for their explanation.</p> <p>The Complaints Officer shall accomplish and submit a report after the investigation to the Head of Department for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client as needed</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-4382.</p>
<p>Contact Information</p>	<p>Contact information: 8703-4382 or 8703-8794 Email: <a href="mailto:cityhealth@quezoncity.gov.ph">cityhealth@quezoncity.gov.ph</a></p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



## List of Offices

Office	Address	Contact Information
City Health Department	3 <sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan, Quezon City	8703-8794 cityhealth@quezoncity.gov.ph
Environmental Sanitation Division	1 <sup>st</sup> Floor, Yakap Day Care, City Hall Compound, back of QC Public Library, Bgy. Central, Quezon City	8703-8841
City Employee's Clinic	Ground Floor, City Civil Registry Department Civic Center Bldg. C, Quezon City Hall Compound (near East Avenue)	8929-7747
Special Services Division	3 <sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan, Quezon City	8703-4382 cityhealth@quezoncity.gov.ph
Planning, Evaluation, Research and Training Division	3 <sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan, Quezon City	8703-8794 cityhealth@quezoncity.gov.ph