

## CITIZEN'S CHARTER

### I. COLLECTION AND SUBMISSION OF DATA ON: (A) RAT AND RT-PCR; (B) ADVERSE EVENT FOLLOWING IMMUNIZATION; (C) COVID-19-RELATED REPORTS; (D) EPIDEMIC-PRONE DISEASE CASE SURVEILLANCE – INFORMATION SYSTEM

**Schedule of Availability of Service:**

Collection and submission of the data on different databases is done daily, Monday to Sunday.

**Who may avail of the service:**

DOH – Regional Epidemiologic Surveillance Unit (RESU), District Epidemiology Surveillance Unit, Quezon City Epidemiology Surveillance Unit

**Documentary Requirements:**

- Case Investigation Form (CIF)
- Case Report Form (CRF)
- rT-PCR official results
- RAgT official results
- Vaccination card or certificates
- Event-based Surveillance Report (ESR)
- Death certificates
- Laboratory Results

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	<ul style="list-style-type: none"> <li>• DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>• District epidemiology surveillance unit</li> <li>• Quezon City Epidemiology Surveillance Unit</li> </ul>	<p>The Disease Surveillance Officer (DSO) collects the following data and documents:</p> <p>A. Case Investigation Forms (CIF), SARS-Cov2 Reverse Transcriptase-Polymerase Chain Reaction (rT-PCR) and Rapid Antigen Test (RAgT) results from the Department of Pathology for TKC</p> <p>B. ESR forms for VigiFlow</p> <p>C. Death Certificates and</p>	120 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> <li>• RAgT official results</li> <li>• Vaccination card or certificates</li> <li>• Event-based Surveillance Report (ESR)</li> </ul>

		Vaccination Status D. Case report forms (CRF)				<ul style="list-style-type: none"> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
2	<ul style="list-style-type: none"> <li>• DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>• District epidemiology surveillance unit</li> <li>• Quezon City Epidemiology Surveillance Unit</li> </ul>	The DSO collates the forms according to the date the procedure is done and validate the forms submitted for completeness and accuracy of the contents	50 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> <li>• RAgT official results</li> <li>• Vaccination card or certificates</li> <li>• Event-based Surveillance Report (ESR)</li> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
3	<ul style="list-style-type: none"> <li>• DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>• District epidemiology surveillance unit</li> <li>• Quezon City Epidemiology Surveillance Unit</li> </ul>	If discrepancies are noted, the DSO will inform the swabber, NOD, ROD regarding incorrect or lacking information to rectify the errors found on the forms	60 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> <li>• RAgT official results</li> <li>• Vaccination card or certificates</li> </ul>

						<ul style="list-style-type: none"> <li>• Event-based Surveillance Report (ESR)</li> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
4	<ul style="list-style-type: none"> <li>• DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>• District epidemiology surveillance unit</li> <li>• Quezon City Epidemiology Surveillance Unit</li> </ul>	DSO endorses the collated and validated data/documents to the data encoder	10 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> <li>• RAgT official results</li> <li>• Vaccination card or certificates</li> <li>• Event-based Surveillance Report (ESR)</li> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
5	<ul style="list-style-type: none"> <li>• DOH's Regional Epidemiology Surveillance Unit (RESU)</li> <li>• District epidemiology surveillance unit</li> <li>• Quezon City Epidemiology Surveillance Unit</li> </ul>	The data encoder will access the different databases and upload the necessary information	4 hours	Data encoder		<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> </ul>

						<ul style="list-style-type: none"> <li>• RAgT official results</li> <li>• Vaccination card or certificates</li> <li>• Event-based Surveillance Report (ESR)</li> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
<b>End of Transaction</b> Total Duration: 8 hours						

## II. PROVISION OF EPIDEMIOLOGIC DATA FOR HOSPITAL-WIDE USE

### Schedule of Availability of Service:

- Daily census reporting thru Hospital Dashboard
- Monthly reporting of censuses during section heads meeting
- Quarterly and Annual Accomplishments reports

### Who may avail of the service:

- Hospital Director's Office
- Infection Prevention and Control Committee
- Medical and Nursing Staff
- Ancillary Division Staff
- Planning Development, Education and Research (PDER)
- Emergency department
- Engineering

### Documentary Requirements:

- Case Investigation Form (CIF)
- Case Report Form (CRF)
- rT-PCR official results
- RAgT official results
- Vaccination card or certificates
- Event-based Surveillance Report (ESR)
- Death certificates
- Laboratory Results

STEP	ACTIVITY/PROCEDURE		DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	FORMS
	APPLICANT/CLIENT	SERVICE PROVIDER				
1	<ul style="list-style-type: none"> <li>Hospital Director's Office</li> <li>Infection Prevention and Control Committee</li> <li>Medical and Nursing Staff</li> <li>Ancillary Division Staff</li> <li>Planning Development, Education and Research (PDER)</li> <li>Emergency department</li> <li>Engineering</li> </ul>	<p>The assistant HESU Head collates all the data for the entire month from different sources:</p> <p>A. RAgT and rT-PCR Results</p> <p>B. Adverse effects of immunizations</p> <p>C. Mortality</p> <p>D. Covid-19-related events</p> <p>E. Notifiable diseases</p>	120 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>Case Investigation Form (CIF)</li> <li>Case Report Form (CRF)</li> <li>rT-PCR official results</li> <li>RAgT official results</li> <li>Vaccination card or certificates</li> <li>Event-based Surveillance Report (ESR)</li> <li>Death certificates</li> <li>Laboratory Results</li> </ul>
2	<ul style="list-style-type: none"> <li>Hospital Director's Office</li> <li>Infection Prevention and Control Committee</li> <li>Medical and Nursing Staff</li> <li>Ancillary Division Staff</li> <li>Planning Development, Education and Research (PDER)</li> <li>Emergency department</li> <li>Engineering</li> </ul>	Encoding of information on spreadsheet for tallied and validated data provision	120 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>Case Investigation Form (CIF)</li> <li>Case Report Form (CRF)</li> <li>rT-PCR official results</li> <li>RAgT official results</li> <li>Vaccination card or certificates</li> <li>Event-based Surveillance</li> </ul>

						<p>nce Report (ESR)</p> <ul style="list-style-type: none"> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
3	<ul style="list-style-type: none"> <li>• Hospital Director's Office</li> <li>• Infection Prevention and Control Committee</li> <li>• Medical and Nursing Staff</li> <li>• Ancillary Division Staff</li> <li>• Planning Development, Education and Research (PDER)</li> <li>• Emergency department</li> <li>• Engineering</li> </ul>	Together with the HESU head, analysis and formulation of recommendation/s are made	60 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> <li>• RAgt official results</li> <li>• Vaccination card or certificates</li> <li>• Event-based Surveillance Report (ESR)</li> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
4	<ul style="list-style-type: none"> <li>• Hospital Director's Office</li> <li>• Infection Prevention and Control Committee</li> <li>• Medical and Nursing Staff</li> <li>• Ancillary Division Staff</li> <li>• Planning Development, Education and Research (PDER)</li> </ul>	Presentation of analyzed data to section heads meeting	30 minutes	Disease Surveillance Officer (DSO)	none	<ul style="list-style-type: none"> <li>• Case Investigation Form (CIF)</li> <li>• Case Report Form (CRF)</li> <li>• rT-PCR official results</li> <li>• RAgt official results</li> <li>• Vaccination card or</li> </ul>

	<ul style="list-style-type: none"> <li>• Emergency department</li> <li>• Engineering</li> </ul>					certificates <ul style="list-style-type: none"> <li>• Event-based Surveillance Report (ESR)</li> <li>• Death certificates</li> <li>• Laboratory Results</li> </ul>
5	<ul style="list-style-type: none"> <li>• Hospital Director's Office</li> <li>• Infection Prevention and Control Committee</li> <li>• Medical and Nursing Staff</li> <li>• Ancillary Division Staff</li> <li>• Planning Development, Education and Research (PDER)</li> <li>• Emergency department</li> <li>• Engineering</li> </ul>	Distribution/dissemination of data analysis results to various divisions/department of the hospital for different purposes	30 minutes	Data Encoder	none	CIF, RAgT Official results
<b>End of Transaction</b> Total Duration: 6 hours						

**HOSPITAL  
EPIDEMIOLOGIC  
SURVEILLANCE UNIT**

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