



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Human Milk Bank Section**  
**CITIZEN'S CHARTER**



**Procedure for Collection of Human milk**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 8:00 AM-5:00 PM without noon break  
**Who May Avail of the Service** : Breastfeeding Mothers  
**Documentary Requirements** : Donor Demographic Screening form and Donor's Consent Form  
 HIV and Hepatitis B Blood Test  
**Processing Period** : 1 Hour and 10 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Interviews the potential milk donor  <i>(Kapanayamin ang posibleng maging donor ng gatas)</i>	Fills up the screening form and have the donor sign the donor consent form  <i>(Sagutan ang screening form at lagdaan ang donor consent form)</i>	5 minutes <i>(5 minuto)</i>	Nursing Attendant	None <i>(Wala)</i>	Donor Demographic Data, Screening form, Donor's Consent and Commitment form
2	Educates the potential milk donor regarding the screening tests and pre counseling of HIV and other sexually transmitted infections prior to blood extraction  <i>(Ipaliwanag sa posibleng donor ng gatas ang tungkol sa gagawing pagsusuri ng dugo)</i>	Fills up the personal information sheet form and have the donor sign the HIV consent form  <i>(Sagutan ang personal information sheet form at lagdaan ang HIV consent form)</i>	15 minutes <i>(15 minuto)</i>	HIV counselor	None <i>(Wala)</i>	Personal information sheet, HIV consent form



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Human Milk Bank Section**  
**CITIZEN'S CHARTER**



3	<p>Extracts blood for screening tests</p> <p><i>(Kunan ng dugo ang donor ng gatas upang suriin ito)</i></p>		<p>30 minutes <i>(30 minuto)</i></p>	<p>Medical Technologist</p>	<p>None <i>(Wala)</i></p>	
4	<p>Assists the eligible donor in expression of breast milk</p> <p><i>(Tulungan ang donor sa pagkolekta ng kanyang gatas)</i></p>	<p>Eligible donor donates her expressed breast milk</p> <p><i>(Ang kwalipikadong donor ay maari na mag donate ng kanyang gatas)</i></p>	<p>20 minutes <i>(20 minuto)</i></p>	<p>Midwife/ Nurse</p>	<p>None <i>(Wala)</i></p>	
5	<p>Stores the expressed breast milk in the freezer</p> <p><i>(limbak ang gatas sa freezer)</i></p>		<p>3 months <i>(3 buwan)</i></p>	<p>Midwife/ Nurse</p>	<p>None <i>(Wala)</i></p>	
<b>END of TRANSACTION</b>						



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Human Milk Bank Section**  
**CITIZEN'S CHARTER**



**Procedure for Processing of Collected Human Milk**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 8:00 AM-5:00 PM without noon break  
**Who May Avail of the Service** : Breastfeeding Mothers  
**Documentary Requirements** : HIV and Hepatitis B Blood Test Result  
**Processing Period** : 2 days  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents the screening form and screening test result of the recipient's donor and give the express breast milk.  <i>(Ipakita ang screening form at resulta ng screening test ng donor at ibigay ang gatas)</i>	Receives the express breast milk and checks the screening form and screening test result of the recipient's donor.  <i>(Tanggapin ang gatas at siguraduhing nakapasa sa screening ang donor ng gatas)</i>	3 minutes <i>(3 minuto)</i>	HMB staff	None <i>(Wala)</i>	Screening form, Screening test result
2	Read and sign the Recipient's waiver for pasteurized human milk from recipient's donor  <i>(Basahin at lagdaan ang waiver para sa Pasteurized Human Milk na galling sa tatanggap ng gatas ang donor)</i>	Records recipient's data in the pasteurization logbook  <i>(Itala ang mga impormasyon ng tatanggap ng gatas sa logbook ng pasteurization)</i>	3 minutes <i>(3 minuto)</i>	HMB staff	None <i>(Wala)</i>	Recipient's Waiver for Pasteurized Human Milk from Recipient's Donor, Pasteurization logbook
3		Process the express breast milk - Pasteurization and Milk Culture	1 day (without milk culture)	Midwife/ Medical Technologist	None <i>(Wala)</i>	Processing logbook



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Human Milk Bank Section**  
**CITIZEN'S CHARTER**



		<i>(Iproseso ang gatas)</i>	<i>(1 araw walang culture ng gatas)</i>  <i>2 days (with milk culture)</i> <i>(2 araw may culture ng gatas)</i>			
4		Input Patient's Information on the HIS for the processing fee and milk culture  <i>(Itala sa HIS ang impormasyon ng pasyente para sa pag proseso ng gatas at milk culture )</i>	1 minutes <i>(1 minuto)</i>	HMB staff	None <i>(Wala)</i>	
5	Proceed to the Billing Section for the issuance of hospital charges and get the statement of account for payment. Then Pay the processing fee at the cashier.  <i>(Mag tungo sa Billing Section para sa SOA or Statement of Account at Bayaran ang processing fee sa kahera)</i>	Receives the processing fee and issues the official receipt  <i>(Tanggapin ang bayad at magbigay ng opisyal na resibo)</i>	20 minutes <i>(20 minuto)</i>	Cashier	Processing fee: 100php/ 100ml  Milk Culture: 200php/ batch	SOA/Statement of Account and Official Receipt
6	Presents the official receipt from the cashier  <i>(Ipakita ang opisyal na resibo na galling sa kahera)</i>	Dispense the pasteurized human milk  <i>(Ibigay ang pasteurized na gatas)</i>	1 minutes <i>(1 minuto)</i>	HMB staff	None <i>(Wala)</i>	Pasteurization logbook
<b>END of TRANSACTION</b>						



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Human Milk Bank Section**  
**CITIZEN'S CHARTER**



**Procedure for Dispensing of Processed Human Milk**

**Schedule of Availability of Service**

**Days** : Mondays – Sundays  
**Hours** : 8:00 AM-5:00 PM without noon break  
**Who May Avail of the Service** : Recipient of Donated Breast Milk  
**Documentary Requirements** : Clinical Abstract,  
 Prescription from the Recipient's Attending Physician,  
 Cooler with Gel Packs  
**Processing Period** : 31 minutes

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Presents the requirements for availing pasteurized human milk  <i>(Ipakita ang mga kailangang dokumento sa pagbili ng gatas)</i>	Checks the requirement if complete  <i>(Siguraduhing kumpleto ang mga kailangang dokumento sa pagbili ng gatas)</i>	3 minutes <i>(3 minuto)</i>	HMB staff	None <i>(Wala)</i>	Clinical Abstract and Prescription from the recipient's attending physician
2	Wait until Recipient's information is recorded in the HIS.  <i>(Maghintay na mailagay ang kanilang data sa HIS)</i>	Issues data on the HIS for the processing fee of pasteurized human milk  <i>(Magbigay ng resibo para sa pagproseso ng gatas)</i>	2 minutes <i>(2 minuto)</i>	HMB staff	None <i>(Wala)</i>	
3	Proceed to the Billing Section for the issuance of statement of Account for payment. If inpatient client, proceed to the Medical social Service for classification of service patients for eligibility assistance and cost reduction. And	Receives the processing fee and issues the official receipt  <i>(Tanggapin ang bayad at magbigay ng opisyal na resibo)</i>	20 minutes <i>(20 minuto)</i>	Cashier	Processing fee: 220php/ 100ml  Milk bottle deposit: 150php/ 100ml	Official Receipt



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Human Milk Bank Section**  
**CITIZEN'S CHARTER**



	lastly, pay the processing fee at the cashier.  <i>(Bayaran ang processing fee sa cashier)</i>					
4	Presents the official receipt from the cashier to the milk bank staff  <i>(Ipakita ang opisyal na resibo na galling sa kahera)</i>	Writes the official receipt number in the duplicate copy of the charge slip  <i>(Isulat ang numero ng opisal na resibo)</i>	1 minutes <i>(1 minuto)</i>	HMB staff	None <i>(Wala)</i>	Official Receipt
5	Reads and signs the Recipient's consent and waiver forms  <i>(Basahin at lagdaan ang waiver at consent ng tatanggap ng gatas)</i>	Records data in Recipient's logbook  <i>(Itala ang mga impormasyon ng tatanggap ng gatas sa logbook)</i>	3 minutes <i>(3 minuto)</i>	HMB staff	None <i>(Wala)</i>	Recipient's consent and waiver form,  Recipient's logbook
6		Double checks the pasteurization result of milk in the processing logbook  <i>(Siguraduhing nakapasa sa pasteurization result ang gatas)</i>	1 minutes <i>(1 minuto)</i>	HMB staff	None <i>(Wala)</i>	Processing logbook
7		Dispenses the pasteurized human milk  <i>(Ibigay ang pasteurized na gatas)</i>	1 minutes <i>(1 minuto)</i>	HMB staff	None <i>(Wala)</i>	Recipient's logbook
<b>END of TRANSACTION</b>						