



HUMAN MILK BANK

Office or Division:	Human Milk Bank
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Recipients who are in need of pasteurized human milk with complete requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Clinical Abstract of the recipient, signed by the attending physician. 2. Prescription from the attending doctor. 3. Cooler or Icebox 4. Payment of Php 220 for the processing fee and Php 150 for the bottle deposit 1. Clinical Abstract of the recipient, signed by the attending physician. 2. Prescription from the attending doctor. 3. Cooler or Icebox 4. Payment of Php 220 for the processing fee and Php 150 for the bottle deposit	Hospital where admitted.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the requirements for availing pasteurized human milk	1. Checks the requirement if complete		3 minutes	HMB staff
2. Receives the charge slip	2. Issues charge slip for the processing fee of pasteurized human milk		2 minutes	HMB staff
3. Pays the processing fee at the cashier	3. Receives the processing fee and issues the official receipt	Processing fee: 220php/ 100ml Milk bottle deposit: 150php/ 100ml	5 minutes	Cashier
4. Presents the official receipt from the cashier to the milk bank staff	4. Writes the official receipt number in the		1 minute	HMB staff

	duplicate copy of the charge slip			
5. Reads and signs the Recipient's consent and waiver forms	5. Records data in Recipient's logbook		3 minutes	HMB staff
	6. Double checks the pasteurization result of milk in the processing logbook		1 minutes	HMB staff
	7. Dispenses the pasteurized human milk		3 minutes	HMB staff
TOTAL:			18 minutes	



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FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Write a letter of complaint addressed to the Quezon City Human Milk Bank Office, 2nd floor QCGH, Seminary Rd, QC or call landline 02-8863-0800 loc 203</p>
How feedbacks are processed	<p>Every Monday, a HMB staff opens the suggestion box, compiles and records all feedback submitted.</p> <p>Feedback requiring answers are discussed within the section after a thorough investigation of the matter. Answer to the complaint is released within three (3) days of the receipt of the feedback</p> <p>The answer of the office is then relayed to the citizen.</p>
How to file a complaint	<p>Follow up of the complaint filed is coursed through Mrs. Marinette Salud-Aralar, at the QCHMB Office, 8863-0800 local 203</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p>
Contact Information	<p>Citizens' Complaint Center – dial 8888 Quezon City Hotline – dial 122</p>