



**QUEZON CITY GOVERNMENT  
Quezon City General Hospital  
Medical Records Department  
CITIZEN'S CHARTER**



**Registration of all patient at the OPD**

**Schedule of Availability of Service**

**Days** : Mondays – Fridays  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : OPD patients  
**Documentary Requirements** : Patient's Hospital Card  
 Valid ID  
**Processing Period** : 10 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go to Triage and present Patient's Hospital Card for assessment and classification (Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)	Receives patient's hospital card from Triage. Stamps current date then identify priority and non-priority patients ( <i>Pagtanggap ng patient's hospital card galing Triage. Pagtatak ng petsa sa patient's hospital card at pagtukoy sa mga pasyente na prayoridad at hindi prayoridad</i> )	3 minutes (3 minuto)		None (Wala)	
2	Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) then wait for your turn and maintain social distancing ( <i>Pumunta sa narapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente</i> )	Encodes patient's information to QMEUP and and Hospital InformationSystem (HIS). ( <i>Pag-type ng mga impormasyon ng pasyente sa kompyuter gamit ang QMEUP at Hospital Information System o HIS</i> )	7 minutes (7 minuto)	Clerk II / Admin Aide III / Office Aide	None (Wala)	Patient's Hospital Card
<b>END of TRANSACTION</b>						



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Records Department**  
**CITIZEN'S CHARTER**



**Provision of individual health record (New patient)**

**Schedule of Availability of Service**

**Days** : Mondays – Fridays  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : OPD patients  
**Documentary Requirements** : Patient's Hospital Card  
**Processing Period** : 4 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) then wait for your turn and maintain social distancing ( <i>Pumunta sa narapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente</i> )	Print patient's health record ( <i>Pag-print ng bagong OPD record ng pasyente</i> )	3 minutes (3 minuto)	Clerk II / Office Aide	None (Wala)	New Individual health record (OPD)
		Record, and release patient's health record ( <i>Pagsulat at paglabas ng bagong OPD record ng pasyente</i> )	1 minute (1 minuto)		None (Wala)	
<b>END of TRANSACTION</b>						



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Records Department**  
**CITIZEN'S CHARTER**



**Provision of individual health record (Old patient)**

**Schedule of Availability of Service**

**Days** : Mondays – Fridays  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : OPD patients  
**Documentary Requirements** : Patient's Hospital Card  
**Processing Period** : 7 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Psychiatry Ophthalmology, Dental) then wait for your turn and maintain social distancing ( <i>Pumunta sa narapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente</i> )	Receives patient's hospital card from Encoder ( <i>Pagtanggap ng patient's hospital card galing sa mga encoder</i> )	1 minute (1 minuto)	Clerk III / Office Aide	None (Wala)	Old Individual health record (OPD)
		Retrieves old patient's health record ( <i>Paghanap ng lumang health record ng pasyente</i> )	5 minutes (5 minuto)		None (Wala)	
		Record, and release patient's health record ( <i>Pagsulat at paglabas ng bagong OPD record ng pasyente</i> )	1 minute (1 minuto)		None (Wala)	
<b>END of TRANSACTION</b>						



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Records Department**  
**CITIZEN'S CHARTER**



**Authentication and Charging of Certificates and/or relevant documents**  
**(Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, and Birth Certificate)**

**Schedule of Availability of Service**

- Days** : Mondays – Fridays  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : Inpatients, ER, and OPD patients  
**Documentary Requirements** : Original and photocopy of requested certificate/s  
Valid ID  
Authorization letter with valid ID (If representative)  
**Processing Period** : 10 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go to Medical Records Department-Release of Information Area, present original and photocopy of requested certificate/s or valid ID for Birth Certificate <i>(Pumunta sa Medical Records Department at ipakita ang orihinal kopya ng mga kailangan na certificate o valid ID para sa mga Birth Certificate ang kailangan)</i>	Receives original and photocopy of requested certificate/s or valid ID for Birth Certificate concern <i>(Pagtanggap ng orihinal at kopya ng mga kailangan na certificate o valid ID para sa mga Birth Certificate ang kailangan)</i>	1 minute <i>(1 minuto)</i>	Office Aide	None <i>(Wala)</i>	Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, Birth Certificate
2	Wait for the call <i>(Hintayin na tawagin ang pangalan)</i>	Charge fees thru Hospital Information System (HIS) <i>(Paglagay ng kaukulang bayad)</i>	3 minutes <i>(3 minuto)</i>	Office Aide	None <i>(Wala)</i>	



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Records Department**  
**CITIZEN'S CHARTER**



3	Proceed to Cashier for payment. Then, go back to Medical Records Department Release of Information Area <i>(Pumunta sa Cashier para sa kaukulang bayad at bumalik sa Medical Records Department pagkatapos magbayad)</i>	Instructs the patient / representative for payment and clearance <i>(Pagbigay ng mga alituntunin sa pasyente o representante para sa kaukulang bayad)</i>	1 minute <i>(1 minuto)</i>	Cashier Clerk Office Aide	₱ 50.00 / copy	
4	Present Official Receipt and Clearance Slip to the Medical Records Staff <i>(Ipakita ang opisyal na resibo at Clearance Slip sa Medical Records Staff)</i>	Receives and validates presented Official Receipt and Clearance Slip. Then, authenticate Certified true copy to the requested certificate/s. For Birth Certificate, medical records staff will retrieve the registered Birth Certificate <i>(Pagtanggap at pagsuri ng opisyal na resibo at Clearance Slip. Paglagay ng Certified true copy sa mga kailangan na certificate. Para sa Birth Certificate, hahanapin ng medical records staff ang rehistradong Birth Certificate)</i>	4 minutes <i>(4 minuto)</i>	Office Aide	None <i>(Wala)</i>	Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, Birth Certificate
5	Receives Certified true copy of requested certificate/s or Registered Birth Certificate <i>(Pagtanggap ng Certified true copy ng mga kailangan na Certificate o kaya naman ay rehistradong Birth Certificate)</i>	Record and release requested certificate/s or registered Birth Certificate <i>(Pagsulat at pagbigay ng mga kailangan na certificate o rehistradong Birth Certificate)</i>	1 minute <i>(1 minuto)</i>	Office Aide	None <i>(Wala)</i>	
<b>END of TRANSACTION</b>						



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Records Department**  
**CITIZEN'S CHARTER**



**Authentication and Charging of Certificates and/or relevant documents**  
**(Medical Certificate, Official Medico-legal Certificate)**

**Schedule of Availability of Service**

- Days** : Mondays – Fridays  
**Hours** : 8 hours without noon break  
**Who May Avail of the Service** : ER and OPD patients  
**Documentary Requirements** : Complete and original requested certificate/s  
Valid ID  
Authorization letter with valid ID (If representative)  
**Processing Period** : 8 minutes  
**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Go to Medical Records Department Release of Information Area, present original copy of requested certificate and valid ID <i>(Pumunta sa Medical Records Department at ipakita ang orihinal kopya ng kailangan na certificate at valid ID)</i>	Receives original copy of requested certificate/s and valid ID <i>(Pagtanggap ng orihinal na kopya ng kailangan na certificate at valid ID)</i>	1 minute <i>(1 minuto)</i>	Office Aide	None <i>(Wala)</i>	Medical Certificate, Official Medico-legal Certificate
2	Wait for the call <i>(Hintayin na tawagin ang pangalan)</i>	Charge fees thru Hospital Information System (HIS) <i>(Paglagay ng kaukulang bayad)</i>	3 minutes <i>(3 minuto)</i>	Office Aide	None <i>(Wala)</i>	



**QUEZON CITY GOVERNMENT**  
**Quezon City General Hospital**  
**Medical Records Department**  
**CITIZEN'S CHARTER**



3	Proceed to Cashier for payment. Then, go back to Medical Records Department Release of Information Area <i>(Pumunta sa Cashier para sa kaukulang bayad at bumalik sa Medical Records Department pagkatapos magbayad)</i>	Instructs the patient / representative for payment and clearance <i>(Pagbigay ng mga alituntunin sa pasyente o representante para sa kaukulang bayad)</i>	1 minute <i>(1 minuto)</i>	Cashier Clerk Office Aide	₱ 30.00 / copy	Medical Certificate, Official Medico-legal Certificate
4	Present Official Receipt and Clearance Slip to the Medical Records Staff <i>(Ipakita ang opisyal na resibo at Clearance Slip sa Medical Records Staff)</i>	Receives and validates presented Official Receipt and Clearance Slip. Then, affix hospital seal to the requested certificate <i>(Pagtanggap at pagsuri ng opisyal na resibo at Clearance Slip. Paglagay ng hospital seal sa kailangan na certificate)</i>	2 minutes <i>(2 minuto)</i>	Office Aide	None <i>(Wala)</i>	
5	Receives requested certificate with hospital seal <i>(Pagtanggap ng kailangan na certificate na may hospital seal)</i>	Record and release requested certificate/s <i>(Pagsulat at pagbigay ng mga kailangan na certificate)</i>	1 minute <i>(1 minuto)</i>	Office Aide	None <i>(Wala)</i>	
<b>END of TRANSACTION</b>						