



MEDICAL RECORDS DEPARTMENT

SERVICE NAME: RETRIEVAL OF HEALTH RECORDS OF OLD PATIENTS FOR RE-VISIT / FOLLOW-UP CHECK-UP

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / Inpatient) 		<ul style="list-style-type: none"> ✓ Patient / Relative / Representative ✓ Medical Records Department (Retrieval Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	2. Classification of Hospital Cards (Priority, Non-Priority) <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to Medical Records	3. Retrieve and record outgoing patient's health record for follow-up check-up <i>(Paghahanap at</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel

<p>Personnel (Pumunta sa Window 4 kung priority o sa Window 5 kung hindi naman priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</p>	<p><i>pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</i></p>			
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call (Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</p>	<p>4. Forwards patient's health record to designated specialty clinics (Paghatid ng health record ng pasyente sa nararapat na espesyalista)</p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
TOTAL		<p>None (Wala)</p>	<p>15 minutes</p>	



**SERVICE NAME: REGISTRATION OF NEW OUTPATIENTS AND
PROCESSING OF NEW HEALTH RECORD**

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD) ✓ Charge Slip / Official Receipt ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Registration Section) ✓ Cashier ✓ Patient 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaulang katanungan at klasipikasyon)</i>	2. Interview and provide instructions while issuing Patient's Hospital Card <i>(Pagbibigay ng alituntunin at pagbigay ng patient's hospital card)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 1, give Patient's Hospital Card to Medical Records	3. Encode patient's information for new Patient's	None <i>(Wala)</i>	5 minutes	Medical Records Personnel

Personnel and wait for the charge slip (Pumunta sa Window 1, Ibigay ang Patient's Hospital Card sa Medical Records Personnel at maghintay na maibigay ang charge slip)	Health Record and issue charge slip (Pagtatype ng impormasyon ng pasyente para sa bagong record at bigyan ng charge slip para sa kaukulang bayad)			
4. Proceed to Cashier for payment (Pumunta sa Cashier para sa kaukulang bayad)	4. Accepts payment with charge slip and issue Official Receipt (Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)	₱ 40.00		Cashier
5. Go back to Window 1, present Official Receipt (Bumalik sa Window 1 at ipakita ang opisyal na resibo)	5. Received and verify Official Receipt (Tanggapin at suriin ang opisyal na resibo)	None (Wala)		Medical Records Personnel
6. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pedia, OB-Gyne, Surgery, ENT, Ophtha, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call (Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)	6. Forwards patient's new health record to designated specialty clinics (Paghatid ng health record ng pasyente sa nararapat na espesyalista/klinika)	None (Wala)	5 minutes	Medical Records Personnel
TOTAL		₱ 40.00	15 minutes	



SERVICE NAME: REGISTRATION OF OLD OUT-PATIENTS (LOST CARD)

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / Inpatient) ✓ Charge Slip / Official Receipt ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Registration Section) ✓ Medical Records Department (Retrieval Section) ✓ Cashier ✓ Patient 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumunta sa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Go to Triage for assessment and classification then fill up Patient's Hospital Card (<i>Pumunta sa Triage para sa kaulang katanungan at sulatan ang Patient's Hospital Card</i>)	2. Interview and provide instructions while issuing Patient's Hospital Card (<i>Pagbibigay ng alituntunin at pagbigay ng patient's hospital card</i>)	None (<i>Wala</i>)	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 1, give Patient's Hospital Card to Medical Records Personnel and wait for the charge slip (<i>Pumunta sa Window 1, Ibigay ang</i>	3. Search previous / old patient's information and issue charge slip. Then, retrieve and record previous / old patient's health record for follow-up check-up (<i>Paghahanap ng luma o dating impormasyon</i>)	None (<i>Wala</i>)	10 minutes	Medical Records Personnel

<i>Patient's Hospital Card sa Medical Records Personnel at maghintay na maibigay ang charge slip)</i>	<i>ng pasyente at ibigay ang charge slip. Paghanap at pagtala ng luma o dating record ng pasyente para sa follow-up check-up)</i>			
4. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	4. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 40.00		Cashier
5. Go back to Window 1, present Official Receipt <i>(Bumalik sa Registration Section at ipakita ang opisyal na resibo)</i>	5. Received and verify Official Receipt <i>(Tanggapin at suriin ang opisyal na resibo)</i>	None <i>(Wala)</i>		Medical Records Personnel
6. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pedia, OB-Gyne, Surgery, ENT, Ophtha, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i>	6. Forwards patient's previous / old health record to designated specialty clinics <i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
	TOTAL	₱ 40.00	20 minutes	



**SERVICE NAME: ISSUANCE OF CERTIFIED TRUE COPY
 OF MEDICAL ABSTRACT / DISCHARGE SUMMARY
 AND OTHER HEALTH RECORDS**

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (Inpatient) ✓ Certified True Copy of Medical Abstract / Discharge Summary ✓ Original and Photocopy of Medical Abstract / Discharge Summary ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Retrieval Section) ✓ Medical Records Department (Release of Information Section) ✓ Patient ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan at klasipikasyon)</i>	2. Classification of Hospital Cards (Priority, Non-Priority) <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's		None <i>(Wala)</i>	5 minutes	Medical Records Personnel

<p>Hospital Card to Medical Records Personnel (Pumunta sa Window 4 kung priority o sa Window 5 kung hindi priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</p>	<p>3. Retrieve and record outgoing patient's health record for follow-up check-up (Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</p>			
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call (Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</p> <p>Note:</p> <p>Secure a copy of Medical Abstract / Discharge Summary and other health records from the attending physician / physician on duty then proceed to Medical Records Department (Window 3) for authentication. (Manghingi ng kopya ng Medical Abstract / Discharge Summary at ibang pang health records sa doktor na nakatalaga sa klinika at magpunta ng Medical Records Department (Window 3) para sa</p>	<p>4. Forwards patient's health record to designated specialty clinics (Paghatid ng health record ng pasyente sa nararapat na espesyalista)</p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>

<i>pagpapatunay ng dokumento.</i>				
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<p>5. Go to Window 3, present Original and Photocopy of Medical Abstract / Discharge Summary. Then received charge slip from Medical Records Personnel <i>(Pumunta sa Window 3, Ipakita at ibigay ang orihinal na kopya at xerox ng mga Medical Abstract / Discharge Summary. Tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i></p>	<p>5. Provide instructions and verification of presented documents then issue charge slip <i>(Pagbibigay ng alituntunin at pagsuri ng mga dokumentong ibinigay kung tama at wasto at bigyan ng kaukulang bayarin)</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>
<p>6. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i></p>	<p>6. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i></p>	<p>₱ 50.00 per copy</p>		<p>Cashier</p>
<p>7. Go back to Window 3, present Official Receipt and received complete Certified True Copy of documents <i>(Bumalik sa Window 3, ipakita ang opisyal na resibo at tanggapin ang kompletong Certified True Copy ng mga dokumento)</i></p>	<p>7. Received and verify Official Receipt then released complete Certified True Copy of documents <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang kompletong Certified True Copy ng mga dokumento)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
TOTAL		₱ 50.00	22 minutes	



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SERVICE NAME: SECURING A COPY OF MEDICAL CERTIFICATE

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (OPD / ER / Inpatient) ✓ Medical Certificate with Hospital Seal ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Retrieval Section) ✓ Medical Records Department (Release of Information Section) ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaulang katanungan at klasipikasyon)</i>	2. Classification of Hospital Cards (Priority, Non-Priority) <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay priority o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 4 for Priority Lane or Window 5 for Non-Priority Lane and present Patient's Hospital Card to	3. Retrieve and record outgoing patient's health record for follow-up check-up	None <i>(Wala)</i>	5 minutes	Medical Records Personnel

<p>Medical Records Personnel (Pumunta sa Window 4 kung priority o sa Window 5 kung hindi priority at ibigay ang Patient's Hospital Card sa Medical Records Personnel)</p>	<p>(Paghahanap at pagtatala ng record ng pasyente na ilalabas para sa follow-up check-up)</p>			
<p>4. Proceed to designated specialty clinics (Family Medicine, Internal Medicine, Pediatrics, OB-Gyne, Surgery, ENT, Ophthalmology, Psychiatry, Dental) then wait for your turn and maintain social distancing while waiting for the call (Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</p> <p>Note:</p> <p>Processing of Medical Certificate, GSIS, SSS, Philhealth, HMO, and other Private Insurances must be requested from the attending physician / physician on duty then proceed to Medical Records Department (Window 3) (Ang pagproseso ng Medical Certificate, GSIS, SSS, Philhealth, HMO, at iba pang pribadong insurances ay hinihingi lamang sa doktor na</p>	<p>4. Forwards patient's health record to designated specialty clinics (Paghatid ng health record ng pasyente sa nararapat na espesyalista)</p>	<p>None (Wala)</p>	<p>5 minutes</p>	<p>Medical Records Personnel</p>

<i>nakaduty sa klinika at magpunta sa Medical Records Department – Window 3)</i>				
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5. Go to Window 3, present Medical Certificate. Then received charge slip from Medical Records Personnel <i>(Pumunta sa Window 3, Ipakita at ibigay ang Medical Certificate. Tanggapin ang charge slip na ibibigay ng Medical Records Personnel)</i>	5. Verification of Medical Certificate then issue charge slip <i>(Pagsuri ng Medical Certificate na ibinigay ng pasyente kung tama at wasto pagkatapos, bigyan ng kaukulang bayarin)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
6. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	6. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 30.00		Cashier
7. Go back to Window 3, present Official Receipt and received Medical Certificate with Hospital Seal <i>(Bumalik sa Window 3, ipakita ang opisyal na resibo at tanggapin ang Medical Certificate na may selyo ng ospital)</i>	7. Received and verify Official Receipt then released Medical Certificate with Hospital Seal <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang Medical Certificate na may selyo ng ospital)</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel
TOTAL		₱ 30.00	22 minutes	



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SERVICE RECORD: REQUEST FOR OFFICIAL MEDICO - LEGAL CERTIFICATE

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Medico Legal Health Record ✓ Appointment Slip 		<ul style="list-style-type: none"> ✓ Patient ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan)</i>	2. Classification of Hospital Cards <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay Medico Legal o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 2, present Patient's Hospital Card to Medical Records Personnel and request for Official Medico Legal Certificate	3. Issues appointment slip if requested health records/ official medico legal certificate is not available. Issues requested medico legal	None <i>(Wala)</i>	5 minutes	Medical Records Personnel

<p><i>(Pumunta sa Window 2, Ibigay ang Patient's Hospital Card sa Medical Records Personnel at magrequest ng opisyal na Medico Legal certificate)</i></p>	<p>certificate if it is already available. <i>(Bigyan ng appointment slip kung sakali ang hininging health record ay hindi kompleto. Ibigay ang dokumento kung sakaling may kopya na)</i></p>			
<p>4. Read the requirements written in the Appointment Slip and come back after five (5) days <i>(Basahin ang mga nakasulat na requirements sa appointment slip at bumalik pagkalipas ng limang araw)</i></p>	<p>4. Provide instructions <i>(Pagbigay ng alituntunin)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>
<p>TOTAL</p>	<p>None <i>(Wala)</i></p>	<p>12 minutes</p>		



SERVICE RECORD: ISSUANCE OF OFFICIAL MEDICO - LEGAL CERTIFICATE

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Official Medico Legal Certificate ✓ Appointment Slip ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Window 2, Present Appointment Slip and pertinent requirements then received charge slip from Medical Records Personnel <i>(Pumunta sa Window 2, Ipakita ang appointment slip kasama ng mga dokumentong hinihingi para sa pagkuha ng opisyal na medico legal at tanggapin ang charge slip na</i>	2. Verification of presented pertinent requirements and issue charge slip <i>(Pagsuri ng mga ibinigay na dokumento kung tama at wasto pagkatapos, ibigay ang charge slip)</i>	None <i>(Wala)</i>	2 minutes	Medical Records Personnel

<i>ibibigay ng Medical Records Personnel)</i>				
3. Proceed to Cashier for payment <i>(Pumunta sa Cashier para sa kaukulang bayad)</i>	3. Accepts payment with charge slip and issue Official Receipt <i>(Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo)</i>	₱ 30.00		Cashier
4. Go back to Window 2, present Official Receipt then received and checked Official Medico Legal Certificate <i>(Bumalik sa Window 2, ipakita ang opisyal na resibo at tanggapin ang opisyal na Medico Legal Certificate)</i>	4. Received and verify Official Receipt then issue Official Medico Legal Certificate <i>(Tanggapin at suriin ang opisyal na resibo at Ibigay ang opisyal na Medico Legal Certificate)</i>	None <i>(Wala)</i>	3 minutes	Medical Records Personnel
TOTAL		₱ 30.00	7 minutes	



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SERVICE NAME: FOLLOW-UP / RE-VISIT OF MEDICO-LEGAL PATIENT

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Those patients' seen / treated / admitted at Out Patient Department, Emergency Department and admitted in all different wards in this hospital		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Patient's Hospital Card ✓ Patient's Health Record (ER – Medico Legal) 		<ul style="list-style-type: none"> ✓ Patient / Relative / Representative ✓ Medical Records Department (Retrieval Section) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard <i>(Pumunta sa Guwardiya)</i>	1. Provide instructions, thermal scanning, hand and feet disinfection <i>(Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa)</i>	None <i>(Wala)</i>	2 minutes	Security Guard
2. Go to Triage and present Patient's Hospital Card for assessment and classification <i>(Pumunta sa Triage at ipakita ang Patient's Hospital Card para sa kaukulang katanungan)</i>	2. Classification of Hospital Cards <i>(Pagsusuri ng mga Hospital Cards kung ang pasyente ba ay Medico Legal ang kaso o hindi)</i>	None <i>(Wala)</i>	3 minutes	Resident Physician (Dept. of Family Medicine) / Interns / Clerk
3. Go to Window 2, present Patient's Hospital Card to Medical Records Personnel for follow-up check-up <i>(Pumunta sa Window 2, Ibigay ang Patient's Hospital Card sa Medical</i>	3. Retrieve and record outgoing Medico Legal health record for follow-up check-up <i>(Paghahanap at pagtatala ng record ng Medico Legal na pasyente na ilalabas para sa follow-up check-up)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel

<i>Records Personnel para sa follow-up check- up)</i>				
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4. Proceed to designated specialty clinics (Surgery, ENT, Ophthalmology) then wait for your turn and maintain social distancing while waiting for the call <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag at panatilihin ang pag distansya sa ibang pasyente habang naghihintay matawag)</i>	4. Forwards patient's health record to designated specialty clinics <i>(Paghatid ng health record ng pasyente sa nararapat na espesyalista)</i>	None <i>(Wala)</i>	5 minutes	Medical Records Personnel
TOTAL		None <i>(Wala)</i>	15 minutes	



**SERVICE NAME: PREPARATION AND REGISTRATION OF CERTIFICATE OF LIVE BIRTH
(ILLEGITIMATE CHILD)**

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Waiver for Notarization ✓ Appointment Slip ✓ Community Tax Certificate (Cedula) ✓ Affidavit to Use the Surname of Father (AUSF) ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Father of the newborn ✓ Mother of the newborn ✓ Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumunta sa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Go to Medical Records Department, present photocopy of Community Tax Certificate (Cedula) and provide complete newborn's information (<i>Pumunta sa Medical Records Department, Ibigay ang xerox ng Cedula at ibigay ang kompletong impormasyon ng sanggol</i>)	2. Received and verify presented Community Tax Certificate (Cedula) and encoding/printing of newborn's information (<i>Tanggapin at suriin ang ibinigay na Community Tax Certificate (Cedula) pagkatapos, i-type/iprenta ang impormasyon ng sanggol</i>)	None (<i>Wala</i>)	5 minutes	Medical Records Personnel
3. Accomplished admission of		None	2 minutes	

<p>paternity; Affix signature of father <i>(Pagpirma ng tatay sa Admission of Paternity)</i></p>	<p>3. Affixing father's signature <i>(Pagpirma ng tatay)</i></p>	<p><i>(Wala)</i></p>		<p>Father of the newborn</p>
<p>4. Accomplished Affidavit to Use the Surname of Father (AUSF); Affix signature of the mother <i>(Pagpirma ng nanay sa Affidavit to Use the Surname of Father)</i></p>	<p>4. Affixing mother's signature <i>(Pagpirma ng nanay)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Mother of the newborn</p>
<p>5. Signs waiver for notarization <i>(Pagpirma sa waiver para sa notaryo)</i></p>	<p>5. Affixing father's signature <i>(Pagpirma ng tatay)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Father of the newborn</p>
<p>6. Go to Notary Public for notarization of Certificate of Live Birth and AUSF. Then, return to Medical Records Department <i>(Pumunta sa Notaryo Publiko para ipanotaryo ang Certificate of Live Birth at AUSF pagkatapos ay bumalik sa Medical Records Department)</i></p>	<p>6. Provide instructions <i>(Pagbigay ng alituntunin)</i></p>	<p>N / A</p>		<p>Notary Public</p>
<p>7. Received Appointment Slip for claiming of registered Certificate of Live Birth and come back after five (5) weeks <i>(Pagtanggap ng appointment slip para sa pagkuha ng Certificate of Live Birth at bumalik pagkalipas ng limang linggo)</i></p>	<p>7. Issue Appointment Slip to the parent/s of newborn. And forwards Certificate of Live Birth for signature of doctor / nurse / midwife and prepare transmittal form for registration to Local Civil Registry <i>(Ibigay ang appointment slip sa magulang ng bata. At ihanda ang Certificate of Live Birth para papirmahan sa doctor / nurse / midwife at pagkatapos ay ihanda ang transmittal form para sa pagrehistro nito sa Local Civil Registry)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes</p>	<p>Medical Records Personnel</p>

TOTAL	None (Wala)	15 minutes	
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**SERVICE NAME: RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH
(ILLEGITIMATE CHILD)**

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents / Relatives of Newborn		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Registered Certificate of Live Birth ✓ Appointment Slip ✓ Valid ID (For validation and interview purposes only) ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumunta sa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Present valid ID and received charge slip from Medical Records Personnel (<i>Ipakita ang valid ID at tanggapin ang charge slip na ibibigay ng Medical Records Personnel</i>)	2. Verification of presented valid ID and issue charge slip (<i>Pagsuri ng valid ID na ibinigay kung tama at wasto pagkatapos, ibigay ang charge slip</i>)	None (<i>Wala</i>)	2 minutes	Medical Records Personnel
3. Proceed to Cashier for payment (<i>Pumunta sa Cashier para sa kaukulang bayad</i>)	3. Accepts payment with charge slip and issue Official Receipt (<i>Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo</i>)	₱ 50.00		Cashier
4. Go back to Medical Records	4. Received and verify Official Receipt then			

<p>Department, present Official Receipt and wait for the release of Registered Certificate of Live Birth <i>(Bumalik sa Medical Records Department, ipakita ang opisyal na resibo at hintayin na ibigay ang rehistradong Certificate of Live Birth)</i></p>	<p>issue Registered Certificate of Live Birth <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang rehistradong Certificate of Live Birth)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes</p>	<p>Medical Records Personnel</p>
TOTAL		₱ 50.00	7 minutes	



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**SERVICE NAME: PREPARATION AND REGISTRATION OF
CERTIFICATE OF LIVE BIRTH (LEGITIMATE CHILD)**

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Marriage Certificate ✓ Valid ID (For validation and interview purposes only) 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumunta sa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Go to Medical Records Department, provide complete newborn's information and present Marriage Certificate (<i>Pumunta sa Medical Records Department, ibigay ang kompletong impormasyon ng sanggol at ipakita ang Marriage Certificate</i>)	2. Check and verify the authenticity of Marriage Certificate and prepare Certificate of Live Birth for signature of doctor / nurse / midwife (<i>Tignan at suriin ang ipinakita na Marriage Certificate kung totoo at wasto pagkatapos ay ihanda ang Certificate of Live Birth para papirmahan sa doctor / nurse / midwife</i>)	None (<i>Wala</i>)	5 minutes	Medical Records Personnel
3. Check and verify Certificate of Live Birth and come	3. Provide instructions and prepare transmittal form for	None (<i>Wala</i>)	3 minutes	Medical Records Personnel

<p>back after five (5) weeks. <i>(Tignan at suriin ang Certificate of Live Birth kung tama lahat ng impormasyon at bumalik pagkalipas ng limang linggo)</i></p>	<p>registration of Certificate of Live Birth to Local Civil Registry <i>(Pagbigay ng alituntunin at ihanda ang transmittal form para sa pagrehistro ng Certificate of Live Birth sa Local Civil Registry)</i></p>			
TOTAL		None (Wala)	10 minutes	



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**SERVICE NAME: RELEASING OF REGISTERED CERTIFICATE OF LIVE BIRTH
(LEGITIMATE CHILD)**

OFFICE OR DIVISION:		Medical Records Department / Ancillary Division		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2B, G2G		
WHO MAY AVAIL:		Parents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ✓ Certificate of Live Birth ✓ Valid ID Valid ID (For validation and interview purposes only) ✓ Charge Slip / Official Receipt 		<ul style="list-style-type: none"> ✓ Medical Records Department (Release of Information Section) ✓ Parents ✓ Cashier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Security Guard (<i>Pumunta sa Guwardiya</i>)	1. Provide instructions, thermal scanning, hand and feet disinfection (<i>Pagbibigay ng alituntunin, pagtukoy ng temperatura at pagdisinfect ng kamay at paa</i>)	None (<i>Wala</i>)	2 minutes	Security Guard
2. Present valid ID and received charge slip from Medical Records Personnel (<i>Ipakita ang valid ID at tanggapin ang charge slip na ibibigay ng Medical Records Personnel</i>)	2. Verification of presented valid ID and issue charge slip (<i>Pagsuri ng valid ID na ibinigay kung tama at wasto pagkatapos, ibigay ang charge slip</i>)	None (<i>Wala</i>)	2 minutes	Medical Records Personnel
3. Proceed to Cashier for payment (<i>Pumunta sa Cashier para sa kaukulang bayad</i>)	3. Accepts payment with charge slip and issue Official Receipt (<i>Pagtanggap ng bayad at charge slip at pagbigay ng opisyal na resibo</i>)	₱ 50.00		Cashier

<p>4. Go back to Medical Records Department, present Official Receipt and wait for the release of Registered Certificate of Live Birth <i>(Bumalik sa Medical Records Department, ipakita ang opisyal na resibo at hintayin na ibigay ang rehistradong Certificate of Live Birth)</i></p>	<p>4. Received and verify Official Receipt then issue Registered Certificate of Live Birth <i>(Tanggapin at suriin ang opisyal na resibo at ibigay ang rehistradong Certificate of Live Birth)</i></p>	<p>None <i>(Wala)</i></p>	<p>3 minutes</p>	<p>Medical Records Personnel</p>
<p style="text-align: right;">TOTAL</p>		<p>₱ 50.00</p>	<p>7 minutes</p>	



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MEDICAL RECORDS

FEEDBACK AND COMPLAINT MECHANISM

<p>HOW TO SEND A FEEDBACK?</p>	<p>Answer the Patient's Satisfactory Survey and drop it at the designated drop box in front of the Public Assistance Desk (Main Lobby).</p> <p>Contact Information:</p> <p>Landline : 8 – 863 – 0800 local 122 Email Address : gcghmisystem@gmail.com</p>
<p>HOW FEEDBACKS ARE PROCESSED?</p>	<p>Every last week of the month, the Officer-in-Charge of Medical Records Department opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8 – 863 – 0800 local 122</p>
<p>HOW TO FILE A COMPLAINT?</p>	<p>Answer the Patient's Satisfactory Survey and drop it at the designated drop box in front of the Public Assistance Desk (Main Lobby).</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of employee being complained • Office / Division • Incident including date and time • Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 8 – 863 – 0800 local 122</p>

<p style="text-align: center;">HOW COMPLAINTS ARE PROCESSED?</p>	<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> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8 – 863 – 0800 local 122</p>
<p style="text-align: center;">CONTACT INFORMATION OF CCB, PCC, ARTA</p>	<p>ARTA : 8 – 478 – 5093 complaints@arta.gov.ph</p> <p>PCC : 8888</p> <p>CCB : 0908 – 881 – 6565 (SMS)</p>