



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Health Information Management Department
CITIZEN'S CHARTER



Provision of individual health record (Old patient)

Schedule of Availability of Service

Days (Araw)	:	Mondays – Fridays (<i>Lunes hanggang Biyernes</i>)
Hours (Oras)	:	7:00 AM – 3:00 PM without noon break
Who May Avail of the Service (<i>Mga puwedeng makatanggap ng serbisyo</i>)	:	OPD patients
Documentary Requirements (<i>Mga kailangan na dokumento</i>)	:	Patient's Hospital Card
Processing Period (<i>Haba ng proseso</i>)	:	45 minutes (<i>45 minuto</i>)

How to avail of the Service (*Paano matanggap ang serbisyo*)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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) and wait for your turn while maintaining social distancing (Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag habang pinapanatili ang tamang distansya sa ibang pasyente)	Receives patient's hospital card from Encoder (Pagtanggap ng patient's hospital card galing sa mga encoder)	1 minute (1 minuto)	Clerk III / Office Aide	None (Wala)	Old Individual health record (OPD)
		Retrieves old patient's health record (Paghanap ng lumang health record ng pasyente)	42 minutes (42 minuto)		None (Wala)	
		Record, and release old patient's health record (Pagsulat at paglabas ng lumang OPD record ng pasyente)	2 minutes (2 minuto)		None (Wala)	
END of TRANSACTION						

Provision of individual health record (Old patient) with troubleshooting



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Schedule of Availability of Service

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Hours (Oras) : 7:00 AM – 3:00 PM without noon break
Who May Avail of the Service (Mga puwedeng makatanggap ng serbisyo) : OPD patients
Documentary Requirements (Mga kailangan na dokumento) : Patient's Hospital Card
Processing Period (Haba ng proseso) : 75 minutes (*75 minuto*)

How to avail of the Service (Paano matanggap ang serbisyo)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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) and wait for your turn while maintaining social distancing <i>(Pumunta sa nararapat na espesyalista para sa konsultasyon at maghintay ng tawag habang pinapanatili ang tamang 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 <i>(1 minuto)</i>	Clerk III / Office Aide	None <i>(Wala)</i>	Old Individual health record (OPD)
		Retrieves old patient's health record <i>(Paghahanap ng lumang health record ng pasyente)</i>	42 minutes <i>(42 minuto)</i>		None <i>(Wala)</i>	
		Troubleshooting of unfound patient's health record <i>(Paghahanap ng hindi makitang health record)</i>	30 minutes <i>(30 minuto)</i>		None <i>(Wala)</i>	
		Record, and release old patient's health record <i>(Pagsulat at paglabas ng lumang OPD record ng pasyente)</i>	2 minutes <i>(2 minuto)</i>		None <i>(Wala)</i>	
END of TRANSACTION						

Authentication and Charging of Certificates and/or relevant documents



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(Medical Abstract, Discharge Summary, Operative Worksheet, Operative Technique, Laboratory Results, and Birth Certificate)

Schedule of Availability of Service

Days (Araw)	:	Mondays – Fridays (<i>Lunes hanggang Biyernes</i>)
Hours (Oras)	:	7:00 AM – 5:00 PM without noon break
Who May Avail of the Service (<i>Mga puwedeng makatanggap ng serbisyo</i>)	:	Inpatients, ER, and OPD patients
Documentary Requirements (<i>Mga kailangan na dokumento</i>)	:	Original and photocopy of requested certificate/s, Valid ID Authorization Letter with valid ID (If representative)
Processing Period (<i>Haba ng proseso</i>)	:	10 minutes (<i>10 minuto</i>)

How to avail of the Service (*Paano matanggap ang serbisyo*)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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
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>)	Laboratory Results Birth Certificate



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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	Medical Abstract Discharge Summary Operative Worksheet Operative Technique Laboratory Results Birth 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, 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>	
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>	
END of TRANSACTION						

Authentication and Charging of Certificates and/or relevant documents



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(Medical Certificate, Official Medico-legal Certificate)

Schedule of Availability of Service

- Days (Araw)** : Mondays – Fridays (*Lunes hanggang Biyernes*)
- Hours (Oras)** : 7:00 AM – 5:00 PM without noon break
- Who May Avail of the Service (Mga puwedeng makatanggap ng serbisyo)** : ER, and OPD patients
- Documentary Requirements (Mga kailangan na dokumento)** : Complete and original certificate/s, Valid ID
Authorization Letter with valid ID (If representative)
- Processing Period (Haba ng proseso)** : 8 minutes (*8 minuto*)

How to avail of the Service (Paano matanggap ang serbisyo)

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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 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>)	



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 pagktapos 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 (1 minuto)	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 (2 minuto)	Office Aide	None (Wala)	
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 (1 minuto)	Office Aide	None (Wala)	
END of TRANSACTION						