



**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**

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

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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 (5 minuto)	Nursing Attendant	None (Wala)	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 (15 minuto)	HIV counselor	None (Wala)	Personal information sheet, HIV consent form



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



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**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 PROVIDER	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 (3 minuto)	HMB staff	None (Wala)	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 (3 minuto)	HMB staff	None (Wala)	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 (Wala)	Processing logbook





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**Procedure for Dispensing of Processed Human Milk**

**Schedule of Availability of Service**

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

**How to avail of the Service**

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	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	Receives the processing fee and issues the official receipt	20 minutes <i>(20 minuto)</i>	Cashier	Processing fee: 220php/ 100ml	Official Receipt

