



# **QUEZON CITY HEALTH DEPARTMENT**

## **CITIZEN'S CHARTER**

2020 (7<sup>th</sup> Edition)



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## **I. Mandate:**

Consistent with the provisions of the *1987 Philippine Constitution* which authorized the state to provide comprehensive and accessible health care program; and *Republic Act No. 7160*, otherwise known as the *Local Government Code of 1991*, directed the devolution of health care service delivery to the local government units (LGUs), hence the **Quezon City Health Department** serves as the frontline for public health which focuses on issues related to the holistic health and well-being of the citizenry. It shall protect the safety and health outcomes of QC communities through education, policy making and research for disease or injury prevention.

## **II. Vision:**

Health for all, Health in the hands of the people

## **III. Mission:**

To provide quality and comprehensive health care services to an empowered community

## **IV. Service Pledge:**

“Kaming mga Health Workers sa Quezon City ay nangangakong maglingkod na.”

### **1. May angking Talino at Kagalingan**

- *Maayos magpaliwanag*
- *May Dignidad*
- *Professional*

### **2. Masayahin**

- *May “sense of humor”*
- *Palaging nakangiti*
- *Friendly*

### **3. May Malasakit**

- *Handang gawin ang lahat*
- *“Bayan o Sarili”*
- *Mapagbigay*
- *Madaling lapitan*

### **4. May Dedikasyon**

- *Naglilingkod ng walang kapalit*
- *Maaasahan*
- *Handang magsilbi*

### **5. May paggalang sa lahat**

- *Nirerespeto ang “privacy” at “confidentiality” ng bawat isa*
- *Pantay na pagtingin at pagtrato sa lahat*
- *Mahinahon at may respetong pakikitungo sa kapwa*



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# **QC Health Department – Central Office**

## **Frontline Services**



# 1. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees		City Treasurer's Office - Cashier		
Proof of valid HIV Seminar (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Additional Requirements for below 18 years old applicant: > Parental / Guardian Consent (1 original); > Birth Certificate (1 original); > Valid ID of parent / guardian giving consent (1 original)		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get order of payment and application form	1. Issue health certificate application form and order of	NONE	2 minutes	Issuing Clerk



	payment based on the requirements presented			
2. Payment of Fees	2. Issue Official Receipt  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00  Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00  HIV Seminar Fee: PHP 50.00	5 minutes	City Treasurer's Office Cashier
3. Submit Laboratory Specimen	3. Validate Official Receipt  3.1. Check the following: 3.1.1. Specimen's quality & quantity; 3.1.2. Proper labelling of the specimen containers  3.2. Issue claim stub  3.3. Process required laboratory examinations	NONE	2 hours	Receiving Clerk at the QCHD Clinical Laboratory  Medical Technologist
4. Scheduling of HIV Seminar  Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	4. Provide schedule of HIV seminar	NONE	5 minutes	Clerk assigned at HIV Seminar
5. Attend HIV Seminar	5. Conduct HIV lecture	NONE	50 minutes	HIV Seminar trained Personnel



Note: If valid HIV Seminar Certificate was presented, applicant will skip this step				
6. Claim Laboratory Results and Health Certificate	6. Issue laboratory results and Health Certificate to Applicants  Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.	NONE	7 minutes	Releasing Clerk (QCHD Clinical Laboratory & HIV Seminar Room)
<b>TOTAL</b>		<b>PHP 262.00</b>	<b>3 hours &amp; 9 minutes</b>  If with valid HIV Seminar Certificate: <b>2 hours &amp; 14 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 2. ISSUANCE OF HEALTH CERTIFICATES for NEW APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Form	Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)	QCHD - Environmental Sanitation Division - Line 1		
Official Receipt of payment for health certificate and HIV Seminar fees				
Laboratory results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment.		} Any recognized laboratory		
Proof of valid HIV Seminar (1 original, if applicable)				
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Issuing Clerk



2. Payment of Fees	2. Issue official receipt  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00  HIV Seminar Fee: PHP 50.00	5 minutes	City Treasurer's Office Cashier
3. Scheduling of HIV Seminar  Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	3. Provide schedule of HIV seminar	NONE	5 minutes	Clerk assigned at HIV Seminar (Line 3)
4. Attend HIV Seminar  Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	4. Conduct HIV lecture	NONE	50 minutes	HIV Seminar trained Personnel
5. Claim Health Certificate	5. Issue Health Certificate to Applicants	NONE	2 minutes	Releasing Clerk at HIV Seminar Room
<b>TOTAL</b>		<b>PHP 125.00</b>	<b>1 hour &amp; 4 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

### **3. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY**

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate, and laboratory examinations (stool and sputum)		City Treasurer's Office - Cashier		
Previous year Health Certificate / Card		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the requirements presented	NONE	2 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00  Laboratory Fees: Sputum Exam - PHP 97.00	5 minutes	City Treasurer's Office Cashier



		Stool Exam - PHP 40.00		
3. Submit Laboratory Specimen	3. Validate Official Receipt  3.1. Check the following: 3.1.1. Specimen's quality & quantity; 3.1.2. Proper labelling of the specimen containers  3.2. Issue claim stub  3.3. Process required laboratory examinations	NONE	2 hours	Receiving Clerk at the QCHD Clinical Laboratory         Medical Technologist
4. Claim Laboratory Results and Health Certificate	4. Issue laboratory results and Health Certificate to Applicants  Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.	NONE	7 minutes	Releasing Clerk (QCHD Clinical Laboratory & Line 2)
<b>TOTAL</b>		<b>PHP 212.00</b>	<b>2 hours &amp; 14 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

#### **4. ISSUANCE OF HEALTH CERTIFICATES for RENEWAL APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY**

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.



<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals currently employed in Food & Non - Food establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment Form		QCHD - Environmental Sanitation Division - Line 1		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate		City Treasurer's Office - Cashier		
Laboratory results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment.		} Any recognized laboratory		
Previous year Health Certificate / Card		Applicant / Citizen		
Additional Requirements for below 18 years old applicant: <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>		Parent / Guardian of Applicant  Philippine Statistics Authority Parent / Guardian of Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get order of payment and application form	1. Issue health certificate application form and order of payment based on the	NONE	2 minutes	Issuing Clerk



	requirements presented			
2. Payment of Fees	2. Issue official receipt  **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00	5 minutes	City Treasurer's Office Cashier
3. Claim Health Certificate	3. Issue Health Certificate to Applicants	NONE	5 minutes	Releasing Clerk (Line 2)
<b>TOTAL</b>		<b>PHP 75.00</b>	<b>12 minutes</b>	

ISSUANCE OF HEALTH CERTIFICATE is covered under Presidential Decree No. 856.

## 5. ISSUANCE OF HEALTH CERTIFICATES (NEW & RENEWAL BULK APPLICATION)

The HEALTH CERTIFICATE is issued to all persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the Quezon City Health Department.

Bulk application involves fifteen (15) applicants and above, within the same establishment or with the same owner or management, upon submission of a request letter for the conduct of HIV Seminar from the establishment administrator, manager or representative, addressed to the City Health Officer. The Sanitation Inspector or any HIV Seminar trained personnel of the QCHD assigned in the area will conduct the said seminar orientation at an appropriate venue or site on an agreed schedule where physical distancing is applicable.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Food & Non - Food establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Authorization Letter of Representative with Identification Cards of Owner and Representative		Establishment Owner / Manager / Administrator



Request Letter for the conduct of HIV Seminar for Bulk Health Certificate application	Establishment owner, manager or authorized representative
Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44	QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application
Official Receipt of payment for health certificate, laboratory examinations (stool and sputum) and HIV Seminar fees (whatever is applicable)	City Treasurer's Office - Cashier
HIV Seminar Attendance Sheet (Form Health Certificate – 1) - QCG-QCHD-ES-SOI-F45	QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)	QCHD – Clinical Laboratory – Releasing Clerk
<p>Laboratory results of the following:</p> <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> </ul> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment.</p>	<p>} Any recognized laboratory</p>
Previous year Health Certificate / Card (for renewal applicants)	Applicant / Citizen
Proof of valid HIV Seminar (1 original, if applicable)	QCHD, DOH or any related agency or institution
<p>Additional Requirements for below 18 years old applicant:</p> <ul style="list-style-type: none"> <li>&gt; Parental / Guardian Consent (1 original);</li> <li>&gt; Birth Certificate (1 original);</li> <li>&gt; Valid ID of parent / guardian giving consent (1 original)</li> </ul>	<p>Parent / Guardian of Applicant</p> <p>Philippine Statistics Authority</p> <p>Parent / Guardian of Applicant</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get order of payment and application form	1. Review the presented documentary requirements  1.1. Issue order of payment based on the requirements presented	NONE	15 minutes	Issuing Clerk
2. Payment of Fees	2. Issue official receipt             **Prices are subject to change as mandated by a City Ordinance	Health Certificate Processing fee: PHP 75.00  Laboratory Fees: Sputum Exam - PHP 97.00 Stool Exam - PHP 40.00  HIV Seminar Fee: PHP 50.00 (for new applicants)	5 minutes	City Treasurer's Office Cashier
3. Get Schedule & Attend HIV Seminar (for NEW applicants)  Note: If valid HIV Seminar Certificate was presented, applicant will skip this step	3. Process the request letter for HIV Seminar  3.1. Conduct actual onsite HIV Seminar	NONE	20 minutes  2 hours	Receiving Clerk for Bulk Application  Sanitation Inspector or any HIV Seminar trained personnel of QCHD
4. Present documents after the conduct of HIV seminar	4. Validate the documents and prepare the Health Certificate	NONE	15 minutes	Releasing Clerk assigned at Bulk Application





	4.1. Issue Claim Stub		2 minutes	
	4.2. Process health certificates		6 days	
5. Claim Health Certificates	5. Issue Health Certificate to the company representative	NONE	10 minutes	Releasing Clerk assigned at Bulk Application
<b>TOTAL</b>		<b>For each type of applicant for BULK application processes:</b> <b>1. New applicant</b> who will avail of the laboratory services from any <b>QCHD Clinical laboratory - PHP 262.00</b> <b>2. New applicant</b> who will avail of the laboratory services from a <b>recognized laboratory – PHP 125.00</b> <b>3. Renewal applicant</b> who will avail of the laboratory services from any <b>QCHD Clinical laboratory - PHP 212.00</b> <b>4. Renewal applicant</b> who will avail of the	<b>6 days, 2 hours &amp; 7 minutes</b>	



	laboratory services from a <b>recognized laboratory</b> – <b>P75.00</b>		
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ISSUANCE OF HEALTH CERTIFICATES (NEW & RENEWAL BULK APPLICATION) is qualified for multi-stage processing.

## 6. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Birth Certificate (Original PSA Copy)		Philippine Statistics Authority	
Marriage Certificate			
One 2 x 2 picture Two 1 x 1 ID picture		Applicant / Citizen	
} white background, with collar & sleeves			
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application	
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)			



Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Laboratory Results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> <li>➤ VDRL</li> <li>➤ Gram Stain</li> </ul>		<ul style="list-style-type: none"> <li>} Any QCHD Clinical Laboratory</li> <li>} Any QCHD Social Hygiene Clinic</li> </ul>		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form, Order of Payment and Pay Fees	1. Issue health certificate application form and order of payment	NONE	2 minutes	Issuing Clerk
	1.1. Issue Official Receipt upon payment of required fees	Processing fee for Health Certificate PHP 75.00	5 minutes	City Treasurer's Office Cashier



		<p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p> <p>Sputum exam – P97.00</p> <p>Stool exam – P40.00</p>		
	**Prices are subject to change as mandated by a City Ordinance			
2. Submit Specimen	<p>2. Validate Official Receipt</p> <p>2.1. Check quality and quantity of specimens submitted</p> <p>2.2. Check proper labeling</p> <p>2.3. Issue claim stub</p> <p>2.4. Processing and reading of specimen</p>	NONE	2 hours	<p>Receiving Clerk at the QCHD Clinical Laboratory</p> <p>Medical Technologist</p>
3. Claim Results	<p>3. Validate ID Card</p> <p>3.1. Issue laboratory</p>	NONE	5 minutes	Laboratory Aide or Releasing Clerk



	<p>examination results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.</p>			
4. Proceed to QCHD Social Hygiene Clinic for VDRL examination	<p>4. Conduct Physical examination</p> <p>4.1. Perform VD Clearance</p> <p>4.2. Release VDRL result</p> <p>(If with abnormal findings, client shall be referred to the Physician for treatment)</p>	NONE	<p>20 minutes</p> <p>1 hour</p>	QCHD Social Hygiene Clinic- Medical Officer or Nurse
5. Get schedule and attend Massagist Course Seminar (for new Therapist applicant)	<p>5. Enlist applicant for Massagist Training</p> <p>5.1. Conduct training and issue Certificate of Appearance</p>	NONE	<p>5 minutes</p> <p>2 days (4 hours per day for 4 days)</p>	<p>QCHD Training Section Personnel</p> <p>Massagist Training Facilitator</p>
5.1. Get schedule and attend HIV/AIDS Seminar (for new Entertainer applicant)	<p>5.1.1. Conduct HIV Seminar</p>		50 minutes	HIV Seminar trained Personnel
6. Claim Yellow Certificate / Card	<p>6.1. Review documents presented</p>	NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application



	6.2. Processing of requirements			
	6.3. Issuance of yellow certificate / card			
<b>TOTAL</b>		For New Therapist Applicant – <b>PHP 512.00</b>	For New Therapist - <b>2 days, 3 hours, 52 minutes</b>	
		For New Entertainer Applicant – <b>PHP 462.00</b>	For New Entertainer Applicant - <b>4 hours &amp; 37 minutes</b>	
		For Renewal Therapist or Entertainer – <b>PHP 412.00</b>	For Renewal Therapist or Entertainer Applicant – <b>3 hours &amp; 47 minutes</b>	

ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from any QCHD CLINICAL LABORATORY is qualified for multi-stage processing.

## 7. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate (Original PSA Copy)		Philippine Statistics Authority		
Marriage Certificate				
One 2 x 2 picture Two 1 x 1 ID picture } white background, with collar & sleeves		Applicant / Citizen		
Order of Payment Form		QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application		
Health Certificate Application Form (QCG-QCHD-ES-SOI-F21)				
Official Receipt of payment for health certificate, VD Clearance		City Treasurer's Office - Cashier		
Laboratory Results of the following: <ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> <li>➤ VDRL</li> <li>➤ Gram Stain</li> </ul>		} Any Recognized Laboratory  } Any QCHD Social Hygiene Clinic		
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get Application Form, Order of Payment and Pay Fees	1. Issue health certificate application form and order of	NONE	2 minutes	Issuing Clerk



	<p>payment</p> <p>1.1. Issue Official Receipt upon payment of required fees</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Processing fee for Health Certificate PHP 75.00</p> <p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p>	5 minutes	City Treasurer's Office Cashier
2. Submit Laboratory Results	<p>2. Validate ID Card</p> <p>2.1. Check laboratory results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.</p>	NONE	10 minutes	Receiving Clerk in Yellow Card Application
3. Proceed to QCHD Social Hygiene Clinic for VDRL examination	<p>3. Conduct Physical examination</p> <p>3.1. Perform VD Clearance</p>	NONE	20 minutes	QCHD Social Hygiene Clinic-Medical Officer or Nurse





	<p>3.2. Release VDRL result</p> <p>(If with abnormal findings, client shall be referred to the Physician for treatment)</p>		1 hour	
<p>4. Get schedule and attend Massagist Course Seminar (for new Therapist applicant)</p> <p>4.1. Get schedule and attend HIV/AIDS Seminar (for new Entertainer applicant)</p>	<p>4. Enlist applicant for Massagist Training</p> <p>4.1. Conduct training and issue Certificate of Appearance</p> <p>4.1.1. Conduct HIV Seminar</p>	NONE	<p>5 minutes</p> <p>2 days (4 hours per day for 4 days)</p> <p>50 minutes</p>	<p>QCHD Training Section Personnel</p> <p>Massagist Training Facilitator</p> <p>HIV Seminar trained Personnel</p>
5. Claim Yellow Certificate / Card	<p>5.1. Review documents presented</p> <p>5.2. Processing of requirements</p> <p>5.3. Issuance of yellow certificate / card</p>	NONE	15 minutes	Releasing Clerk assigned in Yellow Card Application
<b>TOTAL</b>		<p>For New Therapist Applicant – <b>PHP 375.00</b></p> <p>For New Entertainer Applicant – <b>PHP 325.00</b></p> <p>For Renewal Therapist or</p>	<p>For New Therapist - <b>2 days, 1 hour &amp; 57 minutes</b></p> <p>For New Entertainer Applicant - <b>2 hours &amp; 42 minutes</b></p> <p>For Renewal Therapist or</p>	



	Entertainer – <b>PHP 275.00</b>	Entertainer Applicant - <b>1 hour &amp; 52 minutes</b>	
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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW and RENEWAL APPLICANTS who will avail of the laboratory services from a RECOGNIZED LABORATORY is qualified for multi-stage processing.

## 8. ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS

The YELLOW HEALTH CERTIFICATE or CARD is issued to a person employed as masseur, masseuse, massage therapist, massage attendant, sauna bath attendant, guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners but not limited to managers and other non-professional entertainers, upon compliance with all the requirements set by the Quezon City Health Department.

Bulk application involves fifteen (15) applicants and above, within the same establishment or with the same owner or management, upon submission of a request letter for the conduct of HIV Seminar from the establishment administrator, manager or representative, addressed to the City Health Officer. The Sanitation Inspector assigned in the area will conduct the HIV Seminar at an appropriate venue or site on an agreed schedule where physical distancing is applicable.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All individuals seeking employment or currently employed in Fun Establishments within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Authorization Letter of Representative with Identification Cards of Owner and Representative	Establishment Owner / Manager / Administrator	
Request Letter for the conduct of HIV Seminar for Bulk Health Certificate application	Establishment owner, manager or authorized representative	
Birth Certificate (Original PSA Copy)	Philippine Statistics Authority	
Marriage Certificate		



One 2 x 2 picture Two 1 x 1 ID picture	} white background, with collar & sleeves	Applicant / Citizen		
Order of Payment Form	Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44	QCHD - Environmental Sanitation Division - Clerk assigned in Yellow Card Application		
Official Receipt of payment for health certificate, laboratory examinations (stool, sputum, VDRL, Gram Stain) and HIV or Massagist Seminar fees (whatever is applicable)		City Treasurer's Office - Cashier		
Laboratory Results of the following:		<ul style="list-style-type: none"> <li>➤ <b>Stool Examination</b> (valid within 3 months from date of examination)</li> <li>➤ <b>Sputum Examination</b> (valid within 3 months from date of examination) <b>or Chest X-ray</b> (valid within 6 months from date of examination)</li> <li>➤ VDRL</li> <li>➤ Gram Stain</li> </ul>		
		<ul style="list-style-type: none"> <li>} Any QCHD Clinical or Recognized Laboratory</li> <li>} Any QCHD Social Hygiene Clinic</li> </ul>		
Sputum & Stool Examination Result Form (QCG-QCHD-SS-QP-F33)		QCHD – Clinical Laboratory – Releasing Clerk		
Proof of valid HIV Seminar for new Entertainer applicants (1 original, if applicable)		QCHD, DOH or any related agency or institution		
Massagist's Training Certificate (for new Therapist applicants)		QCHD Training Office		
Certificate of Appearance of Trainees (QCG-QCHD-PERT-SOI-F19)				
HIV Seminar Attendance Sheet (Form Health Certificate – 1) - QCG-QCHD-ES-SOI-F45		QCHD - Environmental Sanitation Division - Clerk assigned in Bulk Application		
Previous Yellow Health Certificate (for Renewal Applicants)		Applicant / Citizen		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Application Form, Order of Payment and Pay Fees	1. Issue health certificate application form and order of	NONE	5 minutes	Issuing Clerk



	<p>payment</p> <p>1.1. Issue Official Receipt upon payment of required fees</p> <p>**Prices are subject to change as mandated by a City Ordinance</p>	<p>Processing fee for Health Certificate PHP 75.00</p> <p>Massagist Course for NEW Therapist applicants – PHP 100.00</p> <p>HIV Seminar Fee for NEW applicants employed in fun establishments – PHP 50.00</p> <p>VD clearance (good for 2 exams) – PHP 200.00</p> <p>Sputum exam – P97.00</p> <p>Stool exam – P40.00</p>	<p>5 minutes</p>	<p>City Treasurer's Office Cashier</p>
<p>2. Submit Specimen (if availing the services of QCHD Clinical Laboratory)</p>	<p>2. Validate Official Receipt</p> <p>2.1. Check quality and quantity of specimens submitted</p> <p>2.2. Check proper labelling</p> <p>2.3. Issue claim stub</p> <p>2.4. Processing and reading of specimen</p>	<p>NONE</p>	<p>2 hours</p>	<p>Receiving Clerk in Yellow Card Application</p>



<p>3. Claim Results (if availing the services of QCHD Clinical Laboratory)</p>	<p>3. Validate ID Card</p> <p>3.1. Issue laboratory examination results</p> <p>Note: All results with abnormal laboratory findings shall be referred to a Physician for appropriate treatment prior to issuance of Health Certificate.</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Laboratory Aide or Releasing Clerk</p>
<p>4. Proceed to QCHD Social Hygiene Clinic for VDRL examination</p>	<p>4. Conduct Physical examination</p> <p>4.1. Perform VD Clearance</p> <p>4.2. Release VDRL result</p> <p>(If with abnormal findings, client shall be referred to the physician for treatment)</p>	<p>NONE</p>	<p>20 minutes</p> <p>1 hour</p>	<p>QCHD Social Hygiene Clinic-Medical Officer or Nurse</p>
<p>5. Get schedule and attend Massagist Course Seminar (for new Therapist applicant)</p> <p>5.1. Get schedule and attend HIV/AIDS Seminar (for new Entertainer applicant)</p>	<p>5. Enlist applicant for Massagist Training</p> <p>5.1. Conduct training and issue Certificate of Appearance</p> <p>5.1.1. Conduct HIV Seminar</p>	<p>NONE</p>	<p>5 minutes</p> <p>2 days (4 hours per day for 4 days)</p> <p>50 minutes</p>	<p>QCHD Training Section Personnel</p> <p>Massagist Training Facilitator</p> <p>HIV Seminar trained Personnel</p>



<p>6. Claim Yellow Certificate / Card</p>	<p>6.1. Review documents presented</p> <p>6.2. Processing of bulk application requirements</p> <p>6.3. Issuance of bulk yellow certificate / card</p>	<p>NONE</p>	<p>1 hour</p>	<p>Releasing Clerk assigned in Yellow Card Application</p>
<p style="text-align: right;"><b>TOTAL</b></p>		<p>➤ <b>Applicants availing of any QCHD Clinical Laboratory Services</b></p> <p>a. For Each New Therapist Applicant – <b>PHP 512.00</b></p> <p>b. For Each New Entertainer Applicant – <b>PHP 462.00</b></p> <p>c. For Each Renewal Therapist or Entertainer – <b>PHP 412.00</b></p> <p>➤ <b>Applicants availing of any Recognized Laboratory Services</b></p>	<p>➤ <b>Applicants availing of any QCHD Clinical Laboratory Services</b></p> <p>a. For Bulk New Therapist Applicants - <b>2 days, 4 hours &amp; 40 minutes</b></p> <p>b. For Bulk New Entertainer Applicants - <b>5 hours &amp; 25 minutes</b></p> <p>c. For Bulk Renewal Therapist or Entertainer Applicant - <b>2 hours &amp; 30 minutes</b></p> <p>➤ <b>Applicants availing of any Recognized Laboratory Services</b></p>	



	<p>a. For Each New Therapist Applicant – <b>PHP 375.00</b></p> <p>b. For Each New Entertainer Applicant – <b>PHP 325.00</b></p> <p>c. For Each Renewal Therapist or Entertainer – <b>PHP 275.00</b></p>	<p>a. For Bulk New Therapist Applicants - <b>2 days, 2 hours &amp; 35 minutes</b></p> <p>b. For Bulk New Entertainer Applicants - <b>3 hours &amp; 25 minutes</b></p> <p>c. For Bulk Renewal Therapist or Entertainer Applicants - <b>2 hours &amp; 30 minutes</b></p>	
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ISSUANCE OF YELLOW HEALTH CERTIFICATES for NEW or RENEWAL BULK APPLICANTS is qualified for multi-stage processing.

### 9. ISSUANCE OF PROVISIONAL SANITARY PERMIT (for New Business Permit Application)

The Provisional Sanitary Permit is a temporary certification in writing issued by the City Health Officer to the NEW establishment which may partially initiate business activity and shall be given ample time in complying with the existing sanitary requirements upon evaluation or inspection by the Sanitation Inspector. This authorization remains valid until the indicated validity period.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	All NEW establishments (Food & non-Food) doing business within Quezon City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Locational Clearance		City Planning and Development Department at the Business One Stop Shop (BOSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Locational Clearance and wait for the processing of the Provisional Sanitary Permit	1. Prepare the Provisional Sanitary Permit to be signed by the Environmental Sanitation Division Chief and the City Health Officer	NONE	10 minutes	Administrative Clerk / Encoder
2. Proceed to Evaluators' Corner	2. Explain the Terms for the issuance of Provisional Sanitary Permit  2.1. Provide a checklist of requirements to be complied with, based on the categorization of establishment	NONE	10 minutes	Evaluator
3. Claim the Provisional Sanitary Permit	3. Issue Provisional Sanitary Permit	NONE	5 minutes	Releasing Clerk
<b>TOTAL</b>		<b>NONE</b>	<b>25minutes</b>	

## 10. ISSUANCE OF NEW & RENEWAL SANITARY PERMIT APPLICATION

The Sanitary Permit is a written authorization or certification issued by the City Health Officer which signifies the establishment's compliance with the existing requirements upon inspection or evaluation by the Sanitation Inspector or Evaluator.





<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Single application – Simple For bulk applications (more than 30) – Complex	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	All establishments (Food & non-Food) doing business within Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Photocopy of Business Permit Application (New) /Business Permit & Sanitary Permit of the prior year (Renewal)	Business Owner / Representative	
Order of Payment Form	QCHD - Environmental Sanitation Division - Clerk assigned in Sanitary Permit Application	
Official Receipt of Payment for Business Permit with SANITARY FEE (current year); Health Occupancy Permit Fee (for new application); Inspection fee (if applicable)	City Treasurer's Office – Cashier	
Current Original Health Certificate of all employees of the establishment including that of the manager/s and /or Owner for presentation <ul style="list-style-type: none"> <li>• Photocopy of Health Certificate for submission</li> <li>• Health Certificate Application Form (Bulk) - QCG-QCHD-ES-SOI-F44</li> </ul>	QCHD-Environmental Sanitation Division	
Microbiological Analysis of Water <ul style="list-style-type: none"> <li>• Food Establishment – done Monthly (original copy of report)</li> <li>• Non Food Establishment – done at least twice a year (original copy of report)</li> </ul>	DOH Accredited & QCHD recognized Water Laboratory	
Pest Control Certification <ul style="list-style-type: none"> <li>• Food Establishment – done Monthly (original service report)</li> <li>• Non Food Establishment – done at least twice a year (original service report)</li> </ul>	Licensed Pest Applicator	
Health Occupancy Permit	QCHD-Environmental Sanitation Division	



Other Requirements: <ul style="list-style-type: none"> <li>➤ License to Operate (original copy, if applicable)</li> <li>➤ Physical - Chemical Water Analysis (if applicable)</li> </ul>		Department of Health / Food & Drug Administration  DOH Accredited & QCHD recognized Water Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for evaluation	1. Check for the validity of all the requirements submitted	NONE	10 minutes	Receiving Clerk
	1.1 Issue Claim stub as necessary (if many Sanitary Permit applications are lined up for encoding)		5 minutes	Evaluator
2. Wait for the processing of the Sanitary Permit	2. Prepare the Sanitary Permit to be signed by the Sanitation Inspector / Evaluator, Environmental Sanitation Division Chief and by the City Health Officer	NONE	20 minutes	Administrative Clerk
	2.1. Encode bulk Sanitary Permit applications (more than 30 permits)		7 days	
3. Present Claim Stub indicating date / time of release of Sanitary Permit	Issue Sanitary Permit	NONE	10 minutes	Releasing Clerk
<b>TOTAL</b>		<b>NONE</b>	For Single application - <b>45 minutes</b>  For Bulk Sanitary Permit applications	



		(more than 30) – 7 days	
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ISSUANCE OF SANITARY PERMIT is covered under Presidential Decree No. 856.

## 11. ISSUANCE OF HEALTH OCCUPANCY PERMIT (for New Sanitary Permit Application)

The Health Occupancy Permit is a written authorization or certification issued by the City Health Officer which signifies confirmation that the building is in a suitable and healthy living condition considering its compliance to the submitted plans and specifications.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All new or newly renovated establishments (residential, commercial, industrial & institutional) within Quezon City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Completion for Building – 1 photocopy		Department of Building Official (DBO) Office		
Floor Plan (Sanitary Plumbing) – <i>For Applicants of Green Building</i> 1 photocopy		Establishment Owner		
Latest Microbiological Water Analysis Result – 1 photocopy		DOH Accredited & QCHD recognized Water Laboratory		
Order of Payment		QCHD - Environmental Sanitation Division		
Official Receipt of Payment for Health Occupancy Permit		City Treasurer's Office – Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present photocopies of the requirements for Health Occupancy Permit issuance	1. Review and evaluate the requirements presented	NONE	5 minutes	Sanitary Engineer / Evaluator
	1.1. Issue Official Receipt upon	<b>Residential -</b> PHP 200.00;	5 minutes	City Treasurer's Office Cashier



	payment of required fees	<b>Commercial</b> – PHP 300.00; <b>Industrial/ Institutional</b> - PHP 400.00		
	1.2. Issue claim stub as needed		2 minutes	Evaluator
2. Wait for the processing of the Health Occupancy Permit	2. Prepare the Health Occupancy Permit to be signed by the Sanitation Inspector / Evaluator, Environmental Sanitation Division Chief and by the City Health Officer	NONE	10 minutes	Administrative Clerk
3. Present Claim Stub indicating date / time of release of Health Occupancy Permit	3. Issue Health Occupancy Permit	NONE	3 minutes	Releasing Clerk
<b>TOTAL</b>		<b>Residential</b> - PHP 200.00; <b>Commercial</b> – PHP 300.00; <b>Industrial/ Institutional</b> - PHP 400.00	<b>25 minutes</b>	

## 12. ISSUANCE OF CERTIFICATE OF POTABILITY

The Certificate of Potability is an official document issued by the Quezon City Health Department to all dwelling / residential and other places for lease or rent in which the quality of water passed the standard set by Philippine National Standards for Drinking Water (PNSDW).

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entity



<b>Who may avail:</b>		Owners of condominiums, apartelles / inns, motels, hotels, subdivisions and townhouses within Quezon City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest three (3) months results of microbiological water analysis (original and photocopy)		DOH Accredited & QCHD recognized Water Laboratory		
Semi-annual results of physical-chemical tests (original and photocopy)				
Order of Payment		QCHD - Environmental Sanitation Division		
Official Receipt of Payment for the Certificate of Potability		City Treasurer's Office – Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present original and photocopies of the requirements	1. Review and evaluate the requirements presented	PHP 1,000.00	5 minutes	Sanitary Engineer / Evaluator
	1.1. Issue Official Receipt upon payment of required fees		5 minutes	City Treasurer's Office Cashier
	1.2. Issue claim stub as needed		2 minutes	Evaluator
2. Wait for the processing of the Certificate of Potability	2. Prepare the Certificate of Potability to be signed by the Sanitation Engineer, Environmental Sanitation Division Chief and by the City Health Officer	NONE	15 minutes	Administrative Clerk
3. Present Claim Stub	3. Issue Certificate of Potability	NONE	3 minutes	Releasing Clerk
<b>TOTAL</b>		<b>PHP 1,000.00</b>	<b>30 minutes</b>	

ISSUANCE OF CERTIFICATE OF POTABILITY is covered under PD No. 856



### 13. ISSUANCE OF DEATH CERTIFICATE

The Death Certificate can refer either to a document issued by a medical practitioner certifying the deceased state of a person or to a document issued by a person such as a registrar of vital statistics that declares the date, location and cause of a person's death as later entered in an official register of Quezon City deaths.

*This is an essential part of the Civil Registration duty of a citizen described as a continuous, permanent, compulsory reporting and recording of vital events occurring in the life of an individual including death as mandated by Act No. 3753, the Civil Registry Law.*

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All deaths which occurred in Quezon City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Correctly & Completely Filled Up Death Certificate Forms: <ul style="list-style-type: none"> <li>• Municipal Form No. 103 CERTIFICATE OF DEATH</li> <li>• Municipal Form No. 103A CERTIFICATE OF FETAL DEATH</li> </ul>	Local Civil Registry  Any hospital / health facility's attending physician (for hospital / health facility death);  Health Center Physician as Public Health Officer (for home death)	
Imam Certification (for Imam descendent)	Muslim / Islam Religious Community	



<p>For <b>HOME</b> Deaths:</p> <ul style="list-style-type: none"> <li>➤ Notarized affidavit for the Circumstance of Death (requesting party must also be the informant stated in the death certificate)</li> <li>➤ Referral letter from health center (stating reason for unavailability of physician)</li> <li>➤ Photocopy of Certifying Physician's valid PRC License with 3 original specimen signatures</li> </ul>	<p>Legal Department (QC Hall, 7<sup>th</sup> Floor)</p> <p>Local Health Center</p> <p>Private Physician certifying home death</p>
<p>Embalmer's Certificate &amp; License</p>	<p>Funeral Establishment</p>
<p>For Fetal Deaths without embalming:</p> <ul style="list-style-type: none"> <li>➤ Letter from any relative stating the location of the cadaver</li> <li>➤ Certification of direct burial in a cemetery</li> </ul>	<p>Family Member / Relative</p>
<p>Notarized waiver of autopsy (if applicable)</p>	<p>Family Member / Relative (nearest of kin)</p>
<p>SARS – COV2 Test Results or Medical Certificate stating "NO COVID Test" done</p>	<p>Attending Physician</p>
<p>For Late Registration:</p> <ul style="list-style-type: none"> <li>• Deaths more than 30 days to less than 1 year <ul style="list-style-type: none"> <li>➤ 4 copies of Certificate of Death (original and photocopy)</li> <li>➤ Notarized Affidavit for delayed registration which includes name of deceased, facts of death, circumstance why death was not reported within 30 days (original and photocopy)</li> <li>➤ Authenticated copy of certificate of burial, cremation or other means of corpse disposal (original and photocopy)</li> </ul> </li> </ul>	<p>Family Member / Relative (nearest of kin)</p> <p>Legal Department (QC Hall, 7<sup>th</sup> Floor)</p> <p>Funeral or Cremation Establishment</p> <p>Family Member / Relative (nearest of kin)</p>



For Late Registration: <ul style="list-style-type: none"> <li>• Deaths occurring 1 year and above             <ul style="list-style-type: none"> <li>➤ Certificate of funeral service (original and photocopy)</li> <li>➤ Certificate of Burial (original and photocopy)</li> <li>➤ Certificate of No Registration (No Record of Death)</li> </ul> </li> </ul>		} Funeral or Cremation Establishment } Family Member / Relative (nearest of kin)  Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all properly and completely filled – up forms necessary for death certificate registration such as:  <b>Municipal Form No. 103</b> CERTIFICATE OF DEATH or <b>Municipal Form No. 103A</b> CERTIFICATE OF FETAL DEATH	1. Review the filled –up death certificate forms for completeness of entries, authenticity and validity of physician’s & embalmer’s license, signatures and date of embalming	NONE	5 minutes	Receiving Clerk
2. Submit Notarized Affidavit of Circumstances of Death (for home deaths) & waiver of autopsy signed by informant / nearest kin (if needed)	2. Review the necessary attachments or documents submitted  2.1. Register Data of the deceased in the logbook	NONE	5 minutes	Receiving Clerk





2.1. Answer query (if needed) for validation purposes	<p>2.2. Conduct verbal autopsy with nearest kin or caregiver for home death without an attending physician</p> <p>2.2. Review, validate and sign death certificate (<i>if without need for revision based on DOH Guidelines in Medical Certification of Death</i>)</p> <p>2.3. Give return letter addressed to certifying physician <i>if there are errors noted based on DOH Guidelines</i></p>		15 minutes	Medical Officer
3. Sign out released death certificates	3. Give request for issuance of burial / cremation and transfer permits (if applicable)	NONE	5 minutes	Releasing Clerk
<b>TOTAL</b>		<b>NONE</b>	<b>30 minutes</b>	

ISSUANCE OF DEATH CERTIFICATE is covered under the Civil Registry Law or Act No. 3753

#### 14. MEDICAL CONSULTATION

A medical consultation is a procedure whereby, a health care provider, reviews a medical history, examines the patient, and makes recommendations as to care and treatment.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>		All Quezon City Hall Employees, their immediate dependents and transacting public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• For Employees:               <ul style="list-style-type: none"> <li>➤ Quezon City Employee's ID or Employment Certificate</li> </ul> </li> </ul>		City Personnel Department / Department Concerned		
<ul style="list-style-type: none"> <li>• For Employee's dependent:               <ul style="list-style-type: none"> <li>➤ Birth Certificate</li> <li>➤ Marriage Contract</li> </ul> </li> </ul>		Philippine Statistics Authority / Local Civil Registry		
<ul style="list-style-type: none"> <li>• For Transacting Public               <ul style="list-style-type: none"> <li>➤ Government-Issued ID</li> <li>➤ Ultrasound result (for Gender certification) of Scrotal, Pelvic or Transvaginal Scan</li> <li>➤ Laboratory results as required in Medical Certification / Clearance</li> </ul> </li> </ul>		Client / Citizen DOH Accredited Ultrasound and Sonography Facility  DOH Accredited Clinical Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register on <b>FIRST COME FIRST SERVE Basis</b> and state what service to avail	1. Triage patients and give number to each Client;  1.1. Direct clients to waiting area	NONE	2 minutes	Nurse / Nurse Aide / Admitting Clerk
2. Present valid Identification (ID) Card and other necessary documents  2.1. Fill up Personal Information on Individual Treatment Record (ITR)	2. Check ID Card presented and other attachments  2.1. Record or encode patient's information on ITR / E-Medical Record	NONE	5 minutes	Personnel assigned at the Registration Area
3. Submit the accomplished ITR	3. Obtain and record vital signs and chief complaint of client  3.1. Hand over the ITR to the Medical Officer	NONE	5 minutes	Nurse / Administrative Aide



4. Discuss medical complaint and brief history of illness	4. Conduct history-taking and Physical Examination and other procedures, as warranted	NONE	10 minutes	Medical Officer
	4.1. Conduct Oral Examination & Dental Procedures (Oral Prophylaxis, Tooth Extraction, Tooth Restoration), as warranted (if available)		15 minutes	Dentist
	4.2. Issue Prescription / Laboratory Request / Referral Form/ Medical Certificate  4.3. Fill-up necessary information in the ITR			Medical / Dental Officer
5. Present Prescription and affix signature on Dispensed to User Record (DTUR)	5. Dispense medicines (if available)  5.1. Clarify discharge instructions  5.2. Ensure client signs DTUR	NONE	3 minutes	Nurse / Nurse Aide / Administrative Aide
<b>TOTAL</b>		<b>NONE</b>	<b>40 minutes</b>	



## 15. ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATES

The Pre-Marriage Counseling Certificate is a written documentation issued by an accredited counselor upon completion of documentary requirements and attendance to the counseling session prior actual marriage.

Pursuant to Article 16 of the Family Code, this mandatory pre-marriage counseling session is required to all contracting parties which provides assistance and guidance to both parties towards an informed decision about their forthcoming married life.

<b>Office / Division:</b>	QCHD - Environmental Sanitation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All couples applying for a Marriage License			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt of Payment		City Treasurer's Office - Cashier		
Schedule Slip (original)		QCHD- Family Planning Division		
Valid Identification Cards (IDs) with picture and signature (original and photocopy)		Contracting Applicants		
Application for Marriage License (original and photocopy)		City Civil Registry		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure application form for Marriage License and Order of Payment	1. Provide application form for Marriage License and issue Order of Payment	Application Form: PHP 50.00  Filing Fee: PHP 100.00	5 minutes	Local Civil Registry
2. Pay fees	2. Issue official receipt	NONE	3 minutes	City Treasurer's Office Cashier
3. Obtain schedule for seminar (If client is not available as a walk in client for the day)	3. Issue Schedule slip	NONE	3 minutes	Administrative Aide assigned at Pre-marriage Counseling Process



4. Proceed to Quezon City Health Department Pre Marriage Counseling (PMC) Room at the Bernardo Training Center on the date written In the schedule slip (Walk-in clients are welcome as long as there are slots available)	4. Conduct seminar	NONE	4 hours	Pre Marriage Counselor
5. Secure Pre Marriage Counseling Certificate	5. Prepare and issue PMC Certificate	NONE	1 minute	Administrative Aide assigned at Pre-marriage Counseling Process
<b>TOTAL</b>		<b>PHP 150.00</b>	<b>4 hours &amp; 12 minutes</b>	

ISSUANCE OF PRE-MARRIAGE COUNSELING CERTIFICATE is covered under the following: 1) Article 16 of the Family Code or Executive Order No. 209; 2) Presidential Decree No. 965; and 3) Responsible Parenthood and Reproductive Health (RPRH) Law or Republic Act 10354



## Feedback and Complaint Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Answer the client satisfaction survey form and place it at the designated drop box located at the front desk or Service Information Area</p> <p>Contact information: 8703-2723 or 8703-8794 Email: HealthDept@quezoncity.gov.ph</p>
How feedbacks are processed?	<p>At end of 3 consecutive months, the representative staff per division / unit opens the drop box and records all feedback / satisfaction survey forms submitted.</p> <p>Feedback requiring answers are forwarded to the respective facilities and the staff concerned shall be required to respond within three (3) days upon receipt of the comment / opinion. The reply of the office is then relayed to the citizen.</p> <p>The overall score garnered per division or unit will be analyzed by respective heads. Identification of possible causes and its corresponding actions or recommendations will be presented and discussed during Executive Committee Meetings or ISO Management Reviews.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-2723 or 8703-8794.</p>
How to file a complaint?	<p>Write a Letter of Complaint addressed to the City Health Officer and send to Quezon City Health Department – 3<sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan Quezon City. Complaints can also be relayed via telephone.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>➤ Name of person being complained</li> <li>➤ Incident</li> <li>➤ Evidence</li> </ul>



	<p>➤ Name, address and contact details of complainant</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-2723 or 8703-8794.</p>
<p>How complaints are processed?</p>	<p>The immediate supervisor or any designated officer evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer or immediate supervisor shall start the investigation and forward the complaint to the relevant office / facility for their explanation.</p> <p>The Complaints Officer shall accomplish and submit a report after the investigation to the Head of Department for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client as needed</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8703-2723 or 8703-4382.</p>
<p>Contact Information</p>	<p>Contact information: 8703-2723 or 8703-8794 Email: HealthDept@quezoncity.gov.ph</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



## List of Offices

Office	Address	Contact Information
City Health Department	3 <sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan Quezon City	8703-2723 HealthDept@quezoncity.gov.ph
Environmental Sanitation Division	Gate 3, Infront of Hall of Justice, Beside OSCA Building, Quezon City Hall Compound	8703-8841
City Employee's Clinic	Ground Floor, City Civil Registry Department Civic Center Bldg. C, Quezon City Hall Compound (near East Avenue)	8929-7747
Special Services Division	3 <sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan Quezon City	8703-2723 HealthDept@quezoncity.gov.ph
Planning, Evaluation, Research and Training Division	3 <sup>rd</sup> Floor, Batasan Social Hygiene Clinic, IBP Road near corner Commonwealth Avenue, Bgy. Batasan Quezon City	8703-8794 HealthDept@quezoncity.gov.ph