

## REQUEST FOR MEDICAL RECORDS

Patients with request for Medical Records (Medical Abstract, Medical Certificate, OR Record, Certificate of Confinement and other related Medical Records.)

<b>Office or Division:</b>	Health Information Management Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All RMBGH Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government issued ID for issuance (1 original copy)		Any Government Agency		
Hospital Card (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical Records receiving area and fill up the Medical Record request form	1. Provide request form to the patient/relative  1.1 Gives instruction and prepares medical information  1.2 Check and verify the correctness of data and request	None	3 Minutes	<i>Medical Records Staff</i> Medical Records Office
2. Wait for the issuance of Charge Slip	2. Issue Charge Slip to the patient.	None	3 Minutes	<i>Nursing Aide</i> Nursing Service Division
3. Pay or settle bill at the Cashier	3. Receives payment and issue official receipt to the patient	Certificate of Confinement P50.00  Medical Certificate P30.00  Clinical Abstract P50.00  Discharge Summary P50.00	5 Minutes	<i>Collecting Officer on duty</i> Cashier Unit

		CTC Laboratory/R adiology Reports P50.00		
4. Goes back to the Medical Records receiving area and submit Official Receipt to the Medical Record Staff	4. Encode the official receipt  4.1 Informs the patient as to the date of release of Official Result	None	1 Minute	<i>Medical Records Staff</i> Medical Records Office