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|---|--|---------------|---------------------|---------------|----------------|---------------|
| Frontline Service | Securing Hospital Fetal Death Certificate (Form # 103A) | | | | | |
| Description of Service | The Pasig City Children's Hospital Death Certificate as requirement for burial and other purposes. | | | | | |
| Clients Who may avail of the service | Bereaved relatives of expired patients | | | | | |
| Requirements | Identification Card validating relationship to deceased | | | | | |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM | | | | | |
| | CHARITY | | SEMI-PRIVATE | | PRIVATE | |
| | PASIG | NON-PASIG | PASIG | NON-PASIG | PASIG | NON-PASIG |
| FEES | 100.00 | 300.00 | 350.00 | 350.00 | 400.00 | 400.00 |
| Total Maximum Duration of Process | 30-35 minutes | | | | | |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|----------------|---|---|--|----------------------|
| 1 | Request for fetal death certificate of deceased relative (Mag request ng death certificate sa Nurse Station) | Patient's Relative | Medical Records Section 6th Floor | 1 minute |
| 2 | Get information to be filled-up in fetal death certificate form (Kunin ang impormasyon ng mga pasyente) | Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian/ Nicole Badong/ Elaine De Leon/ Aileen Calzo/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson | Nurse Station of Wards or Emergency Room | 3 minutes |
| 3 | Incorporate death certificate fee in the hospital bill (Isama sa hospital bill ang bayad sa certificate) | | Nurse Station of Wards or Emergency Room | 2 minutes |
| 4 | Bring the death certificate to the attending physician for signing (Dalhin ang fetal death certificate sa Doktor) | | Nurse Station of Wards or Emergency Room | 5 minutes |
| 5 | Sign fetal death certificate (Pirmahan ang death certificate) | | Nurse Station of Wards or Emergency Room | 3 minutes |
| 6 | Forward the death certificate to Medical Records (Dalhin sa Medical Records ang death certificate) | | Nurse Station of Wards or Emergency Room | 5 minutes |
| 7 | Prepares fetal death certificate (Pag-gawa ng death certificate) | Allan A. Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 10 minutes |
| 8 | Issue fetal death certificate to relative (Pagbibigay ng death certificate) | Allan A. Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 5 minutes |



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|---|--|---------------|---------------------|---------------|----------------|---------------|
| Frontline Service | Securing Live Birth Certificate (Form # 102) | | | | | |
| Description of Service | The Pasig City Children's Hospital Birth Certificate as requirement for Registration to the Local Civil Registrar's Office | | | | | |
| Clients Who may avail of the service | Parents/relatives of New Born child | | | | | |
| Requirements | Identification card validating relationship to New Born babies | | | | | |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM | | | | | |
| FEES | CHARITY | | SEMI-PRIVATE | | PRIVATE | |
| | PASIG | NON-PASIG | PASIG | NON-PASIG | PASIG | NON-PASIG |
| | 40.00 | 140.00 | 175.00 | 175.00 | 200.00 | 200.00 |
| Total Maximum Duration of Process | 30-35 minutes | | | | | |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|-----------------------|---|--|-----------------------------------|-----------------------------|
| 1 | Request for birth certificate of new born (Mag request ng birth certificate sa Operating Room) | Patient's Relative | Medical Records Section 6th Floor | 1 minute |
| 2 | Get information to be filled out in birth certificate form (Kunin ang impormasyon ng pasyente) | OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian | Operating Room 2nd Floor | 3 minutes |
| 3 | Incorporate birth certificate in the hospital bill (Isama sa hospital bill ang bayad sa certificate) | OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian | Operating Room 2nd Floor | 2 minutes |
| 4 | Bring the birth certificate to the attending physician for signing (Dalhin ang birth certificate sa Doktor) | OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry | Operating Room 2nd Floor | 5 minutes |



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|---|--|--|--------------------------------------|------------|
| | | Vinuya/ Janelle Bernabe/ Regine Fabian | | |
| 5 | Forward the birth certificate to the Medical Records (Dalhin sa Medical Records ang birth certificate) | OR Nurses: Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian on Duty | Operating Room 2nd Floor | 5 minutes |
| 6 | Prepares birth certificate (Gawin ang birth certificate) | Allan Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 10 minutes |
| 7 | Release birth certificate to the parent/relative (Pagbibigay ng birth certificate) | Allan Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 5 minutes |



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|---|--|---------------|---------------------|---------------|----------------|---------------|
| Frontline Service | Securing Hospital Death Certificate (Form # 103) | | | | | |
| Description of Service | The Pasig City Children's Hospital Death Certificate as requirement for burial and other purposes. | | | | | |
| Clients Who may avail of the service | Bereaved relatives of expired patients | | | | | |
| Requirements | Identification Card validating relationship to deceased | | | | | |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM | | | | | |
| | CHARITY | | SEMI-PRIVATE | | PRIVATE | |
| | PASIG | NON-PASIG | PASIG | NON-PASIG | PASIG | NON-PASIG |
| FEES | 100.00 | 300.00 | 350.00 | 350.00 | 400.00 | 400.00 |
| Total Maximum Duration of Process | 30-35 minutes | | | | | |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|-----------------------|---|--|---|-----------------------------|
| 1 | Request for death certificate of deceased relative (Mag request ng death certificate sa Nurse Station) | Patient's Relative | Medical Records Section 6th Floor | 1 minute |
| 2 | Get information to be filled-up in death certificate form (Kunin ang impormasyon ng mga pasyente) | Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna | Nurse Station of Wards or Emergency Room | 3 minutes |
| 3 | Incorporate death certificate fee in the hospital bill (Isama sa hospital bill ang bayad sa certificate) | Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian/ Nicole Badong/ Elaine De Leon/ Aileen Calzo/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson | Nurse Station of Wards or Emergency Room | 2 minutes |
| 4 | Bring the death certificate to the attending physician for signing (Dalhin ang death certificate sa Doktor) | | Nurse Station of Wards or Emergency Room | 5 minutes |
| 5 | Sign death certificate (Pirmahan ang death certificate) | | Nurse Station of Wards or Emergency Room | 3 minutes |
| 6 | Forward the death certificate to Medical Records (Dalhin sa Medical Records ang death certificate) | | Nurse Station of Wards or Emergency Room | 5 minutes |
| 7 | Prepares death certificate (Pag-gawa ng death certificate) | Allan Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 10 minutes |
| 8 | Issue death certificate to relative (Pagbibigay ng death certificate) | Allan Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 5 minutes |



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|---|--|---------------|---------------------|---------------|----------------|---------------|
| Frontline Service | Securing Hospital Amputee Death Certificate (Form # 103) | | | | | |
| Description of Service | The Pasig City Children's Hospital Death Certificate as requirement for burial and other purposes. | | | | | |
| Clients Who may avail of the service | Bereaved relatives of expired patients | | | | | |
| Requirements | Identification Card validating relationship to deceased | | | | | |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM | | | | | |
| | CHARITY | | SEMI-PRIVATE | | PRIVATE | |
| | PASIG | NON-PASIG | PASIG | NON-PASIG | PASIG | NON-PASIG |
| FEES | 100.00 | 300.00 | 350.00 | 350.00 | 400.00 | 400.00 |
| Total Maximum Duration of Process | 30-35 minutes | | | | | |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|-----------------------|---|--|---|-----------------------------|
| 1 | Request for death certificate of deceased relative (Mag request ng death certificate sa Nurse Station) | Patient's Relative | Medical Records Section 6th Floor | 1 minute |
| 2 | Get information to be filled-up in death certificate form (Kunin ang impormasyon ng mga pasyente) | Jessica Mendol/ Aryan Mangila/ Rik Anne Jeremillo/ Harold John Avila/ Jhoanna | Nurse Station of Operating Room or Emergency Room | 3 minutes |
| 3 | Incorporate death certificate fee in the hospital bill (Isama sa hospital bill ang bayad sa certificate) | Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/ Regine Fabian/ Nicole Badong/ Elaine De Leon/ Aileen Calzo/ Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson | Nurse Station of Operating Room or Emergency Room | 2 minutes |
| 4 | Bring the death certificate to the attending physician for signing (Dalhin ang death certificate sa Doktor) | | Nurse Station of Operating Room or Emergency Room | 5 minutes |
| 5 | Sign death certificate (Pirmahan ang death certificate) | | Nurse Station of Operating Room or Emergency Room | 3 minutes |
| 6 | Forward the death certificate to Medical Records (Dalhin sa Medical Records ang death certificate) | | Nurse Station of Operating Room or Emergency Room | 5 minutes |
| 7 | Prepares death certificate (Pag-gawa ng death certificate) | Allan A. Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 10 minutes |
| 8 | Issue death certificate to relative (Pagbibigay ng death certificate) | Allan A. Petero/ Rochelle F. Esguerra/ James Lim/ Sofiah Sheik | Medical Records Section 6th Floor | 5 minutes |



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|---|---|---------------|---------------------|---------------|----------------|---------------|
| Frontline Service | Hospital Medical Certificate | | | | | |
| Description of Service | The Pasig City Children's Medical Certificate as requirement for billing assistance and other purposes. | | | | | |
| Clients Who may avail of the service | Relative or guardian of admitted patients. | | | | | |
| Requirements | Identification Card validating relationship to patients. | | | | | |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM | | | | | |
| | CHARITY | | SEMI-PRIVATE | | PRIVATE | |
| | PASIG | NON-PASIG | PASIG | NON-PASIG | PASIG | NON-PASIG |
| FEES | 40.00 | 120.00 | 160.00 | 160.00 | 175.00 | 175.00 |
| Total Maximum Duration of Process | 30-35 minutes | | | | | |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|---------------------------|--|---|-----------------------------------|---------------------------------|
| 1 | Request for medical certificate. (Mag request ng medical certificate sa Medical Record's Section) | Patient's Relative | Medical Records Section 6th Floor | 1 minute |
| 2 | Get information of patient (Kunin ang impormasyon ng pasyente) | James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao | Medical Records Section 6th Floor | 5 minutes |
| 3 | Incorporate medical certificate fee in the hospital bill (Isama sa hospital bill ang bayad sa certificate) | James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao | Medical Records Section 6th Floor | 2 minutes |
| 4 | Issue medical certificate form (Bigyan ng medical certificate form) | James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao | Medical Records Section 6th Floor | 2 minutes |
| 5 | Bring the form to the attending physician (Dalhin ang form sa Doktor) | Patient's Relative | Nurse Station of Wards | 2 minutes |
| 6 | Fill-up and sign the medical certificate form (Sagutan at pirmahan at medical certificate form) | Attending Physicians: Erwin Palsis/ Karris Anne DeGuia/ Catherine Cacho/ Alvi Redada/ Jane Tabada/ Ranjelyn Robielos/ Mylah Tuazon/ Arlyn Baconawa/ Joana Meneses/ Bianca Dominique Bagunas/ Leah Grace Javier/ Minerva Hollmann/ Maricel | Nurse Station of Wards | 15 minutes |



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| | | Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta/ Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te | | |
| 7 | Proceed again to Medical Record's Section (Bumalik sa Medical Record's Section) | James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao | Medical Records Section 6th Floor | 2 minutes |
| 8 | Dry seal for authenticating (Pag "dry seal" ng medical certificate) | James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao | Medical Records Section 6th Floor | 5 minutes |
| 9 | Issue medical certificate (Pagbibigay ng medical certificate) | James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson Cabiao | Medical Records Section 6th Floor | 1 minute |



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|---|---|---------------|---------------------|---------------|----------------|---------------|
| Frontline Service | Hospital Certified True Copy of Records | | | | | |
| Description of Service | The Pasig City Children's Hospital Certified True Copy of Records as requirement for billing assistance and other purposes. | | | | | |
| Clients Who may avail of the service | Relative or guardian of admitted patients. | | | | | |
| Requirements | Identification Card validating relationship to patients. | | | | | |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM | | | | | |
| | CHARITY | | SEMI-PRIVATE | | PRIVATE | |
| | PASIG | NON-PASIG | PASIG | NON-PASIG | PASIG | NON-PASIG |
| FEES | 75.00 | 150.00 | 160.00 | 160.00 | 175.00 | 175.00 |
| Total Maximum Duration of Process | 25-30 minutes | | | | | |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|-----------------------|---|--|-----------------------------------|-----------------------------|
| 1 | Request for Certified True Copy (CTC) of records to Medical Record's Section (Mag request ng certified true copy of records sa Medical Record's Section) | Patient's Relative | Medical Records Section 6th Floor | 1 minute |
| 2 | Get information of the patient (Kunin ang impormasyon ng pasyente) | Mylene P. Reyes | Medical Records Section 6th Floor | 2 minutes |
| 3 | Retrieve the records of patient and photo copy of request to be CTC's (Kunin sa file ang record ng pasyente at I-photo copy pra magawa ang CTC's) | Rochelle F. Esguerra/ Lina M. Castillo | Medical Records Section 6th Floor | 10 minutes |
| 4 | Issue order of payment (Mag- issue ng order of payment) | Mylene P. Reyes | Medical Records Section 6th Floor | 2 minutes |
| 5 | Pay Certified True Copy fee at the cashier and wait for the official receipt. (Magbayad sa Kahera at hintayin ibigay ang opisyal na resibo) | Patient's Relative | Nurse Station at Wards | 5 minutes |
| 6 | Proceed to Medical Record's Section (Bumalik sa Medical Record's Section) | Attending Physicians: Erwin Palsis/ Karisse Anne DeGuia/ Catherine Cacho/ Alvi Redada/ Jane Tabada/ Ranjelyn Robielos/ Mylah Tuazon/ Arlyn Baconawa/ Joana Meneses/ Bianca Dominique Bagunas/ Leah Grace Javier/ Minerva Hollmann/ Maricel | Nurse Station at Wards | 2 minutes |



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|---|--|---|--------------------------------------|-----------|
| | | Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta/ Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Marion Falconitin/ Jefferson Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te | | |
| 7 | Certifies copy of request to be signed by the Section Head (I-certify ang request at Pipirmahan ng Section Head) | Ferdinand C. Perol | Medical Records Section 6th Floor | 5 minutes |
| 8 | Issue Certified True Copy of records to relative or guardian (Pagbibigay ng CTC sa kamag-anak) | Ferdinand C. Perol | Medical Records Section 6th Floor | 1 minute |



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| Frontline Service | Hospital Certified True Copy of Records |
| Description of Service | The Pasig City Children's Hospital Certified True Copy of Records as requirement for billing assistance and other purposes. In line with the current set-up for Admitted Patients (Covid) |
| Clients Who may avail of the service | Relative or guardian of admitted patients. |
| Requirements | Identification Card validating relationship to patients. |
| Schedule of Availability of Service | MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM |
| | CHARITY SEMI-PRIVATE PRIVATE |
| | PASIG NON-PASIG PASIG NON-PASIG PASIG NON-PASIG |
| FEES | Medical Certificate 40.00 120.00 160.00 160.00 175.00 175.00 |
| | (Clinical Abstract/Discharge Summary and Certificate of Recovery for CTC) 75.00 150.00 160.00 160.00 175.00 175.00 |
| Total Maximum Duration of Process | 30-35 minutes |

| STEP (HAKBANG) | ACTIVITIES (AKTIBIDAD) | OFFICE/ PERSON RESPONSIBLE | LOCATION OF OFFICE | DURATION OF ACTIVITY |
|-----------------------|---|---|-------------------------------------|-----------------------------|
| 1 | Bundle documents for Certified True Copy and/or Dry Seal are incorporate to the hospital bill such as (Medical Certificate/Clinical Abstract, Discharge Summary and Certificate of Recovery) (Mga dokumento ay automatikong gagawin at isinasama na sa hospital bill) | Ferdinand C. Perol | Medical Records Section – 6th Floor | 2 minutes |
| 2 | Nurse on Duty endorsed to the Doctor's in Charge these bundle documents for fill-out and signing upon patient's discharge (Ang mga pasyenteng nakatakdang idischarge ay automatikong ginagawaan ng mga dokumento para i-CTC o dry seal) | Nurse in charge: Joanna Mapa/ Desirene Moreno/Jillen Austero/ Gierselle Belonio/ Edel Fancubilla/ Michelene Florentiono/ Maybelle Maulit/ Angelie Pearl Rario /Geline Amores/ Jhon Raquel Apura/ Apple Batoy/ Merideth Briones/ Christina Cunanan/ Michael francis Samolde/ Aiza Rose Francisco/ Beauty Hufancia/ Grace Salave/ Jensen Abellon/ Gilbert Bagaindoc/ Jo | Nurse Station at Wards | 5 minutes |



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| | | Anne bautista/ Karen Bartolome/ Charie Corsanes/ Diorelle Maigui/ Aileen Riego/ May Ann Rom/ John Michael Villalobos | | |
| 3 | Doctor's In-Charge filled out and signed the forms (Ginagawa ng Doctor at pinipirmahan ang mga dokumento) | Attending Physicians: Erwin Palsis/ Karissee Anne DeGuia/ Catherine Cacho/ Alvi Redada/ Jane Tabada/ Ranjelyn Robielos/ Mylah Tuazon/ Arlyn Baconawa/ Joana Meneses/ Bianca Dominique Bagunas/ Leah Grace Javier/ Minerva Hollmann/ Maricel Marcelo/ Margarita Santos/ Patricia Soronio/ Marlowe Cordeta/ Candice Lim/ Ronnie Baticulon/ Jose carlos Alcazaren/ Carol tagle/ Abren Santocildes/ Fenella Piedad/ Marion Falconitin/ Jefferson | Doctor's at Wards | 15 minutes |



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|---|---|---|------------------------|-----------|
| | | Bacalangco/ Victor Borlaza/ Michelle Mendoza/ EA Tan/ Stephanie Tan/ Philip Fuego/ Tom Ong/ John Eric Tan/ Rubelyn Aquino/ Dhesiree Gervacio/ Micah Bastillo/Norman Rivero/ Benjamin Ligot/ Allan Ortega/ Monna Lisa Cue/Estella Landicho/ Mara Iballa/ Azenith Tammang/ Charmaine Arenas/ Estrelita Te | | |
| 4 | Nurse on Duty forwarded the filled out and signed documents to the Medical Records Section (Binibigay ng Nars ang mga dokumento sa Medical Records) | Nurse in charge: Joanna Mapa/ Desirene Moreno/Jillen Austero/ Gierselle Belonio/ Edel Fancubilla/ Michelene Florentiono/ Maybelle Maulit/ Angelie Pearl Rario /Geline Amores/ Jhon Raquel Apura/ Apple Batoy/ Merideth Briones/ Christina Cunanan/ Michael francis Samolde/ Aiza Rose Francisco/ Beauty Hufancia/ Grace | Nurse Station at Wards | 3 minutes |



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| | | Salave/ Jensen Abellon/ Gilbert Bagaindoc/ Jo Anne bautista/ Karen Bartolome/ Charie Corsanes/ Diorelle Maigui/ Aileen Riego/ May Ann Rom/ John Michael Villalobos | | |
| 5 | Medical Records staff photocopy documents for Dry Seal and Certify True Copy (Pinophotocpy ang mga dokumento para tatakan at i-certify) | Mylene P. Reyes | Medical Records Section – 6th Floor | 5 minutes |
| 6 | Certifies copy of bundle documents to be signed by the Section Head (I-certify ang request at Pipirmahan ng Section Head) | Ferdinand C. Perol | Medical Records Section – 6th Floor | 2 minutes |
| 7 | Issue Certified True Copy of records to relative or guardian (Pagbibigay ng CTC sa kamag-anak) | Mylene P. Reyes | Medical Records Section – 6th Floor | 3 minutes |

Where to file complaints:

In case complaints arise, it is best to talk with the Medical Records Staff first to be able to answer the issues and concern. The Medical Records Section Head is there to assist, hear your side and solve patient and relative concern.

The Medical Records Department also provide logbook for patient's guardian and or relative concern and complaints with the department.

Whereas, a Complaint Form is provided at the Information Department and is recorded in the Logbook and forwarded to the Office of Hospital Administration.

The Medical Records Department is just a dial away @643-2222 Local 107.