



Frontline Service Securing Hospital Fetal Death Certificate (Form			m # 103A)			
Description of Service	The Pasig	The Pasig City Children's Hospital Death Certificate as requiremen				
	for burial	for burial and other purposes.				
Clients Who may avail of the service	Bereaved	Bereaved relatives of expired patients				
Requirements	Identifica	Identification Card validating relationship to deceased				
Schedule of Availability of Service	MONDAY	/S to FRIDA\	/S: 8:00 A	M to 5:00 PM		
	CHARITY	SE	MI-PRIVA	TE	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 mi	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/	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)	Harold John Avila/ Jhoanna Eustaquio/ Rezekiel	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)	Robledo/ Rodalyn Fiecas/ Henry Vinuya/ Janelle Bernabe/	Nurse Station of Wards or Emergency Room	5 minutes
5	Sign fetal death certificate (Pirmahan ang death certificate)	Regine Fabian/ Nicole Badong/ Elaine De Leon/ Aileen Calzo/	Nurse Station of Wards or Emergency Room	3 minutes
6	Forward the death certificate to Medical Records (Dalhin sa Medical Records ang death certificate)	Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson	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



Frontline Service Securing Live Birth Certificate (Form # 102)				
Description of Service	The Pasig City Children's Hospital Birth Certificate as rec	quirement		
	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 b	pabies		
Schedule of Availability of Service	MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM			
	CHARITY SEMI-PRIVATE PR	RIVATE		
FEES	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	ACTIVITIES	OFFICE/ PERSON	LOCATION OF	DURATION OF
(HAKBANG)	(AKTIBIDAD)	RESPONSIBLE	OFFICE	ACTIVITY
	Request for birth certificate of new			
1	born	Patient's Relative	Medical Records	1 minute
	(Mag request ng birth certificate sa		Section 6th Floor	
	Operating Room)			
	Get information to be filled out in	OR Nurses: Jessica		
2	birth certificate form	Mendol/ Aryan	Operating Room	3 minutes
	(Kunin ang impormasyon ng	Mangila/ Rik Anne	2nd Floor	
	pasyente)	Jeremillo/ Harold		
		John Avila/ Jhoanna		
		Eustaquio/ Rezekiel		
		Robledo/ Rodalyn		
		Fiecas/ Henry		
		Vinuya/ Janelle		
		Bernabe/ Regine		
		Fabian		
	Incorporate birth certificate in the	OR Nurses: Jessica		
3	hospital bill	Mendol/ Aryan	Operating Room	2 minutes
	(Isama sa hospital bill ang bayad sa	Mangila/ Rik Anne	2nd Floor	
	certificate)	Jeremillo/ Harold		
		John Avila/ Jhoanna		
		Eustaquio/ Rezekiel		
		Robledo/ Rodalyn		
		Fiecas/ Henry		
		Vinuya/ Janelle		
		Bernabe/ Regine		
		Fabian		
	Bring the birth certificate to the	OR Nurses: Jessica		
4	attending physician for signing	Mendol/ Aryan	Operating Room	5 minutes
	(Dalhin ang birth certificate sa	Mangila/ Rik Anne	2nd Floor	
	Doktor)	Jeremillo/ Harold		
		John Avila/ Jhoanna		
		Eustaquio/ Rezekiel		
		Robledo/ Rodalyn		
		Fiecas/ Henry		



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



Frontline Service Securing Hospital Death Certificate (Form #					# 103)
Description of Service	The Pasig City Children's Hospital Death Certificate as requirement				nent
	for burial and other	for burial and other purposes.			
Clients Who may avail of the service	Bereaved relatives	Bereaved relatives of expired patients			
Requirements	Identification Card	Identification Card validating relationship to deceased			
Schedule of Availability of Service	MONDAYS to FRI	DAYS: 8:00 AM	o 5:00 PM		
	CHARITY	SI	MI-PRIVATE	PR	IVATE
	PASIG NON-P	ASIG PASIG	NON-PASIG	PASIG	NON-PASIG
FEES	100.00 30	0.00 350.00	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/	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)	Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/	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)	Henry Vinuya/ Janelle Bernabe/ Regine Fabian/ Nicole Badong/	Nurse Station of Wards or Emergency Room	5 minutes
5	Sign death certificate (Pirmahan ang death certificate)	Elaine De Leon/ Aileen Calzo/	Nurse Station of Wards or Emergency Room	3 minutes
6	Forward the death certificate to Medical Records (Dalhin sa Medical Records ang death certificate)	Donna Ugalde/ Robby Tagbo/ Ace Sabino/ Cherry Henson	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



Frontline Service	Securing Hospita	Securing Hospital Amputee Death Certificate (Form # 103)					
Description of Service	The Pasig City Childr	The Pasig City Children's Hospital Death Certificate as requirement					
	for burial and other p	for burial and other purposes.					
Clients Who may avail of the service	Bereaved relatives of	Bereaved relatives of expired patients					
Requirements	Identification Card va	Identification Card validating relationship to deceased					
Schedule of Availability of Service	MONDAYS to FRIDA	YS: 8:00 AI	M to 5:00 PM				
	CHARITY	SEMI-PRIVATE		P	RIVATE		
	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/	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)	Jhoanna Eustaquio/ Rezekiel Robledo/ Rodalyn Fiecas/	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)	Henry Vinuya/ Janelle Bernabe/ Regine Fabian/ Nicole Badong/	Nurse Station of Operating Room or Emergency Room	5 minutes
5	Sign death certificate (Pirmahan ang death certificate)	Elaine De Leon/ Aileen Calzo/ Donna Ugalde/	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)	Robby Tagbo/ Ace Sabino/ Cherry Henson	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



Frontline Service	Hospital Medic	al Certif	icate		
Description of Service	The Pasig City Child	ren's Medi	cal Certificate a	s requirer	ment
	for billing assistanc	for billing assistance and other purposes.			
Clients Who may avail of the service	Relative or guardiar	Relative or guardian of admitted patients.			
Requirements	Identification Card v	Identification Card validating relationship to patients.			
Schedule of Availability of Service	MONDAYS to FRIDA	YS: 8:00 A	M to 5:00 PM		
	CHARITY	SEM	I-PRIVATE	PRIVATE	
	PASIG NON-PASI	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
	Request for medical certificate.		Medical Records	
1	(Mag request ng medical certificate sa Medical Record's Section)	Patient's Relative	Section 6th Floor	1 minute
	Get information of patient	James Lim/ Mylene	Medical Records	
2	(Kunin ang impormasyon ng	Reyes/ John Oel	Section 6th Floor	5 minutes
	pasyente)	Cebricos/ Jayson		
		Cabiao		
	Incorporate medical certificate fee in	James Lim/ Mylene		
3	the hospital bill	Reyes/ John Oel	Medical Records	2 minutes
	(Isama sa hospital bill ang bayad sa	Cebricos/ Jayson	Section 6th Floor	
	certificate)	Cabiao		
	Issue medical certificate form	James Lim/ Mylene	Medical Records	2 minutes
4	(Bigyan ng medical certificate form)	Reyes/ John Oel	Section 6th Floor	
		Cebricos/ Jayson		
		Cabiao		
	Bring the form to the attending			
5	physician	Patient's Relative	Nurse Station of Wards	2 minutes
	(Dalhin ang form sa Doktor)			
	Fill-up and sign the medical certificate			
6	form	Attending	Nurse Station of Wards	15 minutes
	(Sagutan at pirmahan at medical certificate form)	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		
İ		Hollmann/ Maricel		



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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		
		LStrenta re		
	Proceed again to Medical Record's	James Lim/ Mylene		
7	Section Section	Reyes/ John Oel	Medical Records	2 minutes
,	(Bumalik sa Medical Record's	Cebricos/ Jayson	Section 6th Floor	2 111114163
	Section)	Cabiao	Section our ricor	
	Dry seal for authenticating	James Lim/ Mylene	Medical Records	
8	(Pag "dry seal" ng medical certificate)	Reyes/ John Oel	Section 6th Floor	5 minutes
	( = g ar y sear right contained to this date)	Cebricos/ Jayson		3
		Cabiao		
	Issue medical certificate	James Lim/ Mylene	Medical Records	
9	(Pagbibigay ng medical certificate)	Reyes/ John Oel	Section 6th Floor	1 minute
9	(1 againigay ng medical certificate)	Cebricos/ Jayson	Jection our Floor	1 minute
		Cabiao		
	1	Canido		1



Frontline Service	Hospita	Hospital Certified True Copy of Records				
Description of Service The Pasig City Children's Hospital Certified True Copy			ue Copy of	Records as		
	requireme	requirement for billing assistance and other purposes.				
Clients Who may avail of the service	Relative o	Relative or guardian of admitted patients.				
Requirements	Identifica	Identification Card validating relationship to patients.				
Schedule of Availability of Service	MONDAY	MONDAYS to FRIDAYS: 8:00 AM to 5:00 PM				
	CH.	ARITY	SEM	-PRIVATE	PRIVATE	
	PASIG	NON-PASIG	PASIG	NON-PASIG	PASIG	NON-PASIG
FEES	75.00	75.00 150.00 160.00 160.00 175.00 175		175.00		
Total Maximum Duration of Process	25-30 mir	25-30 minutes				

STEP	ACTIVITIES (AUTIDIDAD)	OFFICE/ PERSON	LOCATION OF OFFICE	DURATION OF
(HAKBANG)	(AKTIBIDAD)	RESPONSIBLE		ACTIVITY
1	Request for Certified True Copy (CTC)			
	of records to Medical Record's Section	Patient's Relative	Medical Records	1 minute
	(Mag request ng certified true copy of		Section 6th Floor	
	records sa Medical Record's Section)			
2	Get information of the patient	Mylene P. Reyes		
	(Kunin ang impormasyon ng		Medical Records	2 minutes
	pasyente)		Section 6th Floor	
3	Retrieve the records of patient and	Rochelle F.		
	photo copy of request to be CTC's	Esguerra/ Lina M.	Medical Records	
	(Kunin sa file ang record ng pasyente	Castillo	Section 6th Floor	10 minutes
	at I-photo copy pra magawa ang			
	CTC's)			
4	Issue order of payment	Mylene P. Reyes	Medical Records	
	(Mag- issue ng order of payment)		Section 6th Floor	2 minutes
5	Pay Certified True Copy fee at the			
	cashier and wait for the official	Patient's Relative	Nurse Station at Wards	
	receipt.			5 minutes
	(Magbayad sa Kahera at hintayin			
	ibigay ang opisyal na resibo)			
6	Proceed to Medical Record's Section	Attending		
	(Bumalik sa Medical Record's	Physicians:	Nurse Station at Wards	2 minutes
	Section)			
	•	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		



				1
		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	Ferdinand C. Perol	Medical Records	5 minutes
	(I-certify ang request at Pipirmahan	reramana e. reror	Section 6th Floor	3 minutes
	ng Section Head)		300000000000000000000000000000000000000	
8	Issue Certified True Copy of records to	Ferdinand C. Perol	Medical Records	
	relative or guardian	i ci alliana c. i ci ol	Section 6th Floor	1 minute
	(Pagbibigay ng CTC sa kamag-anak)		Section our riour	Tillilate
L	(1 agninigay lig CTC sa kalilag-allak)			



Frontline	e Service	Hospit	al Certifie	d True (	Copy of Rec	ords	
Description of Service		The Pasig City Children's Hospital Certified True Copy of Records a					f Records as
		requirem	ent for billing	assistano	ce and other pu	ırposes.	
		In line w	ith the curre	nt set-up	for Admitted	Patients	(Covid)
Clients V	Clients Who may avail of the service Relative or guardian of admitted patients.						
Require	ments	Identification Card validating relationship to patients.					
Schedul	e of Availability of Service	MONDA	YS to FRIDAY	S: 8:00 AN	/I to 5:00 PM		
		CH	IARITY	SEM	I-PRIVATE	PF	RIVATE
		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 mi	nutes				

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
	Nurse on Duty endorsed to the Doctor's in			
	Charge these bundle documents for			
2	fill-out and signing upon patient's discharge (Ang mga pasyenteng nakatakdang idischarge	Nurse in charge: Joanna Mapa/	Nurse Station at Wards	5 minutes
	ay automatikong ginagawaan ng mga	Desirene		
	dokumento para i-CTC o dry seal)	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		



		Anne bautista/ Karen Bartolome/ Charie Corsanes/ Diorelle Maigui/ Aileen Riego/ May Ann Rom/ John Michael Villalobos		
	Doctor's In-Charge filled out and signed the	Attending		
2	forms	Physicians:	Doctor's at Wards	15 minutes
3	(Ginagawa ng Doctor at pinipirmahan ang mga	Fragin Dalsis /		
	dokumento)	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		
		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		
	Nurse on Duty forwarded the filled out and	Nurse in charge:		
	signed documents to the Medical Records	Joanna Mapa/		3 minutes
4	Section Section	Desirene	Nurse Station at	3 milates
·	(Binibigay ng Nars ang mga dokumento sa	Moreno/Jillen	Wards	
	Medical Records)	Austero/	110.00	
		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		
L			I	l



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

## 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.