

**CITIZEN CHARTER
PASIG CITY GENERAL HOSPITAL**

Securing a Medical Certificate

The Pasig City General Hospital issues a medical certificate to certify treatment or confinement of a patient.

Office or Division:	Paulo Roman A. Castro, Jr., MD, PhD Medical Director Tel: 8643-3333 Email: pasigcitygen@yahoo.com.ph Medical Records Tel: 8643-3333 local 126
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Hospital Patient Card (Blue and Yellow cards whenever applicable)	Issued by the City Government of Pasig

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure OPD Slip	<ul style="list-style-type: none"> • Determine classification of Old patient/ New patient/ Senior Citizen • Issue OPD Slip • Instruct patient to go to respective window: <ul style="list-style-type: none"> ○ Window 1: New ○ Window 2: Old ○ Window 3: Senior Citizen 		5 minutes 2 minutes 1 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete)

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
2	Proceed to respective window	Interview patient		10 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
3	For New Patients: Claim hospital number	<ul style="list-style-type: none"> For Old/ Returning patients: retrieve chart For New patients: Register patient, make new chart and issue hospital number		5 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco

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					Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
4	Claim queue number and order of payment	Provide queue number and issue order of payment		2 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor

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					Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
5	Pay OPD consult fee	<ul style="list-style-type: none"> Collect payment If with Blue and Yellow Card, proceed to Information for verification	Pasig Resident: Php 30 Non-Pasig Resident: Php 60 Senior Citizen: Less 20%	3 minutes	Cashier: (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)
6	Claim Official Receipt (OR)	Issue Official Receipt (OR)		2 minutes	Cashier: (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño)

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Tabiera, Conchita Pagsanjan)
7	Wait for the queue number to be called			15-20 minutes	
8	Proceed to the respective clinic for signing of certificate by attending physician	Provision of service (consultation)		45 minutes	Medical Officer: Abonita, Diane Valde Adarlo, Franz Arvin Peralta Aficial, Hennalyn Pascua Alano, Loretta Stephanie Dabu Alcasid, Maria Dianne Valenzuela Alejandrino, Martin Pacis Amparo, Vincent Promentila Ricafranca Añes, Maria Cecilia Mayuga Angeles, Patricia Khaye Danao Aniag, Bernadette Louise Teddy Arcinas, Roderick Po Barraquio, Anne Lerpido Binua, Florence Saldua Bulaon, Amalia Campo Cacal, Marla Kaye Tomas Campos, Ronald Augustine Ocubillo

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Caranzo, Annie-Lyn Padua Centeno, Winston San Jose Chan, Christopher Baro Concepcion, Jonathan Don Manio Concepcion, Jorge Mangoba Cruz, Enoch Mariano Canlas Cruz, Julia Mae Yulde Cruz, Noel Catoc De Leon, Donnah Franceska Gruezo Del Rosario, Vilma Sadullo Dela Paz, Katrina Tubig Delos Reyes, Carmina Arriola Estolas, Kristine Sumabat Fabic, Angeli-Jeff Francesca Pedroche Florencio, Ederick Domingo Fontanilla, Mark Anthony Gagalac Foronda, Margaret Lara Fuentes, Anne Nicole Galvez, Arleen Decena Garcia, Eileen Margaret Ablaza Garcia, Korina Blanca Carrillo

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Gardon, Flor May Quebal Gayamat, Ma. Victoria Dimanlig Geronimo, Mateo Andro Ramirez Gonzaga, Valerie Jarabejo Gonzales, Anne Dominique Lazo Gonzales, Juan Paolo Licaycay Guiang, Carlo Nicolas Espiritu Gumarao, Albertson Ricacho Hablo, Marla Kate Carolasan Henaku-Larbi, Nana Akua P. Hugo, Raisa Theresa Adille Ibay, Mila Zaragoza Icaro, Nicole Margareth Isada, Rosario De Gorostiza Jabson, Almario Geronimo Jabson, Justin Ian Alvarez Kho, Stanley Ui Labao, Romeo Ocol Lascano, Jay Joseph Hernandez Libranda, Kathleen Joyce Agawin Licsi, Jorge Caballero Lim, Alvin Che Lim, Senna Sy Lubay, April Ann Alejaga

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Macatbag, Rudalyn Sibayan Madrigal-Dy, Carmela Guerrero Magdayao, John Delfin Austria Mahusay, Julieta Santiago Mahusay, Majorie Ann Miguel Manansala, Mikka Razel Lalata Mangahis, Arjane Danielle O. Manlangit, Jerome Julianne Guzman Marquez, Anthony Alvarez Martinez, Jose Maria De Guzman Martinez, Miguel Justin Leelin Masmela, Eva Duro Mejia, Arrene Mae Manongsong Menor, Vernice Anne Ganatuin Mercado, Mari Chris Humarang Merced, Joel Pecson Milan, Glenn Guzman Miranda, Jennifer Ann Balaton Monreal, Portia Menelia Decano Nuñez, Sean Dennis Bongcales

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Ocampo, Shelly Anne Antonio Ong, Ma. Rowena Lynn Inovero Ong, Trisha Mae Tanjuakio Ordoñez, Nephthalie Rayos Del Sol Padilla, Lourdes Rhoda Reyes Palisoc, Dennis Padua Pasciolco, Mary Anjaneth Mitra Pascua, Michael Anthony Lu Pascual, John Gregor San Buenaventura Piansay, Kennee Deocampo Poblete, Gloria De Leon Portillo, Stephen Pulanco, Leslie Anne Garcia Ramos, Abigail Eunice Sison Ramos, Justiniano Maria Martinez Ranollo, Ma. Neva Luna Batayola Recilla, Elisha Monica Acosta Recio, Cesar Fernandez Reinoso, Alexander Austria Rey, Sherbeth Mae Mercado Rodriguez, Edwin Vasquez

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Rodriguez, Merinel Hernandez Rodriguez, Rizaldy Francisco Sadian, Herson Espedillon Samonte, Vladimir Piguing Sampang, Loraine Isabelle Maguigad Sanchez, Irene Sangil Santos, Ronald Sapaula Santos-Mistica, Rica Ann San Pedro Sibayan, Danyka Danielle Faminialagao Sumayao, Maria Consuelo Hernandez Tan, Imelda Carlos Tan-See, Ann Marie Menghnani Tayzon, Maria Fe Raymundo Teodosio, Lorela Argame Ticzon, Maria Rowena Niña Gonzaga Tison, Nicola Raphaela Rodriguez Tiuseco, Cheryl Tamondong Tolentino, Joalzon Dela Paz Tomas, Alelyn Domingo

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Vazquez, Catherine Anne. Pangilinan Yao, Christy Sy
9	Claim Medical Certificate	Affix dry seal on Medical Certificate Record claim in the logbook			Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
TOTAL:					