



EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

CITIZEN'S CHARTER



HEALTH INFORMATION MANAGEMENT SYSTEM (HIMS)

PAMAAGI: PROSES SA PAGHIMO UG MEDICAL CERTIFICATE OR CONFINEMENT

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Sabado 8:00AM-5:00PM (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanang pasyente (OPD/ER/Admission)
- C. UNSAY MGA KINAHANGLONON: Government issued ID, OPD/ER/In-patient records, charge slips, medical certificate form, official receipts
- D. KADUGAYON: 25 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLOYADO	BAYAD	PORMA
1	Magpabuhay ug <i>Medical Certificate or Confinement</i> sa Window 1 ug mo presenter sa ID	Pangutan-on ang kleyente (OPD, ER, Admission) Pangitaon ang records Kung Naa mo hatag ug <i>charge slip</i>	2 minutos 7 minutos	HIM staff		OPD Record/ER Record/ In-patient Health Record
2	Dawatong ang <i>charge slip</i> ug bayaran didto sa cashier	Pabayron ang kleyente sa cashier Samtang nagbayad pa ang kleyente didto sa cashier,	7 minutos	Cashier	Php 75.00	Charge slip

		a.Taypon ug mohimo ug duha ka kopya b. Ihatud ang live birth sa doctor para pirmahan	7 minutos	HIM Staff		Medical Certificate Form
3	Ipakita ang Resibo Dawaton ang <i>Medical Certificate</i>	Ihatag ang usa ka kopya ug hiposon ang ikaduhang kopya	2 minutos	HIM staff		Resibo Medical Certificate
END OF TRANSACTION						

PAMAAGI: PAG PROSESO SA LIVE BIRTH CERTIFICATE

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-Sabado 8:00AM-5:00PM (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Ginikanan nga nanganak niining hospital
- C. UNSAY MGA KINAHANGLONON: Kopya sa Marriage certificate (kasado nga ginikanan) or Resident certificate (Cedula) of Parents (dili kasado nga ipadala ang apelyedo sa amahan)
- D. KADUGAYON: 1 ka semana og 47 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	Sulatan ang <i>Live birth Draft</i>	Interbyuhon ug ikumpirmar ang mga nahasulat kun insakto ba	15 minutos	Ward midwife /Nurse	None	Live birth draft copy
2	Ihatag ang <i>live birth draft</i> sa HIM nga opisina (Window 2)	Dawaton ug ibalhin sa orihinal nga porma		HIM staff		Live birth draft

	Basahon ug tsekon kun insakto ba tanan ang nakabutang	Kung walay sayop i-print ang upat (4) ka kopya	25 minutos			Official live birth form
3	Pirmahe	Pirmahe	2 minutos	HIM staff		Official live birth form and AUSF (Unmarried parents)
4	Dawaton ang inpormasyon kun kanus-a balikon ang <i>live birth certificate</i>	Ihatud sa doctor para pirmahan Pabalikon ang kleyente sulod sa usa ka semana	3 minutos 1 ka semana	HIM staff; Client (para sa Private nga doktor)		Official live birth certificate
5	Kuhaon ang live birth certificate	Ihatag ang live birth certificate	2 minutos			
END OF TRANSACTION						

Prepared by:

JOSEPH DENNIS A. ADLAWAN, RN, MAN



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HEALTH INFORMATION MANAGEMENT SYSTEM (HIMS)



PROCESS: PREPARATION AND ISSUANCE OF MEDICAL CERTIFICATE OR CONFINEMENT

F. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Saturday 8:00AM-5:00PM (No Noon Break)

G. WHO MAY AVAIL OF THE SERVICE: All Patients

H. WHAT ARE THE REQUIREMENTS: Government issued ID, OPD/ER/In-patient records, charge slips, medical certificate form, official receipts

I. DURATION: 25 minutes

J. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Request For Medical Certificate at window 1 by presenting valid ID or bring Medical certificate note from the Doctor or Ward nurse	Ask the client for type of encounter (OPD, ER, Admission) Retrieve medical records If available, issue charge slip	2 minutes 7 minutes	HIM staff		OPD Record/ER Record/ In-patient Health Record
2	Receive charge slip and pay to cashier	Let client pay to cashier While client is paying to cashier a. Encode data and produce certificate in duplicate b. Forward certificate to the	7 minutes	Cashier HIM staff	Php 75.00	Charge slip Medical Certificate Form

		attending physician for review and signature	7 minutes			
3	Present the Official Receipt Receive the Medical Certificate	Release 1 copy and file the other copy	2 minutes	HIM staff		Official Receipt Medical Certificate
END OF TRANSACTION						

PROCESS: _ Preparation of Live Birth Certificate

- A. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Saturday 8:00AM-5:00PM (No Noon Break)
- B. WHO MAY AVAIL OF THE SERVICE: Parent of delivered babies from this Hospital
- C. WHAT ARE THE REQUIREMENTS: Photocopy of Marriage certificate (Married Parents) or Resident certificate (Cedula) of Parents (Unmarried Parents whose father Surname to be use by the baby)
- D. DURATION: 1 week and 47 minutes
- E. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEE	FORM
1	Accomplish Live birth Draft copy	Interview, data verification and validation	15 minutes	Ward midwife /Nurse	None	Live birth draft copy
2	Endorse live birth draft to HIM Office (Window 2) Review and double check	Receive and encode/transcribe data to official form If all information are correct print	25 minutes	HIM staff		Live birth draft

	for the data	four (4) copies				Official live birth form
3	Affix signature	Affix signature	2 minutes	HIM staff		Official live birth form and AUSF (Unmarried parents)
4	Receive notice when to claim live birth certificate	Endorse to Attending Physician for signature Inform the client to go back after 1 week.	3 minutes 1 week	HIM staff; Client (for Private physician)		Official live birth certificate
5	Claim Live birth certificate	Release Live birth certificate	2 minutes			Official live birth certificate
End of Preparation of Live Birth Certificate						

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