

CITIZEN'S CHARTER SERVICE GUIDE



PASIG CITY CHILDREN'S HOSPITAL-CHILD'S HOPE
 PLP COMPOUND, INDUSTRIA ST. COR. ALCALDE JOSE ST., KAPASIGAN, PASIG CITY
 TEL. NO. (02) 643-2222

Frontline Service

Securing Hospital Certificate of Live Birth

Description of Service

The Pasig City Children's Hospital Birth Certificate as requirement for registration to the Local Civil Registry Office.

Office or Division:	Medical Records Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Parents/relatives of new born child

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card validating relationship to babies	1. Government issuing agencies of identification cards
2. Authorization Letter duly signed by parents/relatives with photocopy of ID's (If representative)	2. Parents/relatives and government issuing agencies of identification cards

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for birth certificate of new born	Operating Room 2nd Floor		1 minute	Parents/Relatives

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Get information to be filled-out in birth certificate form	Operating Room 2nd Floor		3 minutes	OR Nurse on Duty
3	Incorporate birth certificate fee in the hospital bill	Operating Room 2nd Floor	Refers to billing for process of bill	2 minutes	OR Nurse on Duty
4	Bring the birth certificate to the attending physician for signing	Operating Room 2nd Floor		5 minutes	OR Nurse on Duty
5	Sign Birth certificate	Operating Room 2nd Floor		3 minutes	OR Nurse on Duty/OB Gyne
6	Forward the death certificate to Medical Records	Operating Room 2nd Floor		5 minutes	OR Nurse on duty
7	Interview the birth informant and Prepares birth certificate	Medical Records Department		10 minutes	Medical Records Clerk
8	Issue birth certificate to parents/relatives to be registered to Local Civil Registry	Medical Records Department		5 minutes	Medical Records Clerk
TOTAL/MAXIMUM OF DURATION PROCESS:				30-35 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Customer Feedback and Complaints form will be available to all patients/relative from the Out-Patient Department (OPD). Those who are willing to participate will drop their feedback in the secured box in the OPD Sample Collection.
How feedback is processed	Sample collected are then endorsed to the Hospital Administration Office for evaluation and corrective action
How to file a complaint	Using complaint form from Information section to be forwarded to office of Administrative Office.
How complaints are processed	<ol style="list-style-type: none">1. Validating of complaints2. Calling for attention of personnel/dept. being complained.3. Resolving complaints.
Contact Information	(02) 8643-2222 Local 610