

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 Death Certificate (Form # 103)

Description of Service

The Pasig City Children's Hospital Death Certificate as requirement for burial and other purposes.

Office or Division:	Medical Records Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Bereaved relatives of expired patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card validating relationship to deceased	1. Government issuing agencies of identification cards
2. Authorization Letter duly signed by deceased 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 death certificate of deceased relative	Nurse Station at Wards and Emergency Room		1 minute	Deceased Relative/Nurse on Duty
2	Get information to be filled-up in death certificate form	Nurse Station at Wards and Emergency Room		3 minutes	Nurse on Duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Incorporate death certificate fee in the hospital bill	Nurse Station at Wards and Emergency Room	Refers to billing for process of bill	2 minutes	Nurse on Duty
4	Bring the death certificate to the attending physician for signing	Nurse Station at Wards and Emergency Room		5 minutes	Nurse on Duty
5	Sign death certificate	Nurse Station at Wards and Emergency Room		3 minutes	Physician on Duty (Pronounced)
6	Forward the death certificate to Medical Records	Nurse Station at Wards and Emergency Room		5 minutes	Nurse of duty/Runner Nurse on Duty
7	Prepares death certificate	Medical Records Department		10 minutes	Medical Records Clerk
8	Issue death certificate to relative	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