

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 Medical Certification and Certified True Copy of Records

Description of Service

The Pasig City Children's Hospital Certified True Copy of Records as requirement for billing assistance and other purposes. (MGH Bundle) In line with the current set-up for Admitted Patients (Covid)

Office or Division:	Medical Records Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Relative or guardian of admitted patients.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Identification Card validating relationship to patients	1. Government issuing agencies of identification cards

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	May Go Home Bundle for Certified True Copy and / or Dry Seal are incorporate to the hospital bill such as (Medical Cert., Clinical Abstract, Discharge Summary and Course in the ward)	Medical Records Department 6 th Floor		2 minutes	Medical Records Clerk
2	Nurse on Duty endorsed on the doctor's in charge these MGH bundle documents for fill-put	Nurse Station at Wards		5 minutes	Nurse on duty

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	upon discharge.				
3	Doctor's in-charge filled out and signed the forms in duplicate copies	Nurse Station at Wards		15 minutes	Doctor's on Duty
4	Nurse on Duty forwarded the filled and signed documents to the medical records section	Nurse Station at Wards		3 minutes	Runner/Nurse on Duty
5	Medical Records staff received the copy of attachment to patient's chart	Medical Records Section 6 th Floor		5 minutes	Medical Records Clerk
6	One Copy of MGH bundle documents to be certified and signed by the Section Head	Medical Records Section 6 th Floor		2 minutes	Medical Records Clerk
7	Certified True Copies are endorsed to Nurse on Duty for release to patient/relative	Medical Records Section 6 th Floor		3 minutes	Medical Records Clerk
TOTAL/MAXIMUM OF DURATION PROCESS:				30-35 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	
How feedback is processed	
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