



Citizen's CHARTER

DR. CATALINO GALLEGO NAVA PROVINCIAL HOSPITAL

1) ISSUANCE OF MEDICAL CERTIFICATE FOR IN-PATIENT

MEDICAL RECORDS SECTION

About the services:

Keep custody of Patient records; preparation of Hospital Census Report;
Issuance of Medical, Medico-Legal, Confinement, Birth and Death Certificates

Requirements: Request from authorized party

Fees/Charges :

P 10.00
P 50.00 for insurance / private company

How to avail of the services:

For more information please contact the Administrative Officer:

Ms. Divine Grace M. Villanueva and
Records Officer **Ms. Joy G. Alegado**
Tel No. 237 - 1492

For complaints and suggestion please contact the Chief of Hospital:

Dr. Bobby J. Yoro
Tel: 237-1492

Follow these Steps	It will take you	Please approach
1. Proceed to the Medical Records Office and present request for issuance of Medical Certificate (if applicable) or state purpose of request. Present valid ID.	1 minute	Medical Records Officer/ Clerk
2. Interview patient/folks to establish the purpose of request	1 minute	Medical Records Clerk/Officer
3. Accomplish request form	1-2 minutes	Medical Records Clerk/Officer
4. Proceed to cashier for payment	3-5 minutes	Cashier
5. Present official receipt to the Medical Records Clerk and photocopy of valid ID.	Less than 1 minute	Medical Records Clerk/ Officer
6. Prepares medical certificate and forward to the attending physician for review and signature	Under normal situation: 1-2 hours	Medical Records Officer/ Clerk
7. Records in the logbook; requires requesting party to sign before releasing the Medical Certificate	2-3 minutes	Medical Records Officer/Clerk
Total Time	1 hour & 14 minutes – 2 hours 13 minutes	

Guimaras Provincial Hospital Citizen Charter

2) ISSUANCE OF MEDICAL CERTIFICATE FOR OUT-PATIENT

Requirements : Request from authorized party

Fees/Charges :

P 10.00
P 50.00 for insurance / private company

How to avail of the services:

Follow these steps	It will take you	Please approach
1. Present request for issuance of Medical Certificate.	1 minute	Medical Records Officer/Clerk
2. Submit self for interview to establish identity and know the reason of request and receive further instruction. Present valid ID.	2-4 minutes	Medical Records Officer/Clerk
3. Upon instruction proceed to the OPD to secure chart of patient.	5 minutes	OPD Clerk-on-Duty
4. Present OPD Chart to Medical Records Officer/Clerk; accomplishes request form.	3 minutes	Medical Records Officer/Clerk
5. Proceed to Cashier for payment of Processing Fee.	Under normal condition: 5-8 minutes	Cashier
6. Return to the Records Section and present Official Receipt, request form and photocopy of valid to the Medical Records Clerk/ Officer	5 minutes	Medical Records Officer/Clerk
7. Medical Certificate prepared and presented to the attending physician for review and signature.	Under normal condition; 1-2 hours	Medical Records Officer/Clerk
8. Medical certificate released to requesting party after signing the logbook.	1 – 2 minutes	Medical Records Officer/Clerk
Total Time	1 hour & 22 minutes – 2 hours & 28 minutes	

Guimaras Provincial Hospital Citizen Charter

3) ISSUANCE OF CONFINEMENT CERTIFICATE

Requirements : Request from authorized party

Fees/Charges :

P 10.00 financial assistance
P 50.00 for insurance / private company

How to avail of the services:

Follow these Steps	It will take you	Please approach
1. Proceed to the Medical Records Office and submit self for interview to establish identity and know the reason of request. Present valid Identification Card.	1 minute	Medical Records Officer/ Clerk
2. Accomplish request form	1-2 minutes	Medical Records Clerk/ Officer
3. Proceed to cashier for payment	3-5 minutes	Cashier
4. Present official receipt to the Medical Records Clerk and photocopy of valid ID.	Less than 1 minute	Medical Records Clerk/ Officer
5. Prepares confinement certificate and forward to the Records Officer for review and signature	Under normal situation: 1-2 hours	Medical Records Officer/ Clerk
6. Records in the logbook; requires requesting party to sign before releasing the Medical Certificate	2-3 minutes	Medical Records Officer/ Clerk
Total Time	1 hour & 14 minutes – 2 hours 13 minutes	

Guimaras Provincial Hospital Citizen Charter

4) ISSUANCE OF DEATH CERTIFICATE

Requirements:

1. Discharge Clearance
Valid ID of patient (senior citizen) or MDR

Fees/Charges:

P 30.00

How to avail of the services:

Follow these steps	Time	Person Responsible
1. Endorses draft copy and official Death Certificate copy duly signed by the Attending Physician	1 minute	Nursing Service Clerk
2. Receives draft copy and official Death Certificate copy. Forward to Dr. Solidum / Dr. Lopez for review of Causes of Death.	15 minutes	Medical Records Clerk
3. Reviews entries; transcribes data from the draft copy into the official form of Death Certificate; signs official form of Death Certificate	10 minutes	Medical Records Officer
4. Proceed to cashier for payment of Death Certificate	5-10 minutes	Cashier
5. Records in the Death Logbook; requires authorized party to sign before releasing the Death Certificate	3-5 minutes	Medical Records Officer / Clerk
6. Instructs authorized party regarding Registration and files draft copy	3-5 minutes	Medical Records Officer/ Clerk
Total Time	30-50 minutes	

Guimaras Provincial Hospital Citizen Charter

5) ISSUANCE OF BIRTH CERTIFICATE

Requirements:

1. Machine copy of marriage contract
Community Tax Certificate and Valid I.D. (for unwed)

Fees/Charges:

P 50.00

How to avail of the services:

Follow these steps	Time	Person Responsible
1. Endorses draft copy and official Birth Certificate copy duly signed by the Attending Physician	1 minute	Nursing Service Clerk
2. Receives draft copy and official Birth Certificate copy	1 minute	Medical Records Officer / Clerk
3. Reviews entries; transcribes data from the draft copy into the official form of Birth Certificate; signs official form of Birth Certificate	10 minutes	Medical Records Officer
4. Prepares Transmittal Letter	15-20 minutes	Medical Records Officer
5. Forwards official Birth Certificate to Local Civil Registrar's Office for Registration	½ day	Medical Records Officer
6. Files official copy of Transmittal Letter and draft copy of Birth Certificate	1-2 minutes	Medical Records Officer
Total Time	½ day & 28 minutes – ½ day & 34 minutes	

Guimaras Provincial Hospital Citizen Charter