

Office/Division	Step	Step by Step		Person Responsible	Maximum Waiting Time	Requirements/ Supporting Documents	Fees Collected if any	Location
		Client	Service Provider					
<b>AGLIPAY DISTRICT HOSPITAL</b>  <b>1. ADMINISTRATIVE SERVICES</b>  a. Issuing Birth Certificate	1	Fill-out Request Form and Birth Certificate Entry Form	- Assist Client in filling-up the forms -Submit the forms filled-up by the client together with the Patient's Medical Record to Administrative Office.	Midwife on Duty/Nurse on Duty	3 mins.  2 mins.	Accomplished Request Form and Birth Certificate Entry Form Patient's Medical Record		Nurse's Station ADH Main Building
	2	Wait while the ADH Employee prepares the birth certificate	-Prepares the Birth Certificate and bring to attending physician on duty for signature -Prepare charge slip	John Michael D. Doncillo <i>Encoder</i> Rodelyn E. Bautista <i>Admin. Asst. I</i>	7 mins.  2 mins.			Administrative Building
	3	Pay the Certificate fee at Cashier's Office	-Receives payment and issue OR	Jenelyn C. Joaquin <i>Cashier II</i>	3 mins.	Official Receipt	20.00	
	4	Receives the Birth Certificate and proceed to Local Civil Registry Office at San Leonardo, Aglipay, Quirino for Registration	Enters pertinent data on Birth Certificate Registry and release the certificate	Marites L. Guillermo <i>Records Officer Designate</i>	3 mins.			
<b>b. Issuing Death Certificate</b>	1	Fill-out Request Form	-Assist client in filling-up the request form - Submit Request Form together w/ the patient's Medical Record to Admin. Office.	Midwife/Nurse on Duty  Midwife/Nurse on Duty	2 mins.  2 mins.	Accomplished Request Form Patient Medical Record		Nurse's Station Main Building
	2	Wait while the ADH employee prepares the Death Certificate	Wait while the ADH employee prepares the Death Certificate	John Michael D. Doncillo <i>Encoder</i> Rodelyn E. Bautista <i>Admin. Asst. I</i>	5-10 mins.	-Prepares the Death Certificate and bring to attending physician for signature -Prepares charge slip		Administrative Building


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	3	Pay the Certificate Fee at Cashier's Office	-Receives payment and issue OR	Jenelyn C. Joaquin <i>Cashier II</i>	2 mins.			Cashier's Office Adm. Building
	4	Receive the Death Certificate and proceed to Local Civil Registry office at San Leonardo, Aglipay, Quirino for registration	-Enters pertinent data on the Death Certificate Registry and release the Death Certificate	Marites L. Guillermo <i>Records Officer Designate</i>	3 mins.			
	<b>c. Enrollment to Point of Care</b>		1	Admitted Patient to ward	Check membership at HCI Portal	10 mins.		
	2	Submit the ff. documents: - Cert. of Indigency * Patient is the member -Marriage Contract *Patient is the dependent - Birth Cert. in the absence of the above requirements secure any of the following: Voter's ID, Voter's Certification, Any valid ID	Receives the requirements and enroll to Point of Care	John Michael D. Doncillo <i>Encoder</i>  Eleanor A. Bagbaguen <i>PHIC Processor</i>	10-20 mins.	- Cert. of Indigency - Marriage Contract - Birth Certificate - Any valid ID		
	3	Accomplish/Sign CF1,CF2,PMRF, SOA	Prepare the ff. documents & assist client in filling-up CF1,CF2,PMRF,SOA		5-7 mins.	Forms-CF1,CF2,PMRF,SOA		
<b>d. Issuing Medical Certificate (In Patient and Out Patient)</b>	1	Fill-out Request Form	-Receives Accomplished Request Form and Retrieve Patient Medical Record -Endorse to Administrative Office	Marites L. Guillermo <i>Records Officer Designate</i> (In-patient Client) / OPD Staff (Out Patient client)	3-5 mins.			Medical Records Office Main Building
	2	Wait while the ADH Staff in-charge prepared the Medical Certificate	-Prepares the Medical Certificate (Encoding and Printing) and enter Control No.	John Michael D. Doncillo John Eyre P. Patac Marites L. Guillermo Rodelyn E. Bautista	5 mins.			Administrative Office

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			-Prepares Charge Slip					
	3	Pay Certification Fee	-Receives payment and issue OR -Receives Medical Certificate and bring to attending physician for signature	Jenelyn C. Joaquin  MOD/NOD	2 mins.  3 mins.		20.00	Cashier's Office
	4	Present OR and receive the Medical Certificate	-Releases Medical Certificate and endorse file copy at the adm. Office	MOD/NOD	2 mins.			

**SERVICE PLEDGE:**


We the employees of the Aglipay District Hospital pledge to deliver quality public services as promised in this Citizen's Charter. We will provide prompt and reliable service to our client.

  
**JANETTE L. LABAYOG**  
 Administrative Officer V

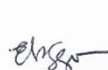
  
**JENELYN C. JOAQUIN**  
 Cashier II

  
**NENITA C. ATALIN**  
 Storekeeper I


  
**RODELYN E. BAUTISTA**  
 Administrative Assistant I


  
**ISMAEL C. ANCHETA**  
 Bookbinder I

  
**MARITES L. GUILLERMO**  
 Records Officer Designate

  
**ELEANOR A. BAGBAGUEN**  
 PHIC Processor

  
**MA. TERESA J. GARCIA**  
 Billing Officer Designate

  
**JOHN MICHAEL D. DONCILLO**  
 Computer Operator/PHIC Processor

  
**JOHN EYRE P. PATAC**  
 Computer Operator

  
**MARILYN B. PEDRO, M.D.**  
 Chief of Hospital I

**ADH**

**ADH**