### 1. Administrative Services

#### a. Issuing Birth Certificate

<table>
<thead>
<tr>
<th>Step</th>
<th>Client</th>
<th>Service Provider</th>
<th>Person Responsible</th>
<th>Maximum Waiting Time</th>
<th>Requirements/Supporting Documents</th>
<th>Fee Collection (%)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Request Form and Birth Certificate Entry Form</td>
<td>- Assist Client in filling-up the forms</td>
<td>Midwife on Duty/Nurse on Duty</td>
<td>3 mins.</td>
<td>Accomplished Request Form and Birth Certificate Entry Form</td>
<td>0%</td>
<td>Nurse’s Station ADH Main Building</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Submit the forms filled-up by the client together with the Patient’s Medical Record to Administrative Office</td>
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<tr>
<td></td>
<td></td>
<td>- Prepare charge slip</td>
<td></td>
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</tr>
<tr>
<td>2</td>
<td>Wait while the ADH Employee prepares the birth certificate</td>
<td>- Prepares the Birth Certificate and bring to attending physician on duty for signature</td>
<td>John Michael D. Doncillo Encoder</td>
<td>7 mins.</td>
<td>Administrative Building</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>- Prepare charge slip</td>
<td>Rodelyn E. Bautista Admin. Asst.</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay the Certificate fee at Cashier’s Office</td>
<td>- Receives payment and issue OR</td>
<td>Janelyn C. Joaquin Cashier II</td>
<td>3 mins.</td>
<td>Official Receipt</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receives the Birth Certificate and proceed to Local Civil Registry office at San Leonards, Aglipay, Quirino for registration</td>
<td>- Enters pertinent data on the Death Certificate Registry and release the Death Certificate</td>
<td>Guillermo Bagbaguen PHIC Processor</td>
<td>3 mins.</td>
<td></td>
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</tr>
</tbody>
</table>

#### b. Issuing Death Certificate

<table>
<thead>
<tr>
<th>Step</th>
<th>Client</th>
<th>Service Provider</th>
<th>Person Responsible</th>
<th>Maximum Waiting Time</th>
<th>Requirements/Supporting Documents</th>
<th>Fee Collection (%)</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Request Form</td>
<td>- Assist Client in filling-up the request form</td>
<td>Midwife/Nurse on Duty</td>
<td>2 mins.</td>
<td>Accomplished Request Form and Retrieve Patient Medical Record</td>
<td>0%</td>
<td>Nurse’s Station ADH Main Building</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Submit Request Form and Retrieve Patient Medical Record to Admin. Office</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Prepare charge slip</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>2</td>
<td>Wait while the ADH Employee prepares the Death Certificate</td>
<td>- Prepares the Death Certificate and bring to attending physician on duty for signature</td>
<td>John Michael D. Doncillo Encoder</td>
<td>5-10 mins.</td>
<td>Administrative Building</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Prepare charge slip</td>
<td>Rodelyn E. Bautista Admin. Asst.</td>
<td></td>
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</tr>
</tbody>
</table>

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### 2. Entry Form

- **Aglipay District Office/Division**
- **Step by Step**
- **Person Responsible**
- **Location**

**1.** Fill-out Request Form and Birth Certificate Entry Form
- **Service Provider:** Midwife on Duty/Nurse on Duty
- **Maximum Waiting Time:** 3 mins.
- **Requirements/Supporting Documents:** Accomplished Request Form and Birth Certificate Entry Form, Patient’s Medical Record
- **Location:** Nurse’s Station ADH Main Building

**2.** Wait while the ADH Employee prepares the birth certificate
- **Service Provider:** Midwife/Nurse on Duty
- **Maximum Waiting Time:** 2 mins.
- **Requirements/Supporting Documents:** Accomplished Request Form and Birth Certificate Entry Form, Patient’s Medical Record
- **Location:** Nurse’s Station ADH Main Building

**3.** Pay the Certificate Fee at Cashier’s Office
- **Service Provider:** Janelyn C. Joaquin Cashier II
- **Maximum Waiting Time:** 2 mins.
- **Requirements/Supporting Documents:** Cashier’s Office
- **Location:** Cashier’s Office ADH Building

**4.** Receive the Death Certificate and proceed to Local Civil Registry office at San Leonards, Aglipay, Quirino for registration
- **Service Provider:** Marites L. Guillermo Records Officer Designate
- **Maximum Waiting Time:** 3 mins.
- **Requirements/Supporting Documents:** Cashier’s Office
- **Location:** Cashier’s Office ADH Building

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### 3. Enrollment to Point of Care

<table>
<thead>
<tr>
<th>Step</th>
<th>Client</th>
<th>Service Provider</th>
<th>Person Responsible</th>
<th>Maximum Waiting Time</th>
<th>Requirements/Supporting Documents</th>
<th>Fee Collection (%)</th>
<th>Location</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Admitted Patient to ward</td>
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<td>2</td>
<td>Submit the following: - Cert. of Indigency * Patient is the member of 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</td>
<td>- Receives the requirements and enroll to Point of Care</td>
<td>John Michael D. Doncillo Encoder</td>
<td>10-20 mins.</td>
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<td></td>
<td></td>
<td>- C. of Indigency, Marriage Contract, Birth Certificate, Any valid ID</td>
<td>Eleanor A. Bagbaguen PHIC Processor</td>
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<tr>
<td>3</td>
<td>Accomplish/Sign CF1,CF2,PMF, SOA</td>
<td>Prepare the ff. documents &amp; assist client in filling-up CF1,CF2,PMF,SOA</td>
<td></td>
<td>5-7 mins.</td>
<td></td>
<td></td>
<td>Forms: CF1,CF2,PMF,SOA</td>
</tr>
</tbody>
</table>

### 4. Issuing Medical Certificate

**1.** Fill-out Request Form
- **Service Provider:** John Michael D. Doncillo Encoder
- **Person Responsible:** Rodelyn E. Bautista Admin. Asst. I
- **Maximum Waiting Time:** 3 mins.
- **Requirements/Supporting Documents:** Accomplished Request Form and Retrieve Patient Medical Record
- **Location:** Nurse’s Station ADH Main Building

**2.** Wait while the ADH Staff in charge prepared the Medical Certificate
- **Service Provider:** John Michael D. Doncillo Encoder
- **Person Responsible:** Erye P. Pitas
- **Maximum Waiting Time:** 5 mins.
- **Requirements/Supporting Documents:** Patient Medical Record Department, Endorse to Administrative Office
- **Location:** Medical Records Office Main Building

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### 5. Step by Step

- **Entry Form**
- **Certificate Fee**
- **Payment and Issue OR**
- **Cashier’s Office**
- **Office/Division**
- **Location**

**1.** Fill-out Request Form and Birth Certificate Entry Form
- **Service Provider:** Midwife on Duty/Nurse on Duty
- **Person Responsible:** Janelyn C. Joaquin Cashier II
- **Maximum Waiting Time:** 3 mins.
- **Requirements/Supporting Documents:** Cashier’s Office
- **Location:** Cashier’s Office ADH Building

**2.** Wait while the ADH Employee prepares the birth certificate
- **Service Provider:** Midwife/Nurse on Duty
- **Person Responsible:** John Michael D. Doncillo Encoder, Rodelyn E. Bautista Admin. Asst. I
- **Maximum Waiting Time:** 2 mins.
- **Requirements/Supporting Documents:** Nurse’s Station ADH Main Building
- **Location:** Nurse’s Station ADH Main Building

**3.** Pay the Certificate Fee at Cashier’s Office
- **Service Provider:** Janelyn C. Joaquin Cashier II
- **Person Responsible:** Cashier’s Office
- **Maximum Waiting Time:** 2 mins.
- **Requirements/Supporting Documents:** Cashier’s Office
- **Location:** Cashier’s Office ADH Building

**4.** Receive the Death Certificate and proceed to Local Civil Registry office at San Leonards, Aglipay, Quirino for registration
- **Service Provider:** Marites L. Guillermo Records Officer Designate
- **Person Responsible:** Cashier’s Office
- **Maximum Waiting Time:** 3 mins.
- **Requirements/Supporting Documents:** Cashier’s Office
- **Location:** Cashier’s Office ADH Building
<table>
<thead>
<tr>
<th>Office/Division</th>
<th>Step</th>
<th>Client</th>
<th>Service Provider</th>
<th>Person Responsible</th>
<th>Maximum Waiting Time</th>
<th>Requirements/Supporting Documents</th>
<th>Fees</th>
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<td>Pay Certification Fee</td>
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<td>- Receives Medical Certificate</td>
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<td>and bring to attending physician</td>
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<td>Jenelyn C. Joaquin</td>
<td>MOD/NOD</td>
<td>2 mins.</td>
<td>20.00</td>
<td>Cashier's Office</td>
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<td>4</td>
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<td>MOD/NOD</td>
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<td>Present OR and receive the</td>
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<td>Medical Certificate</td>
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<td>- Receives Medical Certificate</td>
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<td>MOD/NOD</td>
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</tbody>
</table>

**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