

## 5. Health Information Management Office Services

### 5.1 Issuance of Death Certificate

This service caters request for death certificates. This is available from Monday to Friday, 8:00 AM to 5:00PM

<b>Office or Division:</b>		St. Paul Hospital		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government-to-Citizen		
<b>Who may avail:</b>		All Out-Patients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate Draft Form		Out Patient Department / In Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of the Death Certificate	1.1 Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Patient	None	10 Minutes	<i>Nurse on Duty</i> Emergency Room
	Fill-up the Death Certificate Draft Form			

2. Answer pertinent question	2.1 Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others)	None	10 Minutes	<i>Attending Physician</i> St.Paul Hospital
	2.2 Checks completeness of data entry and forwards the Death Certificate Draft Form to the Health Information Management Unit.		10 Minute	<i>Nurse on Duty</i>

3. Reviews and signs official death certificate	Receives the Death Certificate Draft Form/ medical records of the deceased patient	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
	Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/ using typewriter.		10 Minutes	
	Presents the Death Certificate (4 copies) to the attending physician and patient's relative for review and signature.		10 Minute	

4. Receives a copy of the charged slip	Prepares one copy of the charge slip and instructs the requesting party to pay the fee to the cashier.	None	5 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
5. Proceeds to the cashier and pays the fee. Receives official receipt and proceeds to HIMU.	Receives payment and prepares official receipt Note: If the requesting part is unable to pay, advises them to proceed to the Social Welfare Officer.	Php 50.00	10 Minutes	<i>Cashier</i>

6. Presents official receipt, acknowledges acceptance of 4 copies of the Death Certificate and signs in the logbook.	Releases 4 copies of the Death Certificate to the nearest kin of the deceased, ask to sign the registry/ logbook and advice the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate.	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
<b>TOTAL</b>			1 Hour and 25 Minutes	

## 5.2 Issuance of Birth Certificate

This service caters request for medical certificate and medical abstract. This is available from Monday to Friday, 8:00 AM to 5:00PM

<b>Office or Division:</b>	St. Paul Hospital			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
If Married: Marriage Contract ( <i>1 photocopy</i> ) Nonmarried: Community Tax Certificate of both Parents		Clients		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and review of the Birth Certificate Draft form and affixes signatures	Interviews patient and verifies whether patient is literate or not.	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
	For Married Parents: 1. The draft of the birth certificates shall be accomplished by either the mother, father of the nearest kin of the child.		10 Minutes	
	2. The medical records clerk will provide and verify from		5 Minutes	

	<p>the informant the accomplished form.</p> <p>3. The accomplished form shall then be forwarded to the Medical Records Service for encoding/ typing.</p> <p>4. Check and Attached one (1) photocopy of Marriage Certificate</p>		<p>10 Minutes</p> <p>5 minutes</p>	
<b>Total</b>			40 Minutes	
	<p>For Non-Married Parents:</p> <p>1. Draft of the birth certificate shall be accomplished either the mother or the father of the child.</p> <p>2. The medical records clerk will provide and verify from the</p>	None		<p><i>Medical Records Officer / Clerk</i> Medical Records</p>

	<p>informant the accomplished form.</p> <p>3. The accomplished form shall then be forwarded to the Medical Records Service for encoding/ typing.</p> <p>4. Indicate Community Tax Certificate of both parents.</p>			
2.Reviews and signs official birth certificate	<p>2.1 Transcribes data from the draft form into the official form (3 copies) using the PhilCris Version 4.0 system, forward the same to the parent for review and checking.</p> <p>Note: If there are corrections, the Medical Records Officer/ Clerk will correct the item.</p>	None	20 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
	2.2 Reviews and signs the Official Birth Certificate	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records



	2.3 Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/ Clerk.	None	10 Minutes	<i>Medical Officer/ Attending Physician Delivery Room</i>
3. Receives a copy of the charged slip.	3.1 Prepares one copy of the charged slip and instruct the requesting party to pay the fee to the cashier.	None	5 Minutes	<i>Medical Records Officer / Clerk Medical Records</i>
4. Proceeds to the cashier and present charged slip. Receives official receipt and proceeds to Medical Records clerk.	4.1 Receives payment and issues official receipt. Note: If patient is unable to pay, advises patient to proceed to the Administrative Officer V.	Php 75.00 if married, Php 100.00 for non-married	5 Minutes	<i>Cashier</i>
5. Present official receipt and receives 4 copies of original Official Birth Certificate and signs the birth registry.	Releases birth certificate, advice the parents and ask the parents to sign the registry/ logbook.  Parent advised/ informed that Birth Certificate of the child must be registered with the Local Civil Registrar before	None	5 Minutes	<i>Medical Records Officer / Clerk Medical Records</i>

	one (1) month after birth to avoid late registration.			
	<b>TOTAL</b>	<b>None</b>	<b>55 minutes</b>	

### 5.3 Issuance of Medical Certificate and Medical Abstract

This service caters request for medical certificate and medical abstract. This is available from Monday to Friday, 8:00 AM to 5:00PM

<b>Office or Division:</b>	St. Paul Hospital			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All Out-Patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Form (1)			Out Patient Department / In Patient	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the issuance of medical abstract/ medical/ medico-legal certificate. Submit duly accomplished, Request for copy of Medical Records  Note: For Medical Certificate and Medical Abstract:	1.1 Interviews patient to establish identity and to know the reason for the request and require the patient/ authorized party to accomplished the request for copy of Medical Records	None	10 Minutes	<i>Medical Records Officer/ Clerk</i> Medical Records
	1.2 Receives accomplished request for copy Medical Records	None	5 Minute	<i>Medical Records Officer/ Clerk</i> Medical Records

Request for Medical Certificate and Medical Abstract.	1.3 Searches and Retrieves for the Outpatient chart/medico-legal chart/ admission chart.	None	20 Minutes	<i>Medical Records Officer/ Clerk Medical Records</i>
	1.4 Prepares 2 copies of Medical Abstract and Medical Certificates.	None	10 Minutes	<i>Medical Records Officer/ Clerk Medical Records</i>
2. Receives a copy of the charged slip.	2.1 Prepares one copy of the charge slip form and instructs the requesting party to pay fee to the Cashier.	None	5 Minute	<i>Medical Records Officer/ Clerk Medical Records</i>
3. Proceeds to the cashier and pays the corresponding fee.  Receives official receipt and proceeds to Medical Records.	3.1 Receives payment and issues Official Receipt.  Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as Indigent patient, no fees to be collected. Note: For medical abstract, payment is not required.	Php 75.00 Medico-Legal Certificate; Php 75.00 Medical Abstract; Free PWD/ Senior Citizen	5 Minutes	<i>Cashier</i>
			5 Minutes	<i>Cashier</i>

4. Presents the Official Receipt/ Charged Slip to the Medical Records Clerk/ Officer	4.1 Forwards certificate and medical records to the attending physician for review and signature.	None	10 Minutes	<i>Medical Records Officer/ Clerk</i> Medical Records
	4.2 Records the certificate in the Medical Abstract Registry and/ or Medical Certificate Registry and/or Medico-Legal Registry.	None	20 Minutes	<i>Medical Records Officer/ Clerk</i> Medical Records
5. Receives one original copy of the certificate and signs on the Registry/ Logbook	5.1 Releases of Certificate, Asks patient and/ or requesting party to sign in, and release one original copy of the certificate and advise patient	None	5 Minute	<i>Medical Records Officer/ Clerk</i> Medical Records
	Total	None	1 hour and 35 minutes	

### 5.4 Issuance of Medico-Legal Request

<b>Office or Division:</b>	St. Paul Hospital			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government-to-Citizen			
<b>Who may avail:</b>	All Out-Patients (Pasyente)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Documents – Please refer to specific record requested		Out Patient Department / In Patient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Issuance of Medico - Legal</b>				
1. Request for the issuance of medical abstract/ medical/ medico-legal certificate. Submit duly accomplished, Request for copy of Medical Records  Note:	Interviews patient to establish identity and to know the reason for the request and require the patient/ authorized party to accomplished the request for copy of Medical Records.	None	10 Minutes	<i>Medical Records Officer/ Clerk</i>  St. Paul Hospital

For Medico – Legal Certificate from the Chief of Police or other authorities signed by the head of agency/ barangay.	Receives accomplished request for copy Medical Records	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
	Searches and Retrieves for the outpatient data chart/medico-legal chart/ admission chart.	None	20 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
	Prepares 2 copies of Medico - Legal.	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
2. Receives a copy of the charged slip.	Prepares one copy of the charge slip form and instructs the requesting	None	5 Minute	<i>Medical Records Officer / Clerk</i> Medical Records

	party to pay fee to the Cashier.			
3. Proceeds to the cashier and pays the corresponding fee.	Receives payment and issues Official Receipt.	Medical Certificate	5 Minutes	<i>Cashier</i> St. Paul Hospital
Receives official receipt and proceeds to medical records.	Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer.	Php 50.00 Medico-Legal Certificate; Php 50.00 Medical Abstract; Free Person with Disability/ Senior Citizen	15Minutes	<i>Cashier</i> St. Paul Hospital
4. Presents the Official Receipt/ Charged Slip to the Medical Records Clerk/ Officer	Forwards certificate and medical records to the attending physician for review and signature.	None	15 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records



	Records the certificate in the Medico-Legal Registry.	None	10 Minutes	<i>Medical Records Officer / Clerk</i> Medical Records
5. Receives one original copy of the certificate and signs on the Registry/ Logbook	Releases of Certificate, Asks patient and/ or requesting party to sign in, and release one original copy of the certificate and advise patient.	None	5 Minute	<i>Medical Records Officer/ Clerk</i> St. Paul Hospital
<b>TOTAL</b>			1 Hour & 35 Minutes	