



Department of Health  
SAN LAZARO HOSPITAL



**CITIZEN'S CHARTER  
MANUAL**

DOCUMENT CODE:

CC – GSD-LLU – 001  
(CC-DEPARTMENT-SERIES NO.)

REVISION NO.

0

DATE EFFECTIVE  
June 1, 2019

**DEPARTMENT: GSD-LINEN AND LAUNDRY UNIT**  
**PROCESS 2: PROVISION OF CLEAN, SANITIZED AND  
COMPLETE LINEN**

**Schedule of Services:**

**Monday to Saturday: 8:00am – 4:00pm**

**Services Provided to:**

**Nurses/NA, Patients**

**Requirements Needed:**

Assessment tool

FM-HOPPS-GSD-LLU-001

**Duration:**

8 Hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive Soiled Linens	FM-HOPSS-GSD-LLU-001	N/A	30 mins.	LLU Staff
2	Wash soiled linens	N/A	N/A	4 hours	Laundry Workers
3	Dry cleaned linens	N/A	N/A	1 hour	LLU Staff
4	Fold cleaned linens	N/A	N/A	1 hour	LLU Staff
5	Iron cleaned linens	N/A	N/A	1 hour	LLU Staff
6	Issue cleaned, sanitized and complete linens	FM-HOPSS-GSD-LLU-001	N/A	30 mins.	LLU Staff
END OF TRANSACTION					