



Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
 MANUAL**



DOCUMENT CODE:
 CC-MS-H4D-006

REVISION NO.

0

DATE EFFECTIVE
 June 1, 2019

DEPARTMENT: H4 OUT-PATIENT DEPARTMENT

PROCESS 6: CLINICAL ABSTRACT AND MEDICAL CERTIFICATE

Schedule of Services:

Monday to Friday: 8:00am – 4:00pm (No noon break)

Except holidays

Registration time: 8:00am – 12:00noon

Services Provided to:

Out-patient

Requirements Needed:

Blotter Sheet

Duration:

1-2 hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Secure Blotter Sheet	Blotter Sheet	None	10-15 mins	Patient/Relative
2	Pay registration fee to the Cashier	Blotter Sheet	Reg. fee Php 20.00 Med. Cert Php 130.00 Clinical Abstract Php 150.00	3-5 mins	Patient/Relative
3	Return to the H4 OPD Registration Area for queuing and vital signs	H4 OPD Consultation Attendance Form, Blotter Sheet	None	10-15 mins	Nurse on duty and Nursing Attendant on duty
4	Wait for your number to be called	Blotter Sheet	None	15-20 mins.	Nurse on duty and Nursing Attendant on duty



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5	Consultation -Secure Consent	Patient File Record; Consent Form	None	10-15 mins	Doctor on duty
6	Release of: a) Medical Certificate within 24 hours b) Clinical Abstract – 3 working days	Patient File Record, Blotter Sheet, Official Receipt	None	10-15 mins release Medical Certificate within 24 hrs. Clinical Abstract after 3 working days	Doctor on duty and Nursing Attendant on duty
END OF TRANSACTION					