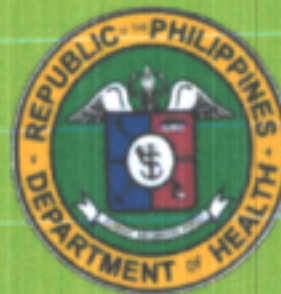




Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
MANUAL**



DOCUMENT CODE:

REVISION NO.

1

DATE EFFECTIVE
June 1, 2019

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DEPARTMENT: HIMD / ADMITTING / INFORMATION UNIT

PROCESS 1: REQUISITION OF ER/OUT PATIENT RECORD

Schedule of Services:

Monday to Sunday – 24/7 (No noon break)

Services Provided to:

ER/ Out Patient

Requirements Needed:

Patient's Information Sheet

Duration:

10 - 15 minutes

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive properly filled out Patient's Information Sheet	Patient Information Sheet	None	None	Admitting / Information Staff on Duty
2	Issue charge slip	Charge Slip	20.00	3-5 mins.	Admitting / Information Staff on Duty
3	Update patient's records	None	None	3-5 mins.	Admitting / Information Staff on Duty
4	Issue print-out of ER/Out Patient Record	ER/Out Patient Record	None	3-5 mins.	Admitting / Information Staff on Duty
END OF TRANSACTION					