
	Department of Health SAN LAZARO HOSPITAL CITIZEN'S CHARTER MANUAL		DOCUMENT CODE:
			CC - IHOM - 002
			REVISION NO.:
			0
			DATE EFFECTIVE:
			JUNE 1, 2019

DEPARTMENT: IHOM Unit (Integrated Hospital Operations & Mngt.) Unit

PROCESS 2: Request for Internet Access (RIA)

Schedule of Services:

Monday to Friday: 8:00 am – 5:00 pm (NO NOON BREAK)

Saturday to Sunday: 8:00 am – 5:00 pm (NO NOON BREAK)

Services Provided to:

San Lazaro Hospital Personnel

Requirements Needed:

Accomplished RIA Form (signed by their respective Heads)
(FM-HOPSS-IHOM-002)

Duration:

22 mins – 53 mins.

Step (no.)	Activities (procedure, start with verb, present tense, with direct contact with clients)	Forms (reference link, docs)	Fees	Response Time	Person Responsible
1	Receive and validate submitted RIA form by the end-user	RIA Form	None	1-3 mins.	IHOM Personnel
2	Retrieve device information for registration	RIA Form	None	5 – 15 mins.	IHOM Personnel
3	Allocate IP Address to the enrolled device	RIA Form	None	10 – 20 mins.	Owen Milanes
4	Inform the end-user that there is no available IP address for their device (if applicable)	RIA Form	None	3 – 5 mins.	IHOM Personnel
5	Inform the end-user that their device is enrolled and can be used in the San Lazaro Hospital Network.	None	None	3 – 5 mins.	IHOM Personnel
6	Have the RIA form signed by the end-user to complete the request	RIA Form	None	3 – 10 mins.	IHOM Personnel
END OF TRANSACTION					