



Department of Health
SAN LAZARO HOSPITAL

CITIZEN'S CHARTER MANUAL



DOCUMENT CODE:
CC - OCMPS - 001

REVISION NO.
0
DATE EFFECTIVE
June 1, 2019

DEPARTMENT: OFFICE OF THE CHIEF MEDICAL PROFESSIONAL STAFF

PROCESS 1: PROCESSING OF DOCUMENTS

Schedule of Services:

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

Services Provided to:

Internal and External Clients

Requirements Needed:

Request for actions, Logbooks

Duration:

12 mins. – 2 hours 10 mins.

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive the document	QR-MS-OCMPS-0057	N/A	1-5 mins.	Receiving/Releasing Clerk
2	Review and process the received documents	N/A	N/A	5 mins.-1 hour	Designated Officer/Assistant
3	Read and review documents for final disposition/action	N/A	N/A	5 mins.-1 hour	Chief Medical Professional Staff II
4	Release the documents	QR-MS-OCMPS-0057	N/A	1-5 mins.	Receiving/Releasing Clerk
END OF TRANSACTION					