



Department of Health
SAN LAZARO HOSPITAL

**CITIZEN'S CHARTER
 MANUAL**



DOCUMENT CODE:
 CC – OMCC - 001

REVISION NO.

0

DATE EFFECTIVE
 June 1, 2019

DEPARTMENT: OFFICE OF THE MEDICAL CENTER CHIEF

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:

7 mins. – 30 days 1 hour 10 mins. (may vary depending on the complexity and bulk transactions)

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Receive the document	Logbooks QR-OMCC- 001 – 011, 018 – 019	N/A	1-5 mins.	Receiving Clerk
2	Review and process the received documents	N/A	N/A	5 mins.-1 hour	Designated Officer/ Personnel
3	Read and review documents for final disposition/action a. simple transactions b. complex transactions c. highly technical	Action Note	N/A	a. within 3 working days b. within 7 working days c. within 20 working days	Medical Center Chief II



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4	Release the documents	Logbooks QR-OMCC- 001-011, 018-019	N/A	1-5 mins.	Releasing Clerk
END OF TRANSACTION					