



MUNICIPALITY OF TUBIGON

**CITIZEN'S
CHARTER**





TUBIGON COMMUNITY HOSPITAL

ADMINISTRATIVE SERVICES





2.SECURING A MEDICAL RECORD

Schedule of Availability of Service:

8:00 am – 5:00 pm
Mondays to Fridays

Who May Avail of the Service:

- Patient of legal age
- Parent or Legal Guardian for Minor or Incompetent Patient
- Nearest kin
- Authorized Representative

What are the Requirements:

1. OPD, Admission or ER Record
2. Official Receipt
3. In the absence of the patient:
 - Authorization and identification card of the patient
 - Valid identification card of authorized representative

Duration: For simple transaction:

Certificate of Confinement – 25 mins
Medical Certificate – 1 day for In Patient & 25 mins for Out Patients
Medical Abstract – 1 day if attending physician is on duty
Insurance Forms – 1 day if attending physician is on duty
Laboratory Results – 5-15 mins

For complex transaction: until physician is available

Patients whose attending physicians are either by appointment schedule, visiting or out of the country.

Step	Applicant/Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Proceed to Medical Records Section and state your request.	Interview and verifies Client's/Patient' request. Explain processing time and fees	5 mins	Medical Records		
2.	Pay applicable fees.	Receive payment and issue official receipt. Advice client to go to the Medical Records	5 mins	Cashier	Certificate of Confinement - 30.00 Medical Certificate – 30.00 (Local use) 100.00 (Abroad) Medical Abstract – 30.00 Insurance – 100.00 Laboratory Results – 3.00/copy	
3.	Submit the official receipt to the medical records. Provide insurance form for	Process request of client or patient. Ask patient to claim	5-10 mins	Medical Records		Official Receipt Insurance

	Insurance	requested record as scheduled				Form
4.	Claim requested record as scheduled	Issue requested record to client or patient	3 mins	Medical Records		
5.	Sign logbook	Document the release of requested record.	1-2 mins	Medical Records		
Fill-out the Client Satisfaction Rating Form						
END OF TRANSACTION						