

## ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

(1) NAME OF DEPARTMENT/AGENCY/LGU: HEALTH INFORMATION MANAGEMENT DEPARTMENT (HIMD)

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: [ ] Yes [ ] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) <sup>1</sup>	Specific Provision in the Governing Law(s) as Basis <sup>2</sup>	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Issuance of Birth and Death Certificate and Certification of Birth Delivery	Rule 19 of Administrative Order Number 1 s. 1993 of National Statistics Office (NSO)	Reglementary Period and Place of Registration	WI-HIMD-007 Preparation of Birth Certificate for Legitimate/Illegitimate Child	April 8, 2019	Preparation of Birth Certificate for Legitimate/Illegitimate Child Revision Number 3
	IRR of Act Number 3757	Law on Registry of Civil Registry	GL-HIMD-005 Procedure in the Preparation of the Death Certificate	July 12, 2019	Procedure in the Preparation of the Death Certificate Revision Number 4

<sup>1</sup> Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

<sup>2</sup> Cite section number and quote provision identified in the governing law

<p><b>Issuance of Required Health Records, Diagnostic Results, etc.</b></p>	<p>none</p>	<p>none</p>	<p><b>GL-HIMD-006</b> Issuance of Certificate (Medical, Medico Legal, Confinement) <b>PM-HIMD-001</b> Issuance of Required Health Records, Diagnostic Results, Others</p>	<p>April 1, 2016  April 1, 2016</p>	<p><b>Revision Number 1</b> Issuance of Certificate (Medical, Medico Legal, Confinement)  <b>Revision Number 1</b> Issuance of Required Health Records, Diagnostic Results, Others</p>
<p><b>Admission of Infectious Patient</b></p>	<p>none</p>	<p>none</p>	<p><b>GL-HIMD-015</b> Guidelines in Admitting of Patient</p>	<p>May 26, 2020</p>	<p>Guidelines of Admitting Section No. 001 Rev 8</p>
<p><b>Admission of Non Infectious Patient</b></p>	<p>none</p>	<p>none</p>	<p><b>GL-HIMD-015</b> Guidelines in Admitting of Patient</p>	<p>May 26, 2020</p>	<p>Guidelines of Admitting Section No. 001 Rev 8</p>

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>3</sup>**

<b>GOVERNMENT SERVICE: <u>Issuance of Birth and Death Certificate and Certification of Birth Delivery</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>1. Claim Slip for schedule of releasing</b> <b>2. Official Receipt</b> <b>3. Authorization Letter from the Patient (in the absence of the patient)</b> <b>4. ID of patient and the representative</b>	<b>Rule 19 of Administrative Order Number 1 s. 1993 of National Statistics Office (NSO)</b>  <b>IRR of Act Number 3757</b>	1. Get number and fill out the request form in front of WINDOW 2. Make sure to fill out the form completely. 2. Approach the Window 2 when called and present the number and the filled out request form. 3. Receive claim slip and charge slip 4. Pay the required fees at the Cashier by presenting the charge slip. Make sure to secure Official Receipt that will be issued upon payment. 5. Wait for instruction and schedule of return 6. Get a number and wait for your turn. Approach Window 2 when called and present the claim slip and Official Receipt 7. Claim the requested documents	<b>Rule 19 of Administrative Order Number 1 s. 1993 of National Statistics Office (NSO)</b>  <b>IRR of Act Number 3757</b>	1. 6mins. 2. 31mins. 3. 15mins. 4. 10mins. 5. 2 days, 1 hour, 20mins. 6. 29mins. 7. 9mins.	<b>Charge to Requesting Client (See pricelist)</b>
<b>TOTAL</b>				<b>Birth Certificate: 2 days 1 hour</b> <b>Certification of Birth Delivery: 1 hour</b> <b>Death Certificate: 1 hour 30 mins.</b>	

**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>4</sup>**

<b>GOVERNMENT SERVICE: <u>Government to Citizen, Government to Government</u></b> <b><u>Issuance of Required Health Records, Diagnostic Results</u></b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
<b>1. Claim Slip for schedule of releasing</b> <b>2. Official Receipt</b> <b>3. Authorization Letter from the Patient (in the absence of the patient)</b> <b>4. ID of patient and the representative</b>	<b>Issuance of Required Health Records, Diagnostic Results, Others</b>	1. Get number and fill out the request form in front of WINDOW 1 for Inpatient. 2. Approach the Window 1 when called and present the number and the filled out request form and other necessary forms for the request. For OPD patients, present the filled out pre form for Med. Cert. to WINDOW 3 (OPD area) 3. Receive claim slip and charge slip 4. Pay the required fees at the Cashier by showing the charge slip. Make sure to secure Official Receipt that will be issued upon payment and present to Window 2 for claiming. 5. Preparation of patient request 6. Claiming of requests health documents	<b>Issuance of Required Health Records, Diagnostic Results, Others</b>	1. 5mins. 2. 18mins. 3. 20mins. 4. 20mins. 5. 3 days, 2 hrs, 55mins. 6. 7 mins.	<b>Charge to Requesting Client (See pricelist)</b>
<b>TOTAL</b>				<b>Inpatient: 2 days, 7 hours 40 minutes – inactive</b> <b>7 hours 40 minutes - active</b>  <b>OPD patient: 5 hours</b>	

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**SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>5</sup>**

<b>GOVERNMENT SERVICE: Government to Client Admission of Infectious Patient</b>					
<b>SERVICE INFORMATION</b>					
<b>LIST OF REQUIREMENTS</b>		<b>LIST OF STEPS AND PROCEDURES</b>		<b>Total Processing Time</b>	<b>Total Fees to be Paid</b>
<b>Requirement</b>	<b>Legal Basis</b>	<b>Client Steps/Procedures as indicated in the Citizen's Charter</b>	<b>Legal Basis</b>		
Admitting Slip Consent Forms	<b>Guidelines in Admitting of Patient</b>	1. Triage Personnel will forward the Admitting Slip	<b>Guidelines in Admitting of Patient</b>	10 minutes	None
		2. Receive and sign all the necessary attached documents by the relative		15 minutes	
<b>TOTAL</b>				<b>25 minutes</b>	

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE<sup>6</sup>

GOVERNMENT SERVICE: Government to Client Admission of Non Infectious Patient					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Admitting Slip; Admitting Slip with doctor's order (for direct admission)	none	1. Wait for your turn for the correctness/completeness of the personal information about the patient. Submit all the required documents for direct admission. (First in, first out)	none	20 minutes	none
Consent Forms		2. Listen to the orientation/instruction once called.		15 minutes	
		3. Receive and sign all the necessary documents.		5 minutes	
		4. Awaits to be endorsed to the area concern: ED NOD for regular admission, Ward NOD for the direct admission.		15 minutes	
<b>TOTAL</b>				<b>55 minutes</b>	