



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH
CENTER FOR HEALTH DEVELOPMENT NO. 1
REGION 1 MEDICAL CENTER
ARELLANO STREET, DAGUPAN CITY

CITIZEN'S CHARTER

Department/Section/Unit : **ADMITTING SECTION**

Schedule of Availability of Service : **24/7**

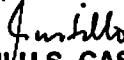
Activities	Steps	Work Flow	Duration	Person-in-charge	Allowable period of extension and acceptable reason
Other function : 1. Typing/issuance of Death Certificate during night of weekdays, Saturdays, Sundays and holidays.	1	Present the Death Certificate form with pre-form issued by the ward nurse	5 minutes	Admitting Staff	
	2	Present birth certificate, marriage contract or valid ID card if there is a discrepancy in the patient's record	2 minutes	immediate relative/ guardian	
	3	Pay the corresponding fee	2 minutes	Collecting Staff	
	4	Present the official receipt	2 minutes	Admitting Staff	

We, Health Workers of Region 1 Medical Center commit to :

- serve the best Medical Care within our capacity and capability, as you enter our hospital premises.
- respond to your complaints and commendations about our services promptly and take corrective and appropriate measures.

We, continue to do the best because you deserved it.


Prepared by:


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Recommending approval:


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Medical Center Chief II



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Activities	Steps	Work Flow	Duration	Person-in-charge	Allowable period of extension and acceptable reason
1. Profiling of ER patients	1	Fill up patient's information sheet and get number	3 minutes	Security Guard	5 minutes in case of simultaneous arrival of patients
	2	Give patient's information sheet and number to Admitting staff	3-5 minutes	Admitting Staff	
2. Printing/issuance of ER Record, issuance of Medico-legal card and patient's hospital ID card to patient/watcher	1	Wait for the ER Record and hospital ID card of patient	2 minutes	Admitting Staff	
3. Issuance of consent to avail Pay Ward/ICU/CCU form (must be signed by patient/watcher)	1	Present the diagnosis of patient given by the physician/nurse	5 minutes	Admitting Staff	