

HEALTH INFORMATION MANAGEMENT UNIT (Medical Records)

Who may avail the service: Patients/Nearest Kin/ Authorized Agency
 Service Schedule: MONDAY to FRIDAY (8:00 AM to 5:00 PM)
 Requirements: Documents – Please refer to specific record requested
 Fees: Depend on the requested documents
 (Refer to the 2017 Revenue Code of the Province of La union)
 Service Duration: Around Twenty (20) to Twenty (25) Minutes
 How to avail of the service:

| STEPS | CLIENT | ACTION OFFICER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | FEEES | FORM |
|--|---|---|----------------------|---------------------------------|-----------------------|-------------------------------------|
| Issuance of Medical, Medico-Legal Certificate and Clinical Abstract | | | | | | |
| 1 | Request for the issuance of a clinical abstract/ medical/medico-legal certificate. Submit duly accomplished Request for copy of Medical Records | Interviews patient to establish identity and to know the reason for the request and require the patient/authorized party to accomplish the request for copy of Medical Records. | 2 Minutes | Medical Records Officer / Clerk | None | Request for copy of Medical Records |
| | Note: For Medical Certificate and Clinical Abstract: Submits written request for Medical Certificate and Clinical Abstract. | Receives accomplished Request for copy of Medical Records | 1 minute | Medical Records Officer / Clerk | None | Request for copy of Medical Records |
| | For Medico-Legal Certificate: Submits written request for medico-legal certificate from the Chief of Police or other authorities signed by the head of agency/barangay. | Searches and retrieves for the OPD chart/medico-legal chart/admission chart. | 2 Minutes | | | |
| | | Seeks clearance from the Attending Physician. | 2 Minutes | | | |
| | | Prepares 2 copies of Clinical Abstract, Medical, Medico-Legal Certificates. | 5 Minutes | | | |
| 2 | Receives a copy of the charge slip. | Prepares one copy of the charge slip form and instructs the requesting party to pay the fee to the Cashier. | 1 Minute | Medical Records Officer / Clerk | None | Charge slip |
| 3 | Proceeds to the cashier and pays the corresponding fee | Receives payment and issues Official Receipt. | 2 Minutes | Cashier | Medical Certificate - | Charge Slip |

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|-------|---|--|----------------------|---------------------------------|---|---|
| | Receives official receipt and proceeds to HIMU. | Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is admitted and classified as NBB/ Indigent patient, no fees to be collected. Note: For clinical abstract, payment is not required | | | Php100.00 Medico-Legal Certificate - Php100.00 Clinical Abstract - Free Student - Php50.00 PWD/Senior Citizen - Php50.00 | Official Receipt |
| 4 | Presents the Official Receipt/ Charge Slip to the Medical Records Clerk/Officer | Forwards certificate and medical records to the attending physician for review and signature. | 1 Minute | Medical Records Officer/ Clerk | None | Certificate/s Official Receipt/ Charge Slip |
| | | Affixes hospital dry seal on the certificate with initial. | 1 Minute | | | |
| | | Records the certificate in the Clinical Abstract Registry and/or Medical Certificate Registry and/or Medico-Legal Registry. | 2 Minutes | | | |
| 5 | Receives one original copy of the certificate and signs on the Registry/ Logbook. | Releases of Certificate, Asks patient and/or requesting party to sign, and release one original copy of the certificate and advise patient. | 1 Minute | Medical Records Officer / Clerk | | Certificate/s , Registries |

End of transaction

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|--|---|--|----------------------|-------------------------------------|------|--|
| Preparation and Issuance of Birth Certificate | | | | | | |
| 1 | Filling-up and reviews of the Birth Certificate Draft form and affixes signatures | <p>Interviews patient and verifies whether patient is literate or not.</p> <p>if literate: Parent fills up the Birth Certificate draft form and certifies the accuracy and completeness of data by signing the official form.</p> <p>If illiterate: Fill ups draft form of Birth Certificate with assistance and forwards the same to the Supervising Nurse.</p> | 3 Minutes | DR/OR/ Ward Nurse / Attendant | None | Birth Certificate Draft Form |
| | | Reviews entries in the draft form and affixes his/her initials; Endorses the accomplished form to the Medical Records Clerk/ Officer for transcription in the official form. | 2 Minutes | | | |
| 2 | Reviews and signs official birth certificate | <p>Transcribes data from the draft form into the official form (4 copies) using the PhilCris Version 4.0 system /using typewriter, and forwards the same to the parent for review and checking.</p> <p>Note: If there are corrections, the Medical Records Officer/ Clerk will correct the item.</p> | 5 Minutes | Medical Records Officer / Clerk | None | Birth Certificate Draft Form, Newborn Data form/ Information Sheet |
| | | Reviews and signs the Official Birth Certificate | 2 Minutes | Medical Records Officer | | |
| | | Receives, reviews and signs official Birth Certificate and forwards the same to the Medical Records Officer/Clerk. | 2 Minutes | Medical Officer/Attending Physician | | |

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| 3 | Receives a copy of the charge slip. | Prepares one copy of the charge slip and instruct the requesting party to pay the fee to the Cashier. | 1 Minute | Medical Records Officer / Clerk | None | Charge slip |
| 4 | Proceeds to the cashier and presents charge slip. Receives official receipt and proceeds to HIMU. | Receives payment and issues official receipt. Note: If patient is unable to pay, advises patient to proceed to the Social Welfare Officer. Note: If patient is classified as NBB/ Indigent patient, no fees to be collected. | 2 Minutes | Cashier | Php100.00 | Official Receipt |
| 5 | Presents official receipt and receives 4 copies of original Official Birth Certificate and signs the birth registry. | Releases birth certificate, advise the parents and ask the parents to sign the registry/logbook. | 2 Minutes | Medical Records Clerk/Officer | None | Official Birth Certificate Form and Birth Registry |

** End of Transaction **

| STEPS | CLIENT | ACTION OFFICER | DURATION OF ACTIVITY | PERSON-IN-CHARGE | FEES | FORM |
|--------------------------------------|---|--|----------------------|---------------------|------|---|
| Issuance of Death Certificate | | | | | | |
| 1 | Request for the issuance of the Death Certificate | Interviews and determines the nearest relation to the deceased and forwards the medical records of the deceased patient to the Attending Physician. Note: For death that occurred outside the hospital, e.g. Dead on arrival, without medical assistance, advice the nearest relative or any person who has knowledge of the death is responsible for reporting the event to the local health officer within 48 hours. The local health officer is the one who will prepare the Certificate of Death /Certificate of Fetal Death; the process is in accordance with DOH Circular No. 2016-0317. | 2 Minutes | Nurse on duty | None | Death Certificate Draft Form Patient's Medical Records |
| | | Fill-up the Death Certificate Draft Form | 2 Minutes | | | |
| 2 | Answers pertinent question | Completes medical diagnosis (immediate cause of death, antecedent cause of death, underlying cause and others) | 3 Minutes | Attending Physician | None | Death Certificate Draft Form, Medical Records |
| | | Checks completeness of data entry and forwards the Death Certificate Draft Form to the Health Information Management Unit. | 1 Minutes | Nurse on duty | | |

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| 3 | Reviews and signs official death certificate | Receives the Death Certificate Draft Form/medical records of the deceased patient | 1 Minute | Medical Records Officer / Clerk | None | Death Certificate Draft Form |
| | | Transcribes data into the official Death Certificate Form using the PhilCris Version 4.0 System/using typewriter. | 5 Minutes | | | Official Death Certificate |
| | | Presents the Death Certificate (4 copies) to the attending physician and patient's relative for review and signature. | 2 Minutes | | | |
| 4 | Receives a copy of the charge slip. | Prepares one copy of the charge slip and instructs the requesting party to pay the fee to the Cashier. | 1 Minute | Medical Records Clerk | None | Charge slip |
| 5 | Proceeds to the cashier and pays the fee. Receives official receipt and proceeds to HIMU. | Receives payment and prepares official receipt Note: If the requesting party is unable to pay, advises them to proceed to the Social Welfare Officer. | 2 Minutes | Cashier | Php100.00 | Official receipt |
| 6 | Presents official receipt, acknowledges acceptance of 4 copies of the Death Certificate and signs in the logbook. | Releases 4 copies of the Death Certificate to the nearest kin of the deceased, asks to sign the registry/logbook and advice the patient's relative to register the Death Certificate at the Local Civil Registrar and shall retain duplicate copy of the Death Certificate. | 2 Minutes | Medical Records Clerk/Officer | None | Death Certificate and Registry |

** End of Transaction **

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| Release of Clinical Information to Insurance and Other Agency Verifier | | | | | | |
| 1 | Request for Clinical Information Presents waiver/authorization letter and Hospital ID Number | Receives waiver/authorization letter from the authorized Insurance Verifier or other agency. | 1 Minute | Medical Records Officer / Clerk | None | Waiver/Auth orization |
| | | Interviews and establishes the identity of the insurance verifier and other agency. | 1 Minute | | | |
| | | Authenticates signature on the waiver. | 1 Minute | | | |
| 2 | Fill-up Request for copy of Medical Records Form | Receives the Request for copy of Medical Records Forms | 1 Minute | Medical Records Officer / Clerk | None | Request for copy of Medical Records |
| | | Retrieves requested Medical Records | 2 Minutes | | | |
| | | Informs attending physician of the request and seek for clearance to release it or not. | 2 Minutes | | | |
| 3 | Gets charge slip and proceeds to cashiers | Prepares the charge slip and advises insurance verifier to pay the required verification and duplication fees to the cashier. | 1 Minute | Medical Records Officer / Clerk | None | Charge Slip |
| 4 | Proceeds to the cashier and pays the fee. Receives the Official Receipt | Receives payment Issues Official Receipt. | 2 Minutes | Cashier | Certification- P 100.00 Certified Copy- P20.00/page | Charge Slip Official Receipt |
| 5 | Presents the official receipt | If photocopy is requested, allows verifier to go over the medical records. | 10 Minutes | Medical Records Officer / Clerk | None | Medical Records |

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| | | Authenticates photocopied document, affixes hospital dry seal with initial or Certified True Copy marked with date and affixes signature over printed name | 2 Minutes | | | |
| 6 | Receives and acknowledges copy of the Medical records | Records in the official registry, releases photocopied information to the insurance verifier or other authorized requesting party and advise | 1 Minute | Medical Records Clerk | None | Medical Records |

** End of Transaction **

Note: Allowable period for extension due to unusual circumstances: Thirty (30) Minutes