



**Health Information Management Department (HIMD)
 CITIZEN'S CHARTER
 PROCEDURE FOR APPLICATION OF CERTIFIED TRIPLICATE COPY OF LIVEBIRTH (COLB)**

Services Provided to: Patients, Clients

Days/Hours: Monday – Friday 8:00 a.m. – 5:00 p.m. (NO NOON BREAK)

Saturday, Sunday & Holiday 1:00pm-5:00pm

Duration: 5 hours

Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PhP	Person in Charge Position, Unit/ Division
Certified Triuplicate Copy of Certificate of Live Birth (COLB)	Patients and Clients	<p>If Married ■ <i>Authorized nearest kin</i> -Valid photo ID but if w/ correction, registered COLB of the patient and/ or husband or common-law-husband marriage contract/ Affidavit of one & same person</p> <p>If Not Married ■ <i>w/o Admission of Paternity</i> -Valid photo ID of the patient or/ and authorized nearest kin; & Authorization Letter from the patient.</p> <p>If minor (< 18 y/o) -Valid photo ID of the patient & her father or mother or sibling of legal age or authorized nearest kin w/ Affidavit of Legal guardian of the patient.</p> <p>If Married but w/ Common-Law-Husband who wants to admit paternity -Valid photo ID of the patient & her common-law-husband; Authorization letter from the patient; Affidavit of the legal spouse allowing the biological father of the baby for admission of paternity; marriage contract; and valid ID of the legal spouse.</p>	1. Go to the "Officer of the Day" (OOTD) to check requirements based on civil status and a number will be given to you. Wait for your number to be called.	10 minutes	None	OOTD (Admin. Asst. I)
			2. Once your number is called, go to WINDOW I for interview to establish your identity & determine reason for the request.	5 minutes	None	Frontline Service Staff (Admin. Aide IV)
			3. You will be asked to read & check the accuracy of the data written in the preformed COLB. If with discrepancy, refer to Procedure on Correction of Inpatient's Personal Data.	5 minutes	None	Frontline Service Staff (Admin. Aide IV)
			4. If the father is not married to the patient but will admit paternity: a. Receive clear instructions re: additional requirements . b. Fill-out & sign Affidavit of Admission of Paternity & Affidavit to Use Surname of the Father with consenting parent upon submission of complete requirements. If father is married to the patient or not married but will not admit paternity: Proceed to Step 5.	1 minute 4 hours & 4 minutes	None	Frontline Service Staff (Admin. Aide IV)
			5. Wait for the Order of Payment & pay at the Cashier.	5-8 minutes	PhP 0.00	Frontline Service Staff (Admin. Aide IV)



Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PHP	Person in Charge Position, Unit/ Division
		<p>Not married but w/ Admission of Paternity</p> <ul style="list-style-type: none"> ▪ Minor patient w/ Common-Law-Husband of Legal Age -Valid photo ID of patient; valid photo ID & community tax certificate of the patient's mother or father & her common-law-husband; & appearance of mother or father of minor patient. ▪ Patient and Common-Law-Husband are both of Legal Age -Valid photo ID & community tax certificate of patient & her common-law-husband . ▪ Patient and Common-Law-Husband are both Minor -Valid photo ID & community tax certificate of the patient & her common-law-husband, mother or father of both minor; Appearance of mother or father of both minor; Affidavit of Being a Minor of the common-law-husband ▪ Patient of Legal Age and with Minor Common-Law-Husband -Valid photo ID & community tax certificate of the patient & her CLH's mother or father; Valid photo ID of minor CLH; Appearance of mother or father of minor CLH; Affidavit of Being a Minor of the CLH. 	6. Go back to the WINDOW 1 to submit Official Receipt to be attached to the COLB and wait for the Claim Stub to be used in getting the accomplished PhilHealth's Birth Request Form.	5 minutes	None	Frontline Service Staff (Admin. Aide IV)
			7. Wait for your name to be called to check & verify the initial printout of the COLB	14-22 minutes	None	Admin. Officer I
			8. Check & receive filled out PhilHealth's Birth Request Form then sign in the Releasing Logbook.	3 minutes	None	Admin. Officer I



Republic of the Philippines
Department of Health
DR. JOSE FABELLA MEMORIAL HOSPITAL
Lope de Vega St., Sta. Cruz, Manila
Telephone Nos.: 734-5561 to 65; 733-8536 to 44



Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PHP	Person in Charge Position, Unit/ Division
		Customer Satisfaction Survey Form	9. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Frontline Service Staff
END OF TRANSACTION						