



**Health Information Management Department (HIMD)
 CITIZEN'S CHARTER
 PROCEDURE IN REQUESTING CERTIFIED TRUE COPY (CTC) OF HEALTH RECORD**

Services Provided to: Patients, Clients
Days/Hours: Monday to Friday 8:00 a.m. -5:00 p.m. (NO NOON BREAK)
Duration: 2 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 True Copy (CTC) of health record limited to: - Record of Operation - Discharge Summary - Laboratory Results - Histopath Result	Patient and Authorized nearest kin of legal age	Patient - Valid photo ID Authorized nearest kin of legal age - Authorization Letter duly signed by the patient; valid photo ID of the patient and the authorized nearest kin Request Form	1. Go to the "Officer of the Day" (OOTD) to check requirements for requesting certified true copy of health record. A Request Form and a number will be given to you. Fill- out the Request Form. Wait for your number to be called.	5 minutes	None	OOTD (Admin. Asst. I)
		Request Form	2. Once your number is called, go to WINDOW 3 for interview to establish your identity & submit the Request Form.	5 minutes	None	Frontline Service Staff (Admin. Aide IV)
		Order of Payment	3. Get the Order of Payment and pay at the Cashier.	25 minutes	Record of Operation P50.00 -Discharge Summary - Laboratory Results -Histopath Result P10.00	Frontline Service Staff (Admin. Aide IV)



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
		Official Receipt	4. Go back to the WINDOW 3 to submit Official Receipt to be attached to the Request Form and wait for the release of the requested document/s.	1 hour & 7 minutes	None	Frontline Service Staff (Admin. Aide IV)
		Claim Stub with Official Receipt; Releasing Form	5. Once your name is called, get the requested documents and sign in the Releasing Form (Documents Requested & Released Within the Day)	13 minutes	None	Frontline Service Staff (Admin. Aide IV)
		Customer Satisfaction Survey Form	6. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Frontline Service Staff
END OF TRANSACTION						