



**Human Milk Bank Unit  
 CITIZEN'S CHARTER  
 PROCEDURE IN PURCHASING PASTEURIZED DONOR MILK (PDM)**

**Services Provided to:** Patients

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

**Duration:** 40 minutes

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
Pasteurized Donor Milk	In-Patient and Out- Patient (Newborn, Infant and Children)	1. Clinical Abstract 2. Prescription	1. Present the requirements for requesting Pasteurized Donor Milk.	5 minutes	None	Secretary / Milk Bank Staff
		Recipients Record Form	2. Fill-out the Recipients Record Form.	5 minutes	None	Secretary / Milk Bank Staff
		Consent Form	3. Sign the Consent Form.	5 minutes	None	Secretary / Milk Bank Staff
		Order of Payment	4. Wait for the Order of Payment and pay the corresponding fee at the cashier.	10 minutes	P350.00 per 100ml	Cashier
		Official Receipt	5. Go back to Human Milk Bank to present the receipt and to receive instructions on proper handling, transport and storage of Pasteurized Donor Milk.	5 minutes	None	Secretary / Milk Bank Staff
		None	6. Sign to acknowledge receipt of pasteurized donor milk when it is dispensed to you.	5 minutes	None	Secretary / Milk Bank Staff
		Customer Satisfaction Survey Form	7. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Secretary / Milk Bank Staff
END OF TRANSACTION						