



**Information and Switchboard Unit**  
**CITIZEN'S CHARTER**  
**PROCEDURE IN OBTAINING GATE PASS/ BLOOD DONOR PASS**

**Services Provided to:** Visitors and Blood Donors

**Days/Hours:** Monday – Sunday 24 Hours (NO NOON BREAK)

For Blood Donors: Monday – Friday 8:00 a.m. – 4:00 p.m. (NO NOON BREAK)

**Duration:** 5 minutes – 1 hour (depending on the issue)

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
<b>Obtaining Visitor's Gate Pass</b>	Patient's companion, family & relatives	Hospital Health Card or Old Gate Pass	1. Once called, proceed to the Information Office to get a color coded gate pass along with the list of the things needed by the patient to be brought to the OR/RR complex, LR/DR or to the Ward Area.	2 - 15 minutes	None	Information Staff
		New Gate Pass	2. Present the visitor's gate pass to the Security Guard at the main entrance of the hospital.	1 - 3 minutes	None	Security Guard
<b>Obtaining Blood Donor Pass</b>	Blood Donors	None	1. a. Read the Guidelines for Qualified Blood Donors" posted at the Information counter.  b. Let the Information Staff stamp the word "DONOR on your wrist and get the blood donor pass.	3 - 5 minutes	None	Information Staff
		Blood Donor Pass	2. Present the blood donor pass to the Security Guard at the main entrance of the hospital and proceed to the laboratory.	1 minute	None	Security Guard
		Customer Satisfaction Survey Form	Fill-out the Customer Satisfaction survey form.	5 minutes	None	Information Staff
END OF TRANSACTION						