



Nursing Service
CITIZEN'S CHARTER
PROCEDURE IN DISCHARGING PATIENT

Services Provided to: In-Patients

Days/Hours: Monday – Sunday 8:00 a.m. – 7:00 p.m. (NO NOON BREAK)

Duration: 50 minutes - 4 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
Discharging Patient	In-Patients	None	1. Ask nurse if patient(s) has/have May Go Home (MGH) order.	2 minutes	None	Nurse
		Discharge Summary CF2/ CF3/ CF4 w/ Availment/ Medical abstract, if applicable	2. Bring required documents given by the nurse and proceed to the Billing Section and wait for the Cleared availment with stamp.	2 minutes	None	Nurse
		Cleared Availment w/ stamp o Official Receipt (OR)	3. Give the document to the Nurse and wait for the patient to prepare for discharge. Wait for the patient or mother/relative (in case of Pedia patients) to listen to the health instructions given by the nurse. Sign in the Clinical Coversheet of the Patient's Medical Chart and receive the Gate Pass and Discharge Summary.	30 minutes	None	Nurse
		Patient Satisfaction Survey Form	4. Fill-out the Patient Satisfaction Survey Form.	5 minutes	None	Nurse
		Gate Pass	5. Show Gate Pass to the Security Officer at the main entrance.	5-6 minutes	None	Security Guard
		Gate Pass	6. Upon going out of the hospital, present again the Gate Pass to the Security Officer at the main gate.	5 minutes	None	Security Guard
END OF TRANSACTION						