



External

31. SERVICENAME: ISSUANCE OF MEDICAL RECORDS (MEDICAL CERTIFICATE, MEDICO LEGAL CERTIFICATE, MEDICAL ABSTRACT, INSURANCE/SSS BENEFIT CLAIMS, CERTIFICATE OF CONFINEMENT, VACCINATION CORTICATE)

Description of the Service: This service covers the processing and issuance of requested medical records and medical information such as Medical Certificates, Medico-Legal Certificates, Medical Abstracts, Insurance/SSS Benefit Claims documents, Certificate of Confinement, and Certificate of Vaccination. These documents are issued upon request of the patient or authorized representative and are based on the available medical records of the patient. Processing and release of the requested documents are conducted according to the schedule set by the Records Section.

Office or Division:	Health Information Management Section
Classification :	Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Patients; Legal/Authorize Representative of Patients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Principal: 1. Government issued Identification Cards	BIR, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC, POST OFFICE, PHILHEALTH
Legal/Authorized Representative 1. Government issued Identification Cards of the person being represented 2. Government issued Identification Cards of the representative 3. Authorization Letter	BIR, DFA, PSA, SSS, GSIS, PAG-IBIG, LTO, COMELEC, POST OFFICE, PHILHEALTH



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of Medical Records	Receive and check request; determine the purpose of the request	None	5 minutes	HIMD Staff on duty
2. Indicates that the certificate will be used for work	Inform clients to pay at the cashier; writes request details in the request form sheet	None	5 minutes	HIMD Staff on duty
3. Indicates that the certificate will be used for financial assistance	Directs clients to Social Service for assessment	None	5 minutes	HIMD Staff on duty
4. Proceeds to the Medical Social Service Department for assessment	Issues slip and advice to return back to the HIMD	None	5 minutes	MSWD Staff on duty
5. Return to HIMS Office with assessment slip	Receive slip; Inform client to pay at the cashier; writes request details in the request form sheet	None	5 minutes	HIMD Staff on duty
6. Proceeds to the cashier to pay applicable fees	Issues Official Receipt and advice to	• Medical Certificate – 130.00	5 minutes	Cashier Staff on duty



		return back to HIMD	<ul style="list-style-type: none">• Medical Abstract – 130.00• Certificate of Confinement – 130.00• Certified True Copy – 30.00		
7. Presents Official Receipt at the HIMD	Schedule the release of the documents needed depending on the nature of request: Condition Specific Processing Time: <ul style="list-style-type: none">• All certificates that are for work – 1 working day• All Certificates that are for Financial Assistance – 3 working days• Medical Abstract –	None	8 Minutes	HIMD Staff on duty	



	3 working days			
	Retrieves the records of the patient to be the basis of any issuances in favor of the patient	None	1-3 working	HIMD Staff on duty
	Prepare and forward the document requested to the Physician for review and signature	None	1-3 working days	<ul style="list-style-type: none">• For Work: Physician only• For Financial Assistance: Hospital Administrator → Chief of Hospital → Attending Physician
8. Returns on the HIMD on the scheduled date of release to get the requested documents.	Issues the Document requested	None	5 minutes	HIMD Staff on duty
	TOTAL	N/A	1-3 working days	