



Internal/External

12. SERVICENAME: ISSUANCE OF MEDICAL CERTIFICATE

Description of the Service: Issuance of medical certificates to patients upon request, based on official medical records and attending physician's documentation. This service ensures the accurate and timely release of medical certificates for employment, school, personal, or legal requirements, in accordance with hospital policies and data privacy regulations.

Office or Division:	San Antonio City of Ilagan Isabela			
Classification:	Simple			
Type of Transaction:	Government Citizens/Client			
Who may avail:	Citizens of Ilagan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inpatient admission record or OPD Chart Valid ID of Patient or Authorized Representative Authorization Letter (if representative is requesting) Payment receipt		Health Information Management Section Patient/Guardian Patient/Guardian Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Health Information Management Section and present the requirements	Receive and verify admission record/OPD chart, valid ID, and authorization	None	2 minutes	Warlito D. Lacerna Jr. Health Information Management Officer or staff

2. Pay the fee at the Cashier	Issue official receipt	P 130.00	2 minutes	Aida Turqueza or other Cashier staff on duty
3. Present the payment receipt to the Health Information Management officer or staff	Verify receipt and process request	None	2 minutes	Warlito D. Lacerna Jr. Health Information Management Officer
4. Wait for the release of the medical certificate	Prepare and release the medical certificate	None	5-15 minutes	Warlito D. Lacerna Jr. Health Information Management Officer
5. Receive the medical certificate and sign in the logbook.	Record the release and have the client sign the logbook	None	2 minutes	Warlito D. Lacerna Jr. Health Information Management Officer
	TOTAL	130.00	13-15 minutes	