



Republic of the Philippines  
 Lapu-Lapu City Hospital  
 A. Tumalak St., Gun-ob, Lapu-Lapu City 6015  
 Cebu, Philippines  
 Tel No. (032) 340-0248; (032) 340-0249

**LAPU-LAPU CITY HOSPITAL**

| <b>Service Name:</b>  | Medical Record Services -Issues medical certificate for various purposes like employment, assistance, leave of absence, and etc.<br>- Releases discharge summaries, birth certificates and death certificates |                                       |  |                 |                       |
|---|---|---------------------------------------|--|-----------------|-----------------------|
| <b>Office/Division:</b>   | <b>Lapu-Lapu City Hospital – Medical Records</b>  |                                       |  |                 |                       |
| <b>Who May Avail?</b>   | All patients admitted to or examined at Lapu-Lapu City Hospital   |                                       |  |                 |                       |
| <b>Classification:</b>  | Simple  |                                       |  |                 |                       |
| <b>Type of Transaction:</b>   | G2C – Government to Citizens  |                                       |  |                 |                       |
| <b>Checklist of Requirements:</b>   |   |                                       | <b>Where to Secure:</b>                |                 |                       |
| 1. Request Form<br>2. Valid ID<br>3. Authorization Letter (for representatives) |   |                                       | Medical Records Section (Request Form) |                 |                       |
| <b>Schedule of Service Availability:</b>  |   |                                       |  |                 |                       |
| CLIENT STEPS  | AGENCY ACTION   | NECESSARY FORMS                       | PROCESSING TIME                        | FEES TO BE PAID | PERSON RESPONSIBLE    |
| 1. Secure request form for the issuance of medical/medicolegal certificate      | 1. Give request form to client.   | Request Form                          | 5 minutes                              | None            | Medical Records Staff |
| 2. Fill out the request form.   | 2. Assist clients in filling out of request form.   | Request Form                          | 10 minutes                             | None            | Medical Records Staff |
| 3. Submit the duly filled out request form.                                     | 3.1. Validates details and check for availability   | Patient's Chart                       | 1 hour                                 | None            | Medical Records Staff |
| 4. Asks for the releasing date and time.  | 4.1. Retrieve and prepare the requested document  | Patient's Chart and Hospital Database | 1 hour                                 | None            | Medical Records Staff |
|   | 4.2. Prepare medical, medico-legal certificate, birth certificate or death certificate  | Hospital Database                     | 4 hours                                | None            | Medical Records Staff |
|   | 3.3. Release document to patient/ authorized representative.  | Requested Document                    | 10 minutes                             | None            | Medical Records Staff |
| <b>TOTAL</b>  |   |                                       | <b>6 hours and 25 minutes</b>          |                 |                       |