

# SAN JUAN MEDICAL CENTER

## ISSUANCE OF MEDICAL RECORDS

<b>Office or Division:</b>	San Juan Medical Center			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	All Clients of San Juan Medical Center (Private and Service)			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
Patient's Medical Record (1) Patient's Request Form (1) ID of Claimant / Patient (1) Authorization Letter (1) (if applicable)	Medical Records Section Medical Records Section Claimant/ Patient Patient			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents request form and necessary requirements	Receives the request form and validates the completeness of the requirements submitted	None	5 minutes	Record Section Staff
2. Waits while records are retrieved and processed	Retrieves of Medical Records and provides copies of documents to the client	None	30 minutes	Record Section Staff
3. Pays to the cashier	Gives order of payment and instructs the client to pay the necessary fee at the Cashier Section	With fee	15 minutes	Record Section Staff
4. Presents Official Receipt	Checks the Official Receipt to be logged including the name and release of certificates	None	15 minutes	Record Section Staff
5. Receives Documents	Issues pertinent documents to the client	None	3 minutes	Record Section Staff
<b>END OF TRANSACTION</b>				
<b>TOTAL PROCESSING TIME: 1 hr 8 minutes</b>				

