 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 2 of 11

**PHILIPPINE HEART CENTER  
FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL**

**I. PURPOSE**

This Manual provides guide to the Philippine Heart Center (PHC) in processing requests for information pursuant to Executive Order No. 2 on Freedom of Information.


**II. DEFINITION OF TERMS**

1. PHC is located at the:

Philippine Heart Center  
East Avenue, Diliman, Quezon City 1100  
Tel No. 8925-2401

2. PHC's FOI Receiving Officer (FRO) is Dr. Pedro P. San Diego, Jr., Chief of the Management Information Systems Division.
3. PHC's FOI Decision Maker (FDM) is Atty. Liza Bagsao-Manalang, the PHC Attorney VI / Corporate Secretary.
4. PHC's Appeals Committee is comprised by PHC's Executive Committee as follows:

<b>NAME</b>	<b>DESIGNATION</b>
JOEL M. ABANILLA, MD	Executive Director
GERARDO S. MANZO, MD	Deputy Executive Director for Medical Services
JOSEPHINE M. GUILLERMO-LOPEZ, CPA, MBA	Deputy Executive Director for Hospital Support Services
GILBERT C. VILELA, MD	Deputy Executive Director for Education, Training, and Research Services
CRISELLE M. GALANG, RN, DNM	Deputy Executive Director for Nursing Services

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 3 of 11


### III. STANDARD OPERATING PROCEDURE

#### 1. *Submission of Request for Information and Initial Evaluation*

- a. All requests for FOI data from PHC must be in writing and may be submitted either personally or by registered mail.
- b. Requestors must accomplish the FOI Request Form, which may be obtained from the Management Services Office or may be downloaded at the PHC website, declaring therein the requestor's name, contact information and purpose of the request for information.
- c. The requestor must also provide a valid proof of identity including the authorization and proof of identity of the authorized representative, if the request is made through a representative.
- d. Requestors must submit the duly accomplished FOI Request Form to:

**DR. PEDRO P. SAN DIEGO, JR.**  
FOI Receiving Officer  
Management Information Systems Division  
Philippine Heart Center  
East Avenue, Diliman  
Quezon City 1100

- e. The FRO shall initially assess whether the request has been properly accomplished and in accordance with this Manual, whether the information is within the custody of PHC, available in PHC's website, or may or may not be released according to PHC's guidelines or as provided by law.
2. Complete and properly accomplished FOI Requests Form shall be transmitted by the FRO to the unit having in custody of the records within one (1) working day from date of receipt.
3. An Acknowledgment Receipt shall be given to the requestor stating therein the date on which his request shall be released by PHC which shall not be later than fifteen (15) working days from PHC's receipt of the request, except for necessary extensions. In case of extensions, PHC shall duly inform the requestor for the needed extension which shall not be more than twenty (20) working days.

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 4 of 11

4. Incomplete or improperly accomplished FOI Requests Forms shall be returned to the requestor for completion or amendments

## ***2. Transmittal of Request to the Unit in Custody of the Records/ Information***

- a. The FRO shall within one (1) working day from receipt of the request transmit the request to the specific work group which has custody of the records.
- b. He shall ensure that the responsible work group shall provide the required data or give a feedback as to the status of the request within seven (7) working days from its date of receipt of the request.

## ***3. Approval by the FDM and Release of FOI Data***

### ***A. Information which are in PHC's custody.***


1. Upon receipt of the data from the concerned work group, the FRO shall then request for approval for release of the records from the FDM. If approved, the FRO then transmits the requested information to the requesting party within fifteen (15) working days from the date of PHC's receipt of the request.
2. In the event that the responsible workgroup(s) requests for a period of extension to fully locate and provide the data required, the FRO informs the requesting party regarding the needed extension. Extensions shall only be a maximum of twenty (20) working days.

#### ***a. Information already available on-line or posted in PHC's website***

Should the information being requested is already posted and publicly available in PHC's website or in other agencies' websites, the FRO shall inform the requesting party of the said fact and provide them the website link where the information is posted.


#### ***b. Information not in PHC's custody and/or available in other agencies.***

If the requested information is not in PHC's custody, the FRO shall immediately refer the same to the appropriate agency and accordingly inform the requesting party about the unavailability of the information in PHC and the referral of his request to the concerned agency.

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 5 of 11

#### **4. Information which shall be denied by the FDM**

- a. Requests for information which fall among the information provided for by the Constitution, law and jurisprudence which may not be released by PHC such as:
  - a.i. Sensitive personal Information as provided for under the Data Privacy Act, except when upon compliance with the conditions set by the law allowing its disclosure;
  - a.ii. Privileged information as provided for under the Rules of Court;
  - a.iii. Information relating to the deliberation process of the PHC Board of Trustees, Executive Committee, and other committees/units of PHC;
  - a.iv. Information covered by confidentiality agreements with PHC stakeholders;
  - a.v. Proposals for new projects/ ventures of PHC, foreknowledge of which would seriously affect the success of the project or would undermine the operations of PHC itself;
  - a.vi. Restricted matters such as medical records, technical documents intended for internal use only and not for release to the public
  - a.vii. Information relating to directives dealing with important negotiations with other countries;
  - a.viii. Information relating to personal safety;
  - a.ix. Information relating to law enforcement;
  - a.x. Information relating to national security;
  - a.xi. Information relating to foreign affairs; and
  - a.xii. Such other information provide by law such as MC 78, s. of 1964 which may not be released to public unless conditions set forth by law for release of the information are met.
  
- b. Requests which are not made in writing, do not disclose the name and contact information of the requestor including such requests which do not provide any valid proof of identity of the requestor or the authorization or valid proof of identity of the requestor's representative, if the requests is made through a representative.

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 6 of 11


- c. PHC may not also act upon unreasonable subsequent identical or substantially similar requests from the same requesting party and which request has already been previously granted or denied by PHC.
- d. Notice of denials shall be signed by the FDM and shall be transmitted within fifteen (15) working days to the requesting party. The notice shall clearly set forth the ground or grounds for denial and the circumstances on which the denial is based. Failure by PHC to act on any requests within fifteen (15) working days shall be deemed a denial on the request for access to information.
- e. However, in case of item (b), the FDM shall immediately or within two (2) working days notify the requesting party to provide and complete the necessary data required so PHC may give due course to the request. The requesting party's reply to the same shall be treated as a new request in which the 15-working days response period for PHC starts anew.

## 5. Appeals

- a. A person whose request has been denied by the FDM may file a written appeal to:

**DR. JOEL M. ABANILLA**  
Chairperson  
FOI Appeals Committee  
Office of the Executive Director  
Philippine Heart Center  
East Avenue, Diliman  
Quezon City 1100

- b. The written appeal must be filed by the same person making the request for information within fifteen (15) working days from notice of denial or from the lapse of the relevant period to respond to the request.
- c. The Appeal shall be decided by the Appeals Committee and shall inform the appellant within thirty (30) days from the date of filing of the appeal. Failure to act on the appeal within said period shall be deemed as a denial of the appeal.
- d. The requesting party may file an appropriate case in the proper courts upon exhaustion of administrative remedies.

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 7 of 11

**IV. FEES**

PHC shall charge Two Pesos (₱2.00) per page representing the actual reproduction costs in providing the information to the requesting party excluding the actual costs of courier services in case the request for data may be requested by the party to be mailed to them.

PHILIPPINE HEART CENTER  
Management Information Systems Division  
2/F Medical Arts Building, East Avenue, Quezon City 1100  
Tel. No. 8925-2401

**FOI REQUEST FORM**

TITLE OF DOCUMENT REQUESTED \_\_\_\_\_  
DATE OF DOCUMENT \_\_\_\_\_  
PURPOSE: \_\_\_\_\_  
\_\_\_\_\_

Name of Requestor \_\_\_\_\_ Contact No. \_\_\_\_\_  
Signature \_\_\_\_\_ Date \_\_\_\_\_  
How would you like to receive the Info?: \_\_\_\_\_ Proof of Identity \_\_\_\_\_

\_\_\_\_\_ 1. Email  
\_\_\_\_\_ 2. Pick-Up  
\_\_\_\_\_ 3. Registered Mail. Postal Address \_\_\_\_\_  
\_\_\_\_\_ 4. Courier. \_\_\_\_\_


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Management Information Systems Division  
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Tel. No. 8925-2401

**ACKNOWLEDGMENT RECEIPT**

Date Submitted the Request \_\_\_\_\_  
Date of Release of the Document/Response \_\_\_\_\_

\_\_\_\_\_  
FOI Receiving Officer (Name and Signature)

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
	<b>MANUAL</b>	Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 8 of 11

PHILIPPINE HEART CENTER  
Management Information Systems Division  
2/F Medical Arts Building, East Avenue, Quezon City 1100  
Tel. No. 8925-2401

### FOI RESPONSE TEMPLATE

Date: \_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated (insert date) under Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

**Your Request:**

*You asked for (quote requests exactly)*

**Response to your Request:**

*Your FOI request is approved. Enclosed is a copy of the information you requested.*

Thank you.


Respectfully,

Conforme:

\_\_\_\_\_  
FOI Receiving / Releasing Officer

\_\_\_\_\_  
FOI Decision Maker



 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 9 of 11

PHILIPPINE HEART CENTER  
Management Information Systems Division  
2/F Medical Arts Building, East Avenue, Quezon City 1100  
Tel. No. 8925-2401

**FOI RESPONSE TEMPLATE - DOCUMENT AVAILABLE ONLINE**

Date : \_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated (insert date) under Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

**Your Request:**

*You asked for (quote requests exactly)*

**Response to your Request:**

*Some/Most/All of the information you have requested is already available online from (add details of where the information can be obtained, e.g. data.gov.ph, foi.gov.ph, or www.phc.gov.ph)*

**Your Right to Request a Review:**

*If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response in writing to: Appeals Committee c/o Office of the Executive Director, Philippine Heart Center, 2/F Medical Arts Building, East Avenue, Quezon City 1100. Your review request should explain why you are dissatisfied with this response, and should be made within fifteen (15) calendar days from your date of receipt of this letter. PHC shall complete the review and respond to you within thirty (30) days from our receipt of your appeal.*

*If you will not be satisfied with the results of the review, you then have the right to appeal to the Office of the President under Administrative Order. No. 22, s. 2011.*


Thank you.

Respectfully,

Conforme :

\_\_\_\_\_  
FOI Receiving / Releasing Officer

\_\_\_\_\_  
FOI Decision Maker

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 10 of 11

PHILIPPINE HEART CENTER  
Management Information Systems Division  
2/F Medical Arts Building, East Avenue, Quezon City 1100  
Tel. No. 8925-2401

**FOI RESPONSE TEMPLATE - DOCUMENT NOT AVAILABLE**

Date : \_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated (insert date) under Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

**Your Request :**

*You asked for (quote requests exactly)*

**Response to your Request:**

*While our aim is to provide information whenever possible, in this instance PHC does not have the information you requested. However, you may wish to contact (insert appropriate agency). We have accordingly forwarded them your request.*

**Your Right to Request a Review:**

*If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response in writing to: Appeals Committee c/o Office of the Executive Director, Philippine Heart Center, 2F MAB, East Avenue, Quezon City 1100. Your review request should explain why you are dissatisfied with this response, and should be made within fifteen (15) calendar days from your date of receipt of this letter. PHC shall complete the review and respond to you within thirty (30) days from our receipt of your appeal.*

*If you will not be satisfied with the results of the review, you then have the right to the appeal to the Office of the President under Administrative Order. No. 22, s. 2011.*


Thank you.

Respectfully,

Conforme :

\_\_\_\_\_  
FOI Receiving / Releasing Officer

\_\_\_\_\_  
FOI Decision Maker

 <p><b>PHILIPPINE HEART CENTER</b> Office of the Executive Director Management Services Department</p>	Document Type	Document Code: OED-MSD-002
		Effective Date: September 2017
	Document Title	Revision Number: 2
	<b>FREEDOM OF INFORMATION (FOI) PEOPLE'S MANUAL</b>	Page: 11 of 11

PHILIPPINE HEART CENTER  
Management Information Systems Division  
2/F Medical Arts Building, East Avenue, Quezon City 1100  
Tel. No. 8925-2401

### FOI RESPONSE TEMPLATE - UNDER EXCEPTIONS

Date : \_\_\_\_\_

Dear \_\_\_\_\_:

Greetings!

Thank you for your request dated (insert date) under Executive Order No. 2, s. 2016 on Freedom of Information in the Executive Branch.

**Your Request:**

*You asked for (quote requests exactly)*

**Response to your Request:**

*While our aim is to provide information whenever possible, in this instance we are unable to provide the information you have requested because an exception under sections (insert specific numbers) of the List of exceptions applies to that information.*

**Your Right to Request a Review:**

*If you are unhappy with this response to your FOI request, you may ask us to carry out an internal review of the response in writing to: Appeals Committee c/o Office of the Executive Director, Philippine Heart Center, 2/F Medical Arts Building, East Avenue, Quezon City 1100. Your review request should explain why you are dissatisfied with this response, and should be made within fifteen (15) calendar days from your date of receipt of this letter. PHC shall complete the review and respond to you within thirty (30) days from our receipt of your appeal.*

*If you will not be satisfied with the results of the review, you then have the right to the appeal to the Office of the President under Administrative Order. No. 22, s. 2011.*

Thank you.

Respectfully,

Conforme:

\_\_\_\_\_  
FOI Receiving / Releasing Officer

\_\_\_\_\_  
FOI Decision Maker