

# Ziauddin Group of Hospitals

## Release of Information (ROI) – Document Requirements

### Documents and Their Requirements

S. No	Document/Certificate Name	Required Documents for Release
1	Admission Certificate	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient's CNIC</li><li>- If under 18: Guardian's CNIC + Relationship Proof</li><li>- Discharge Summary copy</li></ul>
2	Claim Reimbursement Form	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient brings form from company</li><li>- ROI fills, verifies and endorsed it</li><li>- Patient's CNIC + Attendant CNIC (Spouse/ Kids / sibling)</li><li>- Original Bills</li><li>- Discharge summary copy</li></ul>
3	Discharge Summary	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient's CNIC</li><li>- If under 18: Guardian's CNIC + Relationship Proof</li></ul>
4	Distance Certificate	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient's CNIC</li><li>- Proof of Address</li><li>- Discharge Summary copy</li></ul>
5	Duplicate Bill Charges	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient's CNIC</li><li>- If under 18: Guardian's CNIC + Relationship Proof</li><li>- Discharge Summary copy</li></ul>
6	Duplicate Death Certificate	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Only the person who admitted the patient responsible for payment (Name in file) +CNIC</li><li>- Blood relative with Relationship Proof +CNIC</li><li>- CNIC of Deceased(Original) + copy</li></ul>
7	Emergency Certificate	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient's CNIC</li><li>- Discharge Summary</li><li>- Emergency Slip</li></ul>
8	Financial Bill Verification	<ul style="list-style-type: none"><li>- ROI Request Form</li><li>- Patient's CNIC</li><li>- If under 18: Guardian's CNIC + Relationship Proof</li></ul>

		- Original Bills
9	Fitness Certificate	- ROI Request Form - Patient's CNIC - Medical Report / Flims
10	Insurance Claim Certificate	- ROI Request Form - Patient's CNIC - If under 18: Guardian's CNIC + Relationship Proof - Discharge Summary copy - Original Bills
11	Lab Report	- ROI Request Form - Patient's CNIC - If under 18: Guardian's CNIC + Relationship Proof - Lab Slip or EMR #
12	Medical Certificate	- ROI Request Form - Patient's CNIC - Doctor's Recommendation
13	Medical Leave Certificate	- ROI Request Form - Patient's CNIC - Doctor's Recommendation
14	Radiology Report	- ROI Request Form - Patient's CNIC - If under 18: Guardian's CNIC + Relationship Proof - Radiology Slip or EMR #
15	Transfer Certificate / Clinical Summaries	- ROI Request Form - Patient's CNIC or Guardian's CNIC - Relationship Proof - Discharge summary copy
16	Birth Certificate	- ROI Request Form - Patient's CNIC - Baby's EMR or birth record / Discharge Summary

### ROI Terms of Reference:

- ROI only give documents to the patient or a close family member (with CNIC and proof).
- If patient is under 18, then parents/guardians can take the documents with relationship proof (e.g., B-form).
- If patient's CNIC is not available, then family member's CNIC with proof must be shown.
- For **deceased patients**, legal heirs can collect documents with CNIC, death certificate, and relation proof.
- Any **legal/police/court** request is sent to our **legal advisor (lawyer)** first.
- No documents are given to outsiders or unrelated persons.
- Normal processing time is 5 to 7 working days.