

CITIZEN'S CHARTER FOR LABORATORY TESTING:

Laboratory testing involves receiving or collecting specimens for testing (Pre-analytical phase), performing the appropriate tests (Analytical phase), and generating results (Post-analytical phase).

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	OPD/ER/In-patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official hospital laboratory request form and client must wear mask and practice physical distancing		Requesting Physician; client/patient		
Charge slip/OR		Cashier		
		Department of Pathology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the laboratory request at the information window	Receives and checks laboratory request forms. If with specimen, checks specimen's condition. Prepares charge slip.	Cost as approved by Ordinance number SP-2349 Series of 2014	10 MINUTES	Laboratory Staff
2. Waits for specimen to be collected	Collects and/or extracts sample. For tests that require fasting, instructions are given.	None	20-30 MINUTES	Laboratory Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. In-Patient: No need to present official receipt ER/OPD: Returns to the Laboratory Reception and presents official receipt</p>	<p>ER/OPD: Copies the official receipt number</p>	<p>Charged by billing section Paid to cashier based on cost per test</p>	<p>2-3 MINUTES</p>	<p>Laboratory Staff</p>
<p>4. Releasing of Results In-Patient/ER/OPD: Waits for releasing of results. Clinical Chemistry, Clinical Microscopy, Hematology: ER: Within 2-3hours OPD: Within 3-5 hours In-Patient: Releasing Time: 6 AM, 10 AM, 2 PM, 6 PM & 10 PM. Bacteriology: Culture and Sensitivity: 7-10 working days Sputum AFB (TB-DOTS): 7 working days</p>	<p>Requests for claimant ID for identification purposes. Once validated, the result is given to the patient/relative. The patient/relative signs the receiving logbook for documentation purposes.</p>	<p>None</p>	<p>5-10 MINUTES</p>	<p>Laboratory Staff</p>

<p>Other Bacteriology tests: AFB, GS, KOH, TMG: ER: 5-7 hours IN/OPD: 3 days Anatomic Pathology: Surgical Pathology: 10-12 working days Cytology: 7-10 working days Immunohistochemistry: 12-15 working days</p>				
TOTAL:	Variable based on the number/cost per test	37-43 minutes		

CITIZEN’S CHARTER FOR BLOOD DONATION:

Providing an adequate supply of safe blood thru voluntary blood donation by recruiting, screening, and collecting blood from blood donors.

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Voluntary blood donors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official hospital blood donor form; must wear mask and practice physical distancing			Department of Pathology (Blood Bank)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up the donor form and presents valid ID. Schedule: Every Tuesday and Friday 9 AM to 12 NN, except last Friday (moved to the last Thursday of the month, 9 AM to 12 NN).	Validates donor form	None	20 MINUTES	Blood Bank Staff

2. Undergoes screening	Obtains history and performs physical examination. Performs Hematocrit determination	None	60 minutes	Blood Bank Staff
3. Undergoes blood extraction	Performs phlebotomy	None	10-15 MINUTES	Blood Bank Staff
4. Undergoes post-donation care and counselling	Performs post-donation care and counselling	None	10 MINUTES	Blood Bank Staff

	TOTAL:	None	1 HOUR AND 40 MINUTES to 1 HOUR AND 55 MINUTES	
--	--------	------	--	--

CITIZEN’S CHARTER FOR PROVISION OF BLOOD AND BLOOD PRODUCTS:

Blood banking and Serology is a section of the clinical laboratory that collects, tests, and stores blood and blood products for transfusion.

Office or Division:	Department of Pathology			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	In-patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official hospital blood bank request form; must wear mask and practice physical distancing			Requesting Physician	
Cross-matching result form			Department of Pathology (Blood Bank)	
Transfusion slip			Department of Pathology (Blood Bank)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the blood request form at the blood bank reception window. *Emergency requests must be signed by the chief resident of the requesting	Receives and validates the request	None	20 MINUTES	Blood Bank Staff

<p>department during weekdays from 8 AM to 5 PM, then by the senior house officer (SHO) from 5 AM to 8 AM during weekdays, weekends and holidays</p> <p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
<p>2. Undergoes blood extraction</p>	<p>Collects blood sample from the patient for cross-matching</p>	<p>None</p>	<p>30 MINUTES</p>	<p>Blood Bank Staff</p>
<p>3. Patient waits for compatible and safe blood to be transfused</p>	<p>Performs cross-matching on previously serologically tested blood. Prepares charge slip for cross-matching fee and serologic testing fee.</p>	<p>Cross matching/ Serologic fees as posted</p>	<p>2-6 MINUTES</p>	<p>Blood Bank Staff</p>
<p>4. Patient receives transfusion as needed</p>	<p>A. Informs NOD of the availability of compatible blood.</p> <p>B. Stores and releases the</p>	<p>None</p>	<p>10 MINUTES</p> <p>48 HOURS MAXIMUM STORAGE</p>	<p>Blood Bank Staff</p>

	unit/s as needed.			
TOTAL:		Cross matching/ Serologic fees as posted	1 hour and 2 minutes-1 hour and 6 minutes	