



**LOCAL GOVERNMENT OF QUEZON CITY**  
**Quezon City General Hospital**  
**Department of Pathology**  
**CITIZEN'S CHARTER**



**Laboratory Information System**

**Schedule of Availability of Service**

- Days** : Monday-Sunday  
**Hours** : 24 hours/day, No Noon Breaks  
**Who May Avail of the Service** : All admitted patients, patients of Emergency Room and Out- Patient Department who need laboratory services  
**Documentary Requirements** : Completely filled up and duly signed laboratory request form/s  
**Processing Period** : Anytime for admitted and emergency room patients  
**How to Avail of the Service** : Submission of laboratory test request form and payment of examination charges

STEP	APPLICANT/ CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents the laboratory request at the information window <i>(Ipakita ang laboratory test request sa tanggapan ng OPD-Satellite-Laboratory)</i>	Receives the laboratory test request <i>(Tanggapin ang laboratory test request)</i>	1 minute (1 minuto)	Laboratory Staff	None <i>(Wala)</i>	Official Hospital (QCGH) Laboratory request
2		Checks laboratory request and prepares statement of account (SOA) <i>(Suriin ang laboratory test request at ihanda ang talaan ng serbisyong babayaran)</i>	1 minute (1 minuto)		Depends on patient's rendered examinations <i>(Depende sa nagawang eksaminasyon para sa pasyente)</i>	Official Hospital (QCGH) Laboratory request
3		Collects sample for laboratory testing:  <b>In-Patient:</b> *STAT (emergency) request – collect sample immediately *Routine request – follow the warding time <b>Schedule of warding:</b>	5 minutes (5 minuto)	Laboratory Staff	None <i>(Wala)</i>	Official Hospital (QCGH) Laboratory request



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		<p>6:00AM 10:00AM 2:00PM 10:00PM</p> <p><b>Emergency Room (ER):</b> Any time</p> <p>(Talaan ng pagkolekta ng sample para sa laboratory:  <b>In-Patient:</b>            *STAT (emergency) request – agarang pagkolekta ng sample            *Routine request – sundin ang talaan ng oras ng pagkuha</p> <p><b>Talaan ng oras ng pagkuha:</b>            6:00AM            10:00AM            2:00PM            10:00PM</p> <p><b>Emergency Room (ER):</b> Kahit anong oras)</p>				
4		<p>Charges cost of the laboratory examinations to the Hospital Information System  <i>(Ipasok ang karampatang bayarin ng pasyente sa Hospital Information System)</i></p>	5 minutes (5 minuto)	Laboratory Staff	Depends on patient's rendered examinations <i>(Depende sa nagawang eksaminasyon para sa pasyente)</i>	Statement of account (SOA) and Clearance Slip
5		<p>Analyzes the collected samples from the patients in the laboratory  <i>(Suriin ang nakolektang sample sa laboratoryo)</i></p>	20 minutes (20 minuto)	Laboratory Staff	None <i>(Wala)</i>	Official Hospital (QCGH) Laboratory request



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6		<p style="text-align: center;"><b>Releasing of result</b></p> <p><b>In-Patient:</b> follow the releasing time</p> <p style="text-align: center;"><b>Schedule of releasing:</b>  10:00AM  2:00PM  10:00PM</p> <p><b>Emergency Room (ER)-</b> Within 1 - 2 hours</p> <p style="text-align: center;"><b>Bacteriology</b>  Culture &amp; Sensitivity - 3 to 7 days  Sputum AFB (TB DOTS) – 3 days  Other Bacteriology tests – 3 days</p> <p style="text-align: center;"><b>ANATOMIC PATHOLOGY</b>  <b>Surgical Pathology:</b> 7 to 10 working days  <b>Cytology:</b> 5 to 7 days  Immunohistochemistry: 10 to 12 working days</p> <p><b>(Talaan ng pagkuha ng resulta:</b>  <b>In-Patient:</b> sundin ang talaan ng pagkuha ng resulta  <b>Talaan ng pagkuha ng resulta:</b>  10:00AM  2:00PM  10:00PM</p>	5 minutes (5 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory result
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		<p><b>Emergency Room (ER)-</b> sa loob ng 1 -2 oras</p> <p style="text-align: center;"><b>Bacteriology</b></p> <p>Culture &amp; Sensitivity - 3 hanggang 7 araw          Sputum AFB (TB DOTS) – 3 araw          Other Bacteriology tests – 3 araw</p> <p style="text-align: center;"><b>ANATOMIC PATHOLOGY</b></p> <p><b>Surgical Pathology:</b> 7 hanggang 10 araw ng trabaho  <b>Cytology:</b> 5 hanggang 7 araw          Immunohistochemistry: 10 hanggang 12 araw ng trabaho)</p>				
<b>END OF TRANSACTION</b>						