



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



Out-Patient Department (OPD) Satellite-Laboratory

Schedule of Availability of Service

- Days** : Monday-Friday
Hours : 7AM to 4PM, No Noon Breaks
Who May Avail of the Service : Out-Patient Department (OPD) clients and QCGH employees who need drug testing services
Documentary Requirements : Completely filled out and duly signed laboratory request form/s
Processing Period : 7AM to 4PM for Out-Patient Department(OPD) clients and QCGH employees
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



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3		<p>Collects sample for laboratory testing:</p> <p>8:00AM-10AM for the examination that requires fasting</p> <p>8:00AM-3:00PM for the examination that does not require fasting</p> <p><i>(8:00AM-10AM para sa mga eksaminayon na may fasting)</i></p> <p><i>8:00AM-3:00PM para sa mga eksaminayon na walang fasting)</i></p>	<p>5 minutes</p> <p><i>(5 minuto)</i></p>	<p>Laboratory Staff</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>Official Hospital (QCGH) Laboratory request</p>
4	<p>Proceeds to the billing station to ask for statement of account and secures clearance slip at cash section.</p> <p><i>(Pumunta sa billing section at humingi ng talaan ng serbisyong babayaran at kumuha ng clearance slip sa cash section.)</i></p>	<p>Instructs the patient to pay the corresponding amount</p> <p><i>(Gabayan ang pasyente sa pagbabayad ng mga kaukulang bayarin)</i></p>	<p>5 minutes</p> <p><i>(5 minuto)</i></p>	<p>Laboratory Staff</p>	<p>Depends on patient's rendered examinations</p> <p><i>(Depende sa nagawang eksaminasyon para sa pasyente)</i></p>	<p>Statement of account (SOA) and Clearance Slip</p>
5		<p>Analyzes the collected samples from the patients in the laboratory</p> <p><i>(Suriin ang nakolektang sample sa laboratoryo)</i></p>	<p>20 minutes</p> <p><i>(20 minuto)</i></p>	<p>Laboratory Staff</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>Official Hospital (QCGH) Laboratory request</p>



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6	<p>Presents the Official receipt and valid identification card to the OPD-Satellite Laboratory window to release the result.</p> <p><i>(Ipakita ang opisyal na resibo at kard ng pagkakakilanlan sa tanggapan upang makuha ang resulta)</i></p>	<p>Validates the official receipt and identification card.</p> <p><i>(Suriin ang opisyal na resibo at kard ng pagkakakilanlan)</i></p>	<p>2 minutes (2 minuto)</p>	<p>Laboratory Staff</p>	<p>None (Wala)</p>	<p>Official Hospital (QCGH) receipt and Clearance Slip</p>
7		<p>Schedule of releasing of result: Fasting examinations = 2pm or as scheduled Non-Fasting tests = 4 hours after extraction or as scheduled</p> <p>Bacteriology Culture & Sensitivity - 3 to 7 days Sputum AFB (TB DOTS) – 3 days Other Bacteriology tests – 3 days</p> <p><i>(Talaan ng pagkuha ng resulta:</i></p> <p>Para sa may fasting eksaminasyon = 2pm or as scheduled Para sa walang fasting eksaminasyon = 4 hours after extraction or as scheduled</p> <p>Bacteriology Culture & Sensitivity - 3 hanggan 7 araw Sputum AFB (TB DOTS) – 3 araw Other Bacteriology tests – 3 araw</p>	<p>5 minutes (5 minuto)</p>	<p>Laboratory Staff</p>	<p>None (Wala)</p>	<p>Official Hospital (QCGH) Laboratory result</p>
END OF TRANSACTION						



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