



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



Blood Bank Section

Schedule of Availability of Service

Days : Monday-Friday
Hours : 24 hours
Who May Avail of the Service : Client
Documentary Requirements : Official hospital blood request
Processing Period : Variable
How to Avail of the Service : Submission of blood request form

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents the blood request form at the blood bank reception window (<i>Ipasa ang blood request form sa tanggapan ng blood bank</i>)	Receives and validates the request (<i>Tanggapin at suriin ang request</i>) *Emergency requests must be signed by the chief resident of the requesting 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 <i>(*Ang mga emergency request ay kailangang pirmado ng punong residente ng kanyang departamento mula lunes hanggang biyernes, 8 AM hanggang 5 PM tapos sa Senior House Officer (SHO) naman mula lunes hanggang biyernes, 5PM hanggang 8AM, sabado at linggo at kapag holiday.</i>	2 minutes (2 minuto)	Client Blood Bank Staff	None (Wala)	Official hospital blood bank request form



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2		Collects blood sample from the patient for crossmatching <i>(Pagkolekta ng dugo mula sa pasyente para sa crossmatching)</i>	15 minutes <i>(15 minuto)</i>	Blood Bank Staff	None <i>(Wala)</i>	Official hospital blood bank request form
3	Patient waits for compatible and safe blood to be transfused <i>(Ang pasyente ay maghihintay ng maisasaling angkop at ligtas na dugo.)</i>	Performs crossmatching on previously serologically tested blood. <i>(Magsagawa ng crossmatching mula sa sumailalim na eksaminasyon na dugo.)</i> Charge patient for crossmatching fee and serologic testing fee. <i>(I-charge ang pasyente para sa crossmatching at serologic na eksaminasyon.)</i>	1 – 3 hours <i>(1 – 3 oras)</i>	Client Blood Bank Staff	Cost as approved by Ordinance number SP-2349 Series of 2014	Official hospital blood bank request form Cross-matching result form
4	Patient receives transfusion as needed <i>(Ang pasyente ay nasalinan ng dugo depende sa kanyang pangangailangan.)</i>	A. Informs NOD of the availability of compatible blood. <i>(Ipagbigay alam sa NOD ang pagkakaroon ng dugo)</i> B. Stores and releases the unit/s as needed. <i>(Itago at ibigay ang dugo depende sa pangangailangan.)</i>	5 minutes <i>(5 minuto)</i> 48 hours maximum storage <i>(48 oras pinakamatagal na pagimbak)</i>	Blood Bank Staff	None <i>(Wala)</i>	Cross-matching result form Transfusion slip
END OF TRANSACTION						