



LOCAL GOVERNMENT OF QUEZON CITY

Quezon City General Hospital

Department of Pathology

CITIZEN'S CHARTER



Drug Test 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 drug test request form and payment of examination charges

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents valid identification card and request for drug testing (<i>Ipakita ang kard ng pagkakakilanlan at drug test request</i>)	Receives the valid identification card and drug test request (<i>Tanggapin ang drug test request</i>)	1 minute (1 minuto)	Drug Test staff	None (Wala)	Official Hospital (QCGH) Drug Test request
2		Accepts and checks drug test request. (<i>Tanggapin at suriin ang drug test request</i>)	1 minute (1 minuto)		None (Wala)	Official Hospital (QCGH) Drug Test request
3		Activates account and charges cost of the screening drug test to the Hospital Information System (<i>Ipasok ang pangalan sa Hospital Information System para sa kanyang babayaran</i>)	1 minute (1 minuto)	Drug Test staff	P250	Official Hospital (QCGH) Drug Test request
4	Completely filling out of Custody and Control Form (<i>Punan ang Custody and Control Form ng mga detalye</i>)	Assist the donor/client with filling out of Custody and Control Form. (<i>Gabayan ang donor/client sa mga dapat punan sa Custody and Control Form</i>)	10 minutes (10 minuto)	Authorized Specimen Collector	None (Wala)	Official Hospital (QCGH) custody and control form



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5	Select the container to use for urine collection and removes all unnecessary outer garments <i>(Pumili ng lalagyan na gagamitin sa pagkuha ng ihi at tanggalin lahat ng mga gamit na hindi kailangan sa pagkuha ng ihi)</i>	Accompanies the donor/ client in a toilet (must also observe the donor/client outside the cubicle until the specimen is collected) <i>(Samahan ang donor/client sa palikuran (kailangan ding obserbahan ang pagkolekta nito ng ihi.))</i>	20 minutes (20 minuto)		None (Wala)	Official Hospital (QCGH) custody and control form
6	Writes full name, signature, date and time of collection in a masking tape and seals urine specimen. <i>(Isulat ang buong pangalan, pirma, petsa at oras ng pagkolekta ng ihi sa masking tape at selyuhan ang nakolektang ihi)</i>	Submits accepted urine sample for testing to the laboratory <i>(Ibigay ang nakolektang ihi sa laboratoryo upang masuri)</i>	5 minutes (5 minuto)		None (Wala)	Official Hospital (QCGH) custody and control form
7		Analyzes the collected sample from the client/donor in the laboratory. <i>(Suriin ang nakolektang sample mula sa client/donor sa loob ng laboratoryo)</i>	10 minutes (10 minuto)	Certified Drug Test Analyst	None (Wala)	Official Hospital (QCGH) custody and control form
8	Proceeds to "Biometric and Face Capture" window and presents valid identification card. <i>(Pumunta sa "Biometric and Face Capture" at ipakita ang valid identification card.)</i>	Enters the donor/ client details in the IDTOMIS. <i>(Ipasok ang mga kinakailangang detalye ng donor/ client sa IDTOMIS.)</i>	5 minutes (5 minuto)	Drug Test staff	None (Wala)	Statement of account (SOA)
9	Proceeds to the billing station to ask for statement of account.	Instructs the donor/client to proceed to the billing station and pay the corresponding fee.	1 minute (1 minuto)			



	(Pumunta sa billing section at humingi ng talaan ng serbisyong babayaran)	(Gabayan ang donor/client na pumunta sa billing station at bayaran ang kaukulang bayarin.)				
10	Presents the Official receipt and valid identification card to the drug test window to release the result. (Ipakita ang opisyal na resibo at kard ng pagkakakilanlan sa tanggapan upang makuha ang resulta)	Validates the official receipt and identification card. (Suriin ang opisyal na resibo at kard ng pagkakakilanlan)	1 minute (1 minuto)		None (Wala)	Official receipt
11		Schedule of releasing of result: Negative result: Within the day (7am-4pm; Monday-Friday) Positive result: After 15 days from the submission of screened positive urine sample to the confirmatory laboratory. (Talaan ng pagkuha ng resulta: Negatibong resulta: Mismong araw (7am-4pm; Lunes-Biyernes) Positibong resulta: Pagkatapos ng 15 araw, mula sa pagpasa ng sinuring positibo na ihi sa confirmatory laboratory.)	1 minute (1 minuto)		None (Wala)	Drug Test Result
END OF TRANSACTION						