

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



## Histopathology Section

Schedule of Availability of Service	ce	
Days	:	Monday-Friday (Releasing of Result)
-		Monday- Sunday (Receiving of Specimen)
Hours	:	2pm to 4pm (Releasing of Result)
		24 hours (Receiving of Specimen)
Who May Avail of the Service	:	Client
Documentary Requirements	:	Official hospital surgical/cytology request
Processing Period	:	Variable
How to Avail of the Service	:	Submission of surgical request form and payment

Submission of surgical request form and payment of laboratory charges

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Present surgical/ cytology request and specimen at the information window ( Ipresenta and surgical/cytology request at specimen sa tanggapan ng histopath )	Receives and checks the request forms, completeness of data and integrity of the specimen ( <i>Tanggapin at suriin ang request</i> <i>form, at kalidad ng specimen</i> )	2 minutes (2 minuto)	Patient/ Relative/ Hospital staff Histopathology staff	None ( <i>Wala</i> )	Surgical/ cytology request form
2	Out-patient: Go to billing section for statement of account then proceed to cashier (Out-patient: Pumunta sa billing section para sa talaan ng serbisyong	Accept specimen and surgical/ cytology request. ( Pagtanggap ng specimen at surgical/cytology request )	Depends on patient rendered examination ( depende sa nasagawang eksaminasyon para sa pasyente )	Histopathology staff Patient/Relative	Laboratory fees	Statement of Account



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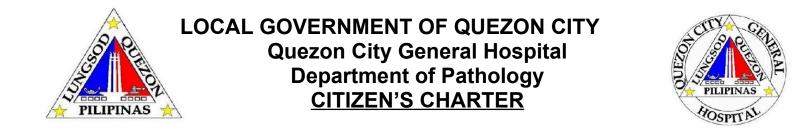
	babayaran pagkatapos ay pumunta sa cashier upang magbayad) Pay the corresponding amount at cashier section (ER/OPD) and return to the information window (Bayaran and kaukalangang bayarin sa cashier ( ER/OPD) at bumalik sa tanggapan ng histopath)	Charge patient using hospital information system (HIS) ( I-charge ang bayadin ng pasyente sa hospital information system (HIS))				
3	Present the official receipt at the histopath information window ( Ipresenta ang opisyal na resibo sa tanggapan ng histopath )	Claim stub is given and instructs the patient/ companion regarding the necessary requirements to bring and date and time of releasing of result/s.	3 minutes ( 3 minuto )	Patient/ Relative Histopathology staff	None ( Wala )	Official receipt Claim Stub



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		( lbigay ang claim stub at sabihin sa pasyente o kasama nito tungkol sa kinakailangang dalhin, araw at oras na maaring kunin ang resulta ) Releasing of result/s: Routine Surgical Pathology: variable Cytology: 5 to 7 days Immunohistochemistry: 10 to 12 working days (Talaan ng pagkuha ng resulta: Routine Surgical Pathology: nagbabago-bago Cytology: 5 hanggang 7 araw Immunohistochemistry: 10 hanggang 12 araw ng trabaho )				
4	Presents the claim stub ( Ipresenta ang claim stub )	Validates the claim stub and ask the claimant ID for identification purposes. Once validated, the original result is given to the patient/ relative. The patient/ relative signs the receiving logbook for documentation purposes ( <i>Suruin ang claim stub at hingin ang ID ng kumukuha ng resulta.</i> Sa sandaling napatunayan, ibigay ang tunay na kopya sa pasyente o sa awtorisadong tao. Ang pasyente o	5 minutes ( 5 minuto)	Patient/ Relative Histopathology staff Patient/ Relative	None ( <i>Wala</i> )	Claim Stub



		ang awtorisadong tao ay pipirma sa receiving logbook )				
END OF TRANSACTION						