



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



Histopathology Section

Schedule of Availability of Service

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 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 (<i>Ipresenta and surgical/cytology request at specimen sa tanggapan ng histopath</i>)	Receives and checks the request forms, completeness of data and integrity of the specimen (<i>Tanggapin at suriin ang request form, at kalidad ng specimen</i>)	2 minutes (<i>2 minuto</i>)	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 (<i>Out-patient: Pumunta sa billing section para sa talaan ng serbisyong</i>)	Accept specimen and surgical/ cytology request. (<i>Pagtanggap ng specimen at surgical/cytology request</i>)	Depends on patient rendered examination (<i>depende sa nasagawang eksaminasyon para sa pasyente</i>)	Histopathology staff Patient/Relative	Laboratory fees	Statement of Account



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



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		<p>(Ibigay ang claim stub at sabihin sa pasyente o kasama nito tungkol sa kinakailangang dalhin, araw at oras na maaring kunin ang resulta)</p> <p>Releasing of result/s: Routine Surgical Pathology: variable Cytology: 5 to 7 days Immunohistochemistry: 10 to 12 working days</p> <p>(Talaan ng pagkuha ng resulta: Routine Surgical Pathology: nagbabago-bago Cytology: 5 hanggang 7 araw Immunohistochemistry: 10 hanggang 12 araw ng trabaho)</p>				
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 (Suruin ang claim stub at hingin ang ID ng kumukuha ng resulta. 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 (Wala)	Claim Stub



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