



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



Laboratory Information System

Schedule of Availability of Service

Days	:	Monday-Sunday
Hours	:	24 hours/day, No Noon Breaks
Who May Avail of the Service	:	All admitted patients, patients of Emergency Room and Out- Patient department who need laboratory services
Documentary Requirements	:	Completely filled up and duly signed laboratory request form/s
Processing Period	:	Anytime for admitted and emergency room patients
How to Avail of the Service	:	Submission of laboratory test request form and payment of examination charges

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	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 (Wala)	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 serbisyon 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
3		Collects sample for laboratory testing: In-Patient: *STAT (emergency) request – collect sample immediately *Routine request – follow the warding time	5 minutes (5 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory request



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		<p>Schedule of warding: 6:00AM 10:00AM 2:00PM 10:00PM</p> <p>Emergency Room (ER): Any time</p> <p>(Talaan ng pagkolekta ng sample para sa laboratory: In-Patient: *STAT (emergency) request – agarang pagkolekta ng sample *Routine request – sundin ang talaan ng oras ng pagkuha</p> <p>Talaan ng oras ng pagkuha: 6:00AM 10:00AM 2:00PM 10:00PM</p> <p>Emergency Room (ER): Kahit anong oras)</p>				
4		<p>Charges cost of the laboratory examinations to the Hospital Information System <i>(Ipasok ang karampatang bayarin ng pasyente sa Hospital Information System)</i></p>	<p>5 minutes (5 minuto)</p>	<p>Laboratory Staff</p>	<p>Depends on patient's rendered examinations <i>(Depende sa nagawang eksaminasyon para sa pasyente)</i></p>	<p>Statement of account (SOA) and Clearance Slip</p>



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5		Analyzes the collected samples from the patients in the laboratory (<i>Suriin ang nakolektang sample sa laboratoryo</i>)	20 minutes (20 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory request
6		<p>Releasing of result</p> <p>In-Patient: follow the releasing time Schedule of releasing: 10:00AM 2:00PM 10:00PM</p> <p>Emergency Room (ER)- Within 1 -2 hours</p> <p>Bacteriology Culture & Sensitivity - 3 to 7 days Sputum AFB (TB DOTS) – 3 days Other Bacteriology tests – 3 days</p> <p>ANATOMIC PATHOLOGY Surgical Pathology: variable Cytology: 5 to 7 days Immunohistochemistry: 10 to 12 working days</p> <p>(<i>Talaan ng pagkuha ng resulta:</i>) In-Patient: sundin ang talaan ng pagkuha ng resulta</p>	5 minutes (5 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory result



		<p>Talaan ng pagkuha ng resulta: 10:00AM 2:00PM 10:00PM</p> <p>Emergency Room (ER)- sa loob ng 1 -2 oras</p> <p>Bacteriology Culture & Sensitivity - 3 hanggang 7 araw Sputum AFB (TB DOTS) – 3 araw Other Bacteriology tests – 3 araw</p> <p>ANATOMIC PATHOLOGY Surgical Pathology: nagbabago-bago Cytology: 5 hanggang 7 araw Immunohistochemistry: 10 hanggang 12 araw ng trabaho)</p>				
END OF TRANSACTION						