



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



Out-Patient Department (OPD) Satellite-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 laboratory 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 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 serbisyong 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: 8:00AM-10AM for the examination that requires fasting 8:00AM-3:00PM for the examination that does not require fasting <i>(8:00AM-10AM para sa mga eksaminayon na may fasting)</i>	5 minutes (5 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory request



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		8:00AM-3:00PM para sa mga eksaminayon na walang fasting)				
4	Proceeds to the billing station to ask for statement of account and secures clearance slip at cash section . (Pumunta sa billing section at humingi ng talaan ng serbisyong babayaran at kumuha ng clearance slip sa cash section.)	Instructs the patient to pay the corresponding amount (Gabayan ang pasyente sa pagbabayad ng mga kaukulang bayarin)	5 minutes (5 minuto)	Laboratory Staff	Depends on patient's rendered examinations (Depende sa nagawang eksaminasyon para sa pasyente)	Statement of account (SOA) and Clearance Slip
5		Analyzes the collected samples from the patients in the laboratory (Suriin ang nakolektang sample sa laboratoryo)	20 minutes (20 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory request
6	Presents the Official receipt and valid identification card to the OPD-Satellite Laboratory 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)	2 minutes (2 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) receipt and Clearance Slip
7		Schedule of releasing of result: Fasting examinations = 2pm or as scheduled Non-Fasting tests = 4 hours after extraction or as scheduled Bacteriology Culture & Sensitivity - 3 to 7 days Sputum AFB (TB DOTS) – 3 days Other Bacteriology tests – 3 days	5 minutes (5 minuto)	Laboratory Staff	None (Wala)	Official Hospital (QCGH) Laboratory result



		<p><i>(Talaan ng pagkuha ng resulta:</i></p> <p>Para sa may fasting eksaminasyon = 2pm or as scheduled</p> <p>Para sa walang fasting eksaminasyon = 4 hours after extraction or as scheduled</p> <p>Bacteriology Culture & Sensitivity - 3 hanggan 7 araw Sputum AFB (TB DOTS) – 3 araw Other Bacteriology tests – 3 araw</p>				
END OF TRANSACTION						