



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Department of Radiology
CITIZEN'S CHARTER



MAMMOGRAPHY

Schedule of Availability of Service

Days	:	Monday to Friday 8:00 AM to 5:00PM, except holidays
Hours	:	9 hours without noon break
Who May Avail of the Service	:	OPD Clients
Documentary Requirements	:	Radiology Request Form Official Receipt
Processing Period	:	54 minutes - 1 hour 44 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present request at Radiology Department Reception area. (Ibigay ang request sa Radiology Department Reception area.)	Checks the data if properly filled up and encode the examination. (Suriin mabuti kung tama ang mga detalye at i-encode sa PACS)	5 minutes (5 minutes)	Radiologic Technologist	None (Wala)	Radiology Request Form
2	Wait until name is called. (Hintayin na matawag ang pangalan)	Instructs client to go to the billing section. (I-direkta ang pasyente na magpunta sa billing section.)				
		If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)	30 minutes - 1 hour (30 minuto - 1 oras)	Medical Social Service	Depends on clients' rendered services (Depende sa serbisyo para sa kliyente)	Transaction slip
3	Presents the transaction slip to pay at cashier (Ipakita ang transaction slip sa cashier para magbayad.)	Receives payment and issues Official Receipt (OR) (Tanggapin ang bayad at ibigay ang opisyal na resibo.)	5 - 10 minutes (5 - 10 minuto)	Cashier		



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GENERAL RADIOGRAPHY

Schedule of Availability of Service

Days	:	Monday to Friday 8:00 AM to 5:00PM, except holidays Mondays - Sundays (ER/ADMITTED)
Hours	:	24 hours without noon break
Who May Avail of the Service	:	OPD/ER/ADMITTED Clients
Documentary Requirements	:	Radiology Request Form Official Receipt
Processing Period	:	54 minutes - 1 hour 39 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present request at Radiology Department Reception area. (Ibigay ang request sa Radiology Department Reception area.) • For ER and Admitted patients, present request form for evaluation. (Para sa ER at Admitted patients, ipakita lamang ang request form para sa suriin)	Checks the data if properly filled up and encode the examination. (Suriin mabuti kung tama ang mga detalye at i-encode sa PACS)	5 minutes (5 minutes)	Radiologic Technologist	None (Wala)	Radiology Request Form
2	Wait until name is called. (Hintayin na matawag ang pangalan)	Instructs client to go to the billing section. (I-direkta ang pasyente na magpunta sa billing section.)		Radiologic Technologist		
		If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent,	30 minutes - 1 hour (30 minuto - 1 oras)	Medical Social Service	Depends on clients' rendered services (Depende sa serbisyo para sa	Transaction slip



		<i>maaaring pumunta sa Social Service.)</i>			<i>kliyente)</i>	
3	Presents the transaction slip to pay at cashier <i>(Ipakita ang transaction slip sa cashier para magbayad.)</i>	Receives payment and issues Official Receipt (OR) <i>(Tanggapin ang bayad at ibigay ang opisyal na resibo.)</i>	5 - 10 minutes <i>(5 - 10 minuto)</i>	Cashier		
4	Return to the Radiology department reception area and present the Official receipt. <i>(Bumalik sa Radiology Department reception at ipakita ang resibo.)</i>	Records the payment, renders the examination, and instructs client to wait until name is called. <i>(I-record ang bayad at sabihan ang pasyente na antaying matawag ang pangalan.)</i>	1 - 2 minutes <i>(1 - 2 minuto)</i>	Radiologic Technologist	None <i>(Wala)</i>	Official receipt <i>(Opisyal na resibo)</i>
5	Proceed to X-ray Room <i>(Pumunta sa X-ray Room.)</i>	Performs X-ray examination. <i>(Gawin ang X-ray examination.)</i>	10 - 15 minutes <i>(10 - 15 minuto)</i>	Radiologic Technologist	None <i>(Wala)</i>	
6	Return to Radiology Department reception Area <i>(Bumalik sa Radiology Department reception Area)</i>	Informs client of date and place of release of results (2-3 working days) <i>(Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho)</i>	1 - 2 minutes <i>(1 - 2 minuto)</i>	Radiologic Technologist		
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date <i>(Pumunta sa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release ng resulta.)</i>	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. <i>I-print ang opisyal na resulta galing sa PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay available na, maaari itong kunin mula Lunes hanggang Linggo, kabilang ang mga "holiday", mula 8:00 a.m. hanggang 5:00 p.m.</i>	2 - 5 minutes <i>(2 - 5 minuto)</i>	Radiologic Clerk		Official receipt <i>(Opisyal na resibo)</i>
END of TRANSACTION						



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ULTRASONOGRAPHY

Schedule of Availability of Service

Days	:	Monday to Friday 8:00 AM to 5:00PM, except holidays (OPD) Mondays - Sundays (ER/ADMITTED)
Hours	:	9 hours without noon break (OPD) 24 hours without noon break (ER/ADMITTED)
Who May Avail of the Service	:	OPD/ER/ADMITTED Clients
Documentary Requirements	:	Radiology Request Form Transaction slip Official Receipt
Processing Period	:	56 minutes - 1 hour 54 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Present request at Radiology Department Reception area. (Ibigay ang request sa Radiology Department Reception area.) For ER and Admitted patients, present request form for evaluation. (Para sa ER at Admitted patients, ipakita lamang ang request form para sa suriin)	Checks the data if properly filled. Schedules and instructs client of the pre -procedures preparation. (Suriin mabuti kung tama ang mga detalye. I-schedule at ituro sa pasyente and tamang paghahanda bago ang pagsusuri.) *For non-fasting examinations [e.g. KUB,breast, thyroid, chest, pelvic and soft tissues], may be done same day (Para sa mga pagsusuring hindi kailangan ng fasting [halimbawa: KUB, breast, thyroid,	5 minutes (5 minutes)	Radiologic Technologist	None (Wala)	Radiology Request Form



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		<i>chest, pelvic at soft tissue], ito ay maaaring gawin sa parehong araw)</i>				
2	Wait until name is called. (Hintayin na matawag ang pangalan)	Encode the examination. Instructs client to go to the billing section. (I-encode sa PACS ang eksaminasyon. I-direkta ang pasyente na magpunta sa billing section) If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)	30 minutes - 1 hour (30 minuto - 1 oras)	Radiologic Technologist Medical Social Service	Depends on clients' rendered services (Depende sa serbisyo para sa kliyente)	Transaction slip
3	Presents the transaction slip to pay at cashier (Ipakita ang transaction slip sa cashier para magbayad.)	Receives payment and issues Official Receipt (OR) (Tanggapin ang bayad at ibigay ang opisyal na resibo.)	5 - 10 minutes (5 - 10 minuto)	Cashier		
4	Return to the Radiology department reception area and present the Official receipt. (Bumalik sa Radiology Department reception at ipakita ang resibo.)	Records the payment, renders the examination, and instructs client to wait until name is called. (I-record ang bayad at sabihan ang pasyente na antaying matawag ang pangalan.)	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist	None (Wala)	Official receipt (Opisyal na resibo)
5	Proceed to Ultrasound Room (Pumunta sa Ultrasound Room.)	Performs Ultrasound examination. (Gawin ang Ultrasound examination.)	15 - 30 minutes (15 - 30 minuto)	Radiologic Technologist, Radiology Residents and/or Radiology Consultants		
6	Return to Radiology Department reception Area (Bumalik sa Radiology Department reception Area)	Informs client of date and place of release of results (2-3 working days) (Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho)	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist	None (Wala)	None (Wala)
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date (Pumunta sa Radiology	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. I-print ang opisyal na resulta galing sa	2 - 5 minutes (2 - 5 minuto)	Radiologic Clerk		Official receipt (Opisyal na resibo)



	Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release ng resulta.)	PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay available na, maaari itong kunin mula Lunes hanggang Linggo, kabilang ang mga “holiday”, mula 8:00 a.m. hanggang 5:00 p.m.				
END of TRANSACTION						



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COMPUTED TOMOGRAPHY

Schedule of Availability of Service

Days	:	Monday to Friday 8:00 AM to 5:00PM, except holidays (OPD) Mondays - Sundays (ER/ADMITTED)
Hours	:	9 hours without noon break (OPD) 24 hours without noon break (ER/ADMITTED)
Who May Avail of the Service	:	OPD/ER/ADMITTED Clients
Documentary Requirements	:	Radiology Request Form Consent Form Transaction slip Official Receipt
Processing Period	:	2 hours and 7 minutes - 3 hours 24 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient must secure an appointment schedule for imaging procedure. (<i>Ang pasyente ay kukuha ng iskedyul ng appointment para sa CT-scan procedure.</i>) For walk-in, ER and Admitted patients, present request form for evaluation. (<i>Para sa walk-in, ER, at Admitted patientst, ipakita lamang ang request form para sa suriin</i>)	Review the imaging request. (<i>Suriin mabuti kung tama ang mga detalye.</i>) Resident / Radiology technologist checks required laboratory results (for contrast-enhanced studies), makes an appointment schedule, and gives instructions for preparation prior to procedure. (<i>Sinusuri ng Residente/Radiology technologist ang mga kinakailangang resulta ng laboratory (para sa contrast-enhanced na examination), magbibigay ng iskedyul ng appointment, at</i>	10 - 15 minutes (<i>10 - 15 minuto</i>)	Radiologic Technologist Radiology Residents	None (<i>Wala</i>)	Radiology Request Form



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		magbibigay ng mga tagubilin sa tamang paghahanda bago ang pagsusuri.)				
2	On the scheduled day: (Sa nakatakdang araw ng iskedyul:) Patients may then proceed to CT scan section, where they will sign a consent form and go through the pre-procedural checklist. (Maaaring magpatuloy ang pasyente sa CT scan section, kung saan ay pipirma sila ng kasulatan ng pahintulot at papasadahan ang preprocedural checklist.)	Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition. (Ang request form na may iskedyul ay tatanggapin sa Reception Area. Ang impormasyon ng pasyente ay susuriin sa HIS, ang eksaminasyon ay sisingilin gamit ang HIS by render requisition)	10 minutes (10 minuto)	Radiologic Technologist	None (Wala)	None (Wala)
		Laboratory results, clinical history and other pertinent details are verified. (Ang resulta ng laboratoryo, klinikal na kasaysayan, at iba pang nauugnay na mga detalye ay susuriin)	10 minutes (10 minuto)	Radiology Resident		
		Consent form and pre-procedural checklist is given. (Ang kasulatan ng pahintulot at pre-procedural checklist ay ibibigay at ipapakumpleto.)	5 minutes (5 minuto)	Radiologic Technologist		
		Transaction slip is given for settlement of bills prior to imaging. (Ang transaction slip ay ibibigay sa pasyente para makapagbayad bago ang eksaminasyon.)	5 minutes (5 minuto)		Depends on clients' rendered services (Depende sa serbisyo para sa kliyente)	Transaction slip



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		If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)	30 minutes - 1 hour (30 minuto - 1 oras)	Medical Social Service		
3	Presents the transaction slip to pay at cashier (Ipakita ang transaction slip sa cashier para magbayad.)	Receives payment and issues Official Receipt (OR) (Tanggapin ang bayad at ibigay ang opisyal na resibo.)	5 - 10 minutes (5 - 10 minuto)	Cashier		
4	Return to the Radiology department reception area and present the Official receipt. (Bumalik sa Radiology Department reception at ipakita ang resibo.)	Records the payment, renders the examination, and instructs client to wait until name is called. (I-record ang bayad at sabihan ang pasyente na antaying matawag ang pangalan.)	1 - 2 minutes (1 - 2 minuto)	Radiologic Clerk	None (Wala)	Official receipt (Opisyal na resibo)
5	Proceed to CT Scan Area (Pumunta sa CT Scan Area)	Performs CT Scan procedure (Gawin ang CT Scan procedure)	15 - 45 minutes (15 - 45 minuto)	Radiologic Technologist	None (Wala)	None (Wala)
		Checks the CT scan image (Suriin ang imahe ng CT scan)	3 - 5 minutes (3 - 5 minuto)	Radiology Resident		
6	Return to Radiology Department reception Area (Bumalik sa Radiology Department reception Area)	Informs client of date and place of release of results (2-3 working days) (Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho))	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist		
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date (Pumunta sa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release)	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. I-print ang opisyal na resulta galing sa PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay	2 - 5 minutes (2 - 5 minuto)	Radiologic Clerk		Official receipt (Opisyal na resibo)



	ng resulta.)	available na, maaari itong kunin mula Lunes hanggang Linggo, kabilang ang mga “holiday”, mula 8:00 a.m. hanggang 5:00 p.m.				
END of TRANSACTION						



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MAGNETIC RESONANCE IMAGING

Schedule of Availability of Service

Days	:	Monday to Friday 8:00 AM to 5:00PM, except holidays (OPD) Mondays - Sundays (ER/ADMITTED)
Hours	:	9 hours without noon break (OPD) 24 hours without noon break (ER/ADMITTED)
Who May Avail of the Service	:	OPD/ER/ADMITTED Clients
Documentary Requirements	:	Radiology Request Form Consent Form Transaction slip Official Receipt
Processing Period	:	2 hours and 7 minutes - 3 hours 24 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient must secure an appointment schedule for imaging procedure. (<i>Ang pasyente ay kukuha ng iskedyul ng appointment para sa MRI procedure.</i>) • For walk-in, ER and Admitted patients, present request form for evaluation. (<i>Para sa walk-in, ER, at Admitted patientst, ipakita lamang ang request form para sa suriin</i>)	Review the imaging request. (<i>Suriin mabuti kung tama ang mga detalye.</i>) Resident / Radiology technologist checks required laboratory results (for contrast-enhanced studies), makes an appointment schedule, and gives instructions for preparation prior to procedure. (<i>Sinusuri ng Residente/Radiology technologist ang mga kinakailangang resulta ng laboratory (para sa contrast-enhanced na examination), magbibigay ng iskedyul ng appointment, at magbibigay ng mga</i>	10 - 15 minutes (10 - 15 minuto)	Radiologic Technologist Radiology Residents	None (Wala)	Radiology Request Form



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		<i>tagubilin sa tamang paghahanda bago ang pagsusuri.)</i>				
2	On the scheduled day: <i>(Sa nakatakdang araw ng iskedyul:)</i> Patients may then proceed to MRI section, where they will sign a consent form and go through the pre-procedural checklist. <i>(Maaaring magpatuloy ang pasyente sa MRI section, kung saan ay pipirma sila ng kasulatan ng pahintulot at papasadahan ang preprocedural checklist.)</i>	Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition. <i>(Ang request form na may iskedyul ay tatanggapin sa Reception Area. Ang impormasyon ng pasyente ay susuriin sa HIS, ang eksaminasyon ay sisingilin gamit ang HIS by render requisition)</i>	10 minutes <i>(10 minuto)</i>	Radiologic Technologist	None <i>(Wala)</i>	None <i>(Wala)</i>
		Laboratory results, clinical history and other pertinent details are verified. <i>(Ang resulta ng laboratoryo, klinikal na kasaysayan, at iba pang nauugnay na mga detalye ay susuriin)</i>	10 minutes <i>(10 minuto)</i>	Radiology Resident		
		Consent form and pre-procedural checklist is given. <i>(Ang kasulatan ng pahintulot at pre-procedural checklist ay ibibigay at ipapakumpleto.)</i>	5 minutes <i>(5 minuto)</i>	Radiologic Technologist		
		Transaction slip is given for settlement of bills prior to imaging. <i>(Ang transaction slip ay ibibigay sa pasyente para makapagbayad bago ang eksaminasyon.)</i>	5 minutes <i>(5 minuto)</i>		Depends on clients' rendered services <i>(Depende sa serbisyo para sa kliyente)</i>	Transaction slip



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		If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)	30 minutes - 1 hour (30 minuto - 1 oras)	Medical Social Service		
3	Presents the transaction slip to pay at cashier (Ipakita ang transaction slip sa cashier para magbayad.)	Receives payment and issues Official Receipt (OR) (Tanggapin ang bayad at ibigay ang opisyal na resibo.)	5 - 10 minutes (5 - 10 minuto)	Cashier		
4	Return to the Radiology department reception area and present the Official receipt. (Bumalik sa Radiology Department reception at ipakita ang resibo.)	Records the payment, renders the examination, and instructs client to wait until name is called. (I-record ang bayad at sabihan ang pasyente na antaying matawag ang pangalan.)	1 - 2 minutes (1 - 2 minuto)	Radiologic Clerk	None (Wala)	Official receipt (Opisyal na resibo)
5	Proceed to MRI Area (Pumunta sa MRI Area)	Performs MRI procedure (Gawin ang MRI procedure)	30 minutes - 2 hours (30 minuto - 2 oras)	Radiologic Technologist	None (Wala)	None (Wala)
		Checks the MRI image (Suriin ang imahe ng MRI)	3 - 5 minutes (3 - 5 minuto)	Radiology Resident		
6	Return to Radiology Department reception Area (Bumalik sa Radiology Department reception Area)	Informs client of date and place of release of results (2-3 working days) (Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho))	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist		
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date (Pumunta sa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release)	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. I-print ang opisyal na resulta galing sa PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay	2 - 5 minutes (2 - 5 minuto)	Radiologic Clerk		Official receipt (Opisyal na resibo)



	ng resulta.)	available na, maaari itong kunin mula Lunes hanggang Linggo, kabilang ang mga “holiday”, mula 8:00 a.m. hanggang 5:00 p.m.				
END of TRANSACTION						



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SPECIAL RADIOLOGIC IMAGING PROCEDURES (XRAY)

Schedule of Availability of Service

Days : Monday to Friday 8:00 AM to 5:00PM, except holidays
Hours : 9 hours without noon break
Who May Avail of the Service : OPD Clients
Documentary Requirements : Radiology Request Form
Consent Form
Transaction slip
Official Receipt
Processing Period : 1 hour 27 minutes - 3 hours 28 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient must secure an appointment schedule for special X-ray procedure. (<i>Ang pasyente ay kukuha ng iskedyul ng appointment para sa special X-ray procedure.</i>)	Review the imaging request. (<i>Suriin mabuti kung tama ang mga detalye.</i>) Resident / Radiology Technologist gives list of materials to be used, schedule of the procedure, and gives instructions for preparation prior to procedure. (<i>Magbibigay ang Residente/Radiology technologist ng listahan ng mga kinakailangang materyales, magbibigay ng iskedyul ng appointment, at magbibigay ng mga tagubilin sa tamang paghahanda bago ang pagsusuri.</i>)	10 - 15 minutes (10 -15 minuto)	Radiologic Technologist Radiology Residents	None (Wala)	Radiology Request Form



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2	On the scheduled day: (Sa nakatakdang araw ng iskediyul:)	Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition. (Ang request form na may iskediyul ay tatanggapin sa Reception Area. Ang impormasyon ng pasyente ay susuriin sa HIS, ang eksaminasyon ay sisingilin gamit ang HIS by render requisition)	10 minutes (10 minuto)	Radiologic Technologist	None (Wala)	Transaction slip
		Resident / Radiology Technologist checks required materials and laboratory results. (Ang mga kinakailangang materyales at resulta ng laboratoryo ay susuriin ng Residente/Radiology Technologist)	5 minutes (5 minuto)	Radiology Residents Radiologic Technologist		
		Transaction slip is given for settlement of bills prior to imaging. Instructs client to go to the billing section. (Ang transaction slip ay ibibigay sa pasyente para makapagbayad bago ang eksaminasyon. I-direkta ang pasyente na magpunta sa billing section.)	5 minutes (5 minuto)	Radiologic Technologist		
		If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)	30 minutes - 1 hour (30 minuto - 1 oras)	Medical Social Service		
3	Presents the transaction slip to pay at cashier (Ipakita ang transaction slip sa	Receives payment and issues Official Receipt (OR) (Tanggapin ang bayad at ibigay ang opisyal na resibo.)	5 - 10 minutes (5 - 10 minuto)	Cashier	Depends on clients' rendered services (Depende sa serbisyo para sa kliyente)	



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	<i>cashier para magbayad.)</i>					
4	Return to the Radiology department reception area and present the Official receipt. (Bumalik sa Radiology Department reception at ipakita ang resibo.)	Records the payment, renders the examination, and instructs client to wait until name is called. (I-record ang bayad at sabihan ang pasyente na antayang matawag ang pangalan.)	2 - 3 minutes (2 - 3 minuto)	Radiologic Technologist	None (Wala)	Official receipt (Opisyal na resibo)
5	On the scheduled day: (Sa nakatakdang araw ng iskedyul:) *Patients may then proceed to X-ray section, where they will sign a consent form and go through the pre-procedural checklist. (Maaaring magpatuloy ang pasyente sa X-ray section, kung saan ay pipirma sila ng kasulatan ng pahintulot at papasadahan ang pre-procedural checklist.)	Clinical history and other pertinent details are verified. Consent form and pre-procedural check list is given. (Ang klinikal na kasaysayan, at iba pang nauugnay na mga detalye ay susuriin. Ang kasulatan ng pahintulot at pre-procedural checklist ay ibibigay at ipapakumpleto.)	2 - 3 minutes (2 - 3 minuto)	Radiologic Technologist Radiology Residents	None (Wala)	None (Wala)
		Performs special X-ray procedure. (Gawin ang special X-ray procedure)	15 - 90 minutes (15 - 90 minuto)	Radiology Consultants Radiology Residents Radiologic Technologist		
6	Return to Radiology Department reception Area (Bumalik sa Radiology Department reception Area)	Informs client of date and place of release of results (2-3 working days) (Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho)	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist		
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date (Pumunta sa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. I-print ang opisyal na resulta galing sa PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay	2 - 5 minutes (2 - 5 minuto)	Radiologic Clerk		Official receipt (Opisyal na resibo)



	ng resulta.)	available na, maaari itong kunin mula Lunes hanggang Linggo, kabilang ang mga “holiday”, mula 8:00 a.m. hanggang 5:00 p.m.				
END of TRANSACTION						



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SPECIAL RADIOLOGIC IMAGING PROCEDURES (ULTRASOUND)

Schedule of Availability of Service

Days	:	Monday to Friday 8:00 AM to 5:00PM, except holidays
Hours	:	9 hours without noon break
Who May Avail of the Service	:	OPD/ADMITTED Clients
Documentary Requirements	:	Radiology Request Form Consent Form Transaction slip Official Receipt
Processing Period	:	2 hours 42 minutes - 4 hours 28 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient must secure an appointment schedule for special ultrasound procedure. (<i>Ang pasyente ay kukuha ng iskedyul ng appointment para sa special ultrasound procedure.</i>)	Review the imaging request. (<i>Suriin mabuti kung tama ang mga detalye.</i>) Resident / Radiology Technologist gives list of materials to be used, schedule of the procedure, and gives instructions for preparation prior to procedure. (<i>Magbibigay ang Residente/Radiology technologist ng listahan ng mga kinakailangang materyales, magbibigay ng iskedyul ng appointment, at magbibigay ng mga tagubilin sa tamang paghahanda bago ang pagsusuri.</i>)	10 - 15 minutes (10 -15 minuto)	Radiologic Technologist Radiology Residents	None (Wala)	Radiology Request Form



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2	On the scheduled day: <i>(Sa nakatakdang araw ng iskedyul:)</i> * Hematology clearance is requested by radiology resident on duty if bleeding parameters are deranged. <i>(Ang Hematology clearance ay hinihingi ng Radiology Resident kung ang parameter ng pagdurugo ay hindi normal)</i>	Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition. <i>(Ang request form na may iskedyul ay tatanggapin sa Reception Area. Ang impormasyon ng pasyente ay susuriin sa HIS, ang eksaminasyon ay sisingilin gamit ang HIS by render requisition)</i>	10 minutes <i>(10 minuto)</i>	Radiologic Technologist	None <i>(Wala)</i>	Transaction slip
		Resident / Radiology Technologist checks required materials and laboratory results. <i>(Ang mga kinakailangang materyales at resulta ng laboratoryo ay susuriin ng Residente/Radiology Technologist)</i>	5 minutes <i>(5 minuto)</i>	Radiology Residents Radiologic Technologist		
		Transaction slip is given for settlement of bills prior to imaging. Instructs client to go to the billing section. <i>(Ang transaction slip ay ibibigay sa pasyente para makapagbayad bago ang eksaminasyon. I-direkta ang pasyente na magpunta sa billing section.)</i>	5 minutes <i>(5 minuto)</i>	Radiologic Technologist		
		If the client is indigent, he/she may proceed to Social Service. <i>(Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)</i>	30 minutes - 1 hour <i>(30 minuto - 1 oras)</i>	Medical Social Service	Depends on clients' rendered services <i>(Depende sa serbisyo para sa kliyente)</i>	
3	Presents the transaction slip to pay at cashier <i>(Ipakita ang transaction slip sa cashier para magbayad.)</i>	Receives payment and issues Official Receipt (OR) <i>(Tanggapin ang bayad at ibigay ang opisyal na resibo.)</i>	5 - 10 minutes <i>(5 - 10 minuto)</i>	Cashier		
4	Return to the Radiology department reception area and present the Official receipt. <i>(Bumalik sa Radiology Department reception at ipakita ang resibo.)</i>	Records the payment, renders the examination, and instructs client to wait until name is called. <i>(I-record ang bayad at sabihan ang pasyente na antaying matawag ang pangalan.)</i>	2 - 3 minutes <i>(2 - 3 minuto)</i>	Radiologic Technologist	None <i>(Wala)</i>	Official receipt <i>(Opisyal na resibo)</i>



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5	On the scheduled day: (Sa nakatakdang araw ng iskedyul:) *Patients may then proceed to ultrasound section, where they will sign a consent form and go through the pre-procedural checklist. (Maaaring magpatuloy ang pasyente sa ultrasound section, kung saan ay pipirma sila ng kasulatan ng pahintulot at papasadahan ang pre-procedural checklist.)	Clinical history and other pertinent details are verified. Consent form and pre-procedural check list is given. (Ang klinikal na kasaysayan, at iba pang nauugnay na mga detalye ay susuriin. Ang kasulatan ng pahintulot at pre-procedural checklist ay ibibigay at ipapakumpleto.)	2 - 3 minutes (2 - 3 minuto)	Radiologic Technologist Radiology Residents	None (Wala)
		Performs special ultrasound procedure. (Gawin ang special ultrasound procedure)	60 - 90 minutes (60 - 90 minuto)	Radiology Consultants Radiology Residents Radiologic Technologist	
		Post-procedure observation for any complications. (Oobserbahan ang pasyente para sa anumang masamang reaksyon o komplikasyon)	30 - 60 minutes (30 - 60 minuto)		
6	Return to Radiology Department reception Area (Bumalik sa Radiology Department reception Area)	Informs client of date and place of release of results (2-3 working days) (Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho))	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist	None (Wala)
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date (Pumunta sa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release ng resulta.)	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. I-print ang opisyal na resulta galing sa PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay available na, maaari itong kunin mula Lunes hanggang Linggo, kabilang ang mga “holiday”, mula 8:00 a.m. hanggang 5:00 p.m.	2 - 5 minutes (2 - 5 minuto)	Radiologic Clerk	
END of TRANSACTION					



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SPECIAL RADIOLOGIC IMAGING PROCEDURES (CT-SCAN)

Schedule of Availability of Service

Days : Monday to Friday 8:00 AM to 5:00PM, except holidays
Hours : 9 hours without noon break
Who May Avail of the Service : OPD/ADMITTED Clients
Documentary Requirements : Radiology Request Form
Consent Form
Transaction slip
Official Receipt
Processing Period : 2 hours 2 minutes - 3 hours 58 minutes

How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Patient must secure an appointment schedule for special CT-scan procedure. (Ang pasyente ay kukuha ng iskedyul ng appointment para sa special CT-scan procedure.)	Review the imaging request. (Suriin mabuti kung tama ang mga detalye.) Resident / Radiology Technologist gives list of materials to be used, schedule of the procedure, and gives instructions for preparation prior to procedure. (Magbibigay ang Residente/Radiology technologist ng listahan ng mga kinakailangang materyales, magbibigay ng iskedyul ng appointment, at magbibigay ng mga tagubilin sa tamang paghahanda bago ang pagsusuri.)	10 - 15 minutes (10 -15 minuto)	Radiologic Technologist Radiology Residents	None (Wala)	Radiology Request Form



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2	On the scheduled day: (Sa nakatakdang araw ng iskedyul:) * Hematology clearance is requested by radiology resident on duty if bleeding parameters are deranged. (Ang Hematology clearance ay hinihingi ng Radiology Resident kung ang parameter ng pagdurugo ay hindi normal)	Request form with schedule will be received at the Reception Area. Patient information is verified in the HIS, examination is charged via HIS by render requisition. (Ang request form na may iskedyul ay tatanggapin sa Reception Area. Ang impormasyon ng pasyente ay susuriin sa HIS, ang eksaminasyon ay sisingilin gamit ang HIS by render requisition)	10 minutes (10 minuto)	Radiologic Technologist	None (Wala)	
		Resident / Radiology Technologist checks required materials and laboratory results. (Ang mga kinakailangang materyales at resulta ng laboratoryo ay susuriin ng Residente/Radiology Technologist)	5 minutes (5 minuto)	Radiology Residents Radiologic Technologist		
		Transaction slip is given for settlement of bills prior to imaging. Instructs client to go to the billing section. (Ang transaction slip ay ibibigay sa pasyente para makapagbayad bago ang eksaminasyon. I-direkta ang pasyente na magpunta sa billing section.)	5 minutes (5 minuto)	Radiologic Technologist		
		If the client is indigent, he/she may proceed to Social Service. (Kung ang pasyente ay indigent, maaaring pumunta sa Social Service.)	30 minutes - 1 hour (30 minuto - 1 oras)	Medical Social Service		
3	Presents the transaction slip to pay at cashier (Ipakita ang transaction slip sa cashier para magbayad.)	Receives payment and issues Official Receipt (OR) (Tanggapin ang bayad at ibigay ang opisyal na resibo.)	5 - 10 minutes (5 - 10 minuto)	Cashier	Depends on clients' rendered services (Depende sa serbisyo para sa kliyente)	Transaction slip
4	Return to the Radiology department reception area and	Records the payment, renders the examination, and instructs client to wait	2 - 3 minutes (2 - 3 minuto)	Radiologic Technologist		Official receipt (Opisyal na resibo)



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	present the Official receipt. (Bumalik sa Radiology Department reception at ipakita ang resibo.)	until name is called. (I-record ang bayad at sabihan ang pasyente na antaying matawag ang pangalan.)				
5	On the scheduled day: (Sa nakatakdang araw ng iskedyul:) *Patients may then proceed to CT-scan section, where they will sign a consent form and go through the pre-procedural checklist. (Maaaring magpatuloy ang pasyente sa CT-scansection, kung saan ay pipirma sila ng kasulatan ng pahintulot at papasadahan ang pre- procedural checklist.)	Clinical history and other pertinent details are verified. Consent form and pre- procedural check list is given. (Ang klinikal na kasaysayan, at iba pang nauugnay na mga detalye ay susuriin. Ang kasulatan ng pahintulot at pre- procedural checklist ay ibibigay at ipapakumpleto.)	2 - 3 minutes (2 - 3 minuto)	Radiologic Technologist Radiology Residents	None (Wala)	None (Wala)
		Performs special CT-scan procedure. (Gawin ang special CT-scan procedure)	20 - 60 minutes (20 - 60 minuto)	Radiology Consultants Radiology Residents Radiologic Technologist		
		Post-procedure observation for any complications. (Oobserbahan ang pasyente para sa anumang masamang reaksiyon o komplikasyon)	30 - 60 minutes (30 - 60 minuto)			
6	Return to Radiology Department reception Area (Bumalik sa Radiology Department reception Area)	Informs client of date and place of release of results (2-3 working days) (Ipagbigay-alam sa pasyente ang araw at lugar ng release ng resulta (2-3 araw na may trabaho)	1 - 2 minutes (1 - 2 minuto)	Radiologic Technologist		
7	Patient may proceed to Radiology Information Section Main Building and present official receipt on the releasing date (Pumunta sa Radiology Information Section Main Building at ipakita ang opisyal na resibo sa araw ng release ng resulta.)	Official results recorded in the PACS will be printed and logged in the releasing logbook. Once the official result is available, it can be claimed from Monday to Sunday, including holidays between 8:00 a.m. and 5:00 p.m. I-print ang opisyal na resulta galing sa PACS at ililista sa releasing logbook. Kapag ang opisyal na resulta ay available na, maaari itong kunin mula Lunes	2 - 5 minutes (2 - 5 minuto)	Radiologic Clerk		Official receipt (Opisyal na resibo)



		hanggang Linggo, kabilang ang mga "holiday", mula 8:00 a.m. hanggang 5:00 p.m.				
END of TRANSACTION						