

**CITIZENS CHARTER
CHAMP CLINICAL LABORATORY**

LABORATORY SERVICES

CHAMP Clinical Laboratory provides low-rate, quality laboratory services to patients of CHAMP and patients referred by Health Centers as well as to the general public.

Office or Division:	CHAMP CLINICAL LABORATORY
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who may avail:	All Pasigueño and Non-Pasigueño

SERBISYO NG LABORATORYO :

- Monday to Friday 8:00 am to 3:30 pm
- CLINICAL CHEMISTRY 8:00 am to 9:00 am

****Receiving of patients is dependent on the number of employees and workload***

RELEASING OF RESULTS:

CLIENT TYPE	RECEIVING TIME	RELEASING OF RESULTS
OUTPATIENT MONDAY TO FRIDAY	8:00 AM to 3:30 PM 8:00 AM to 9:00 AM (CLINICAL CHEMISTRY)	1:00 PM THE FOLLOWING DAY
INPATIENT MONDAY TO FRIDAY	8:00 AM to 4:00 PM	1 TO 2 HOURS UPON RECEIPT OF SPECIMEN
STAT		1 HOUR UPON RECEIPT OF SPECIMEN

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory request (new/up to date) duly signed by the attending physician	Sa attending physician

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. 2 photocopies of Laboratory request (new/up to date) duly signed by the attending physician	
3. Proof of Pasig residency/ Identification	Barangay of residency
4. Senior Citizen ID	Office of Senior Citizens' Affairs (OSCA)
5. Senior Citizen Booklet	Office of Senior
6. "LAST MEAL" FBS 12 am FBS and LIPID PROFILE 10 pm LIPID PROFILE/CHOLESTEROL/TRIGLYCERIDE 10 pm 75 grams OGTT 12 am	CHAMP Clinical Laboratory

PATIENT STEP	OFFICE ACTION		OFFICE/PERSON RESPONSIBLE	TIME DURATION
1.Present laboratory request, fill-out lab worksheet/s	-assess laboratory request -give lab. Worksheets		Angelene Abeto/ Emil Redondo/Christopher James Ramos/ RMT scheduled in receiving	10 mins
2.Submit filled-out	-encoding of		Angelene Abeto/ Emil	5 mins

worksheet/s for information encoding, account settlement	client Information -issue charge slip to patient		Redondo/Christopher James Ramos	
3. Pay <i>corresponding fee on charge slip</i>	-process payment of patient -give official receipt	CLINICAL MICROSCOPY Urinalysis 32.00 PASIGUENO 38.00 Fecalysis 28.00 DI- PASIGUENO 37.00 CLINICAL MICROSCOPY CBC at Platelet Count 84.00 100.00 Blood Typing 64.00 80.00 Hepatitis B Screening LIBRE (MCH) 155.00 CLINICAL CHEMISTRY Glucose 60.00 75.00 Uric Acid 104.00 130.00 Urea Nitrogen 84.00 105.00 Creatinine 104.00 130.00 T. Cholesterol 104.00 130.00 Triglycerides 124.00 155.00 HDL 80.00 100.00 LDL 72.00 90.00 SGPT 80.00 96.00 SGOT 80.00 96.00 HBA1c 320.00 400.00 75 gms OGTT 290.00 348.00 Albumin 75.00 90.00 Phosphorous 110.00 132.00 Sodium 80.00 96.00 Potassium 80.00 96.00 Calcium 75.00 90.00	Ma. Revie Peralta/ Nonato Reyes	10 mins
4. Give official receipt to the laboratory	-record official receipt number as proof of payment		Angelene Abeto/ Emil Redondo/Christopher James Ramos	2 mins
5. Submit/ collect specimen	-receive labelled specimen -extract and label specimen		Angelene Abeto/ Emil Redondo/Christopher James Ramos/ RMT scheduled	5-10 mins
6. Claim result (please refer to releasing of results)	-issue laboratory result		Angelene Abeto/ Emil Redondo/Christopher James Ramos/ RMT scheduled in receiving	5 mins
TOTAL:				42 mins

- Corresponding discount is given to employees of the LGU of Pasig City, PWD and Non-Pasigueño Senior Citizens
- Senior Citizens of Pasig City are free-of charge

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	A suggestion box with lock is visible to the clients and feedback/ complaint forms is readily available to clients' perusal.
How feedback is processed	Feedback form from the suggestion box is gathered by the laboratory clerk, encoded in the monitoring of feedback form, computed and analyzed. Negative feedback is resolved accordingly.

FEEDBACK AND COMPLAINT MECHANISM

How to file a complaint	A letter addressed to the Chief Medical Technologist/Head of the Laboratory/CHAMP Administrator shall be filed if a complaint is to be submitted.
How complaints are processed	A complain or an untoward incident shall be investigated and analyzed by concerned CHAMP officials and employees. Corrective Action shall be given accordingly.
Contact information	Please proceed to CHAMP Clinical Laboratory for any queries.