

**CITIZEN CHARTER**  
**{Laboratory Medicine Department}**

**Laboratory Examinations/Laboratory Tests**

The laboratory provides diagnostic procedures to detect abnormalities/disease from a patient as prescribed/requested by a physician.

<b>Office or Division:</b>	Pasig City Children's Hospital – Child's Hope Laboratory Medicine
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
<b>Who may avail:</b>	General Public

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Laboratory request form properly filled up by a physician.	Out Patient Department

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Present laboratory request form at the OPD (Out Patient Department).  (Present the laboratory request form to our OPD staff for encoding. After this process, you will be given "requisition slip" or printed copy of requested laboratory tests.)	Out Patient Department, Ground Floor	-	5 minutes	OPD Staff/Personnel
2	Payment to cashier	One-Stop Shop, Ground Floor	*Refer to billing for the prices of laboratory tests	5 minutes	One-stop Shop Staff/Personnel
3	Present the "requisition slip with OR number to the Medical Technologist on Duty at the OPD	Laboratory Medicine Department, Phlebotomy Area at the OPD, Ground Floor	-	5 minutes	Medical Technologist

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Submit to procedure (Specimen collection)	Laboratory Medicine Department, Phlebotomy Area at the OPD, Ground Floor	-	15 minutes	Medical Technologist
5	Results will be available at the OPD. Laboratory personnel will deliver the results at the OPD once available.	Laboratory Department, OPD Ground Floor	-	5 minutes	Medical Technologist
TOTAL:				35 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Customer Feedback and Complaints Form will be offered to all patients/relatives from the Out Patient Department (OPD). Those who are willing to participate and give their personal commendations or complaints can deposit their feedback in a secure box visible in the OPD sample collection site.
How feedback is processed	Section manager reviews all the forms submitted and applies corrective action based on the laboratory's working protocol, if deemed necessary.
How to file a complaint	Customer feedback and complaints form can be deposited in a secure box visible in the OPD sample collection site.
How complaints are processed	Section manager reviews all the forms submitted and applies corrective action based on the laboratory's working protocol, if deemed necessary.
Contact Information	(02) 8643-2222 loc 313