

**CITIZEN CHARTER
PASIG CITY GENERAL HOSPITAL**

Laboratory Examination

The Pasig City General Hospital provides diagnostic procedures to detect abnormalities/ diseases from a patient as prescribed/ requested by a medical officer.

Office or Division:	Paulo Roman A. Castro, Jr., MD, PhD Medical Director Tel: 8643-3333 Email: pasigcitygen@yahoo.com.ph Laboratory Examination Tel: 8643-3333 local 201
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Doctor's request	Issued by the requesting doctor.
2. Hospital Patient Card (Blue and Yellow cards whenever applicable)	Issued by the City Government of Pasig

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present laboratory request	Encode request for laboratory procedures in the system		5 minutes	Medical Records Section (Buenaobra, Ronald Leaño Cabugon, Mylene Velasco Calapi, Gilbert Sayson Catig, Juliana Miranda Colorico, Melanie Brondial Dalere, Lester Dela Cruz Elorde, Melanie Bautista

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Francisco, Noelito Huete Geronimo, Ronald Cuevas Gesilva, Melanie Solis Nacion, Rochelle Regidor Parducho, Maria Tita Tiueco Reyes, Regielyn Junio Rodebella, Lydia Cabangangan
2	Present laboratory request	Check system for the request		5 minutes	Laboratory Department: Aguilar, Gina Alonzo Alaban, Steffany Ello Baligala, Krissian Mary Labaydan Cabang, Chermarie Ventura Cantor, Cristeta Fiesta Casaalan, Mary Grace Acido Cau, Ediryan Ampong Cayanan, Sylvia Diaz Cleofe, Maria Dolor Clutario Dizon, Riagie Buenaventura Elumba, Jeanne Barroso Fajardo, Renato Orendain Fuentes, Miko Ronquillo Geronimo, Symon Peñaverde

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Gonzales, Jeddah Cristel Medina Gonzales, Raul Cabrera Lanuzga, Christian Steven Ong Lipana, Anne Patricia Lorena Llabore, Marites Lita Llabore, Violeta Llorca Manuel, David Donovan Catama Matamorosa, Jossel Nov Pasamba Medrano, Ana Bonita Omero Padilla, Johanna Maloles Punzalan, Alexandra Lunar Serrano, Gian Barry Lucero Solis, Charlotte Velasco Soriano, Marilyn Pua Tan, Jacinto Sergio Lorenzo Valderrama Umadhay, Vilma Racela Valencia, Norma Angelique De Leon Valle, Marie Kathleen Miñon Veloso, Jerome Leonard Abapo Villanueva, Maria Katherine Mauhay

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	<p>Claim Order of Payment</p> <p>**for Yellow Card and Blue Card holders proceed to Information Desk for validation</p>	Issue of Order of Payment		5 minutes	Laboratory Department: Aguilar, Gina Alonzo Alaban, Steffany Ello Baligala, Krissian Mary Labaydan Cabang, Chermarie Ventura Cantor, Cristeta Fiesta Casaalan, Mary Grace Acido Cau, Ediryan Ampong Cayanan, Sylvia Diaz Cleofe, Maria Dolor Clutario Dizon, Riagie Buenaventura Elumba, Jeanne Barroso Fajardo, Renato Orendain Fuentes, Miko Ronquillo Geronimo, Symon Peñaverde Gonzales, Jeddah Cristel Medina Gonzales, Raul Cabrera Lanuzga, Christian Steven Ong Lipana, Anne Patricia Lorena Llabore, Marites Lita Llabore, Violeta Llorca

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Manuel, David Donovan Catama Matamorosa, Jossel Nov Pasamba Medrano, Ana Bonita Omero Padilla, Johanna Maloles Punzalan, Alexandra Lunar Serrano, Gian Barry Lucero Solis, Charlotte Velasco Soriano, Marilyn Pua Tan, Jacinto Sergio Lorenzo Valderrama Umadhay, Vilma Racela Valencia, Norma Angelique De Leon Valle, Marie Kathleen Miñon Veloso, Jerome Leonard Abapo Villanueva, Maria Katherine Mauhay
4	Claim Official Receipt	Issue Official Receipt	Applicable fees	5 minutes	Cashier (Bufete, Nelma Cabalquinto Cebujano, Jennifer Tomacas Destreza, Emafe Ballaco Feliciano, Rosemarie San Diego Gamboa, Vilma Laman Madrigal, Irene Francisco

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Mayor, Vigilante Del Rosario Robiso, Mary Analyn Estaño Tabiera, Conchita Pagsanjan)
5	Present Official Receipt	Record Official Receipt		5 minutes	Laboratory Department: Alaban, Steffany Ello Baligala, Krissian Mary Labaydan Cabang, Chermarie Ventura Cantor, Cristeta Fiesta Casaalan, Mary Grace Acido Cau, Ediryan Ampong Cayanan, Sylvia Diaz Cleofe, Maria Dolor Clutario Dizon, Riagie Buenaventura Elumba, Jeanne Barroso Fajardo, Renato Orendain Fuentes, Miko Ronquillo Geronimo, Symon Peñaverde Gonzales, Jeddah Cristel Medina Gonzales, Raul Cabrera Lanuzga, Christian Steven Ong Lipana, Anne Patricia Lorena

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Llabore, Marites Lita Llabore, Violeta Llorca Manuel, David Donovan Catama Matamorosa, Jossel Nov Pasamba Medrano, Ana Bonita Omero Padilla, Johanna Maloles Punzalan, Alexandra Lunar Serrano, Gian Barry Lucero Solis, Charlotte Velasco Soriano, Marilyn Pua Tan, Jacinto Sergio Lorenzo Valderrama Umadhay, Vilma Racela Valencia, Norma Angelique De Leon Valle, Marie Kathleen Miñon Velooso, Jerome Leonard Abapo Villanueva, Maria Katherine Mauhay
6	Submit to procedure; or get instruction if procedure needs preparation	Administer laboratory examination/ procedure; or return for schedule		15 minutes	Laboratory Department: Alaban, Steffany Ello Baligala, Krissian Mary Labaydan Cabang, Chermarie Ventura

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Cantor, Cristeta Fiesta Casaalan, Mary Grace Acido Cau, Ediryan Ampong Cayanan, Sylvia Diaz Cleofe, Maria Dolor Clutario Dizon, Riagie Buenaventura Elumba, Jeanne Barroso Fajardo, Renato Orendain Fuentes, Miko Ronquillo Geronimo, Symon Peñaverde Gonzales, Jeddah Cristel Medina Gonzales, Raul Cabrera Lanuzga, Christian Steven Ong Lipana, Anne Patricia Lorena Llabore, Marites Lita Llabore, Violeta Llorca Manuel, David Donovan Catama Matamorosa, Jossel Nov Pasamba Medrano, Ana Bonita Omero Padilla, Johanna Maloles Punzalan, Alexandra Lunar Serrano, Gian Barry Lucero

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					Solis, Charlotte Velasco Soriano, Marilyn Pua Tan, Jacinto Sergio Lorenzo Valderrama Umadhay, Vilma Racela Valencia, Norma Angelique De Leon Valle, Marie Kathleen Miñon Veloso, Jerome Leonard Abapo Villanueva, Maria Katherine Mauhay
TOTAL:				40 minutes	