

CITIZEN CHARTER

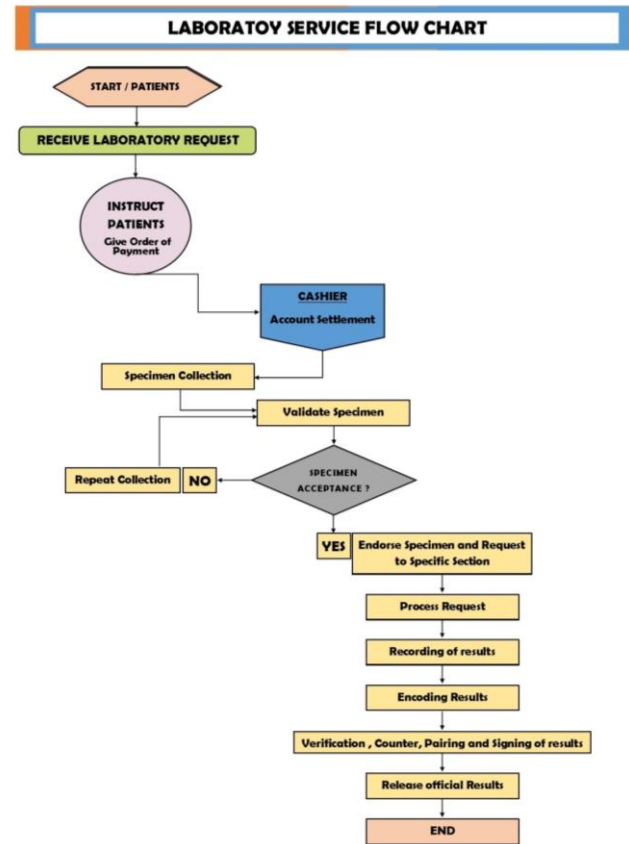
(6) SUPER HEALTH CENTER CLINICAL LABORATORY

(NAGPAYONG, SANTOLAN , SUMILANG , MANGGAHAN, SAN JOAQUIN and ROSARIO)

LABORATORY SERVICES

Ang (6) **SUPER HEALTH CENTER CLINICAL LABORATORY NAGPAYONG, SANTOLAN , SUMILANG , MANGGAHAN, SAN JOAQUIN and ROSARIO** ay nagpapaabot at nagbibigay-kahulugan sa analitikal at morpolohikal na impormasyon upang tumulong sa pagsusuri ng mga klinikal na suliranin at pagsubaybay sa pag-unlad at paggamot ng karamdaman.

Office or Division:	City Health Office NAGPAYONG SUPER HEALTH CENTER CLINICAL LABORATORY
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail	<ul style="list-style-type: none"> -Mga pasyente mula sa mga Pasig City Health Centers -Mga pasyenteng mula sa mga pribadong klinika at may kakayahang magbayad -Mga pasyenteng edad 60 pataas sa Lungsod ng Pasig (Senior Citizen - Libre) -Kawani ng Gobyerno



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pasyente na Walk-in & indigent. <ul style="list-style-type: none"> ✓ REQUEST ng doktor ✓ Valid ID na may Pasig City Address (for Pasigueños rate) 	NAGPAYONG SUPER HEALTH CENTER CLINICAL LABORATORY
Pasyente na Senior Citizens <ul style="list-style-type: none"> ✓ Senior Citizen's ID ✓ Valid ID na may Pasig City Address ✓ Senior booklet ✓ Request ng doktor 	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Iprisinta ang laboratory request	Ask for laboratory request	N/A	Limang minuto	<p>MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT</p> <p>MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO</p>
2.	Impormasyon ng pasyente	Pagtatala ng impormasyon ng pasyente	N/A	Limang minuto	<p>MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT</p> <p>MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO</p>

3.	Pagaayos ng account	Magbigay ng listahan ng mga babayaran	<table border="1"> <thead> <tr> <th>FEES</th> <th>Pasigueno s Rate</th> <th>Non- Pasiguenos Rate</th> <th>50% City Employees</th> </tr> </thead> <tbody> <tr> <td colspan="4">CLINICAL MICROSCOPY</td> </tr> <tr> <td>Urinalysis</td> <td>32.00</td> <td>38.00</td> <td>19.00</td> </tr> <tr> <td>Fecalysis</td> <td>28.00</td> <td>37.00</td> <td>18.50</td> </tr> <tr> <td colspan="4">HEMATOLOGY</td> </tr> <tr> <td>CBC w/ Platelet Count</td> <td>84.00</td> <td>100.00</td> <td>50.00</td> </tr> <tr> <td>Blood Typing w/ Rh</td> <td>64.00</td> <td>80.00</td> <td>40.00</td> </tr> <tr> <td>HBsAg Screening</td> <td>155.00</td> <td>155.00</td> <td></td> </tr> <tr> <td>Clotting Time</td> <td>30.00</td> <td>40.00</td> <td>20.00</td> </tr> <tr> <td>Bleeding Time</td> <td>30.00</td> <td>40.00</td> <td>20.00</td> </tr> <tr> <td colspan="4">CLINICAL CHEMISTRY</td> </tr> <tr> <td>Fasting Blood Sugar</td> <td>60.00</td> <td>75.00</td> <td>37.50</td> </tr> <tr> <td>Blood Uric Acid</td> <td>104.00</td> <td>130.00</td> <td>65.00</td> </tr> <tr> <td>Blood Urea Nitrogen</td> <td>84.00</td> <td>105.00</td> <td>52.50</td> </tr> <tr> <td>Creatinine</td> <td>104.00</td> <td>130.00</td> <td>65.00</td> </tr> <tr> <td>Total Cholesterol</td> <td>104.00</td> <td>130.00</td> <td>65.00</td> </tr> <tr> <td>Triglycerides</td> <td>124.00</td> <td>155.00</td> <td>77.50</td> </tr> <tr> <td>HDL</td> <td>80.00</td> <td>100.00</td> <td>50.00</td> </tr> <tr> <td>LDL</td> <td>72.00</td> <td>90.00</td> <td>45.00</td> </tr> <tr> <td>SGPT</td> <td>80.00</td> <td>96.00</td> <td>48.00</td> </tr> <tr> <td>SGOT</td> <td>80.00</td> <td>96.00</td> <td>48.00</td> </tr> <tr> <td>HbA1c</td> <td>320.00</td> <td>400.00</td> <td>200.00</td> </tr> <tr> <td>75 GRAM OGTT</td> <td>290.00</td> <td>348.00</td> <td>174.00</td> </tr> </tbody> </table>	FEES	Pasigueno s Rate	Non- Pasiguenos Rate	50% City Employees	CLINICAL MICROSCOPY				Urinalysis	32.00	38.00	19.00	Fecalysis	28.00	37.00	18.50	HEMATOLOGY				CBC w/ Platelet Count	84.00	100.00	50.00	Blood Typing w/ Rh	64.00	80.00	40.00	HBsAg Screening	155.00	155.00		Clotting Time	30.00	40.00	20.00	Bleeding Time	30.00	40.00	20.00	CLINICAL CHEMISTRY				Fasting Blood Sugar	60.00	75.00	37.50	Blood Uric Acid	104.00	130.00	65.00	Blood Urea Nitrogen	84.00	105.00	52.50	Creatinine	104.00	130.00	65.00	Total Cholesterol	104.00	130.00	65.00	Triglycerides	124.00	155.00	77.50	HDL	80.00	100.00	50.00	LDL	72.00	90.00	45.00	SGPT	80.00	96.00	48.00	SGOT	80.00	96.00	48.00	HbA1c	320.00	400.00	200.00	75 GRAM OGTT	290.00	348.00	174.00	sampu hanggang labing limang minuto	<p>MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT</p> <p>MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO</p>
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4.	Pagkolekta ng specimen na susuriin	Paglalagay ng label at pagtanggap ng specimen	N/A	Sampu hanggang dalawampu minuto	<p>MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT</p> <p>MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO</p>																																																																																												

5	Pagpapatunay ng specimen	Pagsiguro sa bawat specimen	N/A	dalawang minuto	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO
6.	Pagproseso sa mga specimen	<ul style="list-style-type: none"> ● Pagkuha ng dugo ● Pagsuri sa mga specimen ✓ URINE ✓ STOOL-BLOOD TYPING ✓ CBC/PC ✓ HEPA B ✓ COMPLETE BLOOD CHEMISTRY 	N/A	Isa hanggang tatlong oras	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO
7.	Pagtatala ng mga resulta ng laboratoryo	Pagtatala ng mga resulta ng laboratoryo	N/A	tatlumpung minuto hanggang isang oras	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO
8.	Pagtatala ng mga resulta ng laboratoryo	Pagtatala ng mga resulta ng laboratoryo	N/A	Isa hanggang dalawang oras	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO

9.	Pagpapatunay ng mga resulta	Suriing mabuti, pirmahan at icounter sign lahat ng resulta	N/A	Isa hanggang dalawang oras	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO
10.	Pagkuha ng resulta	Pagbigay ng tamang resulta sa pasyente	N/A	tatlumpung minuto hanggang isang oras	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO

SCHEDULE OF AVAILABILITY / PROCESSING TIME

CLINICAL MICROSCOPY

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Lunes hanggang Biyernes	8:01 AM to 3:00 PM	2 ORAS MATAPOS MATANGGAP ANG ISPESIMEN
	8:01 AM to 3:00 PM STAT REQUEST	1 ORAS MATAPOS MATANGGAP ANG ISPESIMEN

HEMATOLOGY

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Lunes hanggang Biyernes	8:01am to 3:00 PM	2 ORAS MATAPOS MATANGGAP ANG ISPESIMEN
	8:01am to 3:00 PM STAT REQUEST	1 ORAS MATAPOS MATANGGAP ANG ISPESIMEN

CLINICAL CHEMISTRY (SHC NAGPA YONG AND SANTOLAN LABORATORY)

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Martes at Huwebes	8:01am to 10:00 AM	3:00 PM

Feedback and Complaints

FEEDBACK AND COMPLAINT MECHANISM

Paano magbigay ng feedback	Maaaring ihulog ang nasagutang feedback form ng kliyente sa Suggestion Box na makikita sa harap ng tanggapan.
Paano ipinoproceso ang feedback	Ang mga feedback form ay kinokolekta ng laboratory clerk, itinatala sa monitoring of feedback form at pinagaaralan. Ang mga negatibong puna ay agarang binibigyang pansin.
Paano magsampa ng reklamo	Isang sulat o liham na naka-address sa Chief Medical Technologist/Head of the Laboratory/Laboratory Administrator ay dapat na gawin kung may reklamo.
Paano pinoproceso ang reklamo	Ang reklamo/ o isang insidente ay iniimbistegahan, sinisiyasat ng mga kinauukulang opisyal ng opisina. Ang mga aksyong pagwawasto ay maagap na tinutugunan ng naayon sa reklamo/insidente na inihayag.
Impormasyon sa pakikipagugnayan	Pumunta sa Pasig City Clinical Laboratory para sa iba pang katanungan.