

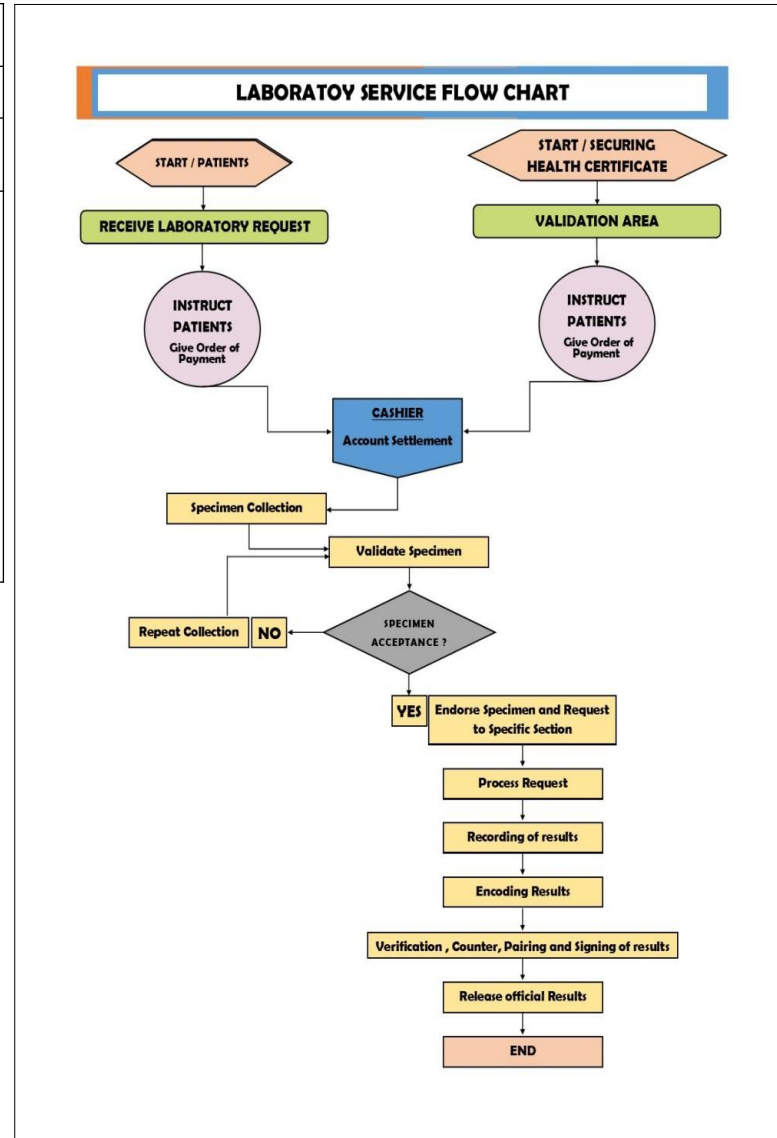
**CITIZEN CHARTER
PASIG CITY CLINICAL LABORATORY**

LABORATORY SERVICES

The Pasig City Clinical -Patients referred by Pasig City Health Centers
-Patients referred by private practitioners; willing to pay

Office or Division:	C P
Classification:	C C
Type of Transaction:	C C
Who may avail	-Senior Citizens of Pasig City (free) -Individual securing health certificate for employment -City Hall Employees

ological information to assist in the diagnosis of clinical problems and the monitoring of disease progress and treatment



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Walk-in patients & indigent patients.</p> <ul style="list-style-type: none"> ✓ Doctor Request ✓ Any Valid ID with Pasig City Address (for Pasigueños rate) <p>Senior Citizens patients</p> <ul style="list-style-type: none"> ✓ Senior Citizen's ID ✓ Any Valid ID with Pasig City Address ✓ Senior booklet ✓ Doctor Request 	<p>Pasig City Clinical Laboratory</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID				PROCESSING TIME	PERSON RESPONSIBLE
1.	Present laboratory request	Ask for laboratory request	N/A				5 minutes	LENNIE C. NAVATO ROSE ANN M. RUIZ MARICAR JOY B. ZAPANTA LOVELLA R. RUTOR MARISSA SIBBALUCA DIANA DATUIN DAÑOSO MARY ANN EMATA OLLADO
2.	Client information	Logging of client information	N/A				5 minutes	LENNIE C. NAVATO ROSE ANN M. RUIZ MARICAR JOY B. ZAPANTA LOVELLA R. RUTOR MARISSA SIBBALUCA DIANA DATUIN DAÑOSO MARY ANN EMATA OLLADO
3.	Account settlement	Issue order of payment	FEES	Pasigüeños Rate	Non-Pasigüeños Rate	50% City Employees	10 to 15 minutes	LENNIE C. NAVATO ROSE ANN M. RUIZ MARICAR JOY B. ZAPANTA LOVELLA R. RUTOR MARISSA SIBBALUCA DIANA DATUIN DAÑOSO MARY ANN EMATA OLLADO
			CLINICAL MICROSCOPY					
			Urinalysis	32.00	38.00	19.00		
			Fecalysis	28.00	37.00	18.50		
			Sperm Count	100.00	125.00	62.50		
			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					
T3	Not yet included in revenue code price pattern to PCGH	525.00	525.00	262.50				
T4		525.00	525.00	262.50				
TSH		525.00	525.00	262.50				
PSA		1,250.00	1,250.00	625.00				
4.	Specimen collection	Receive and label specimen	N/A				10 to 20 minutes	LENNIE C. NAVATO ROSE ANN M. RUIZ MARICAR JOY B. ZAPANTA LOVELLA R. RUTOR MARISSA SIBBALUCA DIANA DATUIN DAÑOSO MARY ANN EMATA OLLADO

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Validation of specimen	Validate specimen	N/A	2 minutes	LENNIE C. NAVATO ROSE ANN M. RUIZ MARICAR JOY B. ZAPANTA LOVELLA R. RUTOR MARISSA SIBBALUCA DIANA DATUIN DAÑOSO MARY ANN EMATA OLLADO
6.	Processing	<ul style="list-style-type: none"> ● Extraction of Blood ● Processing of specimen ✓ URINE ✓ STOOL-BLOOD TYPING ✓ CBC/PC ✓ HEPA B ✓ COMPLETE BLOOD CHEMISTRY 	N/A	1 to 3 hours	<i>(Rotating Weekly schedule)</i> MA. LOREINA S. CRUZ, RMT MADELYNE JANE B. SINDAYEN, RMT NANNETTE S. UY, RMT BERNARD SERIOSA, RMT ANTONIO SABINO, RMT DIMAANDAL FRANCIS ANGELICO, RMT DAYANARA M. TORRES, RMT KAISER GERMAN L. GONZALEZ, RMT ALLYSSA AYLA D. MANLANGIT, RMT EUGENE EARL E. ZARCILLA, RMT KATHLEEN ANN A. GAITE, RMT ROMELA ANDREA C. SANTOS, RMT <i>(Rotating schedule Tuesday and Thursday)</i> JERESHA B. BANDOJO, RMT ADRIAN A. QUIOGUE, RMT MADELYNE JANE B. SINDAYEN, RMT MARITES TABALANZA, RMT PAUL JOHN D. MAMBA, RMT CLAR GERUND C. ESTORCO, RMT
7.	Recording	Recording of laboratory results	N/A	30 minutes to 1 hour	MARISSA SIBBALUCA DIANA DATUIN DAÑOSO
8.	Encoding	Encoding of laboratory results	N/A	1 to 2 hours	VIVIAN S. HIPOLITO CINDY T. SISON ELISEO DE POLONIA MARY DIANE MANZANO

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9.	Validation of results	Double checking , signing and counter sign of all laboratory results	N/A	1 hour	<p><i>(Rotating Weekly schedule)</i> MA. LOREINA S. CRUZ, RMT MADELYNE JANE B. SINDAYEN, RMT NANNETTE S. UY, RMT BERNARD SERIOSA, RMT ANTONIO SABINO, RMT DIMAANDAL FRANCIS ANGELICO, RMT DAYANARA M. TORRES, RMT KAISER GERMAN L. GONZALEZ, RMT ALLYSSA AYLA D. MANLANGIT, RMT EUGENE EARL E. ZARCILLA, RMT KATHLEEN ANN A. GAITE, RMT ROMELA ANDREA C. SANTOS, RMT</p> <p><i>(Rotating schedule Tuesday and Thursday)</i> JERESHA B. BANDOJO, RMT ADRIAN A. QUIOGUE, RMT MADELYNE JANE B. SINDAYEN, RMT MARITES TABALANZA, RMT PAUL JOHN D. MAMBA, RMT CLAR GERUND C. ESTORCO, RMT MARITES TABALANZA, RMT PAUL JOHN D. MAMBA, RMT CLAR GERUND C. ESTORCO, RMT</p>
10.	Acquisition of laboratory results	Issuance of laboratory results	N/A	30 minutes to 1 hour	LENNIE C. NAVATO ROSE ANN M. RUIZ MARICAR JOY B. ZAPANTA LOVELLA R. RUTOR MARISSA SIBBALUCA DIANA DATUIN DAÑOSO MARY ANN EMATA OLLADO

SCHEDULE OF AVAILABILITY / PROCESSING TIME

CLINICAL MICROSCOPY

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Monday to Friday	8:01am to 10:30 AM	3:00 PM
	10:31 Am to 11:30 AM	4:30 PM
	11:31am to 2:00 PM	Next day 10:00am to 4:30 pm
Monday to Friday (January to March)	8:00 am to 10:00 am	4:00 PM
	10:0 am to 2:00 pm	Next Day

ANNUAL MEDICAL OF CITY HALL EMPLOYEES

Monday to Friday	10:0 am to 2:00 pm	Forwarded to GAD 2 to 3 days. (Saturday and Sunday not included)
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CLINICAL CHEMISTRY

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Monday to Friday	8:01am to 10:00 AM	Following Day 3:00 PM
For patients accommodation and convenience, special laboratory test not available in Pasig City Clinical laboratory has the choice to have their specimen tested in another laboratory under memorandum of agreement to be carried out by St. Ignatius de Loyola health care services approved by Department of Health		

DURING JANUARY TO MARCH peak of Health certificate renewal

HEMATOLOGY

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Monday to Friday	8:01am to 2:00 PM	After 1 to 2 Hours. * With other Laboratory examination request release on specific time.

Feedback and Complaints

FEEDBACK AND COMPLAINTS 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.
How to file a complaint	A letter addressed to the Chief Medical Technologist/Head of the Laboratory/Laboratory 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 Laboratory officials and employees. Corrective Action shall be given accordingly.
Contact Information	Please proceed to Pasig City Clinical Laboratory for any queries.