

**CITIZEN'S CHARTER
PASIG BLOOD COLLECTING SECTION**

BLOOD SERVICES

The Pasig Blood Collecting Team conducts Mass Blood Donation to Schools, Barangays, Companies, and Organizations around the vicinity of Pasig City. We also accept walk-in donors at Room 6, 5th Floor, Main Laboratory. All the blood products collected will be processed at Pasig City General Hospital and will be given to the in-patients of Pasig City Children's Hospital and Pasig City General Hospital and other Pasigueños requiring blood transfusion.

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	*In patients from Pasig City General Hospital and Pasig City Children's Hospital *All Pasigueños who are in need of blood products

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Identification Card	Government-issued identification card

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Registration	The Nurse will make potential donor to sign in on the Donors Registry and go over basic eligibility and donation information. Donor will also be given a Donor History Questionnaire Form to be filled up.	N/A	3-5 minutes	Yolanda C. Asis, RN
2	Vital Signs Taking	The Nurse will perform thorough screening of probable blood donors by checking the donor's body weight, temperature, blood pressure and pulse rate.	N/A	3-5 minutes	Yolanda C. Asis, RN

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3	Interview & Medical Examination	*Donor will answer some questions during a private and confidential interview about his/her personal data, health history and places where he/she travelled *The Physician will do medical examination to the possible donor to establish if he/she is fit to donate	N/A	3-5 minutes	Rachel M. Millan, MD
4	Laboratory Screening	The Medical Technologist will do the Hemoglobin Determination Test and Blood Typing from the donor's blood sample.	N/A	3-5 minutes	Marites G. Tabalanza, RMT
5	Blood Bag Labeling	Labeling of blood bags immediately and accurately after hemoglobin determination and blood typing prior to blood collection	N/A	3-5 minutes	Lennie C. Navato (Lab. Technician)
6	Phlebotomy/ Bleeding	Medical Technologist/ Phlebotomist will cleanse the selected site for venipuncture on the donor's arm and will insert a brand new sterile needle for the blood collection. It feels like a quick pinch and is over in seconds. The actual donation takes about 8-10 minutes which donor will be lying comfortably. When approximately a pint of blood has been collected, the donation is complete and the Medical Technologist/ Phlebotomist will place a bandage on Donor's arm and will be asked to lay down for 10 minutes and another 5 minutes sitting.	N/A	25-30 inutes	*Jeresha B. Bandojo, RMT *Adrian A. Quiogue, RMT *Paul John D. Mamba, RMT *Clar-Gerund C. Estorco, RMT
7	Cold Chain Process	*The Medical Technologist will check all written information on blood bags, making sure that all labels are legible and have no error *Approved successful units were segregated and arranged according to donor's code and bar code.	N/A	3-5 minutes	Madelyne Jane B. Sindayen, RMT
8	Documentation of Mobile Blood Donation Output	Record Mobile Blood Donation Output	N/A	30 minutes	Yolanda C. Asis, RN
9	Refreshment and Token Giving	After blood donation, donor will have a set of meal and something to drink in the refreshment area. The blood donor can leave the site after 10-15 minutes and will be instructed to avoid strenuous activities and drink lots of fluid. A token of appreciation will also be given.	N/A	3 minutes	*Myla A. Espino, RMT IV *Efrain B. Arevalo, Jr.(J.O.)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10	Transport	Safe transport of blood units collected to PCGH or RMC for processing with assured adherence to blood cold chain process	N/A	30 minutes	2-MedTechs assigned(alternately) 2- Helpers from Engineering Dept. 1-Driver *Jeresha B. Bandojo, RMT *Adrian A. Quiogue, RMT *Paul John D. Mamba, RMT *Clar-Gerund C. Estorco, RMT *Marites G. Tabalanza, RMT *Madelyne Jane B. Sindayen, RMT *Arnel E. Dilidili-Driver *Marcelino C. Gallano-Helper *Bonifacio E. Romano-Helper

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	A suggestion box with lock is visible to the clients and feedback/ complaint form 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 Blood Services 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 PBCT coordinators and employees. Corrective action shall be given accordingly.
Contact Information	Pasig Blood Collecting Team/Pasig City Clinical Laboratory 8643-1111 loc 1315