

# CITIZEN CHARTER

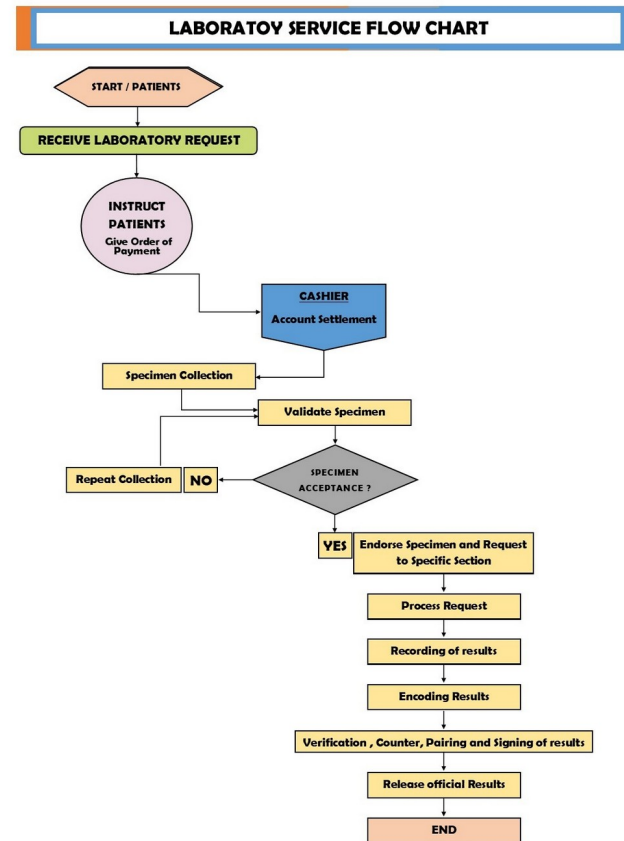
## (6) SUPER HEALTH CENTER CLINICAL LABORATORY

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

#### LABORATORY SERVICES

The (6) **SUPER HEALTH CENTER CLINICAL LABORATORY NAGPAYONG, SANTOLAN , SUMILANG , MANGGAHAN, SAN JOAQUIN and ROSARIO** provides and interprets analytical and morphological information to assist in the diagnosis of clinical problems and the monitoring of disease progress and treatment.

<b>Office or Division:</b>	City Health Office <b>NAGPAYONG SUPER HEALTH CENTER CLINICAL LABORATORY</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	G2C – Government to Citizens
<p>-Patients referred by Pasig City Health Centers</p> <p>-Patients referred by private practitioners; willing to pay</p> <p>-Senior Citizens of Pasig City</p>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Walk-in patients &amp; indigent patients.</b></p> <ul style="list-style-type: none"> <li>✓ Doctor Request</li> <li>✓ Any Valid ID with Pasig City Address (for Pasigueños rate)</li> </ul>	NAGPAYONG SUPER HEALTH CENTER CLINICAL LABORATORY
<p><b>Senior Citizens patients</b></p> <ul style="list-style-type: none"> <li>✓ Senior Citizen's ID</li> <li>✓ Any Valid ID with Pasig City Address</li> <li>✓ Senior booklet</li> <li>✓ Doctor Request</li> </ul>	

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Present laboratory request	Ask for laboratory request	N/A	5 minute	<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.	Client information	Encoding of client information	N/A	5 minute	<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>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID				PROCESSING TIME	PERSON RESPONSIBLE
3.	Account settlement	Issue order of payment	<b>FEES</b>	<b>Pasigüeños Rate</b>	<b>Non-Pasigüeños Rate</b>	<b>50% City Employees</b>	10 to 15 minute	<b>MA. CORAZON OBNAMIA, RMT</b> <b>MARY GRACE MICHELLE FERNANDO, RMT</b> <b>EMILIA VILLANUEVA, RMT</b> <b>GUIEN MITZEL KYLE L. KASILAG, RMT</b> <b>JONNAS PANES, RMT</b> <b>MA. CONCEPCION AVECILLA, RMT</b>  <b>MYRNA LISING</b> <b>EMILIE ARINES</b> <b>REMILIE SANTIAGO</b> <b>ANALYN RODRIGO</b> <b>MARY LOUISE L. CHUQUICO</b>
			<i>CLINICAL MICROSCOPY</i>					
			Urinalysis	32.00	38.00	19.00		
			Fecalalysis	28.00	37.00	18.50		
			<i>HEMATOLOGY</i>					
			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		
			<i>CLINICAL CHEMISTRY</i>					
			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					
4.	Specimen collection	Receive and label specimen / Extraction	N/A				10 to 20 minute	<b>MA. CORAZON OBNAMIA, RMT</b> <b>MARY GRACE MICHELLE FERNANDO, RMT</b> <b>EMILIA VILLANUEVA, RMT</b> <b>GUIEN MITZEL KYLE L. KASILAG, RMT</b> <b>JONNAS PANES, RMT</b> <b>MA. CONCEPCION AVECILLA, RMT</b>  <b>MYRNA LISING</b> <b>EMILIE ARINES</b> <b>REMILIE SANTIAGO</b> <b>ANALYN RODRIGO</b> <b>MARY LOUISE L. CHUQUICO</b>
5	Validation of specimen	Validate specimen	N/A				2 minute	<b>MA. CORAZON OBNAMIA, RMT</b> <b>MARY GRACE MICHELLE FERNANDO, RMT</b>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					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.	Processing	Processing of specimen	N/A	1 to 2 hours	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.	Recording	Recording of laboratory results	N/A	30 minutes to 1 hour	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.	Encoding	Encoding of laboratory results	N/A	1 to 2 hours	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.	Validation of results	Double checking , signing and counter sign of all laboratory results	N/A	1 hour	MA. CORAZON OBNAMIA, RMT MARY GRACE MICHELLE FERNANDO, RMT EMILIA VILLANUEVA, RMT GUIEN MITZEL KYLE L. KASILAG, RMT

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					JONNAS PANES, RMT MA. CONCEPCION AVECILLA, RMT MYRNA LISING EMILIE ARINES REMILIE SANTIAGO ANALYN RODRIGO MARY LOUISE L. CHUQUICO
10.	Acquisition of laboratory results	Issuance of laboratory results	N/A	30 minute to 1 hour	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
Monday To Friday	8:01 AM to 3:00 PM	2 HOURS UPON RECEIPT OF SPECIMEN
	8:01 AM to 3:00 PM STAT REQUEST	1 HOUR UPON RECEIPT OF SPECIMEN

#### HEMATOLOGY

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Monday to Friday	8:01am to 3:00 PM	2 HOURS UPON RECEIPT OF SPECIMEN
	8:01am to 3:00 PM STAT REQUEST	1 HOUR UPON RECEIPT OF SPECIMEN

#### CLINICAL CHEMISTRY (SHC NAGPAYONG AND SANTOLAN LABORATORY)

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS
Tuesday and Thursday	8:01am to 10:00 AM	3:00 PM

## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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.