



REGION 1 MEDICAL CENTER
Dagupan City

CITIZEN'S CHARTER

Department/Section/Unit: **Drug Testing Laboratory (DTL)**

Schedule of Availability of Service: **8am – 12:00 noon & 1:00 pm – 5:00 pm / Mondays – Fridays**

ACTIVITIES	Step/s	WORKFLOW	Time Frame	Person-In-Charge	Allowable Period of Extension and Acceptable Reason
Client Verification	1	Present laboratory request for verification and valid ID for identification	3-5 minutes	Authorized Specimen Collector (ASC)	5 minutes / due to long queuing or simultaneous arrival of clients
	2	Get a charge slip and pay the drug testing fee of Php 250.00 at the Collecting Unit	c/o Collecting Unit	Collecting Unit Personnel on Duty	c/o Collecting Unit
	3	Return the Official Receipt and fill out the Drug Testing Forms	c/o Client	c/o Client	c/o Client
Specimen Collection	1	Collect 60 ml urine specimen under the observation of the Authorized Specimen Collector (ASC)	c/o Client	Authorized Specimen Collector (ASC)	c/o Client
	2	Put your signature on the sealing tape and wait for the accomplishment of the Drug Testing Forms	5-10 minutes	Authorized Specimen Collector (ASC)	5 minutes / due to long queuing or simultaneous arrival of clients
Processing of Specimen	1	Wait while your specimen is being examined and analyzed	5-8 minutes	Analyst	5 minutes / due to long queuing or simultaneous arrival of clients

	2	Wait for your name to be called for biometrics and picture taking and while your data is being entered in IDTOMIS Program	30 – 35 minutes	Analyst	5 minutes / due to long queuing or simultaneous arrival of clients
Recording and Releasing of Drug Test Report (DTR)	1	Wait for your case to be documented and affix your signature on the Receiving Accessioning Releasing Logbook	3 – 5 minutes	Authorized Specimen Collector (ASC)	5 minutes / due to long queuing or simultaneous arrival of clients

We, Health Workers of Region I Medical Center commit to:

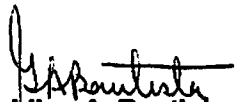
- *Serve the best Medical Care within our capacity, as you enter our hospital premises.*
- *Respond to your complaints and commendations about our services promptly and take corrective and appropriate measures.*

We, continue to do the best because you deserve No Less.


Prepared by:

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