

# CITIZEN'S CHARTER

**DEPARTMENT: DEPARTMENT OF LABORATORIES (CLINICAL LABORATORY)**

**SCHEDULE OF AVAILABILITY OF SERVICE: OPEN 24 HOURS FROM MONDAY TO SUNDAY**

**ACTIVITIES**

**1. RECEIVING OF LABORATORY REQUESTS & SPECIMENS**

STEPS	WORK FLOW	FEES	TIMEFRAME	PERSON-IN-CHARGE	ALLOWABLE PERIODIC OF EXTENSION AND ACCEPTABLE REASON
1.	Present laboratory request for verification	None	2 hours	Receptionist	5 minutes due to long queuing or simultaneous arrival of patients
2.	Get back the request together with the charge slip and pay the laboratory fee at the collecting unit	c/o collecting unit		c/o Collecting Unit Personnel on duty	c/o Collecting Unit
3.	Return the request for verification and the Official Receipt	None		Receptionist	5 minutes due to long queuing or simultaneous arrival of patients
4.	Go to phlebotomy area if blood sample will be collected	None		Phlebotomist	5 minutes due to long queuing or 10 minutes due to hard to draw blood or uncooperative patients
5.	Proceed to referred section	None		Receptionist	5 minutes due to long queuing or simultaneous arrival of patients
1.	Analyses different tests	None		RMT	Patient will be notified if machine bogged down or any problem occurred during processing
1.	Present Official Receipt	None		Receptionist	5 minutes due to long queuing or simultaneous arrival of patients
2.	Sign the releasing logbook & get result	None		Receptionist	5 minutes due to long queuing or simultaneous arrival of patients

**2. PROCESSING OF LABORATORY SPECIMENS**

**3. RELEASING OF RESULTS**

**WE, the Health Workers of Region '1 Medical Center commit to:**

- > Serve the best Medical Care within capacity and capability, as you enter our hospital premises.
- > Respond to your complaints and commendation about our services promptly and take corrective and appropriate measure.

**We continue to do the best because you deserve No less.**



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