

CITIZEN'S CHARTER

Agency: Region I Medical Center
Department: Department of Laboratories
Section: National Voluntary Blood Services Program

Schedule of Availability of Services:

Open 24 hours from Mondays to Sundays
 - 24 Hours - Releasing of Blood
 -8:00 am - 2:00 pm - Blood Donation

Activities	Steps	Work Flow	Fees	Time Frame	Person-in-Charge	Allowable period of extension and acceptable reason	
1. Blood Donation	1	Get a Blood Donor History Questionnaire upon presenting a valid ID or Barangay Clearance	None	1 hour & 30 minutes	Blood Bank Staff	10 minutes/ due to long queuing or simultaneous arrival of blood donors	
	2	Undergo the following upon submission of duly accomplished Blood Donor History Questionnaire: Blood Donor Selection by Interview	None		Blood Bank Staff	5 minutes to each step/ due to long queuing or simultaneous arrival of blood donors	
	3	Blood Donor Selection by Assessment > Monday to Friday	None		Blood Bank Staff	15 minutes to each step/ due to long queuing or simultaneous arrival of blood donors	
		> Saturday (8:00 am to 12:00 nn) > Saturday (12:00 nn to 2:00 pm) > Sunday and Holidays	None None None		c/o OPD Medical Clinic c/o Emergency Room c/o Emergency Room	c/o OPD Medical Clinic c/o Emergency Room c/o Emergency Room	
	4	Get an OPD Card at Registration > Monday to Friday > Saturday (8:00 am to 12:00 nn)	c/o Registration Section		c/o Registration Section	c/o Registration Section	c/o Registration Section
		Get an OPD Card at Admitting Section > Saturday (12:00 nn to 2:00 pm) > Sunday and Holidays			c/o Admitting Section	c/o Admitting Section	
	5	Blood Donor screening will be performed [Blood typing & Hemoglobin]	Php 271.00 (if deferred for the type of donor except volunteer donor)		Blood Bank Staff	15 minutes/ due to long queuing or simultaneous arrival of blood donors	


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	6	Blood Donor Phlebotomy will be performed	None	continuation of #1	Blood Bank Staff	20 minutes/ due to long queuing or simultaneous arrival of blood donors
	7	Post Donation care will be done	None		Blood Bank Staff	20 minutes/ due to long queuing or simultaneous arrival of blood donors
2. Lending of Blood (In Patient)	1	Submission of Blood Request Form and Cross-matching Request Form for verification	None	15 minutes	Blood Bank Staff	10 minutes/ due to long queuing , simultaneous arrival of borrowers or completeness of forms
	2	Explanation of BSF policies on lending of blood	Whole Blood & PRBC Open System (P1,500.00), PRBC Closed System (P1,100.00), Fresh Frozen Plasma, Platelet Concentrate/ Cryoprecipitate(700.00)		Blood Bank Staff	10 minutes/ due to long queuing , simultaneous arrival of borrowers or queries of clients
	3	Sign the promissory note and receive the copy of Information Education Campaign Materials of NVBSP	None		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of borrowers
4. Lending of Blood (Out Patient)	1	Submission of Blood Request Form for verification	None	35 minutes	Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of borrowers
	2	Explanation of BSF policies on lending of blood	Whole Blood & PRBC Open System (P1,500.00), PRBC Closed System (P1,100.00), Fresh Frozen Plasma, Platelet Concentrate/ Cryoprecipitate(700.00)		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of borrowers
	3	Sign the promissory note and receive the copy of Information Education Campaign Materials of NVBSP	None		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of borrowers
	4	Get a charge slip and pay the BHF at the Collecting Unit	c/o Collecting Unit		c/o Collecting Unit	c/o Collecting Unit
	5	Present the Official Receipt and come back at a given time with ice and container [Styro/ Box/ Plastic Bag] for blood transport for blood cold chain	None		Blood Bank Staff	20 minutes/ due to long queuing, simultaneous arrival of borrowers or availability of the required Blood transport container
	6	Present the Official Receipt to get the properly packed blood unit	None		Blood Bank Staff	10 minutes/ due to long queuing or simultaneous arrival of borrowers
2. Compatibility Testing	1	Request for Laboratory Examination Blood Banking and Blood Request Form is submitted to Compatibility Testing Section	None	STAT: 1 hour	Blood Bank Staff	1 hour/ due to long queuing, simultaneous arrival of requests for cross-matching or difficulty in cross-matching
	2	Compatibility testing is Performed	P60.00 for specific blood typing / P400.00 for WB & PRBC	Routine: 2 hours	Blood Bank Medical Technologist	1 hour/ due to long queuing, simultaneous arrival of requests for cross-matching or difficulty in cross-matching
	3	Nurse on Duty is informed on the availability of blood unit/ component	None		Blood Bank Staff	10 minutes/ if the line is busy or due to somultaneous request/s for cross-matching

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5. Processing of Blood Components	1	Submit Blood Request & Blood Unit for processing for verification	None	5 hours	Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of watchers
	2	Get a charge slip and pay the BHF at the Collecting Unit	c/o Collecting Unit		c/o Collecting Unit	c/o Collecting Unit
	3	Present the Official Receipt	None		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of watchers
	4	Blood unit is Processed	Php. 300.00 per spin		Blood Bank Staff	1 hour / due to simultaneous arrival of blood units for processing, special preparation for other components
	5	Present the Official Receipt and come back at a given time with ice and container [Styro/ Box/ Plastic Bag] for blood transport or blood cold chain	None		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of watchers
	6	Present the Official Receipt to get the properly packed blood unit	None		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of watchers
6. Signing of Notice of Discharge or Clearance	1	Submit Notice of Discharge or Clearance for verification & Signing	None	20 minutes	Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of watchers
	2	Get back the Notice of Discharge and proceed to the next Section / Department	None		Blood Bank Staff	5 minutes/ due to long queuing or simultaneous arrival of watchers

Prepared by :

LURDEL Y. ROSADAS, RMT
Assistant Laboratory Manager, Department of Laboratories (NVBSP)

Approved by:


SHELDON STEVEN C. AQUINO, MD, FPSP
WIC Head, Department of Laboratories (Clinical Laboratory & NVBSP)

Noted by:


JOSEPH ROLAND O. MEJIA, MD, FPSMS, MBAH, MPA, DHSM, CESE
Medical Center Chief II