



# EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

## CITIZEN'S CHARTER

## LABORATORY



### **PAMAAGI: PAGDAWAT SA LABORATORY REQUEST**

- A. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes- Biyernes 24 Oras; Sabado-Domingo 7:00am-11:00pm (NO NOON BREAK)
- B. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente sa OPD, Wards, ER
- C. UNSAY MGA KINAHANGLONON: LABORATORY REQUEST FORM (KOMPLETONG DETALYE SA PASYENTE)
- D. KADUGAYON: 10 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	Paglinya sa reception area, para sa imong prayoridad	Dawaton ang Laboratory request form gikan sa pasyente/tagtungod o bisan asa nga healthcare worker aron mapresyohan ang girequest nga lab-tests.	2 minutos	Laboratory Staff/ Receptionist	Magbase sa Laboratory y pricelist	Laboratory Request Form; Pricelist
2	Bayad sa cashier para sa laboratory charges.	Dawaton ang lab-request form kauban sa resibo o naka notary gikan sa Social Service Unit; klaruhon ug isuwat sa logbook ang detalye sa pasyente inubanan sa paghatag ug mga sudlanan	8 minutos	Laboratory Staff/ Receptionist/ Cashier	Wala	Receiving logbook, Lab request form
2.1	Ug dili makabayad, duol sa social worker para matabangan.					

		sa ihi ug tae.				
END OF TRANSACTION						

**PAMAAGI: PAGPROSESO SA EKSAMINASYON UG PAGHATAG SA RESULTA**

- F. ESKEDYUL SA ADLAW NGA MAGAMIT ANG SERBISYO: Lunes-biyernes:24 oras; Sabado-Dominggo 7:00am-11:00pm (NO NOON BREAK)
- G. KINSAY MAKADAWAT SA SERBISYO: Tanan pasyente sa OPD, Wards, ER
- H. UNSAY MGA KINAHANGLONON: LABORATORY REQUEST FORM (KOMPLETONG DETALYE SA PASYENTE)
- I. KADUGAYON: 2 ka oras hangtod 24 ka oras
- J. UNSAON NGA MAKAGAMIT SA SERBISYO:

LAKANG	TAGTUNGOD/ KLIYENTE	TIGPATUMAN SA SERBISYO	KADUGAYON SA SERBISYO	EMPLEYADO	BAYAD	PORMA
1	<p><b>OPD Patients:</b> Paabot tawagon imong ngalan para kuhaan ug dugo.</p> <p><b>IN Patients:</b> Paabot lang sa Medtech kung asa mo na ward para kuhaan ug dugo ang pasyente.</p>	<p>Tawagon ang pasyente para kuhaan ug dugo.</p> <p>Aduon ang pasyente sa ward para kuhaan ug dugo.</p>	<p>10minutos</p> <p>30minutos 15minutos para sa STAT na kaso (depende sa libre nga Medtech mukuha ug dugo)</p>	<p>Laboratory Staff</p> <p>Laboratory Staff</p>	<p>Magbase sa lista sa laborator y Pricelist</p>	<p>Lab request form</p>
2	Oras sa pagproseso	Pagahimuon ang laboratory examinations.				

		<b><u>A.Routine exams</u></b> 1. CBC/ Bloodtyping 2. Urinalysis/ PregTest/Ketone 3. Stool Exam/Occult 4. HbsAg/Typhoid/ Troponin-I 5. Sodium/Potassium	2 ka oras Turn Around Time Para STAT: 30minutos hangtud sa us aka oras	Medical technologist	Wala	Laboratory Result Form; Logbooks
		<b><u>B. Special Lab exams:</u></b> 1. Clinical Chemistry Glucose, Lipid, Creatinine, SGPT,SGOT, Uric Acid, Urea, TBDB, Calcium, Magnesium, Protime, APTT (Batch Running: 9am/ 1pm/ 5pm/ 9pm) 2. CRP/ Hba1c/SSS (Batch Running: Kada Hapon )	4 ka oras TAT	Medical Technologist		Laboratory Result form; Logbooks
			12Hours	Medical technologist		Laboratory Result Form; Logbooks
3	Pagkuha sa resulta sa eksaminasyon.	E. record ang tanang resulta sa logbook.	3minutos	Laboratory Staff	Wala	Logbooks

	<p><b>A. OPD Patients:</b> Pagkuha ug priority number unya huwat ug tawagon ang imong numero.</p>	Ihatag ang resulta sa pasyente/tagtungod kauban sa pagpapirma kung kinsa ang nagkuha sa resulta.	5minutos	Laboratory Staff	None	Logbooks
	<p><b>B. IN Patients:</b> Ang mga resulta ihatod sa ward unya ihatag sa nurse on duty.</p>	Ihatod ang mga resulta sa wards kauban sa pagpapirma ug suwat sa tibuok ngalan sa nurse on duty nga nidawat sa maong resulta.	20minutos	Laboratory Staff	None	Logbooks
<b>END OF TRANSACTION</b>						

Prepared by:

**FAYE CHARITY E. BORRES, RMT**



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Jagobiao, Mandaue City, Cebu

## CITIZEN'S CHARTER



### LABORATORY

#### PROCESS: RECEIVING OF LABORATORY REQUEST

K. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Friday 24 hours Service (no noon break); Saturday- Sunday 7:00AM- 11:00PM (No Noon Break)

L. WHO MAY AVAIL OF THE SERVICE: All Patients in OPD, Wards, ER

M. WHAT ARE THE REQUIREMENTS: Accomplished Laboratory Request Form (Complete Patient Information Details)

N. DURATION: 10 minutes

O. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEE	FORM
1	Secure priority number at the reception area and wait for the number to be called.	Receive Laboratory request form from the patient/significant others or any healthcare worker and indicate price for the respective lab tests.	2 minutes	Laboratory Staff/ Receptionist	Refer to Laboratory pricelist	Laboratory Request Form; Pricelist

2	Pay laboratory charges to the cashier.	Accept lab request form with attached receipts or noted assistance from the social service; verify and record information of the patient written in the request. Give instructions for patients in fasting and provide sample containers if necessary	8 minutes	Laboratory Staff/ Receptionist/ Cashier		Receiving logbook, Lab request for
2.1	If cannot pay, he/she may seek the assistance of the social worker.					
<b>END OF TRANSACTION</b>						

**PROCESS: PROCESSING OF SAMPLES AND RELEASING OF RESULTS**

- P. SCHEDULE OF AVAILABILITY OF SERVICE: Monday –Friday 24 hour Service;Saturday-Sunday 7:00AM-11:00PM (No Noon Break)
- Q. WHO MAY AVAIL OF THE SERVICE: All Patients in OPD, Wards, ER
- R. WHAT ARE THE REQUIREMENTS: Accomplished Laboratory Request Form, Lab Stocks/Reagents
- S. DURATION: 2 Hours – 24 Hours (Specified Examinations)
- T. HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT/WATCHER	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEE	FORM

1	<b>OPD Patients:</b> Wait for blood extraction at OPD extraction area	Collect specimen.	10 minutes	Laboratory Staff	Refer to Pricelist	Lab request form
	<b>In Patients:</b> Wait for the phlebotomist to do the warding.	Collect specimens/samples	30 minutes 15 minutes for STAT cases (depends on the availability of the phlebotomist)	Laboratory Staff	Refer to pricelist	Lab Request Form
2	Waiting Time	<p>Process and do laboratory examinations:</p> <p><b><u>A.Routine exams</u></b></p> <ol style="list-style-type: none"> <li>1. CBC/ Bloodtyping</li> <li>2. Urinalysis/ PregTest/Ketone</li> <li>3. Stool Exam/Occult</li> <li>4. HbsAg/Typhoid/ Troponin-I</li> <li>5. Sodium/Potassium</li> </ol> <p><b><u>B. Special Lab exams:</u></b></p> <ol style="list-style-type: none"> <li>1. Clinical Chemistry Glucose, Lipid, Creatinine, SGPT,SGOT, Uric Acid, Urea, TBDB, Calcium, Magnesium,</li> </ol>	<p>2 Hours Turn Around Time For STAT: 30minutes to 1hour</p> <p>4hours TAT</p>	<p>Medical technologist</p> <p>Medical Technologist</p>	None	<p>Laboratory Result Form; Logbooks</p> <p>Laboratory Result form; Logbooks</p>

		Protine, APTT (Batch Running: 9am/ 1pm/ 5pm/ 9pm) 2. CRP/ Hba1c/SSS (Batch Running: Every PM Shift)	12Hours	Medical technologist		Laboratory Result Form; Logbooks
3	Claim/Releasing of Lab Results:  <b>C. OPD Patients:</b> Secure priority number and wait for the number to be called  <b>D. IN Patients:</b> Results are given to nurse station.	Record laboratory results designated logbook.  Release results and let the client sign the releasing logbook.  Results are release to the nurse station with nurse's complete name with signature fix on the releasing logbook	3minutes  5minutes  20minutes	Laboratory Staff  Laboratory Staff  Laboratory Staff	None  None  None	Logbooks
END OF TRANSACTION						

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