



LABORATORY SECTION - EXAMINATION

CITIZEN'S CHARTER SERVICE GUIDE

<b>Frontline Service</b>	Laboratory Examination
<b>Description of Service</b>	The Pasig City Children's Hospital provides diagnostic procedures to detect abnormalities/diseases from a patient as prescribed/requested by a medical officer.
<b>Clients/Who may avail of the service</b>	General Public
<b>Requirements</b>	Doctor's Request
<b>Schedule of Availability of Service</b>	OUT-PATIENT DEPARTMENT: MONDAYS – FRIDAYS 8:00 AM–5:00 PM In-Patient: MONDAYS – SUNDAYS 24HRS Service Emergency: MONDAYS – SUNDAYS 24HRS Service
<b>Fees</b>	Billing for prices
<b>Total/Maximum Duration of Process</b>	30 to 40 minutes

STEP	ACTIVITIES	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	<p>Present Laboratory request and wait for the Order of Payment</p> <p>**For Yellow and Blue card holders, proceed to Billing section for validation.</p> <p><b><i>(Pumunta sa Laboratory at ipakita ang request. Hintayin ang order of payment. Kung yellow o blue card holder, pumunta sa Billing section para sa validation ng card)</i></b></p>	<p>Laboratory Aides: Delma Alaghay/ Annie Estonanto/ Marifi Leccio</p> <p>Medical Technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christine Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/</p>	3 <sup>rd</sup> Floor, Pasig City Children's Hospital	15 minutes



		Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano		
2	Payment to cashier <b>(Magbayad sa cashier)</b>	Patient's Relative  Cashier Staff: Carla Bucayan/ Andrea Gay Jesalva/ Jennylyn Joser/ Renelyn Pabalan/ Shennarine Banghit/ Rizalyn Lim/ Juaymah Maniego/ Princess Mae Javier	One-Stop Shop Ground Floor, Pasig City Children's Hospital	5 minutes
3	Back to Laboratory and present the Official Receipt (OR) <b>(Bumalik sa Laboratory at ipakita ang OR)</b>	Laboratory Aides: Delma Alaghay/ Annie Estonanto/ Marifi Leccio  Medical Technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jasmine Rose Felipe/ Amir Leynard Felizardo/ Christine Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano	3 <sup>rd</sup> Floor, Pasig City Children's Hospital	5 minutes



4	Submit to procedure <b><i>(Ipagawa na ang proseso)</i></b>	Laboratory Aides: Delma Alaghay/ Annie Estonanto/ Marifi Leccio  Medical Technologists: Arvin Armedilla/ kathlea Bernardino/ Charline Caluag- Dionisio/ Nathaniel Cariño/ Catherine France Cerame/ Carl Dacones/ Aeron john Legaspi/ Marinel Minor/ Juan Federicko Pablo/ ian Pol Quintela/ Joyz Valdez/ Nikki Eunice Villa-Del Rosario/ Leon Paulo Alforque/ Eliza Asuncion/ Rozlyn Joyce Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Angeline Corpuz/ Ingrid Dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Leynard Felizardo/ Christine Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Marvelous Grace Nuqui/ jan paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano	3 <sup>rd</sup> Floor, Pasig City Children's Hospital	15 minutes
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