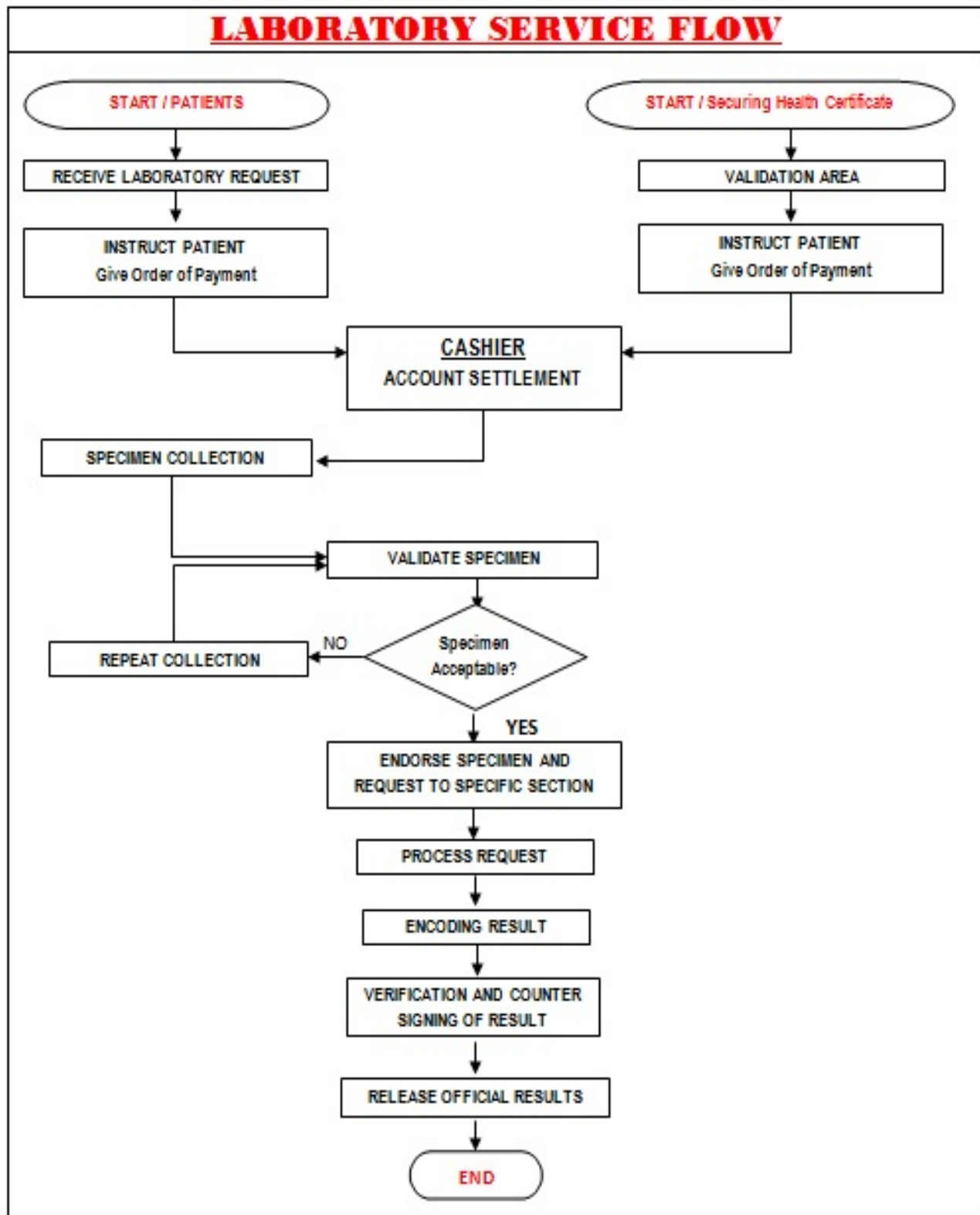


**CITIZEN CHARTER  
PASIG CITY CLINICAL LABORATORY**

**LABORATORY SERVICES**

The Pasig City Clinical Laboratory provides and interprets analytical and morphological information to assist in the diagnosis of clinical problems and the monitoring of disease progress and treatment

<b>Office or Division:</b>	<b>City Health Office PASIG CITY CLINICAL LABORATORY</b>
<b>Classification:</b>	<b>Secondary Laboratory Services</b>
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Business
<b>Who may avail</b>	<ul style="list-style-type: none"> <li>- Patients referred by Pasig City Health Centers</li> <li>- Patients referred by private practitioners; willing to pay</li> <li>- Senior Citizens of Pasig City</li> <li>- Individual securing health certificate for employment</li> </ul>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Walk-in patients &amp; indigent patients.</b></p> <ul style="list-style-type: none"> <li>✓ Doctor Request</li> <li>✓ Any Valid ID with Pasig City Address (for Pasigueños rate)</li> </ul> <p><b>Senior Citizens patients</b></p> <ul style="list-style-type: none"> <li>✓ Senior Citizen's ID</li> <li>✓ Any Valid ID with Pasig City Address</li> <li>✓ Senior booklet</li> <li>✓ Doctor Request</li> </ul>	Pasig City Clinical Laboratory

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Present laboratory request	Ask for laboratory request	<i>See next page</i>		NAVATO, LENNIE C. / ZAPANTA, MARICAR JOY B.
	Client information	Encoding of client information			DIZON , HERMINIA J. / SINDAYEN, MADELYNE JANE B.
	Account settlement	Issue order of payment			TORRES, DAYANARA M. / JONATAS, MA. LUISA C.
	Specimen collection	Receive and label specimen / Extraction			VILLANUEVA, KRISTINE ROSE A.
	Validation of specimen	Validate specimen			DIMAANDAL, FRANCIS ANGELICO S.
		Processing of specimen			QUIOGUE, ADRIAN A. / FORTUNADO, ARNELIE A.
		Encoding of laboratory results			SISON, CINDY T. / HIPOLITO, VIVIAN S.

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Acquisition of laboratory results	Issuance of laboratory results			CRUZ, MA. LOREINA S. / UY, NANNETTE S.

**SCHEDULE OF AVAILABILITY / PROCESSING TIME**

**CLINICAL MICROSCOPY**

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS	TOTAL DURATION OF PROCESS
<b>Monday To Friday</b>	8:01am to 9:30 AM	1:00 PM	1 1/2 Hours
	9:31 Am to 10:30 AM	3:00 PM	1 Hour
	10:31 Am to 11:30 AM	3:30 PM	1 Hour
	11:31am to 1:00 PM	4:30PM	1 1/2 Hours
	1:01 Pm to 2:00 PM (Bulk specimen)	Next day	1 Hour

**APPLICABLE ONLY (JANUARY TO MARCH IF THERE IS OVERTIME)**

Monday To Friday (January to March)	1:01 Pm to 2:00 PM (Bulk specimen)	6:00 PM	1 Hour
	2:00 Pm to 4:00 PM	Next Day	2 Hours

**CLINICAL CHEMISTRY**

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS	TOTAL DURATION OF PROCESS
<b>Monday To Friday</b>	8:01am to 10:00 AM	Following Day 3:00 PM	Batch running per test

**HEMATOLOGY**

WORKING DAYS	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS	TOTAL DURATION OF PROCESS
<b>Monday To Friday</b>	8:01am to 2:00 PM	After 1 to 2 Hours. * With other Laboratory examination request release on specific time.	

**APPLICABLE ONLY (JANUARY TO MARCH IF THERE IS OVERTIME)**

Monday To Friday (January to March)	<b>8:01 AM to 4:00 PM</b>	After 1 to 2 Hours.  * With other Laboratory examination request release on specific time.	
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**PASIG CITY CLINICAL LABORATORY**  
**Clinical Laboratory Services and Fees / FEES TO BE PAID**

<b>FEES</b>	<b>Pasigueños Rate</b>	<b>Non-Pasigueños Rate</b>	<b>50% City Employees</b>
<b><i>CLINICAL MICROSCOPY</i></b>			
Urinalysis	32.00	38.00	19.00
Fecalysis	28.00	37.00	18.50
Sperm Count	100.00	125.00	62.50
<b><i>HEMATOLOGY</i></b>			
CBC w/ Platelet Count	84.00	100.00	50.00
Blood Typing w/ Rh	64.00	80.00	40.00
HBsAg Screening	155.00	155.00	
Clotting Time	30.00	40.00	20.00
Bleeding Time	30.00	40.00	20.00
<b><i>CLINICAL CHEMISTRY</i></b>			
Fasting Blood Sugar	60.00	75.00	37.50
Blood Uric Acid	104.00	130.00	65.00
Blood Urea Nitrogen	84.00	105.00	52.50
Creatinine	104.00	130.00	65.00
Total Cholesterol	104.00	130.00	65.00
Triglycerides	124.00	155.00	77.50
HDL	80.00	100.00	50.00
LDL	72.00	90.00	45.00
SGPT	80.00	96.00	48.00
SGOT	80.00	96.00	48.00
HbA1c	320.00	400.00	200.00
T3	525.00	525.00	262.50
T4	525.00	525.00	262.50
TSH	525.00	525.00	262.50
PSA	1,250.00	1,250.00	625.00

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> <li>1. Suggestion Box and Client Feedback Complaint</li> </ol>
How feedback is processed	<ol style="list-style-type: none"> <li>1. A suggestion box with lock, visible to the clients and feedback/ complaint forms must be readily available to clients' perusal. Incident forms, complaints and client feedback with action taken, must also be properly compiled. The lock key is secured by the head of laboratory for assessment and evaluation of the performance of the laboratory.</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. <b>Complaints – Results/Re-test</b></li> <li>2. Complaints – Laboratory Personnel</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. The client has the right to request thru the Head of the Laboratory or Chief Medical Technologist that the specimen be tested at another DOH accredited laboratory.</li> <li>2. The client has the right to complain regarding the attitudes or conducts of the laboratory personnel. He/she must write a letter, address to the Head of the Laboratory/City Health Officer. The grievance committee of the City Health Department will do the investigation of the case, and make necessary recommendations or actions               <ul style="list-style-type: none"> <li>- A report of incident (INCIDENT REPORT) from the staff involved is necessary to initiate the investigation. If found guilty , the staff involved will be subjected to the following sanctions:                   <ul style="list-style-type: none"> <li>- i. First Offense-Verbal warning from the immediate supervisor/Chief/Head.</li> <li>- ii . Second Offense- Written warning. A copy of the warning will be furnished to the HRD of the city for attachment to the 201 file of the staff involved.</li> <li>- iii. Third Offense-the incident will be elevated and referred to the city's Grievance Committee for proper actions and judgments based on the government's civil service code policies.</li> <li>- The laboratory department will await the recommendation/judgement from the Grievance Committee regarding the matter.</li> </ul> </li> </ul> </li> </ol>
Contact Information	<p>Pasig City Clinical Laboratory            643-1111 loc 395            pasigcityclinlab@yahoo.com</p>