

SUMILANG HEALTH CENTER CLINICAL LABORATORY CITIZENS' CHARTER

AVAILING OF CLINICAL LABORATORY SERVICES

Description of Service

The Sumilang Super Health Center provides and interprets analytical and morphological information to assist in the diagnosis of clinical problems and the monitoring of disease progress and treatment.

Clients

- Sumilang Health Center patients
- Pregnant patients
- Patients referred by Pasig City Health Centers
- Patients referred by private practitioners; willing to pay
- Senior Citizens of Pasig City

Requirements

- Laboratory request forms duly signed by the attending physician
- Voter's ID/ school ID for under aged patients/ ID with residency / baranggay certificate of residency

Senior Citizens

- Senior Citizen's ID
- Blue Card ID

Note:

Pasig residents with no ID to present should pay non-Pasigueño rate

Senior citizens with no blue card should pay less 20% rate

Note on "Dengue Alert" Patients

Free for the second and third CBC test, for the first CBC , a service fee will be charged accordingly.

Free Dengue Duo test for Dengue Alert or Oplan Dengue patients provided with a Health Center Doctor's request.

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Schedule of Availability

CLIENT TYPE	TIME SPECIMEN WERE RECEIVED (BY BATCHES)	RELEASING OF RESULTS	TOTAL DURATION OF PROCESS
OUTPATIENT MON - FRI	8:00 AM to 12:00 AM	3:00 PM	4 HOURS
	12:01 PM – 3:00PM	4:30 PM	4 HOURS
STAT REQUESTS MON – FRI	8:00 AM to 12:00 NN	1 HOUR UPON RECEIPT OF SPECIMEN	1 HOUR
	12:01 PM – 4:30PM	1 HOUR UPON RECEIPT OF SPECIMEN	1 HOUR

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Clinical Laboratory Services and Fees

Test	PASIGUENO RATE	NON- PASIGUENO RATE	SENIOR CITIZEN	
			WHITE <i>and</i> BLUE CARD <i>*free just once a year</i>	WHITE CARD PASIGUENO RATE
<i>CLINICAL MICROSCOPY</i>				
Urinalysis	32.00	38.00	<i>free just once a year</i>	32.00
Fecalysis	28.00	37.00	<i>free just once a year</i>	28.00
<i>HEMATOLOGY</i>				
CBC w/platelet count	84.00	100.00	<i>free just once a year</i>	84.00
ABO – Rh Typing	64.00	80.00	<i>free just once a year</i>	64.00

**SUMILANG HEALTH CENTER CLINICAL LABORATORY
CITIZENS' CHARTER HOW TO AVAIL OF THE SERVICE**

CLIENT STEP	LGU ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE
1. Present laboratory request	Ask for laboratory request	LISING, MYRNA P.	Laboratory reception area
2. Client information	Encoding of client information	LISING, MYRNA P.	Laboratory
3. Account settlement	Receive payment and issue order of payment		Cashier
4. Specimen collection	Receive and label specimen	OBNAMIA, MARIA CORAZON D.	Laboratory extraction area
5. Validation of specimen	Validate specimen	OBNAMIA, MARIA CORAZON D.	Laboratory
6. Processing of laboratory request	Process each laboratory request	OBNAMIA, MARIA CORAZON D.	Laboratory
7. Releasing of laboratory results	Issue of laboratory results	OBNAMIA, MARIA CORAZON D. LISING, MYRNA P.	Laboratory

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LABORATORY SERVICE FLOW

