

## LABORATORY SERVICES

Laboratory is an essential component of quality health care service delivery. Quality, reliable and accurate laboratory results are entailed to support clinical diagnosis, to provide early diagnosis of possible disease outbreaks, to control infectious diseases and to justify and monitor treatment of illnesses.

<b>Office or Division:</b>	City Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Physician Request Form for Laboratory Examination (old)		Barangay Health Centers		
Referral Form from the Requesting Facility (new)		Barangay Health Centers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Presents request/ referral slip from requesting facility	-Check if requested test is available  -Accept the request and refer to the RMT (if available)  -Advise patient to go to SJMC or laboratory of their choice (if unavailable)	None	5 mins	RMT and Laboratory Aide

-Submit lab specimen	-Accept the specimen	None	5 mins	RMT and Laboratory Aide
-Proceed to blood extraction area (if needed)	-Do the blood extraction (if needed)		5 mins	
-Fill out patient's information in referral slip	-Fill out the referral slip	None	5 mins	RMT
-Return the upper portion to the patient	-Advise patient properly about the referral slip to return the upper portion to the requesting facility		5 mins	
	-Advise patient to return on the specified time/ date of the releasing of result	None	5 mins	RMT
Go to cashier for payment	-Advise the patient to pay at the City Hall	Refer to Revenue Code of 2013 Article D	30 mins	Cashier (Treasury Office)
	Perform the lab examination requested		Varies (depends on the procedure requested)	RMT and Laboratory Aide
Present Official Receipt to Lab Aide	Check official receipt	None	5 minutes	RMT and Laboratory Aide
-Wait	-Double check the result of lab examination	None	5 minutes	RMT and Laboratory Aide
-Receive result	-Issuance of printed result to patient			
Exit	Discharge of patient	None	1 min	Laboratory Aide

**End of Transaction**