

19. 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.

Office or Division:	City Health Department			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physician Request Form for Laboratory Examination (old)		Barangay Health Centers		
Referral Form from the Requesting Facility (new)		Barangay Health Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Presents request/ referral slip from requesting facility	<ul style="list-style-type: none"> -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
<ul style="list-style-type: none"> -Submit lab specimen -Proceed to blood extraction area (if needed) 	<ul style="list-style-type: none"> -Accept the specimen -Do the blood extraction (if needed) 	None	5 mins 5 mins	RMT and Laboratory Aide
<ul style="list-style-type: none"> -Fill out patient's information in referral slip -Return the upper portion to the patient 	<ul style="list-style-type: none"> -Fill out the referral slip -Advise patient properly about the referral slip to return the upper portion to the requesting facility 	None	5 mins 5 mins	RMT
	-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
<ul style="list-style-type: none"> -Wait -Receive result 	<ul style="list-style-type: none"> -Double check the result of lab examination -Issuance of printed result to patient 	None	5 minutes	RMT and Laboratory Aide

Exit	Discharge of patient	None	1 min	Laboratory Aide
End of Transaction				