

4. RADIOLOGY

Office or Division:	San Juan Medical Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of San Juan City and General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
San Juan Health Card			City Social Welfare and Development	
Requisition of procedure			Attending Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present accomplished Diagnostic Request Form	Receive request form	None	1 minute	Radiology Technician / Radiology Secretary
	Check request form if fully filled- up by the following (name, birthday, age, sex, cellphone number, diagnosis and examination	None	1 minute	
Provide San Juan Health Card	Ask for San Juan Health Card	None	1 minute	
	Classify patient if private or service:	None	1 minute	
	For Service patient, issue charge slip form with the hospital charge indicated for the payment of radiology procedure to be paid at cashier.	None	2 minute	
	If the patient is private, hospital charge and professional fee will be indicated in the charge slip.	None	2 minute	
Receives order of payment	Issues order of payment	None	1 minute	Radiology Technician / Radiology Secretary
	1.) Instructs patient to pay at the Cashier Section	None	1 minute	

	2.) Refers to Medical Social Service (See <i>Medical Assistance</i>)	None	1 minute	
Pay to the cashier	Receive payment	With fee	2 minutes	Cashier
	Issue Official Receipt	None	2 minutes	
Present Official Receipt at the Laboratory	Receive Official Receipt	None	1 minute	Radiology Technician / Radiology Secretary
	Validate OR from client	None	1 minute	
	If the patient is OPD- Private, after they presented the Official Receipt number, they have to pay first the professional fee before they wait for their names to be called.	With fee	3 minutes	
Patient enter or is brought to the assigned room	Assist patient upon entering	None	2 minute	Radiology Technician
Wait for instructions by the Radiology Technologist in-charge	Perform the requested x-ray and other radiology procedure	None	X-ray: 5 minutes Ultrasound: 30 minutes 2D echo: 30 minutes	Radiology Technician
	Recheck accuracy and completeness of radiology requests	None	1 minute	Radiology Technician
Claim results	Advice patient the exact release date of Radiology results	None	X-ray: 3 days Ultrasound: 5 days 2D Echo: 5 days	Radiology Technician / Radiology Secretary
Present OR	Release result	None	1 minute	Radiology Technician / Radiology Secretary
	Have the patient's full name and signature written at the receiving logbook	None	2 minutes	

END OF TRANSACTION

Note: Indigent patients of San Juan are referred to the Hospital Social Worker for assessment and qualification for the hospital's medical assistance program.