

3. LABORATORY

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|--|---|------------------------|-------------------------------------|---------------------------|
| Office or Division: | San Juan Medical Center | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C | | | |
| Who may avail: | Residents of San Juan City | | | |
| 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 |
| Patient or relative present request from Attending Physician | Receive request | None | 1 minute | Laboratory Clerk/Staff |
| Provide San Juan Health Card | Ask for San Juan Health Card | None | 1 minute | |
| | Check completeness of laboratory form | None | 1 minute | |
| | Check for availability of laboratory examination | None | 2 minutes | |
| | Indicates price of the laboratory examination | None | 2 minutes | |
| | Log laboratory examination for the patient | None | 1 minute | |
| Receives order of payment | Issues order of payment | None | 1 minute | |
| | 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 | Laboratory Clerk/Staff |
| | Validate OR from client | None | 1 minute | |
| | Give specimen bottle | None | 1 minute | |

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|--|--|------|---|--|
| Wait for name to be called for specimen collection | Instruct patient to wait for the specimen collection or submission of specimen | None | 1 minute | Laboratory Clerk/Staff |
| Proceed to the extraction area for specimen collection or submission of specimen | Explain the procedure of specimen collection and tests to be done or collected | None | 3 minutes | Phlebotomist/Medical Technologist |
| | Accurate labeling of the specimen | None | 1 minute | |
| | Collects laboratory specimen | None | 5 minutes | |
| | Rechecks accuracy and completeness of laboratory requests' specimen | None | 1 minute | |
| Claim Result | Advise patient the exact release date of laboratory results | None | Stat: 1.5 hours Routine tests: 3 hours Gram Stain: 6 hours Blood C/S: 6 days *Negative Culture results are released with Blood G/S Histopathology and special stains: 10 working days Note: Time indicated per process is for simple and non-complicated result | Medical Technologist or Laboratory Clerk/Staff |
| Present OR | Release result | None | 1 minute | |

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.