

SAN JUAN MEDICAL CENTER

LABORATORY SERVICES

Office or Division:	San Juan Medical Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Residents and Non-Residents of San Juan City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
San Juan Health Card (1)			City Social Welfare & Development (CSWD)	
Valid id with address or any proof of residence in San Juan City (1)			LGU of San Juan	
Laboratory Request Form (1)			Attending Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or relative presents request of procedure from Attending Physician	Receives request and checks completeness of Laboratory form	None	5 minutes	Laboratory Clerk/ Staff
2.Receives order of payment and settles payment at the cashier	Prepares and issues order of payment. Instructs patient to pay at the cashier	With fee	15 minutes	Laboratory Clerk/ Staff
3.Presents Official Receipt (OR) at the Laboratory Information window and waits for name to be called for specimen collection	Receives and validates OR from client. Instructs patient to wait for the specimen collection	None	30 minutes	Laboratory Clerk/ Staff
4.Proceeds to the extraction area for specimen collection	Explains the procedure of the specimen collection and tests to be done	None	15 minutes	Medical Technologist on duty
	Collects Laboratory specimen and checks accuracy and completeness of laboratory request's specimen	None	15 minutes	Medical Technologist on duty

5.Claims result	Processes laboratory test and releases result	None	STAT: 1.5 hours Routine tests: 3 hours Gram Stain: 24 hours Blood C/S: 5 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	Respiratory Therapist
END OF TRANSACTION				

