



OUT PATIENT DEPARTMENT rt-PCR SWAB TEST FOR COVID-19 (SARS-nCoV-2)

CITIZEN'S CHARTER SERVICE GUIDE

<b>Frontline Service</b>	Molecular Laboratory Examination (RT-PCR/Swab Test)
<b>Description of Service</b>	The Pasig City Molecular Laboratory provides molecular diagnostic testing to detect the presence of SARS-nCoV-2 also known as COVID-19 in nasopharyngeal and oropharyngeal swab specimens from patients prescribed/requested by a medical officer or for other purposes such as requirements for travel or employment.
<b>Clients/Who may avail of the service</b>	General Public
<b>Requirements</b>	Case Investigation Form (CIF)
<b>Schedule of Availability of Service</b>	OPD (out patient) – MONDAYS to FRIDAYS – 8:00 am to 5:00 pm IN-PATIENT – MONDAYS to SUNDAYS – 24 hrs service Emergency – MONDAYS to SUNDAYS – 24 hrs service
<b>Fees</b>	Billing for prices
<b>Total/Maximum Duration of Process</b>	30 to 45 minutes

STEP	ACTIVITIES	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	<b>CIF registration</b>  A patient is assisted by the Nursing Assistant to accomplish PART 1 of the CIF.  <i>Magkasamang sasagutan ng pasyente at ng Nursing Assistant ang PART 1 ng CIF.</i>	OPD nursing assistant: Angelic Kaye Andaluz	OPD registration area, Ground Floor, Out Patient Department	5 minutes
2	<b>CIF verification and case interview</b>  The Nursing Assistant and/or OPD physician verifies data in CIF and accomplishes PART 2 and 3.  <i>I-verify ng Nursing Assistant and/or OPD doctor ang mga datos na nakalan sa CIF at sasagutan ang PART 2 and 3.</i>	OPD nursing assistant: Angelic Kaye Andaluz	OPD registration area, Ground Floor, Out Patient Department	5 minutes
3	<b>Philhealth verification</b>  Philhealth staff verifies Philhealth number and/or registers Patient for Philhealth number.  <i>Dadalhin ang CIF sa philhealth office for verification and registration ng Philhealth Staff.</i>	Philhealth staff: Bonifacia Perez/ Janice Ladera/ Realyn Villanueva/ John Erick Manlangit/ Enriquetta Batung/ Angelie Rose Andres/ Joey Albert Abad/ Kenneth Bryan Paz/ John Christopher Espedido Jr.	One-stop Shop, Ground Floor, Pasig City Children's Hospital	5 minutes
4	<b>Encoding</b>  OPD Clerk encodes patient for billing statement of Account.	OPD Clerks: James Lim/ Mylene Reyes/ John Oel Cebricos/ Jayson	Ground Floor, Out Patient Department, Pasig City	3 minutes



	<i>I-encode ni OPD Clerk and billing statement of account ng pasyente.</i>	Cabiao/ Allan Petero	Children's Hospital	
5	<p><b>Billing Clearance</b></p> <p>Billing department staff checks if patient is eligible for other discounts and non-payment.</p> <p><i>Susuriin ng Billing department staff kung mabibigyan ng karagdagang discount or non-payment ang pasyente.</i></p>	<p>Billing department staff: Joey Montanes/ Rachelle Dancalan/ Elma Mateo/ Catherine Barros/ Ronwaldo Bruan/ Katherine Dayson</p>	<p>One-Stop Shop, Ground Floor, Pasig City Children's Hospital</p>	3 minutes
6	<p><b>Consent at Waiver</b></p> <p>Patient and/or Guardian reads, understands and signs the Consent and Waiver for testing.</p> <p><i>Babasahin, iintindihin at lalagdaan ng pasyente or guardian ang consent at waiver para sa testing.</i></p>	<p>Patient or Guardian at Med Tech Swabber</p>	<p>OPD swabbing area, Service Driveway, Pasig City Children's Hospital</p>	3 minutes
7	<p><b>Nasopharyngeal and Oropharyngeal swab (NPS/OPS)</b></p> <p>The patient is positioned at the swab booth for NPS/OPS swabbing by the Med Tech on-duty.</p> <p><i>Itatapat sa swab booth ang pasyente para ma-swab sa NPS/OPS ng naka-duty na Med Tech.</i></p>	<p>Med Tech Swabber: Mikka Avero/ Roldan De Castro/ Matthew Ganaban/ Adrian manuel/ Mary Cris Mitra/ Marvelous Grace uqui/ Melody Reyes/ Raven Rivera/ Joshua Toby Taer/ Nathan john Tamayo/ Mc Henry Vega/ Riezel Chinkee Villanueva/ Justin Grace Vito/ Leon Paulo Alforque/ Ma. Eliza Asuncion/ Rozlyn Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Aren Corpuz/ Ingrid dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Felizardo/ Christine Bianca Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/ Cherry Macabenta/ Camille Nadal/</p>	<p>OPD Swabbing Booth, Service Driveway, Pasig City Children's Hospital</p>	5 minutes



		Airam Nicolas/ Jan Paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano/ Apple Joy Pintucan/ Jessie Salvador/ Romela Santos/ Elister Sotero/ Bianca Sumagaysay		
8	<p><b>Post Swab Instructions</b></p> <p>The nursing assistant provides patient with written instructions for results claiming and follow-up with attending physician (if needed).</p> <p><i>Bibigyan ng papel na meron kasulatan kung kelan at paano makukuha ng pasyente ang resulta ng swabbing at follow-up kung kinakailangan.</i></p>	OPD nursing assistant: Angelic Kaye Andaluz	OPD Swabbing area, Service Driveway, Pasig City Children's Hospital	3 minutes
9	<p><b>Processing of Swab Specimens</b></p> <p>The Molecular Lab Encoder and/or Med Tech on-duty brings the specimen to the Molecular Laboratory for Processing of the specimen.</p> <p><i>Dadalhin ng Mole Encoder o Med Tech on-duty ang mga swabs sa Molecular Lab para maisagawa ang testing.</i></p>	Mole Encoder or Med Tech on-duty: Mikka Avero/ Roldan De Castro/ Matthew Ganaban/ Adrian manuel/ Mary Cris Mitra/ Marvelous Grace uqui/ Melody Reyes/ Raven Rivera/ Joshua Toby Taer/ Nathan john Tamayo/ Mc Henry Vega/ Riezel Chinkee Villanueva/ Justin Grace Vito/ Leon Paulo Alforque/ Ma. Eliza Asuncion/ Rozlyn Bihis/ Anthony Binnang/ Dan Albert Castillo/ Mary Nicole Chan/ Aren Corpuz/ Ingrid dancel/ Lhory Anne Daya/ Shiela Mae Dimasuhid/ Jose Michael Domingo/ Jazmine Rose Felipe/ Amir Felizardo/ Christine Bianca Garbosa/ Gelou Mae Garcia/ Marimar Gajelon/	3 <sup>rd</sup> Floor Molecular Laboratory, Pasig City Children's Hospital	2-3 days



		Cherry Macabenta/ Camille Nadal/ Airam Nicolas/ Jan Paul Olaso/ Yasmine Rose Orcine/ Maria Amira Piniano/ Apple Joy Pintucan/ Jessie Salvador/ Romela Santos/ Elister Sotero/ Bianca Sumagaysay		
10	<b>Results Releasing</b>  Patient claims results from the OPD nurse (MON to FRI, 8am to 5pm) or at the Lobby Staff (after office hours and Saturday / Sunday; Holidays).  <i>Maaaring kunin ng pasyente ang result ng swab test sa OPD nurse (Lunes hanggang Biyernes, 8am to 5pm) or sa PCCH lobby staff (pagkalagpas ng opisyal na oras o pag Sabado o Linggo at Walang Pasok)</i>	OPD nurse or Main Lobby Staff: John Dean Macasaet/ Irish Javier/ Mary Grace Bepinoso	Ground Floor, Out Patient Department or Main Lobby, Pasig City Children's Hopsital	As soon as available