

# **ROSARIO SUPER HEALTH CENTER CLINICAL LABORATORY CITIZENS' CHARTER**

## **AVAILING OF CLINICAL LABORATORY SERVICES**

### **Description of Service**

**The Rosario Super Health Center-Laboratory provides and interprets analytical and morphological information to assist in the diagnosis of clinical problems and the monitoring of disease progress and treatment.**

### **Clients**

- **Rosario Health Center patients**
- **Pregnant patients**
- **Patients referred by Pasig City Health Centers**
- **Patients referred by private practitioners; willing to pay**
- **Senior Citizens of Pasig City**

### **Requirements**

- **Laboratory request forms duly signed by the attending physician**
- **Voter's ID/ school ID for under aged patients/ ID with residency / baranggay certificate of residency**

### **Senior Citizens**

- **Senior Citizen's ID**
- **Privilege Card ID**

### **Note:**

**Pasig residents with no ID to present should pay non-Pasigueño rate.**

**Senior citizens with no blue card should pay less 20% rate.**

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**SCHEDULE OF AVAILABILITY**

**CLINICAL MICROSCOPY**

<b>CLIENT TYPE</b>	<b>TIME SPECIMEN WERE COLLECTED</b>	<b>RELEASING OF RESULT</b>	<b>TOTAL DURATION OF PROCESS</b>
<b>OUTPATIENT MON-FRI</b>	<b>8:00 AM – 11:30 PM</b>	<b>1:00 PM</b>	<b>5 HOURS</b>
	<b>11:31 AM – 2:30 PM</b>	<b>4:30 PM</b>	<b>5 HOURS</b>
	<b>2:31 AM – 3:30 PM</b>	<b>NEXT DAY</b>	<b>2.5 HOURS</b>

**HEMATOLGY/SEROLOGY**

<b>CLIENT TYPE</b>	<b>TIME SPECIMEN WERE COLLECTED</b>	<b>RELEASING OF RESULT</b>	<b>TOTAL DURATION OF PROCESS</b>
<b>OUTPATIENT MON-FRI</b>	<b>8:00 AM- 3:30 PM</b>	<b>AFTER 1-2 HOURS FROM COLLECTION</b>	<b>2 HOURS</b>

**CLINICAL CHEMISTRY**

<b>CLIENT TYPE OUTPATIENT</b>	<b>TIME SPECIMEN WERE COLLECTED</b>	<b>RELEASING OF RESULT</b>	<b>TOTAL DURATION OF PROCESS</b>
<b>TUESDAY (SENIOR &amp; NON-SENIOR)</b>	<b>8:00 AM – 10:00 AM</b>	<b>NEXT DAY</b>	<b>BATCH RUNNING</b>
<b>WEDNESDAY (OGTT)</b>			
<b>THURSDAY (SENIOR &amp; NON-SENIOR)</b>			

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**CLINICAL LABORATORY SERVICES AND FEES**

TEST	PASIGUEÑO	NON-PASIGUEÑO	SENIOR CITIZEN		CITY HALL EMPLOYEES
			WHITE CARD	WHITE & BLUE CARD	50%
URINALYSIS	32.00	38.00	32.00	free once a year	19.00
FECALYSIS	28.00	37.00	28.00	free once a year	18.50
CBC W/PLATELET COUNT	84.00	100.00	84.00	free once a year	50.00
ABO-Rh Typing	64.00	80.00	64.00	free once a year	40.00
GLUCOSE	60.00	75.00	60.00	free once a year	37.50
BLOOD URIC ACID	104.00	130.00	104.00	free once a year	65.00
BLOOD UREA NITROGEN	84.00	105.00	84.00	84.00	52.50
CREATININE	104.00	130.00	104.00	104.00	65.00
TOTAL CHOLESTEROL	104.00	130.00	104.00	free once a year	65.00
TRIGLYCERIDES	124.00	155.00	124.00	124.00	77.50
HDL-C	80.00	100.00	80.00	80.00	50.00
LDL-C	72.00	90.00	72.00	72.00	45.00
CHEM 8	732.00	915.00	732.00	464.00	457.50
CHEM 7	628.00	785.00	628.00	360.00	392.50
LIPID PROFILE	380.00	475.00	380.00	276.00	237.50
OGTT	350.00	423.00	350.00	423.00	211.50

MCH		
HBsAg DOH	free	not included
Anti-TP(Syphilis) DOH	free	not included
CBC	84.00	100.00

ABO-Rh Typing	64.00	80.00
Urinalysis	32.00	38.00
Anti-TP(Syphilis) LGU	80.00	100.00
HBsAg LGU	155.00	155.00
MCH PACKAGE DOH	180.00	
MCH PACKAGE ; using HBAsAg LGU, Anti-TP DOH		
	335.00	373.00
MCH PACKAGE LGU	415.00	473.00

FROM MEMO RECEIVED 1-31- 2018	
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**HOW TO AVAIL OF THE SERVICE**

<b>CLIENT STEP</b>	<b>LGU ACTION</b>	<b>OFFICE/PERSON RESPONSIBLE</b>	<b>LOCATION OF OFFICE</b>
<b>1. Present laboratory request</b>	<b>Ask for laboratory request</b>	<b>EDEN CAWAYAN</b>	<b>Laboratory reception area</b>
<b>2. Client information</b>	<b>Encoding of client information</b>	<b>EDEN CAWAYAN</b>	<b>Laboratory</b>
<b>3. Account settlement</b>	<b>Receive payment and issue order of payment</b>	<b>EDWIN ENRIQUEZ</b>	<b>Cashier</b>
<b>4. Specimen collection</b>	<b>Receive and label specimen</b>	<b>EDEN CAWAYAN</b>	<b>Laboratory extraction area</b>
<b>5. Validation of specimen</b>	<b>Validate specimen</b>	<b>EDEN CAWAYAN</b>	<b>Laboratory</b>
<b>6. Processing of laboratory request</b>	<b>Process each laboratory request</b>	<b>EDEN CAWAYAN</b>	<b>Laboratory</b>
<b>7. Releasing of laboratory results</b>	<b>Issue of laboratory results</b>	<b>EDEN CAWAYAN</b>	<b>Laboratory</b>

## FEEDBACK AND COMPLAINTS MECHANISM

<p><b>How to send feedback</b></p>	<p>1. <b>Suggestion Box and Client Feedback Complaint</b></p>
<p><b>How feedback is processed</b></p>	<p>1. A suggestion box with lock, visible to the clients and a feedback/complaint form must be readily available to clients. Incident forms , complaints and client feedback with action taken must also be properly compiled. The lock's key is secured by the head of the laboratory for assestment and evaluation of the performance of the laboratory.</p>
<p><b>What kind of complaints can be filed</b></p>	<p>1. <b>Complaints- Result/ Re-test</b>                  2. <b>Complaints- Laboratory Personnel</b></p>
<p><b>How complaints are processed</b></p>	<p>1. The client has the right to request thru the Head of the Laboratory or Chief Medical Technologist that the specimen be tested at another DOH accredited laboratory.</p> <p>2. The client has the right to complain regarding the attitude or conducts of the laboratory personnel. He/she must write a letter, address to the Head of the Laboratory/City Health Officer. The Grievance Committee of the City Health Department will do the investigation of the case and make necessary recommendations or actions.</p> <p>A report of incident (<b>INCIDENT REPORT</b>) from the staff involved is necessary to initiate the investigation. If found guilty, the staff involved will be subjected to the following sanctions:</p> <ul style="list-style-type: none"> <li>i. First Offense- Verbal warning from the immediate Supervisor/Chief/Head.</li> <li>ii. Second Offense-Written warning. A copy of the warning will be furnished to the HRD of the city for attachement to the 201 file of the staff involved.</li> <li>iii. Third Offense- the incident will be elevated and referred to the City's Grievance Committee for proper actions and judgments based on the government's Civil Service Code policies.</li> </ul> <p>The laborarotarory department will await the recommendation/judgment from the Grievance Commitee regarding the matter.</p>
<p><b>Contact Information</b></p>	<p><b>rosarioshclab@gmail.com</b></p>

