

**CITIZENS' CHARTER
CHAMP CLINICAL LABORATORY**

LABORATORY SERVICES

Provides affordable quality clinical laboratory services to patients of CHAMP as well as walk-in referrals.

Office or Division:	CHAMP CLINICAL LABORATORY
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All Pasiguenos and Non-Pasiguenos

WORKING HOURS:

Monday – Friday 8:00 am to 5:00 pm

SCHEDULE OF AVAILABILITY OF LABORATORY SERVICES:

- Monday – Friday 8:00 am to 3:30 pm
- CLINICAL CHEMISTRY CUT-OFF is strictly at 9:00 am with a max. of 40 patients
- APE of Pasig City Employees (max. of 20 patients) is strictly from 1:00 pm to 2:00 pm

In isolated cases, number of specimen received may vary depending on the number/ workload of available laboratory staff

RELEASING OF RESULTS:

Result/s of OUTPATIENTS may be claimed in the afternoon of the following day.

Results of specimen received on Friday will be released on Monday.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Laboratory request form duly signed by the attending physician	From attending physician
2. Proof of Pasig residency (certificate/ ID)	Barangay where the requesting party resides
3. Senior Citizen's ID	Office of the Senior Citizen's Affairs
4. Senior Citizen's Booklet	Office of the Senior Citizen's Affairs
5. FASTING REQUIREMENTS*** <i>Laboratory Request with FBS only</i> • Patient is advised to take snack at 12 am <i>Laboratory Request with FBS and LIPID PROFILE</i> • Patient is advised to take snack at 10 pm <i>Laboratory Request with LIPID PROFILE/ CHOLESTEROL/TRIGLYCERIDE only</i> • Patient is advised to take snack at 10 pm <i>Laboratory Request with OGTT</i> • Patient is advised to take snack at 12 am	CHAMP Clinical Laboratory

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																																																																											
1	Present laboratory request, fill-out lab worksheet/s	<ul style="list-style-type: none"> • Assesment *** • of laboratory request/ worksheet/s • give lab. worksheets 		15 mins	ABETO, ANGELENE L.																																																																											
2	Submit filled-out worksheet/s	<ul style="list-style-type: none"> • Encode patient's information • issue charge slip to patient 		10 mins	ABETO, ANGELENE L.																																																																											
3	Pay the corresponding fee *	<ul style="list-style-type: none"> • process • payment and issue Official Receipt 	<table border="1"> <thead> <tr> <th><u>CLINICAL MICROSCOPY</u></th> <th><u>PASIG RATE</u></th> <th><u>NON- PASIG RATE</u></th> </tr> </thead> <tbody> <tr> <td>Urinalysis</td> <td>32.00</td> <td>38.00</td> </tr> <tr> <td>Fecalysis</td> <td>28.00</td> <td>37.00</td> </tr> <tr> <td colspan="3"><u>CLINICAL MICROSCOPY</u></td> </tr> <tr> <td>CBC w/ Platelet Count</td> <td>84.00</td> <td>100.00</td> </tr> <tr> <td>Blood Typing w/ Rh</td> <td>64.00</td> <td>80.00</td> </tr> <tr> <td>Hepatitis B Screening</td> <td>FREE (MCH)</td> <td>155.00</td> </tr> <tr> <td colspan="3"><u>CLINICAL CHEMISTRY</u></td> </tr> <tr> <td>Glucose</td> <td>60.00</td> <td>75.00</td> </tr> <tr> <td>Uric Acid</td> <td>104.00</td> <td>130.00</td> </tr> <tr> <td>Urea Nitrogen</td> <td>84.00</td> <td>105.00</td> </tr> <tr> <td>Creatinine</td> <td>104.00</td> <td>130.00</td> </tr> <tr> <td>T. Cholesterol</td> <td>104.00</td> <td>130.00</td> </tr> <tr> <td>Triglycerides</td> <td>124.00</td> <td>155.00</td> </tr> <tr> <td>HDL</td> <td>80.00</td> <td>100.00</td> </tr> <tr> <td>LDL</td> <td>72.00</td> <td>90.00</td> </tr> <tr> <td>SGPT</td> <td>80.00</td> <td>96.00</td> </tr> <tr> <td>SGOT</td> <td>80.00</td> <td>96.00</td> </tr> <tr> <td>HBA1c</td> <td>320.00</td> <td>400.00</td> </tr> <tr> <td>75 gms OGTT</td> <td>290.00</td> <td>348.00</td> </tr> <tr> <td>Albumin</td> <td>75.00</td> <td>90.00</td> </tr> <tr> <td>Phosphorous</td> <td>110.00</td> <td>132.00</td> </tr> <tr> <td>Sodium</td> <td>80.00</td> <td>96.00</td> </tr> <tr> <td>Potassium</td> <td>80.00</td> <td>96.00</td> </tr> <tr> <td>Calcium</td> <td>75.00</td> <td>90.00</td> </tr> </tbody> </table>	<u>CLINICAL MICROSCOPY</u>	<u>PASIG RATE</u>	<u>NON- PASIG RATE</u>	Urinalysis	32.00	38.00	Fecalysis	28.00	37.00	<u>CLINICAL MICROSCOPY</u>			CBC w/ Platelet Count	84.00	100.00	Blood Typing w/ Rh	64.00	80.00	Hepatitis B Screening	FREE (MCH)	155.00	<u>CLINICAL CHEMISTRY</u>			Glucose	60.00	75.00	Uric Acid	104.00	130.00	Urea Nitrogen	84.00	105.00	Creatinine	104.00	130.00	T. Cholesterol	104.00	130.00	Triglycerides	124.00	155.00	HDL	80.00	100.00	LDL	72.00	90.00	SGPT	80.00	96.00	SGOT	80.00	96.00	HBA1c	320.00	400.00	75 gms OGTT	290.00	348.00	Albumin	75.00	90.00	Phosphorous	110.00	132.00	Sodium	80.00	96.00	Potassium	80.00	96.00	Calcium	75.00	90.00	5 mins	Client/ Cashier
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4	Present Official Receipt to the laboratory	<ul style="list-style-type: none"> • Record O.R. # as proof of payment 		2 mins.	ABETO, ANGELENE L.																																																																											
5	Submit/ collect specimen	<ul style="list-style-type: none"> • Receive submitted/ collected specimen • extract and label specimen 		5 to 10 mins.	ALCANTARA JONAVILLE GAMOZA, JAYSON L. MATIAS, MICHELLE M. TOLENTINO, RHEA S. UGAT, MAUREEN C. BANEZ, ANNA LIZA D.																																																																											
6	Claim result	<ul style="list-style-type: none"> • Releasing of laboratory result 		5 mins.	ALCANTARA JONAVILLE GAMOZA, JAYSON L. MATIAS, MICHELLE M. TOLENTINO, RHEA S. UGAT,																																																																											

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
					MAUREEN C. BANEZ, ANNA LIZA D.
TOTAL:				47 mins.	

* Corresponding discounts are given to Pasig City Hall Employees, PWDs and Non-Pasig Senior Citizens.

** Pasig City Senior Citizens are free of charge.

*** Assessment of clients wanting to avail of the services of CHAMP Clinical Laboratory is directed by CHAMP Laboratory staff/ duly authorized CHAMP staff.

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients are encouraged to accomplish feedback forms and drop them at designated suggestion box
How feedback is processed	Feedback is gathered and processed by an assigned authorized lab. staff. A report is prepared to document action plan and monitor actions taken.
How to file a complaint	A written complaint may be dropped at the designated suggestion box.
How complaints are processed	Written complaint/s received shall be forwarded to the Head of the Laboratory/ Laboratory Supervisor who shall act on the complaint and provide feedback to the client on the action taken.
Contact Information	Proceed to CHAMP Laboratory