

LABORATORY SERVICES

(Provision of tests done on clinical specimens in order to obtain information about the health of a patient as pertaining to the diagnosis, treatment and prevention of disease.)

Who may avail the service: Patients
 Service Schedule: MONDAY to SUNDAY (24 Hours)
 Requirements: Laboratory Examination Request
 Fee/s: Depends on laboratory examination to be done
 Service Duration: Twenty (20) Minutes to Three (3) Hours
 (Depends on the Laboratory Examination Undertaken)
 How to avail of the service:

STEPS	CLIENT	ACTION OFFICER	DURATION OF ACTIVITY	PERSON-IN-CHARGE	FEES	FORM
1	Proceeds to Laboratory with proper and completely filled-out Request Slip/Specimen	Receives and examines completeness and correctness of data filled-out in the form	2 Minutes	Medical Technologist/ Laboratory Aide	None	Laboratory Request
		Prepares materials for specimen collection	1 Minute	Medical Technologist/ Laboratory Aide	None	None
		Extracts blood or lets the patient collect specimen (e.g. urine) or receives specimen (if already collected)	2 Minutes	Medical Technologist/ Laboratory Aide	None	None
2	Proceeds to Cashier to pay for charges for laboratory examinations to be done	Instructs patient/companion to pay at the Cashier and then advises patient to wait for the result outside the laboratory or to come back at a specified time	3 Minutes	Medical Technologist/ Laboratory Aide	None	Charge Slip
3.	Pays laboratory fees at the Cashier.	Collects payment and Issues Official receipt	5 Minutes	Cashier	Refer to the 2017 Revenue	Charge Slip

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4.	Waits for results	Tests patient sample using manual/automated methods or reads microscopically	Depends upon the laboratory examination/s to be done	Medical Technologist/ Laboratory Aide	None	Laboratory Request
		Records in Result Form/s, Receiving Logbook and in respective logbook/s of test/s done		Medical Technologist/ Laboratory Aide	None	Laboratory Request Result Form Receiving Logbook Test Logbook
		Records name of patient and test/s done in Releasing Logbook		Medical Technologist/La boratory Aide	None	Result Form Releasing Logbook
5.	Receives results and goes back to the requesting physician	Retrieves duplicate copy of Charge Slip from patient/companion	2 Minutes	Medical Technologist/ Laboratory Aide	None	Result Form
		Writes the patient name or relationship to the patient of the person who received the result in Releasing Logbook		Medical Technologist/ Laboratory Aide	None	Releasing Logbook
		Instructs the patient/companion to return to the doctor		Medical Technologist/ Laboratory Aide	None	None
End of Transaction						

Note: For walk-in patients, provides records/data to medical technologist

Allowable period for extension due to unusual circumstances: One (1) day to Three (3) days