

A. Service Description

Service Provided:	Laboratory Examinations (<i>Complete Blood Count, Blood Chemistry 10, HIV Screening Test, Hepatitis B Screening Test, Syphilis Screening Test, Fecalalysis, Urinalysis , TB Test [GeneXpert and DSSM] and Slit Skin Smear for Leprosy</i>) for all patients from 31 Health Centers, Private Clinics and Public/Private Hospitals
Simple, Complex, or Highly Technical	Simple
Internal or External	External
Who may avail of Service	All Residents of Taguig

Final Citizen`s Charter

Checklist of Requirements	Where to Secure
Laboratory Request Form	Private or Health Center Doctors

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Submit Laboratory Request Form	1.1. Received laboratory request form 1.2. Give queuing number & confirm patient`s information 1.3. Receive specimen	Free	3 minutes	Laboratory Request Form Patient`s specimen		Erlinda Broñola (Lab aide)
2. Proceed to Blood Extraction Area (If needed)	2.1. Call patient`s name & confirm patient`s information	Free	1 minute	Queuing Number		Medical Technologist on Duty
	2.2 Perform blood extraction to patient	Free	5 minutes	Laboratory Request Form		
	2.3 Process the specimen of the patient	Free	3 hours - 24 hours	Patient`s Specimen		
3) Claim and Receive Results	3.1. Issue laboratory results to patient	Free	2 minutes	Valid ID of patient		Erlinda Broñola (Lab aide)

Note: Medical Technologist on rotation.

At the present time, releasing of the results for routine tests exceed in more than 3 hours due to volume of patients catered per day.

Blood Chemistry results will be released the following morning (starts at 10 am).

Laboratory results of Slit Skin Smear for Leprosy and TB Test (GeneXpert & DSSM) will be released after 3 days upon collection or submission of the specimen.

A. Service Description

Service Provided:	Pre-employment Laboratory Requirements <i>(Urinalysis, Fecalalysis, Complete Blood Count and Hepatitis A Screening Test)</i>
Simple, Complex, or Highly Technical	Simple
Internal or External	External
Who may avail of Service	Client with Health Certificate Requirements who worked in Taguig City

Final Citizen`s Charter

Checklist of Requirements	Where to Secure
Laboratory Request Form	Sanitation Office

Client Steps (List Of Transactions to Get Service)	LGU's Actions For The Client's Step	Fees To Be Paid	Maximum Processing Time	Requirements	Legal Basis	Person Responsible
1. Proceed to the Laboratory Receiving Area for submission of specimen together with the Official Receipt and Laboratory Request Form from Sanitation Office	1.1. Issue queuing number and received specimen together with Official Receipt with Laboratory Request Form Form from Sanitation Office (3 RD Floor)	c/o Sanitation Office	3 minutes	Official Receipt Laboratory Request Form Client`s specimen		Erlinda Broñola (Lab aide)
2. Proceed to Blood Extraction Area (If needed)	2.1. Call patient`s name and confirm client`s information 2.2. Perform blood extraction to client		5 minutes	Queuing number Laboratory Request Form		Medical Technologist on Duty
	2.3. Process the specimen of the client		3 hours	Patient`s Specimen		
3. Claim and Receive Results	3.1. Issue laboratory results to client		2 minutes	Valid ID of patient		Erlinda Broñola (Lab aide)

Note: Medical Technologist on rotation.

Patients are advised to come back after 3 hours for their results.

At the present time, releasing of the results exceed in more than 3 hours due to volume of patients catered per day.