



FAR NORTH LUZON GENERAL HOSPITAL AND TRAINING CENTER
 Quirino, Luna, Apayao
PATHOLOGY DEPARTMENT
CITIZEN'S CHARTER



PATHOLOGY DEPARTMENT (Out-Patient)

SERVICE SCHEDULE		MONDAY- FRIDAY			8:00 AM- 4:00PM	NO NOON BREAK	
STEP	ACTIVITIES	FEE	NECESSARY FORM	DOCUMENTARY REQUIREMENTS	MAXIMUM TIME	RESPONSIBLE OFFICER/EMPLOYEE	ALLOWABLE PERIOD OF EXTENSION & ACCEPTABLE REASON
1	Laboratory staff/receptionist receives request from patient	None	Request form	Doctors order from patient record	5 minutes	Lab staff/Lab receptionist	5 minutes
2	Laboratory staff/receptionist records the request	None	Request form	None	2 minutes	Lab staff/Lab receptionist	5 minutes
3	Laboratory staff/receptionist explains the procedure and turn around time to patient	None	None	None	5 minutes	Lab staff/Lab receptionist	5 minutes
4	Laboratory staff extract/collects specimen for examination	None	Request form	Doctors Order	5 minutes	Medical Technologist	10 minutes
5	Laboratory staff issue charge slip	None	Charge slip	None	2 minutes	Lab staff/Lab receptionist	2 minutes
6	Laboratory staff process the specimen	None	Request form	Doctors Order	Depends on the examination	Medical Technologist	Depends on the number of patient
7	Laboratory staff validates and record laboratory result	None	Request form	None	5 minutes	Medical Technologist	5 minutes
8	Laboratory staff releases result	None	Laboratory result	None	5 minutes	Lab staff/Lab receptionist	5 minutes
9	Patients fills up CSS	None	CSS form	None	5 minutes	Lab staff/Lab receptionist	5 minutes

Approved by:

MARLENE L. LUBO, MD,FPPS,MHA
 Medical Center Chief I

