

# **CITY OF IMUS DIAGNOSTIC LABORATORY EXTERNAL SERVICES**

**CITIZEN'S CHARTER**



[www.cityofimus.gov.ph](http://www.cityofimus.gov.ph)

**1. COVID-19 TESTING BY RT-PCR METHOD FOR OUTPATIENTS**

COVID-19 RT-PCR is a reverse transcription polymerase chain reaction (RT-PCR) for the detection of RNA from SARS-CoV-2 in respiratory samples (oropharyngeal and/or nasopharyngeal) collected from individuals with symptoms or other reasons to suspect COVID-19.

<b>OFFICE OR DIVISION</b>	City of Imus Diagnostic Laboratory			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2C – Government to Citizens, G2B – Government to Business, G2G – Government to Government			
<b>WHO MAY AVAIL THE SERVICE</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. For Examination				
1. Sample linelist			Requesting Physician or Referring facility	
2. Laboratory request form			Requesting Physician or Referring facility	
3. Case Investigation Form (CIF)			Requesting Physician or Referring facility	
4. Additional requirements for patient eligible to avail Philhealth benefits: Annex E and Philhealth ID			Requesting Physician or Referring facility	
B. Release of Results				
1. Official Receipt (if any)			Cashier	
2. Authorization letter and valid ID from the patient and Valid ID of authorized representative			Patient or authorized representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the required documents and present other relevant documents (ex, doctor's request) with complete patient's data to the reception area of City of Imus Diagnostic Laboratory.	1.1 Receive the required documents and inspect based on the completeness of data.	None	30 minutes	Medical technologists Administrative Officer/ Administrative Assistant
	1.2 Assess if the patient is eligible to avail the Philhealth COVID-19 benefits.	None		
2. Present the forms to the cashier booth for checking of Philhealth documents.  2. If not eligible for Philhealth, pay the amount indicated.	2.1 Verify patients and request information and instruct the patient to proceed to the swabbing area.	None for eligible Philhealth members	10 minutes	Administrative Officer/ Administrative Assistant Cashier
	2.2 Receive the payment and issue an official receipt.	PHP 2,000 if not a eligible for Philhealth and for non Philhealth members  PHP 800 if group of five and wanted to	5 minutes	

		avail pooled testing		
3. Proceed to the swab booth for the collection of samples.	3.1 Receive all the documents, verify and instruct the patient on the process of sample collection.	None	10 minutes	Medical Technologist Pathologist Laboratory Clerk Laboratory Alde
	3.2 Perform a swab collection and label all the samples with patient's information, date and time of specimen collection and other relevant details.	None	15 minutes	
	3.3 Instruct the patient on the process of releasing results.	None	5 minutes	
	3.4 Bring samples to the reception area of City of Imus Diagnostic Laboratory for testing (this is done after all the patients on queue are done with the procedure).	None	30 minutes	
	3.5 Receive the samples and endorse it to the processing area for COVID-19 testing by RT-PCR method.	None	30 minutes	
	3.6 Perform COVID-19 testing by RT-PCR.	None	12 hours	
	3.7 Verify the test result.	None	4 hours	
	3.8 Encode the official result and submit a report to the Department of Health.	None	2 hours	
4. Claim the result at the reception area of City of Imus Diagnostic Laboratory  Or	4. Print the official result, ask for proof of payment (if any), proof of identification/authorization letter and release the copy of the result to the patient.  Or	None	10 minutes	<b>Medical Technologist</b>

4. Inquire and claim the result via electronic mail	4. Reply to patient's inquiry and ask for proof of payment (if any), proof of identification/authorization letter and release the e-copy of the result to the patient.	None	10 minutes	
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>24 hours</b>	

## 2. COVID-19 TESTING BY RT-PCR METHOD FOR OTHER REFERRING FACILITIES

COVID-19 RT-PCR is a reverse transcription polymerase chain reaction (RT-PCR) for the detection of RNA from SARS-CoV-2 in respiratory samples (oropharyngeal and/or nasopharyngeal) submitted and collected by the referring facilities from individuals with symptoms or other reasons to suspect COVID-19.

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<b>WHO MAY AVAIL THE SERVICE</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. For Examination				
1. Sample linelist	Requesting Physician or Referring facility			
2. Laboratory request form	Requesting Physician or Referring facility			
3. Case Investigation Form (CIF)	Requesting Physician or Referring facility			
4. Additional requirements for patient eligible to avail Philhealth benefits: Annex E and Philhealth ID	Requesting Physician or Referring facility			
B. Release of Results				
1. Official Receipt (if any)	Cashier			
2. Authorization letter and valid ID from the patient and Valid ID of authorized representative	Patient or authorized representative			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present and submit the required documents with complete patient's data to the reception area of City of Imus Diagnostic Laboratory.	1.1 Receive the required documents and inspect based on the completeness of data. 1.2 Assess if the patient is eligible to avail the Philhealth COVID-19 benefits.	None	1 hour	Medical technologists Administrative Officer/ Administrative Assistant
2. Present the forms to the cashier booth for checking of Philhealth documents.	2.1 Verify patients and request information and instruct the courier to proceed to the reception area.	None for eligible Philhealth members	10 minutes	Medical technologists Administrative Officer/ Administrative Assistant
2. If not eligible for Philhealth, pay the amount indicated.	2.2 Receive the payment and issue an official receipt	PHP 2,000 if not a eligible for Philhealth and for non Philhealth members  PHP 800 if group of five and wanted to avail pooled testing	5 minutes	

3. Get the Document	3.1 Receive the samples and endorse it to the processing area for COVID-19 testing by RT-PCR method.	None	30 minutes	Medical Technologist Pathologist Laboratory Clerk Laboratory Aide
	3.2 Perform COVID-19 testing by RT-PCR.	None	12 hours	
	3.3 Verify the test result.	None	4 hours	
	3.4 Encode the official result and submit a report to the Department of Health.	None	2 hours	
	3.5 Send the official result to the email address of the referring facility.	None	30 minutes	
4. Claim the result at the reception area of City of Imus Diagnostic Laboratory  Or 4. Inquire and claim the result via electronic mail	4. Print the official result, ask for proof of payment (if any), proof of identification/authorization letter and release the copy of the result to the patient.	None	10 minutes	Medical Technologist Laboratory Clerk
	Or 4. Reply to patient's inquiry and ask for proof of payment (if any), proof of identification/authorization letter and release the e-copy of the result to the patient.	None		
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>24 hours</b>	

### 3. ROUTINE CLINICAL LABORATORY TESTING FOR OUTPATIENTS

Clinical laboratory services are diagnostic tests performed on various patient samples to aid in the diagnosis, monitoring, and treatment of diseases and medical conditions. The laboratory services encompass various disciplines such as clinical chemistry, hematology, and clinical microscopy.

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<b>WHO MAY AVAIL THE SERVICE</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Examination				
1. Prescription	Rural Health Physician from Imus City Health Offices/Physician from other facilities			
2. Patient Information Slip	City of Imus Diagnostic Laboratory Reception			
3. Laboratory Request Form	City of Imus Diagnostic Laboratory Reception			
4. Charge slip (if applicable)				
5. Senior Citizen's I.D. (if applicable)	Office of the Senior Citizens Affairs, 1F, New Government Center			
6. Persons with Disabilities (if applicable)	Persons with Disability Affairs Office, 1F, New Government Center			
B. Release of Results				
1. Official Receipt (if any)	Cashier			
2. Authorization letter and valid ID from the patient and Valid ID of authorized representative	Patient or authorized representative			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Acquire a queuing number at the reception area and wait for your number to be called.  1.2 A priority lane is designated for senior citizens, pregnant, and persons with disabilities.  <b>Condition specific:</b> Cutoff for fasting samples: 10:00 A.M.	1. Call out a number from the queuing system and assess patient preparation based on the testing prerequisites.	None	10minutes	Laboratory Receptionist/Medical Technologist
2. Present the prescription form to the reception area.	2.1 Receive and inspect the forms for the completeness of data.	None	10minutes	Laboratory Receptionist/Medical Technologist

2. Accomplish the patient information slip (for new patients).	2.2 Receive and inspect specimen condition (if applicable).			
3. Acquire a charge slip from the reception area and proceed to the cashier booth for payment (if applicable).	3.1 Verify patient identity and charge the appropriate services to be provided.	None	10 minutes	Laboratory Receptionist/Medical Technologist
	3.2 Instruct the patient to settle the fees in the cashier booth (if applicable).	Testing fees to be paid in the cashier booth are based on City Ordinance no. 05-2020 s. 2023		Cashier
4. Present the official receipt to the reception area.	4. Copy the official receipt number and log all the necessary information in the PhilHealth logbook.	None	5 minutes	Laboratory Receptionist/Medical Technologist
5. Proceed to the blood extraction area.	5.1 Endorse the patient along with laboratory request forms to the phlebotomist for blood extraction.	None	1 minute	Medical Technologist
	5.2 Verify patient identity and explain the blood collection process.	None	2 minutes	
	5.3 Perform the blood collection and label all the tubes with the patient's full name.	None	30 minutes	
	5.4 Advise the patient about the turnaround time in releasing results.	None	1 minutes	
	5.5 Float the samples to their respective sections for testing (done for every 10 samples).	None	10 minutes	
6. Wait for the results.	6.1 Process all the samples accordingly.  Clinical Microscopy: 2 hours Hematology: 2 hours Clinical Chemistry: 3 hours	None	3 hours	Medical Technologist



	6.2 Verify and release the generated results in the electronic portal.	None	1 hour	
7. Claim the result at the reception area of the City of Imus Diagnostic Laboratory.  Or  7. Inquire and claim the result via electronic mail/portal.  <b>Condition specific:</b> Clinical Chemistry: Every 5:00 P.M. Hematology: 3 hours after extraction Clinical Microscopy: 3 hours after extraction	7.1 Ask for the official receipt and valid I.D. of the patient. For patients' representatives, ask for an authorization letter along with a photocopy of both the patient's and the representative's valid I.D.  7.2 Print and release the official result.  7.3 Reply to patient's inquiry and ask for proof of payment (if any), proof of identification/authorization letter and release the e-copy of the result to the patient.	None  None  None	10 minutes	Laboratory Receptionist/Medical Technologist
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>5 hours and 29 minutes</b>	

#### 4. SPECIAL LABORATORY TESTING FOR OUTPATIENTS

A special test is conducted on various patient samples to aid the physician in the diagnosis of a specific medical condition, monitor certain progression, and develop appropriate treatment plans. The laboratory services encompass various disciplines such as Immunology, Serology and Bacteriology.

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<b>CLASSIFICATION</b>	Complex			
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<b>WHO MAY AVAIL THE SERVICE</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Examination				
1. Prescription		Rural Health Physician from Imus City Health Offices/Physician from other facilities		
2. Patient Information Slip		City of Imus Diagnostic Laboratory Reception		
3. Laboratory Request Form		City of Imus Diagnostic Laboratory Reception		
4. Charge slip (if applicable)				
5. Senior Citizen's I.D. (if applicable)		Office of the Senior Citizens Affairs, 1F, New Government Center		
6. Persons with Disabilities (if applicable)		Persons with Disability Affairs Office, 1F, New Government Center		
B. Release of Results				
1. Official Receipt (if any)		Cashier		
2. Authorization letter and valid ID from the patient and Valid ID of authorized representative		Patient or authorized representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Acquire a queuing number at the reception area and wait for your number to be called.  <i>A priority lane is designated for senior citizens, pregnant, and persons with disabilities.</i>	1. Call out a number from the queuing system and assess patient preparation based on the testing prerequisites.	None	10 minutes	Laboratory Receptionist/Medical Technologist
2. Present the prescription form to the reception area.	2.1 Receive and inspect the forms for the completeness of data.	None	5 minutes	Laboratory Receptionist/Medical Technologist
2. Accomplish the patient information slip (for new patients).	2.1 Receive and inspect specimen condition (if applicable).			
3. Acquire a charge slip from the reception area and proceed to the	3.1 Verify patient identity and charge the appropriate services to be provided.		30 minutes	Laboratory Receptionist/Medical

cashier booth for payment (if applicable).	3.2 Instruct the patient to settle the fees in the cashier booth (if applicable).	Testing fees to be paid in the cashier booth are based on City Ordinance no. 05-2020 s. 2023		Technologist  Cashier
4. Present the official receipt to the reception area.	4. Copy the official receipt number and log all the necessary information in the PhilHealth logbook.	None	2 minutes	Laboratory Receptionist/Medical Technologist
5. Proceed to the specimen collection area.	5.1 Endorse the patient along with laboratory request forms to the phlebotomist for specimen collection.	None	1 minute	Medical Technologist
	5.2 Verify patient identity and explain the specimen collection process.	None	5 minutes	
	5.3 Perform specimen collection and label all the tubes with the patient's full name.	None	30 minutes	
	5.4 Advise the patient about the running day and turnaround time in releasing results.	None	1 minute	
	5.5 Float the samples to their respective sections for testing (done for every 10 samples).	None	10 minutes	
6. Wait for the results.	6.1 Temporary storage of the samples until the actual day of testing.	None	5 days	Medical Technologist
	6.2 Process all the samples accordingly. Immunology: 4 hours Serology: 4 hours Bacteriology: 5 days	None		Medical Technologist

	6.3 Verify and release the generated results in the electronic portal.	None		Medical Technologist
8. Claim the result at the reception area of the City of Imus Diagnostic Laboratory.  Or  8. Inquire and claim the result via electronic mmail/portal.  <b>Condition specific:</b> Immunology: 3 days after extraction Serology: 3 days after extraction Bacteriology: 5 days after specimen collection	8.1 Ask for the official receipt and valid I.D. of the patient. For patients' representatives, ask for an authorization letter along with a photocopy of both the patient's and the representative's valid I.D.  8.2 Print and release the official result.  8.3 Reply to the patient's inquiry and ask for proof of payment (if any), proof of identification/authorization letter, and release the e-copy of the result to the patient.	None	10 minutes	Laboratory Receptionist/Medical Technologist
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>5 days, 1 hour, 44 minutes</b>	

## 5. DRUG TESTING (SCREENING) FOR OUTPATIENTS

Drug of abuse testing is employed under the Comprehensive Dangerous Acts of 2002 or Republic Act of 9165. It involves the detection and analysis of specific substances or their metabolites in the urine.

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<b>WHO MAY AVAIL THE SERVICE</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Examination				
1. Drug Testing Consent Form (DT-001)		Drug Testing Reception Area		
2. Custody and Control Form				
2.1 CCF DT-002A: Donor's Copy		Drug Testing Reception Area		
2.2 CCF DT-002B: Collection site Copy		Drug Testing Reception Area		
2.3 CCF DT-002C: Laboratory Copy		Drug Testing Reception Area		
2.4 CCF DT-002D: Confirmatory Laboratory Copy		Drug Testing Reception Area		
B. Release of Results				
1. Official receipt (if any)		Cashier/Drug Testing Analyst		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Acquire a queuing number at the reception area and wait for your number to be called.  <i>A priority lane is designated for senior citizens, pregnant, and persons with disabilities.</i>	1. Call out a number from the queuing system.	None	10 minutes	Drug Test Analyst
2. Proceed to the drug testing reception area once the number was called.	2. Verify client information for any pending result. If with a pending result, testing cannot be conducted.	None	15 minutes	Drug Test Analyst
3. Pay the drug testing fee at the cashier's booth.	3. Charge the client/donor for a drug testing fee	P 200.00	10 minutes	Cashier
4. Present the official result to the drug testing reception area.	4. Copy the official receipt number and log all the pertinent information in the logbook.	None	2 minutes	Drug Test Analyst
5. Accomplish the drug testing consent form and four (4) custody and control forms.	5. Receive and inspect the forms for the completeness of data.	None	30 minutes	Authorized Specimen Collector

6. Proceed to the Biometrics Area.	6. Register the client in the Biometrics	None	1 hour	Drug Test Analyst
7.1 Proceed to the waterless specimen collection area.	7.1 Instruct the client to remove all unnecessary outer garments and empty his/her pockets.	None	30 minutes	Authorized Specimen Collector
7.2 Provide sufficient urine sample	7.2 Observe the entire collection procedure			
7.3 Submit the sample to the authorized specimen collector	7.3 Receive, inspect, and label the specimen container with the client's details.			
	7.4 Advise the patient about the running day and turnaround time in releasing results.			
8. Wait for results.	8. Process the received samples accordingly.	None	2 hours	Drug Test Analyst
9. Present the Official Receipt and claim the result at the reception area of the City of Imus Diagnostic Laboratory (Drug Testing)	9. Ask for the official receipt and valid I.D. of the patient. 9.1 Release the official result.	None	10 minutes	Drug Test Analyst
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>P 200.00</b>	<b>4 hours, 52 minutes</b>	