

CITY OF IMUS MOLECULAR LABORATORY EXTERNAL SERVICES

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.

OFFICE OR DIVISION	City of Imus Molecular Laboratory			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>* for Examination</i>				
Sample Linelist				Requesting Physician or Referring facility
Laboratory Request Form				Imus Molecular Laboratory
Case Investigation Form (CIF)				Imus Molecular Laboratory
Additional requirements for patient eligible to avail Philhealth benefits: Annex E and Philhealth ID				Imus Molecular Laboratory
<i>* for Releasing of Results</i>				
Official receipt (if any)				Cashier
Authorization letter and valid ID from the patient and Valid ID of authorized representative				Patient or authorized representative
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Molecular 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	Refer to the citizen charter of Philhealth (stop time)	Philhealth
2.1 Present the forms to the cashier booth for checking of Philhealth documents.	2.1 Verify patients and request information and instruct the patient to proceed to the swabbing area.	None	10 minutes	Administrative Officer/ Administrative Assistant Cashier

2.2 If not eligible for Philhealth, pay the amount indicated.	2.2 Receive the payment and issue an official receipt.	None for eligible Philhealth members 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. 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. 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. 3.3 Instruct the patient on the process of releasing results. 3.4 Bring samples to the reception area of City of Imus Molecular Laboratory for testing (this is done after all the patients on queue are done with the procedure).	None None None None	10 minutes 15 minutes 5 minutes 30 minutes	Medical Technologist Pathologist Laboratory Clerk Laboratory Aide

	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	
4.1 Claim the result at the reception area of City of Imus Molecular Laboratory; or 4.2 Inquire and claim the result via electronic mail	4.1 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. 4.2 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	10 minutes	Medical Technologist
Fill-out Client Satisfaction Rating Form				
TOTAL		Based on assessment	24 hours	

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.

OFFICE OR DIVISION	City of Imus Molecular Laboratory			
CLASSIFICATION	Simple transaction			
TYPE OF TRANSACTION	G2C - Government to Citizen			
WHO MAY AVAIL THE SERVICE	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>* For Examination</i>				
Sample linelist				Requesting Physician or Referring facility
Laboratory Request Form				Imus Molecular Laboratory
Case Investigation Form (CIF)				Imus Molecular Laboratory
Additional requirements for patient eligible to avail Philhealth benefits: Annex E and Philhealth ID				Imus Molecular Laboratory
<i>* For Releasing of Results</i>				
Official receipt (if any)				Cashier
Authorization letter and valid ID from the patient and Valid ID of authorized representative				Patient or authorized representative
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the required documents with complete patient's data to the reception area of City of Imus Molecular Laboratory.	1. Receive the required documents and inspect based on the completeness of data. 1.1 Assess if the patient is eligible to avail the Philhealth COVID-19 benefits.	None None	60 minutes Refer to the citizen charter of Philhealth (stop time)	Medical technologists Administrative Officer/ Administrative Assistant
2.1 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	10 minutes	Administrative Officer/ Administrative Assistant Cashier
2.2 If not eligible for Philhealth, pay the amount indicated.	2.2 Receive the payment and issue an official receipt.	None for eligible Philhealth members	5 minutes	

		<p>PHP 2,000 if not a eligible for Philhealth and for non Philhealth members</p> <p>PHP 800 if group of five and wanted to avail pooled testing</p>		
3. Proceed to the reception area of City of Imus Molecular Laboratory and present the proof of payment (if any).	<p>3.1 Receive the samples and endorse it to the processing area for COVID-19 testing by RT-PCR method.</p> <p>3.2 Perform COVID-19 testing by rt-pcr.</p> <p>3.3 Verify the test result.</p> <p>3.4 Encode the official result and submit a report to the Department of Health.</p> <p>3.5 Send the official result to the email address of the referring facility.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>12 hours</p> <p>4 hours</p> <p>2 hours</p> <p>30 minutes</p>	<p>Medical Technologist</p> <p>Pathologist</p> <p>Laboratory Clerk</p> <p>Laboratory Alde</p>
4.1 Claim the result at the reception area of City of Imus Molecular Laboratory; or 4.2 Inquire and claim the result via electronic mail	<p>4.1 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.</p> <p>4.2 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.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p>	<p>Medical Technologist</p> <p>Laboratory Clerk</p>
TOTAL		Based on assessment	24 hours	

CITIZEN'S CHARTER

