



LOCAL GOVERNMENT OF QUEZON CITY
Quezon City General Hospital
Department of Pathology
CITIZEN'S CHARTER



Drug Test Laboratory

Schedule of Availability of Service

Days	:	Monday-Friday
Hours	:	7AM to 4PM, No Noon Breaks
Who May Avail of the Service	:	Out-Patient Department (OPD) clients and QCGH employees who need drug testing services
Documentary Requirements	:	Completely filled out and duly signed laboratory request form/s
Processing Period	:	7AM to 4PM for Out-Patient Department(OPD) clients and QCGH employees
How to Avail of the Service	:	Submission of drug test request form and payment of examination charges

STEP	APPLICANT/ CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Presents valid identification card and request for drug testing <i>(Ipakita ang kard ng pagkakakilanlan at drug test request)</i>	Receives the valid identification card and drug test request <i>(Tanggapin ang drug test request)</i>	1 minute (1 minuto)	Drug Test staff	None (Wala)	Official Hospital (QCGH) Drug Test request
2		Accepts and checks drug test request. <i>(Tanggapin at suriin ang drug test request)</i>	1 minute (1 minuto)		None (Wala)	Official Hospital (QCGH) Drug Test request
3		Activates account and charges cost of the screening drug test to the Hospital Information System <i>(Ipasok ang pangalan sa Hospital Information System para sa kanyang babayaran)</i>	1 minute (1 minuto)	Drug Test staff	P250	Official Hospital (QCGH) Drug Test request



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4	<p>Completely filling out of Custody and Control Form</p> <p><i>(Punan ang Custody and Control Form ng mga detalye)</i></p>	<p>Assist the donor/client with filling out of Custody and Control Form.</p> <p><i>(Gabayan ang donor/client sa mga dapat punan sa Custody and Control Form)</i></p>	<p>10 minutes</p> <p>(10 minuto)</p>	Authorized Specimen Collector	<p>None</p> <p>(Wala)</p>	<p>Official Hospital (QCGH) custody and control form</p>
5	<p>Select the container to use for urine collection and removes all unnecessary outer garments</p> <p><i>(Pumili ng lalagyan na gagamitin sa pagkuha ng ihi at tanggalin lahat ng mga gamit na hindi kailangan sa pagkuha ng ihi)</i></p>	<p>Accompanies the donor/ client in a toilet (must also observe the donor/client outside the cubicle until the specimen is collected)</p> <p><i>(Samahan ang donor/client sa palikuran (kailangan ding obserbahan ang pagkolekta nito ng ihi.))</i></p>	<p>20 minutes</p> <p>(20 minuto)</p>		<p>None</p> <p>(Wala)</p>	<p>Official Hospital (QCGH) custody and control form</p>
6	<p>Writes full name, signature, date and time of collection in a masking tape and seals urine specimen.</p> <p><i>(Isulat ang buong pangalan, pirma, petsa at oras ng pagkolekta ng ihi sa masking tape at selyuhan ang nakolektang ihi)</i></p>	<p>Submits accepted urine sample for testing to the laboratory</p> <p><i>(Ibigay ang nakolektang ihi sa laboratoryo upang masuri)</i></p>	<p>5 minutes</p> <p>(5 minuto)</p>		<p>None</p> <p>(Wala)</p>	<p>Official Hospital (QCGH) custody and control form</p>
7		<p>Analyzes the collected sample from the client/donor in the laboratory.</p>	<p>10 minutes</p> <p>(10 minuto)</p>	<p>Certified Drug Test Analyst</p>	<p>None</p> <p>(Wala)</p>	<p>Official Hospital (QCGH) custody and control form</p>



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		<i>(Suriin ang nakolektang sample mula sa client/donor sa loob ng laboratoryo)</i>				
8	Proceeds to "Biometric and Face Capture" window and presents valid identification card. <i>(Pumunta sa "Biometric and Face Capture" at ipakita ang valid identification card.)</i>	Enters the donor/ client details in the IDTOMIS. <i>(Ipasok ang mga kinakailangang detalye ng donor/ client sa IDTOMIS.)</i>	5 minutes (5 minuto)	Drug Test staff	None (Wala)	Statement of account (SOA)
9	Proceeds to the billing station to ask for statement of account. <i>(Pumunta sa billing section at humingi ng talaan ng serbisyong babayaran)</i>	Instructs the donor/client to proceed to the billing station and pay the corresponding fee. <i>(Gabayan ang donor/client na pumunta sa billing station at bayaran ang kaukulang bayarin.)</i>	1 minute (1 minuto)			
10	Presents the Official receipt and valid identification card to the drug test window to release the result. <i>(Ipakita ang opisyal na resibo at kard ng pagkakakilanlan sa tanggapan upang makuha ang resulta)</i>	Validates the official receipt and identification card. <i>(Suriin ang opisyal na resibo at kard ng pagkakakilanlan)</i>	1 minute (1 minuto)		None (Wala)	Official receipt
11		Schedule of releasing of result:	1 minute (1 minuto)		None (Wala)	Drug Test Result



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		<p>Negative result: Within the day (7am-4pm; Monday-Friday)</p> <p>Positive result: After 15 days from the submission of screened positive urine sample to the confirmatory laboratory.</p> <p><i>(Talaan ng pagkuha ng resulta:</i></p> <p><i>Negatibong resulta: Mismong araw (7am-4pm; Lunes-Biyernes)</i></p> <p><i>Positibong resulta: Pagkatapos ng 15 araw, mula sa pagpasa ng sinuring positibo na ihi sa confirmatory laboratory.)</i></p>				
END OF TRANSACTION						