



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



Histopathology Section

Schedule of Availability of Service

Days : Monday-Friday (Releasing of Result)
Monday- Sunday (Receiving of Specimen)

Hours : 2pm to 4pm (Releasing of Result)
24 hours (Receiving of Specimen)

Who May Avail of the Service : Client

Documentary Requirements : Official hospital surgical/cytology request

Processing Period : Variable

How to Avail of the Service : Submission of surgical request form and payment of laboratory charges

STEP	APPLICANT/ CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORMS
1	Present surgical/ cytology request and specimen at the information window (Ipresenta and surgical/cytology request at specimen sa tanggapan ng histopath)	Receives and checks the request forms, completeness of data and integrity of the specimen (<i>Tanggapin at suriin ang request form, at kalidad ng specimen</i>)	2 minutes (<i>2 minuto</i>)	Patient/ Relative/ Hospital staff Histopathology staff	None (<i>Wala</i>)	Surgical/ cytology request form
2	Out-patient: Go to billing section for statement of account then proceed to cashier	Accept specimen and surgical/ cytology request. (<i>Pagtanggap ng specimen at surgical/cytology request</i>)	Depends on patient rendered examination (<i>depende sa nasagawang eksaminasyon</i>)	Histopathology staff Patient/Relative	Laboratory fees	Statement of Account



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	<p><i>(Out-patient: Pumunta sa billing section para sa talaan ng serbisyong babayaran pagkatapos ay pumunta sa cashier upang magbayad)</i></p> <p>Pay the corresponding amount at cashier section (ER/OPD) and return to the information window</p> <p><i>(Bayaran and kaukalangang bayarin sa cashier (ER/OPD) at bumalik sa tanggapan ng histopath)</i></p>	<p>Charge patient using hospital information system (HIS)</p> <p><i>(I-charge ang bayadin ng pasyente sa hospital information system (HIS))</i></p>	<p><i>para sa pasyente)</i></p>			
3	<p>Present the official receipt at the histopath information window</p> <p><i>(Ipresenta ang opisyal na resibo sa tanggapan ng histopath)</i></p>	<p>Claim stub is given and instructs the patient/ companion regarding the necessary requirements to bring and date and time of releasing of result/s.</p> <p><i>(Ibigay ang claim stub at sabihin sa pasyente o kasama nito tungkol sa kinakailangang dalhin, araw at oras na maaring kunin ang resulta)</i></p>	<p>3 minutes</p> <p><i>(3 minuto)</i></p>	<p>Patient/ Relative</p> <p>Histopathology staff</p>	<p>None</p> <p><i>(Wala)</i></p>	<p>Official receipt</p> <p>Claim Stub</p>



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		<p>Releasing of result/s:</p> <p>Surgical Pathology: 7 to 10 working days Cytology: 5 to 7 days Immunohistochemistry: 10 to 12 working days</p> <p><i>(Talaan ng pagkuha ng resulta: Surgical Pathology: 7 hanggang 10 araw ng trabaho Cytology: 5 hanggang 7 araw Immunohistochemistry: 10 hanggang 12 araw ng trabaho)</i></p>				
4	<p>Presents the claim stub <i>(Ipresenta ang claim stub)</i></p>	<p>Validates the claim stub and ask the claimant ID for identification purposes. Once validated, the original result is given to the patient/ relative. The patient/ relative signs the receiving logbook for documentation purposes</p> <p><i>(Suruin ang claim stub at hingin ang ID ng kumukuha ng resulta. Sa sandaling napatunayan, ibigay ang tunay na kopya sa pasyente o sa awtorisadong tao. Ang pasyente o ang awtorisadong tao ay pipirma sa receiving logbook)</i></p>	<p>5 minutes <i>(5 minuto)</i></p> <p>48 hours maximum storage <i>(48 oras pinakamatagal na pagimbak)</i></p>	<p>Patient/ Relative</p> <p>Histopathology staff</p> <p>Patient/ Relative</p>	<p>None <i>(Wala)</i></p>	<p>Claim Stub</p>
END OF TRANSACTION						