

Citizen's Charter



4. Laboratory Examination of Ocular Microbiology Specimens

Description of the Service: Microbiology Examination for Specimens

Office or Division	National Institutes of Health - Philippine Eye Research Institute
Classification	Laboratory Examination of Microbiology Ocular Specimen Highly Technical
Type of Transaction	Government to Government – Government Hospital Government to Business – Private Hospital Government to Client – In-house and Private Patients
Who may Avail	Patients and Doctors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form for Laboratory Exam	1. Philippine Eye Research Institute Front Desk
2. Payment Form List	2. PERI Front Desk
3. Official Receipt	3. Philippine General Hospital
4. Specimen	4. Doctor /Patients

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Form and Specimen	1.1 Receives and verifies the completeness and accuracy of the forms and specimens	N/A	2 minutes	PERI Information Team (Form); Authorized Laboratory Personnel (Sample)
2. Specimen and Form forwarded to the Laboratory for processing	2.1 Laboratory Examination Done	N/A	7 days	PERI Authorized Laboratory Personnel
3. Payment for the Examination	3.1 Hands over the Payment Form to the patients and directs the patient to the PGH Cashier	GramStain - P 180.00 Giemsa Stain - P190.00 Fungal C&S - P900.00 Aerobic C&S - P925.00 Anaerobic C - P925.00 10% KOH Mount - P130.00	1 hour	PGH Cashier
4. Shows original receipt for confirmation and signs the logbook	4.1 Logs the receipt number and returns the receipt to the patient, and lets them sign the logbook	N/A	2 minutes	PERI Information Team
5. Release of results	5.1 Issuance of the results	N/A	1 minute	PERI Information Team
TOTAL		Refer to Fees to be Paid Box #3	Service Rendered: 7 days, 1 hour, and 5 minutes	