



Department of Health  
**SAN LAZARO HOSPITAL**

**CITIZEN'S CHARTER  
MANUAL**



DOCUMENT CODE:  
CC-MS-H4D-001

REVISION NO.

0

DATE EFFECTIVE  
June 1, 2019

**DEPARTMENT: H4 OUT-PATIENT DEPARTMENT**

**PROCESS 1: HIV SCREENING AND TESTING**

**Schedule of Services:**

Monday to Friday: 8:00am - 4:00pm (No noon break)

**Services Provided to:**

Out-patient

**Requirements Needed:**

ER/Out-patient record (Blotter Sheet)

**Duration:**

55 mins. – 1.5 Hours

Step	Activities	Forms	Fees	Response Time	Person Responsible
1	Fill out the registration form	Registration forms	None	5-10 mins	Patient/Relative
2	Pay registration fee to the Cashier	ER/Out-patient Record (Blotter Sheet)	Php. 50.00	3-5 mins	Patient/Relative
3	Return to the H4 OPD Registration Area for queuing and vital signs	H4 OPD Consultation Attendance Form, Blotter Sheet	None	15-20 mins	Nurse on duty and Nursing Attendant on duty
4.	Pre-test Counselling	ER/Out-patient Record (Blotter Sheet), DOH-NASPCP/EB FORMS,	None	20-30 mins	Trained Counsellors
5	Consultation	Patient File Record	None	10-15 mins	Doctor on Duty



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6.	Proceed to Main Laboratory for blood extraction and follow-up with lab result	Laboratory Request	None	2-5 mins *releasing time-it varies	MedTech on duty
END OF TRANSACTION					