

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: RADIOLOGY DEPARTMENT

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Routine radiologic procedure to Out-patient, In-patient and ER patient.			Routine Radiography Examination Rev 3	April 26, 2017	
Special radiologic procedures for Out-patient, In-patient and ER patient.			Ultrasound Examination Rev 1	July 7, 2018	
			Special Radiography Procedure Rev 1	July 9, 2018	
			Contrast Procedure Rev 0	February 8, 2018	

(1) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: Special Radiologic Procedure					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Properly filled up and complete Radiological Request.	Routine Radiography Examination Rev 3	1. For In-Patients- request will be given by the Nurse/ Nursing assistant on duty/to Rad. Tech / Admin. Assistant staff on duty. 2. Proceed to Radiological procedure. 3. Awaits for the release of official result. 4. Nurse on Duty acknowledge receipt in the radiological issuance Logbook.	Routine Radiography Examination Rev 3	1 day and 2 hours and 10 minutes for Ultrasound	Charge to bill of pt (Cost of the Items x Quantity Issued)
	Ultrasound Examination Rev 1		Ultrasound Examination Rev 1	2 days and 2 hours and 10 minutes for X-ray	
	Special Radiography Procedure Rev 1		Special Radiography Procedure Rev 1	3 days 2 hours and 10 minutes for CT scan	
TOTAL				1 day and 2 hours and 10 minutes for Ultrasound 2 days and 2 hours and 10 minutes for X-ray 3 days 2 hours and 10 minutes for CT scan	

GOVERNMENT SERVICE: Routine Radiologic Procedure

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Properly filled up and complete Radiological Request	Routine Radiography Examination Rev 3	1. Give the request the to Rad. Tech / Admin. Assistant staff on duty. 2. Schedule the procedure. 3. Pay at the cashier 4. For Service patient and indigent refer to Medical Social work Service. 5. Received the claim stub. 6. Claim results with official receipt and claim stub.	Routine Radiography Examination Rev 3	3 days and 1 hour and 5 minutes for Pay patient. 3 days and 1 hours and 20 minutes for Service patient	Charge to bill of pt (Cost of the Items x Quantity Issued)
TOTAL				3 days and 1 hour and 5 minutes for Pay patient. 3 days and 1 hour and 20 minutes for Service patient	

GOVERNMENT SERVICE: Ultrasound/CT Scan

SERVICE INFORMATION

LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Properly filled up and complete Radiological Request	<p>Ultrasound Examination Rev 1</p> <p>Special Radiography Procedure Rev 1</p> <p>Contrast Procedure Rev 0</p>	1. Gives the radiological request form.	<p>Ultrasound Examination Rev 1</p> <p>Special Radiography Procedure Rev 1</p> <p>Contrast Procedure Rev 0</p>	2 days, 1 hour & 55 minutes for ultrasound – pay patient	Charge to bill of pt (Cost of the Items x Quantity Issued)
		2. For pay patient; pay at the cashier.		5 days, 1 hour & 55 minutes for CT Scan – pay patient	
		Service patient / Indigent; Proceed to Social Service		2 days, 2 hours & 5 minutes ultrasound – service patient	
		3. Present official receipt from the cashier/ charge slip signed by Social worker		5 days, 2 hours & 5 minutes CT Scan - service patient	
		4. Prepare for the Radiologic Procedure			
		5. Wait for release of radiologic procedure result			
6. Claim results and signed in the releasing logbook					

	2 days, 1 hour & 55 minutes for ultrasound – pay patient	
	5 days, 1 hour & 55 minutes for CT Scan – pay patient	
TOTAL	2 days, 2 hours & 5 minutes ultrasound – service patient	
	5 days, 2 hours & 5 minutes CT Scan - service patient	

