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	Document Title:	MOBILE CLINICAL LABORATORY

PURPOSE:

To develop and maintain a documented procedure outlining the proper preparations and operation of a mobile clinical laboratory.

LEVEL:


Pathologists, Medical Technologists, Physicians, Patients, Marketing, Biomedical Personnel, Fleet Management and Linen Unit

DEFINITION OF TERMS:


- 1 ***Mobile Clinical Laboratory.*** Conducting laboratory services or procedures for paying clients outside of the main clinical laboratory and within the same region, up to 100 kilometers from the main laboratory's address.
- 2 ***Mobile Packages.*** A series of bundled procedures of the Clinical Laboratory required by the client are offered at a specially discounted rate.

POLICY:

- 1 The Marketing Department shall close the account for the Clinical Laboratory Mobile Package availment and shall forward the account to the Wellness Clinic once the deal has been finalized, which includes the billing arrangement, preferred schedule, client lists and procedures, as well as other arrangements required by the client. In the event of changes or revisions, the same shall be facilitated by the Marketing Department Supervisor, who will in turn inform the Wellness Clinic of the new agreement.
- 2 The Marketing Department Supervisor shall coordinate with the Finance Division regarding payment arrangements of the corporate client.
- 3 The preferred Mobile Clinical Laboratory schedule of the client and list of employees shall be communicated to the Wellness Clinic and to the Clinical Laboratory at least 15 days prior to the schedule.

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- 4 The Mobile Clinical Laboratory Team shall be responsible for the preparation of their supplies, equipment, reagents, and other necessities vital to the efficient rendering of their contracted services.
- 5 Instructions and preparations with fasting requirements shall be endorsed by the Mobile Clinical Laboratory Team to the Marketing Supervisor, who shall in turn provide them to the client at least 2 days prior to the scheduled Mobile Clinical Laboratory activity.
- 6 The Marketing Supervisor shall be in charge of processing the budget for projected expenses, which may include meal allowance among others.
- 7 The Wellness Clinic shall coordinate with the Finance Division in the setting up of payment processes and assigning a cashier for the onsite collection of individual client payments.
- 8 The Biomedical and Engineering Departments shall assign a standby or on-call Biomedical Personnel to facilitate the electrical requirements and ensure the efficient performance of the machine.
- 9 The Mobile Clinical Laboratory shall be responsible for the efficient performance of the procedures and the provision of accurate results to the client.
- 10 Meal allowances, based on the current tariff set by the corporation, shall be provided to the staff or personnel.
- 11 A follow-up of the mobile client shall be conducted by the Marketing Supervisor at least three days after the client has completed all procedures, to assess the level of client satisfaction for services rendered.
- 12 Clearance from the Marketing Supervisor and Credit and Collection Officer shall be secured prior to the release of results for charge clients.

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- 13 The Mobile Clinical Laboratory shall submit completed results to the Wellness Clinic or the Marketing Supervisor at least three days before the date set by the client for their Physical Examination schedule.
- 14 The Marketing Supervisor shall provide the Wellness Clinic and Mobile Clinical Laboratory with a monthly list of expected corporate accounts on the 25th of the preceding month.

DOCUMENTATION:

New Policy

DISSEMINATION:

1. Policies and Procedures Manual
2. Hospital Communicator
3. Departmental Meetings




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APPROVAL:

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Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor	<i>D. Escalona</i>	09-20-2022
Recommending Approval:	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Division Officer	<i>R. Abaring</i>	09-02-2022
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer	<i>M. Gensoli</i>	9-27-22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President- Chief Operating Officer	<i>S. De Leon</i>	10/01/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO	<i>G. Golingan</i>	10/14/22

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PURPOSE:

To provide a guideline on the process for the acquisition of laboratory equipment to ensure that it is being done accordingly.

SCOPE:


Applicable to all Laboratory Department Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

PERSON RESPONSIBLE:

Medical Technologists, Marketing Managers, Wellness Clinic Employees, and Laboratory Personnel


PROCEDURE:

- 1 The Marketing Supervisor closes the transaction and verifies the expectations and requirements of the corporate accounts.
- 2 The Marketing Supervisor confers with the Finance Division about the payment aspects of the transaction.
- 3 The Marketing Supervisor approves the corporate account for Wellness Clinic and Mobile Clinical Laboratory, with Mobile's preferred schedule, package rates, employee lists, expectations, and requirements included.
- 4 The Wellness Clinic confers the schedule with the Mobile Clinical Laboratory.
- 5 The Marketing Supervisor coordinates with the Wellness Clinic and Mobile Clinical Laboratory for a site visit to the mobile venue at least 1 week prior to the date of the activity.
- 6 The Wellness Clinic coordinates with the Chief Risk Manager for an assigned cashier. In cases where individual cash payments will be made by the clients on-site.
- 7 The Wellness Clinic will coordinate with the Fleet Management unit for the reservation and scheduling of the service vehicle to be used for the activity.
- 8 The Mobile Clinical Laboratory prepares all the necessary resources.
- 9 The Clinical Laboratory requests and charges for the procedures conducted after the mobile activity.

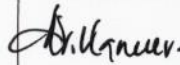
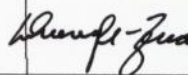


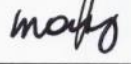
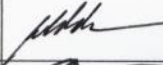

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- 10 The Clinical Laboratory prepares a client list for signing upon the completion of each procedure.
- 11 The Clinical Laboratory releases the results on the agreed schedule.
- 12 The summary of results per client, per procedure is to be prepared by the unit.
- 13 The hard or soft copies of the result will be released upon clearance from the Marketing Supervisor.
- 14 A customer satisfaction survey is conducted after the mobile procedures have been rendered.

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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	MONICA B. VILLANUEVA, RN, RMT, PhD Laboratory Manager		9-2-2022
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Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		09-20-2022
Recommending Approval:	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Division Officer		09-02-2022
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer		9-27-22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President- Chief Operating Officer		10/01/2022
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KEY TASKS	PERSON RESPONSIBLE
1. Closes the transaction and verifies the expectations and requirements of the corporate accounts.	Marketing Supervisor
2. Confers with the Finance Division about the payment aspects of the transaction.	
3. Approves the corporate account for Wellness Clinic and Mobile Clinical Laboratory, with Mobile's preferred schedule, package rates, employee lists, expectations, and requirements included.	
4. Confers the schedule with the Mobile Clinical Laboratory.	Wellness Clinic
5. Coordinates with the Wellness Clinic and Mobile Clinical Laboratory for a site visit to the mobile venue at least 1 week prior to the date of the activity.	Marketing Supervisor
6. Coordinates with the Chief Risk Manager for an assigned cashier.	Wellness Clinic
7. Coordinates with the Fleet Management unit for the reservation and scheduling of the service vehicle to be used for the activity.	
8. Prepares all the necessary resources.	Mobile Clinical Laboratory Personnel
9. Requests and charges for the procedures conducted after the mobile activity.	
10. Prepares a client list for signing upon the	




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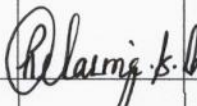
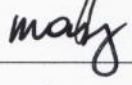
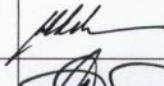
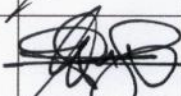
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completion of each procedure.	
11. Releases the results on the agreed schedule.	
12. Conducts a customer satisfaction survey after the mobile procedures have been rendered.	Marketing Supervisor

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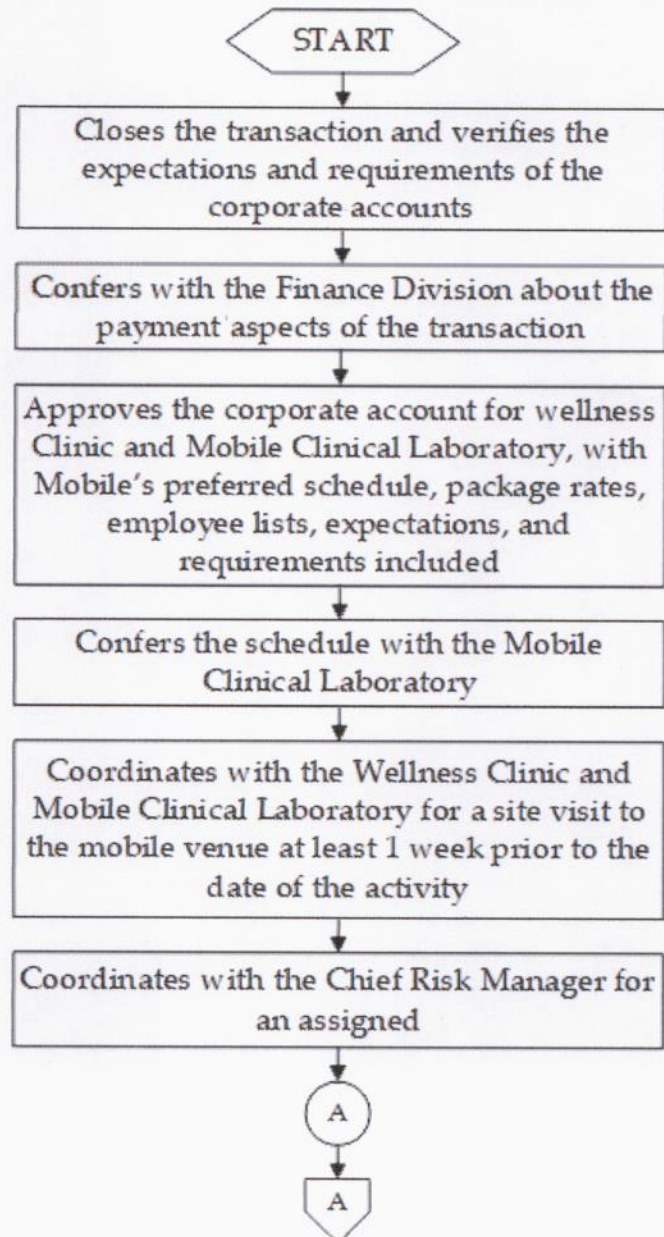


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FLOWCHART

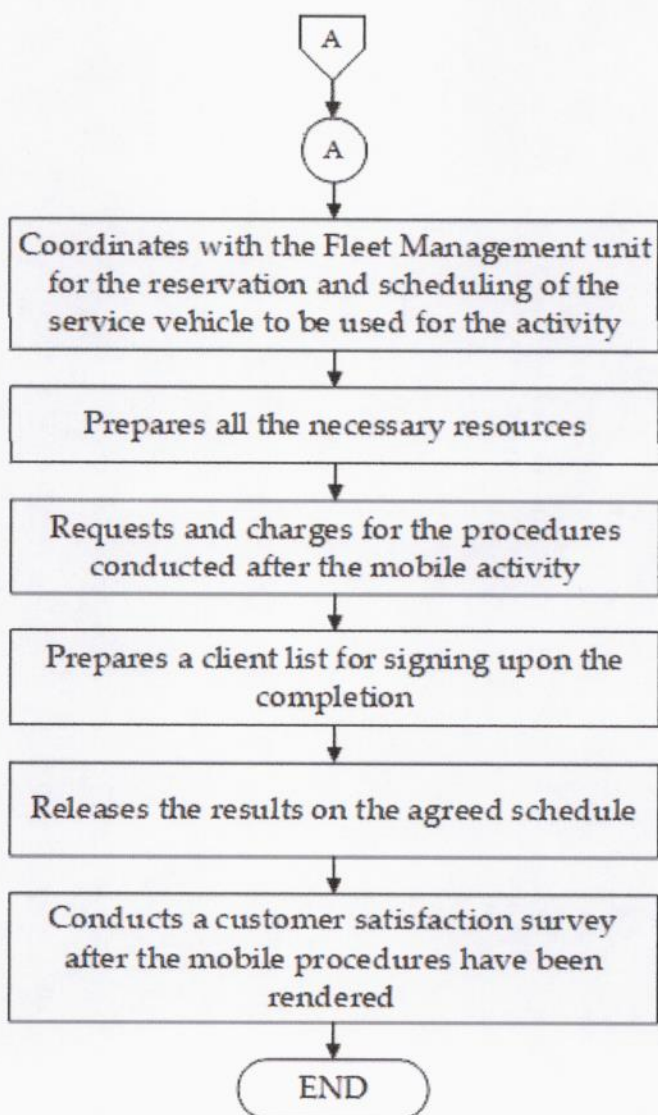





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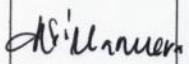
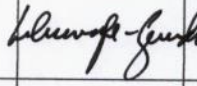

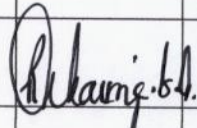
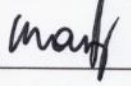
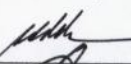

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