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	Effective Date:	08-01-2022
	Document Type:	Policy
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	Department/Section:	Laboratory Unit
	Document Title:	LABORATORY CAR CALL SERVICE GUIDELINES

PURPOSE:

To guide the Laboratory Unit personnel in providing services to patients availing of the Car Call Services.

LEVEL:


Medical Technologist, OPD Nurse, Assessment Clerks, Cashier

DEFINITION OF TERMS:


Car Call Services- for the purpose of this policy, car call services is defined as a service offered by Una Konsulta where Laboratory test are done at the comfort of the client's own vehicle.

POLICY:

1. All patients availing the Car Call Service shall be interviewed and assessed by the triage nurse before registration and payment.
2. The patient or an authorized watcher accompanying the patient shall truthfully complete the triaging process.
3. Doctor's request shall be presented for proper assessment.
4. The assessment and payment processes shall be duly facilitated by the OPD nurse or CRO in charge.
5. All Car Call Services procedures shall be scheduled between 7:00 a.m. to 4:00 p.m. everyday.

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6. Wearing of Proper Personnel Protective Equipment (PPE) shall be strictly observed during blood extraction.
7. Proper hand hygiene shall be observed to avoid the spread of infection.
8. The patient and watcher shall be required to wear surgical masks when availing the service.
9. The standard turn around time (TAT) for the releasing of results (online and hard copy issuance) shall be observed.
10. Proper instruction on how to access the results online shall be provided to the patient and watcher.
11. The services offered through the Car Call Service shall be limited to simple blood extraction for hematology and clinical chemistry tests. The following are not available through the Car Call Service:
 - 11.1. Scraping procedures (KOH, Gram Staining)
 - 11.2. Culture and Sensitivity (Urethral, Vaginal, Wound)
 - 11.3. Histopathologic Procedures
 - 11.4. Oral Glucose Tolerance Test (OGTT) and Oral Glucose Challenge Test (OGCT)
 - 11.5. Clotting Time and Bleeding Time
 - 11.6. Drug Testing
 - 11.7. HIV Testing
 - 11.8. Catheter Specimen Collection


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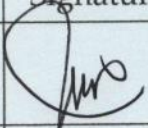
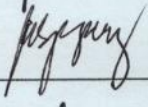
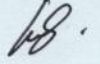

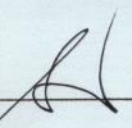
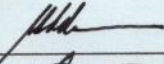

New Policy


DISSEMINATION:

Policies and Procedure Manual
Orientations

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APPROVAL:

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Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		8/30/2022
Recommending Approval:	RONEL G. SARIO, MD, FPCP Medical Director- Una Konsulta		8/10/22
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Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/1/22

	Document Code:	DPOTMH-L-100-P12-S01
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PURPOSE:

To guide the Laboratory Unit personnel in providing services to patients availing of the Car Call Services.

SCOPE:


Applies to all Laboratory Unit staff of Una Konsulta

PERSON RESPONSIBLE:

Medical Technologist, Triage Nurse, Assessment Clerks, Cashier

GENERAL GUIDELINES:


1. Observe the proper Donning of Personal Protective Equipment (PPE)
 - 1.1. Double Gloves
 - 1.2. Goggles or Face Shield
 - 1.3. Laboratory Coat / Gown
 - 1.4. Head Protector or Hair Cover / Cap
 - 1.5. Respirator / Surgical Mask
2. Ensure that the warding tray is complete.
 - 2.1. Warding Tray is composed of:
 - a) Blood Collecting tubes (Red, Purple, Blue, Green and Black)
 - b) Syringe with needles (3.0, 5.0 and 10.0 mL)
 - c) Alcohol Swabs (70% Isopropyl)
 - d) Dry Cotton
 - e) Micropore Tape
 - f) Tourniquet
 - g) Glucometer

 UNA KONSULTA Riverside's One-Stop Health Shop	Document Code:	DPOTMH-L-100-P12-S01
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3. The following are requisites to be compiled by the patient or his/her authorized watcher:
 - 3.1. **Call-** the patient/ watcher must make a call for the procedures to be availed of and arrange an appropriate schedule with the Laboratory Unit.
 - a) For walk-in clients, the patient or his/her authorized watcher shall proceed to the triage prior to processing of payment to the cashier.
 - 3.2. **Triaging-** comply with the triaging process and answer truthfully and sign the Screening form. Triaging are done in front of Una Konsulta. A Nurse will be available to attend to the client's concern if there are any.

PROCEDURE:

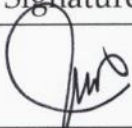
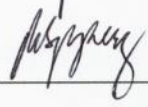




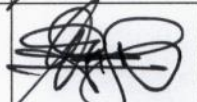
1. Ask the patient/ watcher to fill out the Covid-19 Screening Form.
2. Check for the Assessment/ Miscellaneous Request.
3. Ensure that the necessary assessment and payment are made before the Car Call.
4. Assessment and Payment.
 - 4.1. The patient or his/her authorized watcher must proceed to the assessment area and cashier for payment (if this was not done prior). During assessment, the Doctor's Prescription must be presented. The Clerk making the assessment should ensure that the details and contact number of the patient are correct and updated.
5. The appropriate PPE which shall be directly used to the patient must be properly included in the assessment and payment. This must be made part of the instruction during the call.
6. The Medical Technologist, who receives the Car Call request, must ensure that the patient or his / her folks or relatives are given the appropriate preparation instructions and the schedule of his/her car call service.
7. The patient or his/her folks or relatives shall be directed to park at the designated car call area.


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8. After the triaging, assessment and payment are complied, the Medical Technologist who wears complete PPE shall bring the materials and supplies to the designated Car Call Area to do the procedures.
9. The Medical Technologist shall instruct the patient/watcher of the Result Turn-Around-Time (TAT), and to include the instructions on how to retrieve their result online through the RMCI patient portal.
10. Medical Technologist returns to the Laboratory for segregation and processing of specimen.
11. Observe proper doffing of PPE.
12. Strictly observe hand washing before and after procedures.


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APPROVAL:


	Name/Title	Signature	Date
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Verified:	MARIE SHARON P. PEREZ, MBA-HA, FPCHA Una Konsulta Manager		8/2/22
	MELANIE ROSE B. ZERRUDO, MD, FPSP Chair, Department of Pathology		07-29-22
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		8/30/2022
Recommending Approval:	RONEL G. SARIO, MD, FPCP Medical Director- Una Konsulta		8/10/22
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Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/11/22

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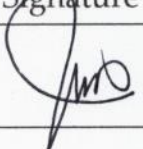
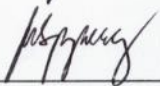


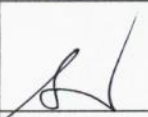
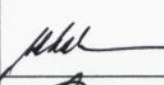
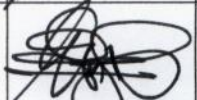
KEY TASKS	PERSON RESPONSIBLE
1. Ensures that the necessary assessment and payment is made prior to Car Call or during the time that the request for car call was made	Medical Technologist
2. Ensures that the patient or his / her folks or relatives are given the appropriate preparation instructions and the schedule of his/her car call service	Medical Technologist
3. Asks the patient/ watcher to fill out the Covid-19 Screening Form on the scheduled date of the procedure	Triage Nurse/ CRO
4. Checks for the Assessment/ Miscellaneous Request	Triage Nurse/ OPD Nurse
5. Asks the patient/ watcher to proceed to the assessment area and cashier for payment if assessment and payment was not done prior.	Triage Nurse
6. Ensures that the details and contact number of the patient are correct and updated.	Assessment Clerk
7. Facilitates the payment of the patient/ watcher	Cashier
8. Ensures that the patient or his / her folks or relatives are given the appropriate preparation instructions and the schedule of his/her car call service	Medical Technologist
9. Directs the patient or his/her folks or relatives to the designated car call area	CRO
10. Wears proper PPE and brings the materials and supplies to the designated Car Call Area to do the procedures	Medical Technologist

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11. Instructs the patient/watcher of the Result Turn-Around-Time (TAT), and includes the instructions on how to retrieve their result online through the RMCI patient portal	Medical Technologist
12. Returns to the Laboratory for segregation and processing of specimen.	Medical Technologist
13. Observes proper doffing of PPE	Medical Technologist
14. Performs hand washing after the procedure	Medical Technologist

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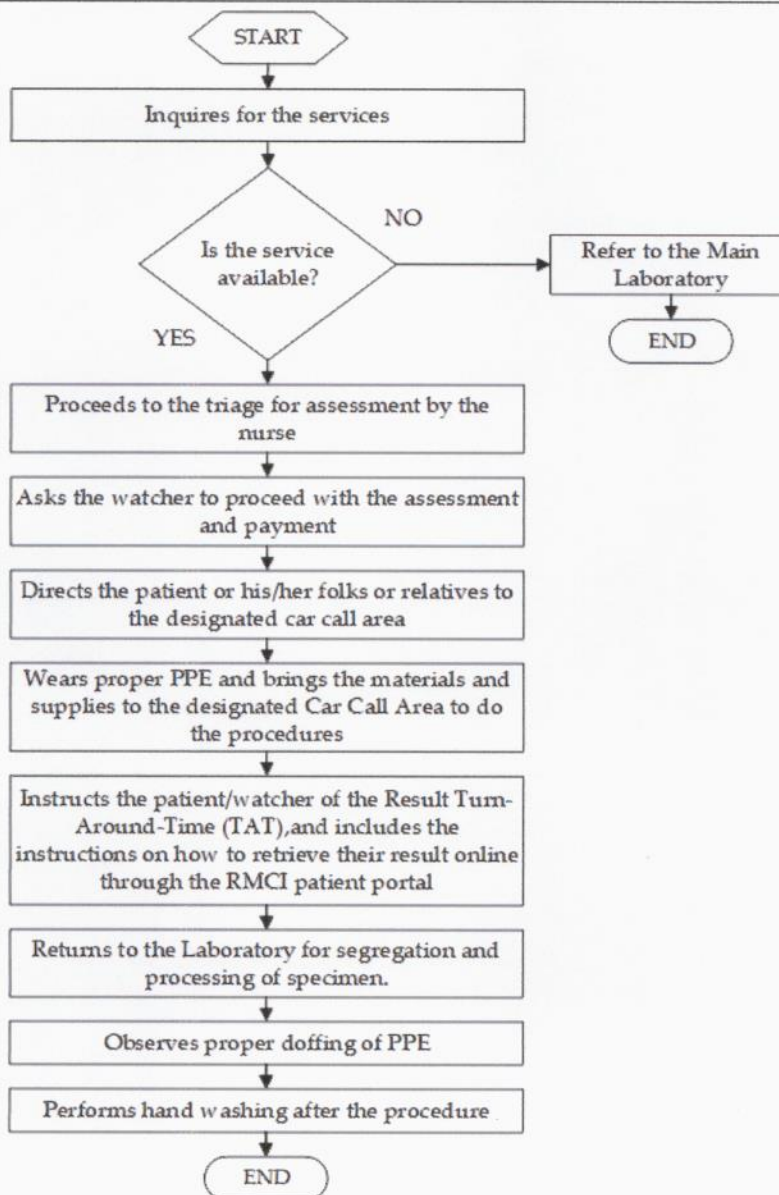
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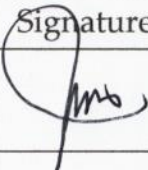
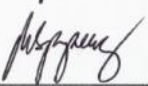





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FLOWCHART



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