



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Ancillary Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-DIS-P007-(01)	
<b>TITLE/DESCRIPTION:</b> <b>ASSESSMENT, SERVICE TO CLIENTS, MONITORING OF TURN AROUND TIME AND “IN CARE OF” REQUESTS</b>			
<b>EFFECTIVE DATE:</b> February 28, 2025	<b>REVISION DUE:</b> February 27, 2028	<b>REPLACES NUMBER:</b> DPOTMH-E-63-P07	<b>NO. OF PAGES:</b> 1 of 12
<b>APPLIES TO:</b> Department of Imaging Sciences, Finance Division		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

To provide guidelines in the efficient flow of giving service to clients and in the monitoring of the Turn-Around Time (TAT) in the Department of Imaging Sciences.

## DEFINITIONS:

**DEXA** - Bone densitometry or dual-energy x-ray absorptiometry, DEXA or DXA, uses a very small dose of ionizing radiation to produce pictures of the inside of the body (usually the lower (or lumbar) spine and hips) to measure bone loss.

## RESPONSIBILITY:

Reception Clerks, Cashiers, Releasing Clerks, Encoders, Radiologic Technologist, Radiologists, DIS Manager

## POLICY:

1. It is the policy of the Department that efficient service shall be given to all our clients through a systematic flow of operation in the Department.
2. The following shall be the Turn-Around Time in the releasing of results from the time the examination is **completely done**:
  - 2.1 Chest x-ray within 2 hours; other x-rays within 4 hours
  - 2.2 Within 12 hours, Ultrasound
  - 2.3 Within 24 hours for MRI, and CT Scan, Mammography results;
  - 2.4 Within three (3) working days, DEXA results
3. For all "in care of" reading, Radiologists shall observe the same TAT for regular examinations.
4. All examinations shall be read "As is" signed and released within the specified result turn around time. All those images with request for comparison shall be read anew as soon as the previous image/s are received, subject to new reader's fee charges. The standard result turn around time shall be observed from the time the image/s for comparison are received.
5. A follow up within the 24 hours allowance shall also be done by the Radiologic Technologist on duty thereby also informing the patient of our policy.





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6. The monitoring of DIS results shall be done daily with a cut-off time of 4:00 o'clock in the afternoon by the assigned Releasing Clerk of the Department.
7. The Daily Performance and Monitoring Report (DPMR) shall be submitted to the DIS Manager for verification. A copy of this report shall be given to the Chair of the Radiology Head. The same DPMR shall be regularly discussed in weekly/monthly meeting of the department.





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## PROCEDURE (SOP):

### For Scheduling and Assessment of Procedure/s Proper

1. Client proceeds to the Reception Area.
2. The Reception Clerk at the Central Registration Area makes assessment, schedules client, and encodes client's data in the computer.
3. The Central Registration Clerk offers the Patient Health Card to client and its corresponding charges.
4. The Central Registration Reception Clerk instructs the client to pay to the cashier; and proceed to the DIS Area after payment for rendering of the services.
5. The Cashier further instructs the client to bring his Patient Health Card to the DIS Area together with the printed Assessment Form and Receipt.
6. Client proceeds to the DIS Area to get his/her Priority Number.
7. Client waits for his/her number to be called.
8. The DIS Reception Clerk calls the patient priority number and processes the request.
9. The DIS Reception Clerk renders the request and forwards it to Radiologic Technologist to carry out the procedure.
10. Client waits for his/her name to be called for the procedure/s by the Radiologic Technologist. The latter escorts the client to the designated room for the procedure/s.
11. The Radiologic Technologist gives instructions before, during, and after the procedure/s including instructions as to how and when the client can claim his/her result.

### For Repeat Client/ With Patient Health Card

1. Client gets his Priority Number at the DIS Unit.
2. Client waits for his number to be called.
3. Once the number is called, the client presents his Doctor's Request, Assessment form and Receipt.
4. Client waits for his name to be called for the procedure/s by the Radiologic Technologist. The latter escorts the client to the designated room for the procedure/s.
5. The Radiologic Technologist gives instructions before, during and after the procedures including instructions as to how and when the client can claim his/her result/s.





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## Monitoring of Turn-Around Time

1. The Releasing Clerk prepares the DAILY PERFORMANCE AND MONITORING REPORT (DPMR) of the Department properly observing the cut-off time of 4:00 PM daily.
2. The Releasing Clerk submits DPMR to the DIS Manager every 5:00 PM daily for verification. A copy of the report is given to the Chair of the Radiology Head and to the Ancillary Head.
3. The DIS Manager cascades the said performance report to the unit during its weekly/monthly Department Meeting for corrective actions should there be deviations.





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<b>WORK INSTRUCTION:</b>	
<b>KEY TASK</b>	<b>PERSON RESPONSIBLE</b>
<b>Scheduling and Assessment of Procedure/s Proper</b>	
1. Proceeds to the Reception Area.	Patient
2. Makes assessment, schedules client, and encodes client's data in the computer.	Reception Clerk
3. Offers the Patient Health Card to client and its corresponding charges.	
4. Instructs the client to pay to the cashier; and proceeds to the DIS Area after payment for rendering of the services.	
5. Instructs the client to bring his Patient Health Card to the DIS Area together with the printed Assessment Form and Receipt.	Cashier
6. Proceeds to the DIS Area to get his/her Priority Number.	Patient
7. Renders the request and forwards it to Radiologic Technologist to carry out the procedure.	DIS Reception Clerk
8. Gives instructions before, during, and after the procedure/s including instructions as to how and when the client can claim his/her result.	Radiologic Technologist
<b>For Repeat Client/ With Patient Health Card</b>	
1. Gets his Priority Number at the DIS Unit.	Patient
2. Waits for his number to be called.	
3. Presents his Doctor's Request, Assessment form and Receipt.	






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3. Presents his Doctor's Request, Assessment form and Receipt.	
4. Gives instructions before, during and after the procedures including instructions as to how and when the client can claim his/her result/s.	Radiologic Technologist
<b>Monitoring of Turn-Around Time</b>	
1. Prepares the DAILY PERFORMANCE AND MONITORING REPORT (DPMR) of the Department properly observing the cut-off time of 4:00 PM daily.	Releasing Clerk
2. Submits the DPMR to the DIS Manager every 5:00 PM daily for verification.	
3. Cascades the said performance report to the unit during its weekly/monthly Department Meeting for corrective actions should there be deviations.	DIS Manager
	





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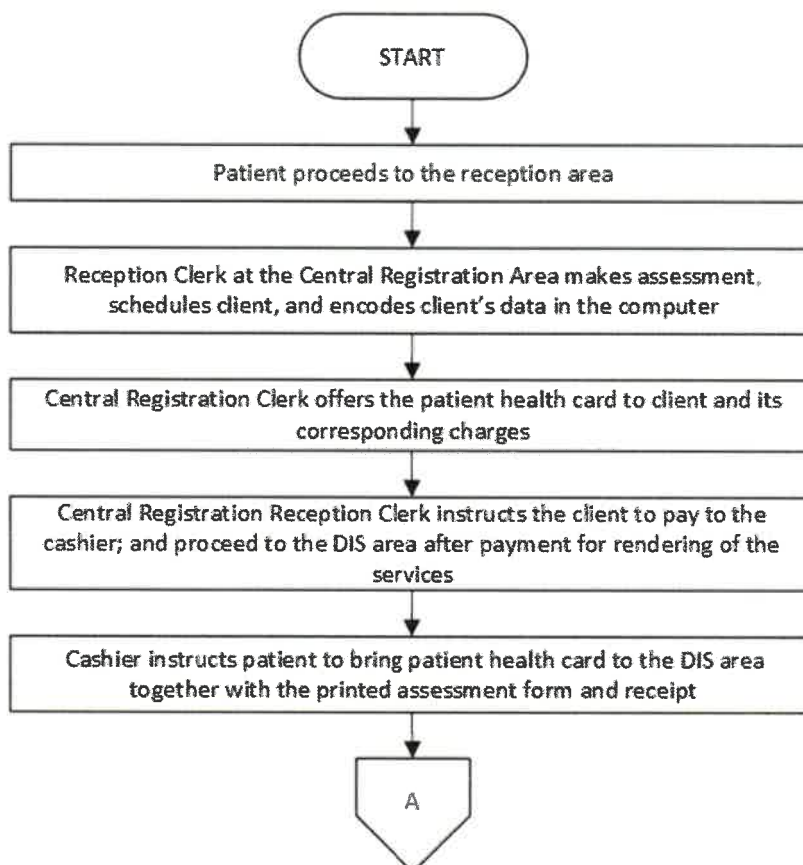


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## WORK FLOW:

### Scheduling and Assessment of Procedure/s Proper





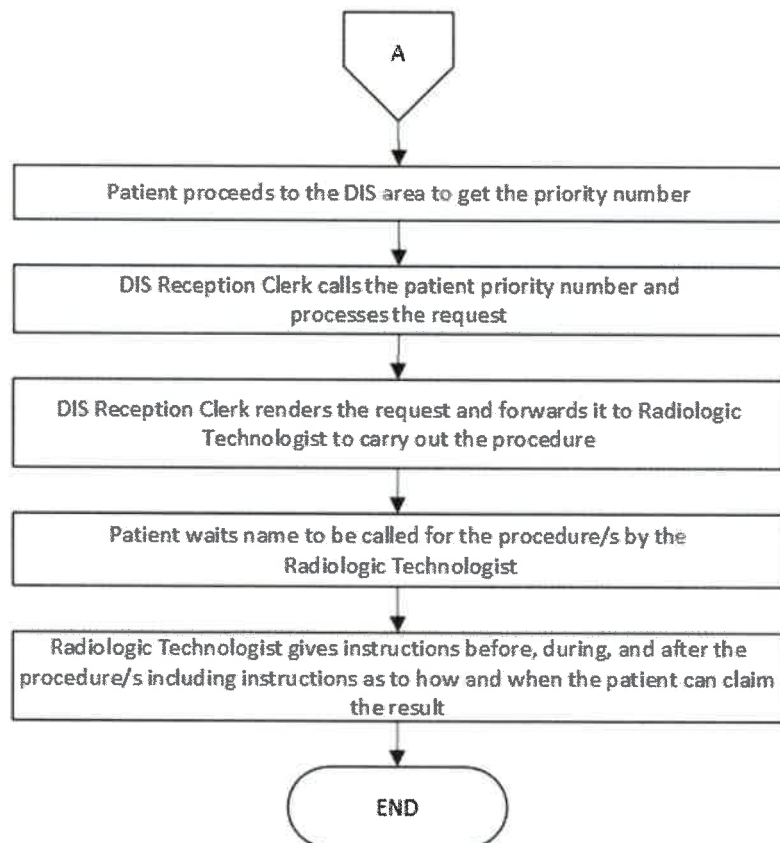
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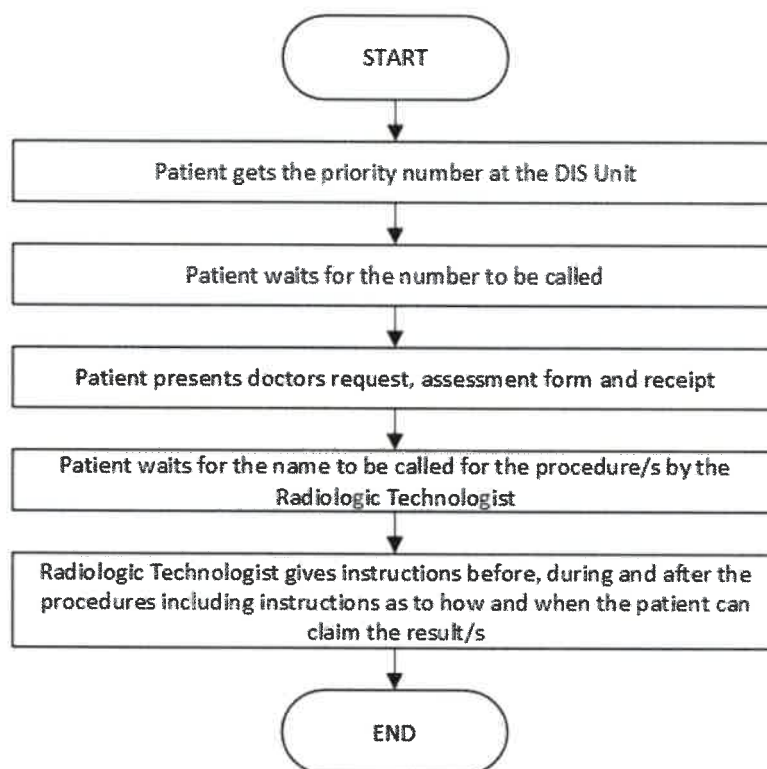
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## For Repeat Client/ With Patient Health Card





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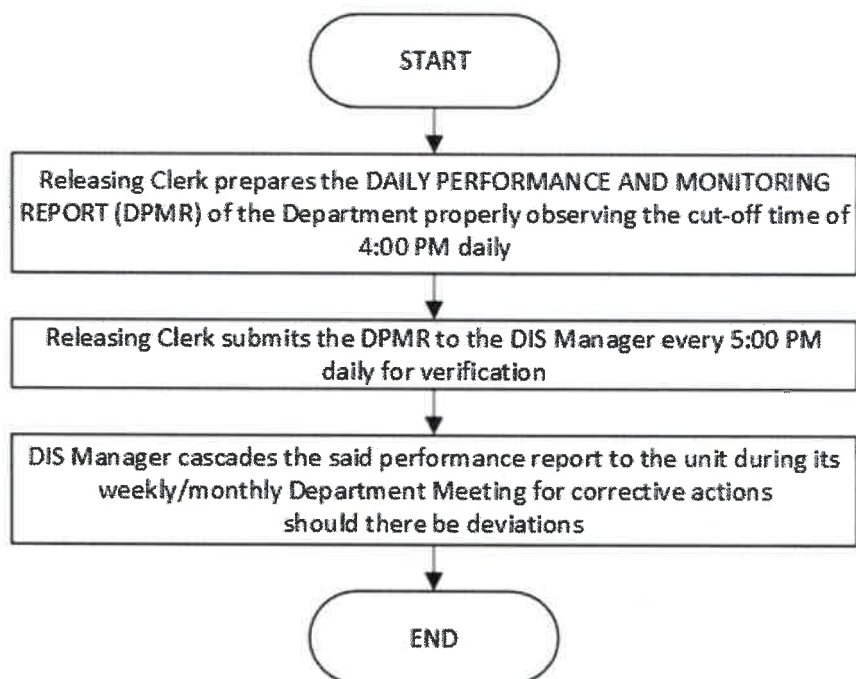
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## Monitoring of Turn-Around Time





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**FORMS:** N/A

**EQUIPMENT:** N/A

**REFERENCES:**

<https://www.radiologyinfo.org/en/info/dexa>





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Final Approved by:	<b>GENESIS GOLDI D. GOLINGAN</b> President and Chief Executive Officer		03/25/25	

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