



**Radiology & Ultrasound Department  
 CITIZEN'S CHARTER**

**PROCEDURE IN AVAILING X-RAY OR ULTRASOUND SERVICES**

**Services Provided to:** Patients, Hospital Personnel, and Students

**Days/Hours:** MAIN HOSPITAL – MONDAY TO SUNDAY – 24 hours (NO NOON BREAK)

OPD – MONDAY TO FRIDAY – 7 A.M. TO 5 P.M. (NO NOON BREAK)

**Duration:** 20 minutes – 24 hours

Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PhP	Person in Charge Position, Unit/ Division
<b>X-ray and Ultrasound Procedures</b>	Patients, Hospital Personnel and Students	X-ray or Ultrasound Request Form	1. Go to the Radiology Department and present the Request Form to the staff to determine if procedure is available.  X-ray and Ultrasound examinations with preparations like fasting/bowel cleansing will be scheduled the following day.	2 minutes	None	Radiologic Technologist
		Charge Slip	2. If the procedure is available, ask for Charge Slip.	2 minutes	None	Radiologic Technologist
		Charge Slip; Official Receipt or approved MAP	3. Pay the procedure fee at the Cashier or proceed to Medical Social Work Department for Medical Assistance Program (MAP).	5-15 minutes	Depends on the type of procedure requested	Cashier/ Medical Social Worker
		Official Receipt or approved MAP	4. Go back to Radiology Department for the performance of the requested procedure.	Routine procedures: 5 minutes Special Procedures: 1 hour	None	Radiologist/ Radiologic Technologist
		Customer Satisfaction Survey Form	5. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Radiologic Technologist
		None	6. Claim the result on the time specified by the Radiology staff.	24 hours	None	Radiologic Technologist
END OF TRANSACTION						