

CITIZENS' CHARTER- DRUG TEST LABORATORY:

1. Availment of Drug Testing Laboratory Services

Davao del Norte Drug Testing Laboratory, is a DOH accredited facility and capable to conduct walk-in clients and remote collection drug testing in different public and private institution.

Office or Division:	PROVINCIAL HEALTH OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2G & G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any valid Government ID (1 original ID)		Any Government Agency or Accredited Institutions		
Custody and Control Forms (1 original)		PHO (Drug Testing Laboratory)		
Drug Testing Consent Form (1 original)		PHO (Drug Testing Laboratory)		
Official Receipt (1 original)		Provincial Treasury Office – Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a payment slip from the laboratory.	Submit request form of payment slip for drug testing	None	2 minutes	<i>Medical Technologist (Analyst, Authorized specimen collector)</i> PHO
2. Pay the required fees at the Provincial Treasury Office by showing the Order of payment. (Make sure to secure Official Receipt that will be issued upon payment)	2.1 Accept the payment based on the Order of Payment 2.2 Issue the Official Receipt	P 180.00	5 minutes	<i>Cashier</i> PTO
3. Secure client CCF forms and present the receipt and valid ID.	Instruct clients to fill up forms properly and prepare the official receipt and ID.	None	3 minutes	<i>Medical Technologist (Analyst, Authorized specimen collector)</i> PHO
4. Encode client information in the system (IDTOMIS)	Encode clients CCF forms in the system.	None	2 minutes	<i>Medical Technologist (Analyst)</i> PHO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Take picture and biometric of the clients.	Take picture for personal identification to be attached in the Drug Test Result	None	3 minutes	<i>Medical Technologist (Analyst)</i> PHO
6. Give a urine container and collection of urine samples of the clients for drug testing.	Instruct clients in proper collection of the urine sample.	None	3 minutes	<i>Medical Technologist (Analyst, Authorized specimen collector)</i> PHO
7. Client waiting time for the result	7.1 Process urine specimen for examination 7.2 Record Laboratory Result 7.3 Prepare Result Form	None	10 minutes	<i>Medical Technologist (Analyst)</i> PHO
8. Print the result and Releasing of Drug Test Result to clients.	8.1 Record Result in the releasing logbook 8.2 Issue the Drug Test Report/Result to the client	None	2 minutes	<i>Medical Technologist (Analyst)</i> PHO
TOTAL:		P 180.00	30 minutes	