
 OSPITAL NG PARAÑAQUE 		Document Code: OSPAR- ANCI- LAB-2022-06
ANCILLARY DIVISION APPROVAL MATRIX		Issue Date: Template Version: 1.0 Version/Revision: 1/1 Affectivity Date: April 2022 Revision : 4.0
		Section / Department LABORATORY SECTION
Policy Title: POLICY AND PROCEDURE FOR DISCIPLINE, SUSPENSION, DEMOTION AND TERMINATION OF PERSONNEL AT ALL LEVELS		Page 1 of 16
Prepared By: Julito Santos RMT Chief Medical Technologist Eric Mirandilla MD. Pathologist	Reviewed By: Redentor P. Alquiros, M.D. Chief of Clinics Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator	Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

I. INTRODUCTION

For any organization to survive and achieve its goals, discipline must be instilled among its rank. Discipline is so essential in government service that several laws have been drafted to ensure that there is a legal basis for its implementation. The Laboratory Section of Ospital ng Parañaque 1 of the City of Parañaque is subject to these governing rules and regulations.



II. OBJECTIVES

This policy aims to define, elaborate and clarify actions that are considered as a breach in the laboratory protocols, the consequences of these offenses and the process by which disciplinary action will be implemented for these infractions.

III. PRINCIPLE

Discipline refers to a condition in the organization wherein employees conduct themselves in accordance with the organization's rules and standards of acceptable behavior²⁰. Its purpose is to "encourage employees to conform to established standards of job performance and to behave sensibly and safely at work".²¹ Therefore, discipline is not only for the welfare of the clients and management, it also encompasses the welfare of the individual personnel



"Positive discipline involves creation of an atmosphere...where employees willingly conform to established rules and regulations."²² Promotion and rewards system is a key factor in the implementation of this type of discipline. Negative discipline on the other hand involves punishment or chastisement for offenses committed by the personnel.

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Although positive discipline is the method of choice by the Laboratory Department in terms of the management to fits personnel, it is a fact that there are incidents that entails enforcement of negative discipline. It is therefore important to clarify these offenses that entail negative disciplinary action such as suspension, demotion and termination.

IV: GENERAL PROTOCOL ON DISCIPLINE

- A.** All laboratory personnel should adhere to existing rules and regulations set by the Ospital ng Parañaque 1 and the City Government of Parañaque as a whole.
- B.** If a staff commits an offense or a breach in protocol, the staff shall be notified that he/she must give a letter of explanation which must be submitted 72 hours after being informed of his/ her offense.
- C.** In case a complaint is filed by another person the complaint should contain: the full name and address of the complainant, the name of the staff, the specific charge or offense and an incident report which would state the relevant events regarding the offense and accompanied by documentary evidence.
- D.** Offenses committed by and complaints against any personnel of the Laboratory shall be investigated by the Pathologist, the Chief Medical Technologist and the Chief of Clinics, Administrative Officer or by the Grievance and Complaint committee of the hospital.
- E.** Depending on the nature of the offense, the body shall decide on the course of action to be taken the personnel involved shall be informed of the body's decision and shall be furnished a copy of the investigation. For infringements that entail verbal reprimand, the Investigation Report must indicate that the reprimand has been received by the staff.
- F.** All Laboratory personnel should follow existing officer rules and regulations. Infraction of said rules is classified under light offenses. However repetitious acts can entail more serious penalties for

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violators.

V.SUSPENSION AND TERMINATION OF SERVICE

- A. For grave offenses that the body deems to require the filing of an administrative case and/or recommendation of suspension or termination or end of contract employees, the case will be investigated upon and deliberated by the grievance and complaint committee, the Chief of Clinics, Administrative Officer and Hospital Director.
- B. The personnel involved have the right to counsel and appeal.

VI. DEMOTION

- A. The directive for a demotion due to rationalization or reorganization shall come from the Administration Office. The said directive will be coursed thru the Office of the Chief of Clinics and be forwarded to the Laboratory Department.
- B. The Pathologist and Head Medical Technologist shall forward the directive to the personnel involved and shall keep a copy of the document as part of the staff's 201 files.
- C. Demotion as a sanction can only be given by the Hospital Administration Office and only given after fair investigation and due process has been observed. Personnel

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MEDICAL SPECIALIST/DEPARTMENT CHAIRMAN

Training



1. Supervises and trains the medical technologist staff
2. Responds to calls and referrals of laboratory staff
3. Attends and participates in hospital and departmental conferences and meetings.
4. Teaches bedside manners.
5. Encourages the staff to take the continuing medical education (CME)
6. Demonstrates procedures
7. Updates the staff on the “state-of-the-art” techniques and management.
8. Evaluates staff performance.

Research

1. Encourage staff to take up their Masteral in Medical Technology
2. Encourages, assists and supervises research work/activities.

Administrative

1. Formulates an annual year start management action plan for the department.
2. Direct and supervises implementation of the department annual management action year plan to ensure at least 80% of targets.
3. Serves as a member in the medical executive board of the hospital.
4. Assists the hospital director, chief-of-clinics and administrative staff in some assigned tasks.
5. Recommends the appointment of new consultant to the hospital director.
6. Evaluates and recommends new medical technologist applicants
7. Attends hospital and city functions.

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Prepares an annual year-end performance report based on the year-start management action plan Service

1. Manages patients needing his/her specialty care
2. Assists the hospital director, chief of clinics and administrative officer in all matters that pertain to service.
3. Renders service thru services related to Pathology and Laboratory Medicine

DUTIES AND RESPONSIBILITIES

A. Pathologist

- i. Supervises and directs activities of the clinical laboratory in accordance with the accepted national standards and administrative policies of the institution.
- ii. Establishes department procedures and methods.
- iii. Assigns and supervises activities of department personnel.
- iv. Directs training of technologists and technicians assigned to the department.
- v. Serves as consultants to other department heads and visiting physicians, to interpret laboratory findings and assist in determining appropriate methods and extent of treatment necessary.
- vi. Participates along with personnel of other departments in planning joint administrative and technical programs and recommends methods and procedures for coordination of pathological services with related patient care and student services.
- vii. May engage in research projects and prepare scientific papers on the nature, cause and behavior of diseases.
- viii. Investigates and studies trends and developments in pathology practices and techniques and evaluates their adaptability to specific needs of the pathology program.
- ix. Lectures to students, professional societies, and organizations in the medical and paramedical field.
- x. Prepares budget for the fiscal year and submits to administrative

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officials for approval.

- xi. Provides pathology services to aid in the diagnosis of diseases and the treatment of patients and to assist in post-mortem diagnosis.
- xii. Supervises all laboratory work, demonstrating new techniques to the staff and performing difficult tasks demanded by complex and unusual situations. Conducts macroscopic and microscopic examinations of specimens of body tissues, fluids, and secretions, and diagnoses nature of pathological condition.
- xiii. Prepares report on each pathologic case, incorporating recommendations for treatment, such as surgery, chemotherapy, or radiotherapy.
- xiv. Performs related jobs that may be assigned from time to time.



JOB RELATIONSHIPS:

WORKERS SUPERVISED: All personnel assigned to the laboratory

SUPERVISED BY: Hospital Director, Administrator and Chief of Clinics In administrative and professional activities

B. Medical Technologist in GENERAL:

- i. Performs various chemical, microscopic and bacteriologic tests to obtain data for use in diagnosis and treatment of disease.
- ii. Receives written requisitions from physicians or their counterpart for routine or special laboratory tests.
- iii. Sets up and adjusts laboratory equipment and apparatus, such as chemicals, glassware, balance, microscope, slides and reagents.
- iv. Obtains laboratory specimens such as urine, blood, sputum and the like, directly from patients, using established laboratory techniques.
- v. Adds reagents or indicator solutions and subject specimens for processing to operation such as heating, agitating, filtering, titrating and the like according to established procedures.
- vi. Prepares slides for microscopic analysis as necessary
- vii. Observes reactions, changes of color, or formation of precipitates; studies slides using a microscope; or subjects treated specimens to automatic analyzing equipment to make qualitative and quantitative analyses.
- viii. POSTS all test findings to laboratory slips for study by the

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Pathologist or other laboratory supervisor Post results of laboratory analyses to record cards and files reports.

- i. Indicates amount to be charged to the patient's account.
- ii. Identifies and labels all specimens to be retained and files then for further reference or research.
- iii. Accomplishes the daily census of tests performed and other pertinent and relevant activities during his/her daily tour of duty; which is submitted to the Chief Medical Technologist for authentication.
- iv. Train and supervise students through regular lectures, practical examinations and application of other means of training strategies to further develop their knowledge and skills during their rotation in that particular section.
- v. Performs related jobs that may be assigned from time to time.



JOB RELATIONSHIPS:

WORKERS SUPERVISED:

SUPERVISED BY: Pathologist or Chief Medical Technologist

C. Chief Medical Technologist

- i. Supervises, coordinates, and participates in activities of workers performing various chemical, microscopic and bacteriologic tests of body fluids, exudates, skin scrapings and surgical specimens to obtain data for diagnosis and treatment of disease.
- ii. Consults with Pathologists to plan priorities of work to be completed each day.
- iii. Prepares work schedules and assigns duties to workers in the clinical laboratory.
- iv. Supervises workers in assigned section or area or specialization in the clinical laboratory.
- v. Check validity and accuracy of test results obtained by laboratory personnel on a sample basis by performing the same test and comparing results.
- vi. Keep records pertaining to tests performed and charts test results to ensure that variation in test results and standards are

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within acceptable quality control ranges.

- vii. May keep time records and make ratings and recommendations for promotions.
- viii. Gives instruction to new workers in procedures and techniques in performing tests.
- ix. May direct training and instruction of students of medical technology.
- x. Performs experimental testing procedures and submits reports to Pathologist suggesting changes to increase validity and reliability of tests.
- xi. Demonstrates to personnel newly approved methods to implement standard procedures.
- xii. Studies current medical laboratory literature to obtain information on new tests methods and procedures.
- xiii. May schedule appointments with suppliers, orders replacements to maintain stock of equipment and suppliers.
- xiv. Performs related jobs that may be assigned from time to time.


JOB RELATIONSHIPS:

WORKERS SUPERVISED: All Medical Technologists and Laboratory Aide. **SUPERVISED**

BY: Pathologist



D. Clinical Chemistry Technologist

- i. Perform chemical tests on body fluids and exudates from hospital patients to provide information for diagnosing and combating infectious diseases.
- ii. Receives patient specimens, such as urine, blood, spinal fluid, and gastric juices, or collects specimens directly from the patient.
- iii. Centrifuges specimen to separate cells and sediment from serum or supernatant fluids.
- iv. Adds specific quantities of reagents or solutions to body specimens and heats, filters, or shakes solutions according to prescribed procedures.

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- v. Notes appearance, change of color, or resulting precipitate or examines results by means of photometer, spectrograph, colorimeter, and microscope to identify chemical composition and concentrations and to observe processes of change.
- vi. Titrates specimen samples against standard reagents to make quantitative determinations.
- vii. Calculates and tabulates results, and makes reports of observations.
- viii. Perform other qualitative and quantitative tests using titration apparatus, centrifuge, filters, shakers, pH meter.
- ix. Notes readings of machine registers on worksheets and logs.
- x. Examines graph tracings made by machine analyzers to locate or plot test values.
- xi. Calculates test findings using mathematical formulas, conversion tables, and slide rules.
- xii. Posts test findings to laboratory tickets, logbooks, and quality control records.
- xiii. Tests blood to determine urea nitrogen, carbon dioxide, sulfonamides, calcium, iron, chlorides, creatinine, uric acid, phosphorus content, and glucose tolerance.
- xiv. Accomplishes the daily census of tests performed and other pertinent and relevant activities during his/her daily tour of duty which is submitted to the Chief Medical Technologist for authentication.
- xv. Train and supervise Medical Technologists through regular lectures, practical examinations and application of other means of training strategies to further develop their knowledge and skills during their rotation in that particular section.
- xvi. Performs related jobs that may be assigned from time to time.

JOB RELATIONSHIPS:
 WORKERS SUPERVISED:
 SUPERVISED BY: Pathologist Chief Medical Technologist

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E. Clinical Microscopy Technologist

- i. Tests urine for determination of sugar and albumin content, alkalinity, and presence of acetone bodies, blood, bile derivatives, Bence Jones protein, sulfonamides, uric acids, and various drugs and poisons.
- ii. Adds reagents to urine samples which act as quantitative discrimination by comparing resultant colors against standards, or by making simple calculations based on quantity of reagent or sample used to obtain specific color.
- iii. Centrifuges urine and examines resultant sediments under the microscope to detect presence of various types of cell bodies.
- iv. Determines specific gravity of urine, using a urinometer, and notes general odor, color and turbidity of sample.
- v. Examines feces
- vi. Tests feces occult blood.
- vii. Accomplishes the daily census of tests performed and other pertinent and relevant activities during his/her daily tour of duty, which is submitted to the Chief Medical Technologist for authentication. Train and supervise Medical Technologists through regular lectures, practical examinations and application of other means of training strategies to further develop their knowledge and skills during their rotation in that particular section.
- viii. Performs related jobs that may be assigned from time to time.

JOB RELATIONSHIPS:

WORKERS SUPERVISED:

SUPERVISED BY: Pathologist or Chief Medical Technologist

F. Blood Bank and Serology Technologist

- i. Collects, tests, and stores blood; maintains records of blood donations and transfusions.



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Hospital Director



- ii. Maintain adequate supply of various types of blood.
- iii. May take blood samples from patients by piercing their fingers.
- iv. Groups or types blood by mixing red cells or person to be typed with typing sera, noting whether clumping of cells occurs.
- v. Prepares and examines microscopic test slides to determine the blood group of donor patients, using pipette and microscope.
- vi. Verifies the blood group of patient or donor by back-typing the blood samples, using microscope.
- vii. Cross matches blood to determine compatibility. Identifies antibodies in donors' or patients' blood that could react adversely during transfusion and cause harm to the person receiving the transfusion.
- viii. Records all test results in a log.
- ix. Files transfusion slips and enters data pertaining to the transfusion into the log.
- x. Processes blood plasma for future use in blood transfusion. Separates plasma from red blood cells, using a centrifuge machine and separating devices.
- xi. Prepares solutions and reagents in accordance with standard formulas. Maintains written records of test performed and keeps inventory of blood bank.
- xii. Inspects stored blood to detect signs of spoilage, and removes spoiled blood for discard.
- xiii. Re-tests donor and recipient blood after adverse transfusion reaction to determine and record for study by the PATHOLOGIST the possible cause for this reaction.
- xiv. Accomplishes the daily census of tests performed and other pertinent and relevant activities during his/her daily tour of duty, which is submitted to the Chief Medical Technologist for authentication.
- xv. Train and supervise Medical Technologists through regular lectures, practical examinations and application of other means of training strategies to further develop their knowledge and skills during their rotation in that particular section.
- xvi. Performs related jobs that may be assigned from time to time.

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JOB RELATIONSHIPS:
WORKERS SUPERVISED:
SUPERVISED BY: Pathologist or Chief Medical Technologist

G. Hematology Technologist

- i. Performs blood test and studies morphology of constituent's of blood to obtain data for use in diagnosis and treatment of disease.
- ii. Receives blood specimen sent to the laboratory, or draws blood from patient's finger or earlobe, or by venipuncture, observing strict principles of asepsis and antisepsis to prevent infection of patient and contamination of specimens.
- iii. Centrifuges blood specimens in test tubes and capillary tubes to separate cells and sediment from blood serum.
- iv. Measures blood quantitatively by pipettes, making necessary dilutions in accordance with standard procedures.
- v. Performs such tests as red and white blood cell counts, reticulocyte counts, hemoglobin estimations, fragility tests and determination of RBC indices, sedimentation rate, coagulation time, bleeding time, clot retraction time, using specialized laboratory equipments, such as photometer, sedimentation rate stand, fibro meter, and coagulation machines.
- vi. Records direct scale readings or converts readings to percent and grams, using converting tables.
- vii. Consults with Hematologist or Pathologist regarding difficult analyses or abnormal findings.
- viii. Transfers blood from pipettes to counting chamber in making cell counts, and counts number of cell within ruled squares of chamber as reviewed through a microscope.
- ix. Calculates number of cells per cubic millimeter of blood sample.
- x. Stains blood sample cells for clearer definition and to distinguish between various types of cells.
- xi. Add prescribed reagents to blood samples and compare resultant

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color with standard color scales, such as those representing blood containing various amounts of hemoglobin or makes color comparisons in colorimeter or spectrophotometer, and converts scale readings into percent and grams.



- xii. Studies morphology of red blood cells in terms of proportion of cells in various stages of development and other characteristics of RBCs which may be related to disease processes. Calculate prothrombin time by drawing blood samples into anticoagulant solution of specific strength and measuring, with a stopwatch, appearance of coagulation upon addition of thromboplastin.
 - xiii. Prepare and examine thick and thin blood film slides for malaria or other parasites such as filaria and trypanosomes.
 - xiv. Prepare solution and reagents used in conducting blood tests.
 - xv. Records all results of tests conducted in laboratory log or record.
 - xvi. Accomplishes the daily census of tests performed and other pertinent and relevant activities during his/her daily tour of duty, which is submitted to the Chief Medical Technologist for authentication.
 - xvii. Train and supervise Medical Technologists through regular lectures, practical examinations and application of other means of training strategies to further develop their knowledge and skills during their rotation in that particular section.
 - xviii. Performs related jobs that may be assigned from time to time
- .JOB

RELATIONSHIPS: WORKERS SUPERVISED:
 SUPERVISED BY: Pathologist or Chief Medical Technologist

H. Laboratory Technician/ Clerk:

Responsible for the general cleanliness of the laboratory and acts as the Department's Messenger. Involve exposure to materials considered to be highly infectious and hazardous. Moderate amount of standing and walking. May require lifting of heavy objects and handling of soiled materials.

1. In charge with the maintenance and general cleanliness of the following:
 - Main Laboratory, Blood Bank, Bacteriology and Reception Area
 - Test Tubes, glassware's and other consumables

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2. Assures prompt delivery of all Laboratory circulars.
3. Responsible for the delivery of laboratory results to the different wards according to schedule that may be given.
4. In charge with the proper disposal of all laboratory waste, sharps and biohazards.
5. Claims and delivers all Laboratory and office supplies from the Central supply to the Laboratory both on scheduled and emergency situations.
6. Submits to the Junior Med. Tech. requisition for the replacement of maintenance supplies.
7. Assists all Laboratory personnel in heavy manual work.
8. Assumes the responsibility of the receptionist in his/her absence.
9. Visibly present to the needs of the Laboratory.
10. Delivers laboratory results in the appropriate time and schedule.

JOB RELATIONSHIPS:



SUPERVISED BY: Medical Technologist

Supervisory Responsibility: No supervisory responsibility
Customer/ supplier: Constant contact with Laboratory Clinic personnel

I. Laboratory Receptionist

Responsible for the receiving of specimens, preparation of Laboratory reports and correspondences and other clerical functions needed in the daily operations of the Laboratory involves long hours of paper work preparation and computer operations. Continuous exposure to specimens and materials considered to be highly infectious and hazardous Constant contact with patients and hospital personnel.

1. In charge of the safekeeping of all Laboratory files and documents.
2. Makes type written/ computerized reports, requisitions and other letters of Laboratory correspondence.
3. Prepares the Agenda and types the minutes of Department meetings.
4. Arrange all laboratory appointments and remind all personnel involved regarding the latter.
5. Responsible for charging of accounts of laboratory tests and procedures and issuance of appropriate charge slips.
6. Receives laboratory requests and screens the specimens' appropriateness for testing. Brings the specimens to the corresponding section and notifies the staff

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Prepared By: Julito Santos RMT Chief Medical Technologist Eric Mirandilla MD. Pathologist	Reviewed By: Redentor P. Alquiros, M.D. Chief of Clinics Darius J. Sebastian, MD, MPH, PHSAE Hospital Administrator	Approved by: Jefferson R. Pagsisihan, MD, MHM Hospital Director

of the request. Doubtful specimens are referred to the specific section for clarification.

7. Receives request for blood extraction and places these in the rack containing requests for blood, immediately informs the phlebotomist of the request for extraction.
8. In charge of the organized filing and retrieval of unclaimed results.
9. Answers all telephone inquiries in the reception area.
10. Submits to the Chief Medical Technologist monthly inventory of all office supplies and makes the corresponding requisition for replacement.
11. In charge of the safekeeping and maintenance of all furniture and office supplies in the Reception Area.

Supervisory Responsibility: No supervisory responsibility Customer/supplier:
 Constant contact with Laboratory Clinic personnel

JOB RELATIONSHIPS:

WORKERS

SUPERVISED:



SUPERVISED BY: All Medical Technologists in the Laboratory

Summary of Laboratory Personnel

Pathologist: 2

Medical Technologist: 17

Laboratory Aide/ Clerk/ Receptionist: 5 Pathologist:

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LIST OF PERSONNEL

Eric Mirandilla ,MD,FPSP,MMHA
 Rebecca Reantaso- Jonson, MD,FPSP, MMHA
 Chief Medical Technologist: Julito F.Santos RMT Medical Technologist III
 Ma.Cristina N. Santos, RMT Section Heads:
 Hematology: Pamela L. Ruiz, RMT
 Clinical Chemistry: LilybethA.Cruzado, RMT
 Clinical Microscopy: Angeli R. Dandan, RMT
 Blood Bank: Arlene R. Torres, RMT
 Immunology/ Serology: RodelynA. Biacora, RMT
 Clinical Biosafety and Biosecurity Officers:

- Jhessa Mae O.Ang, RMT
- OliveC.Bautista,RMT Medical Technologists:
- Patricia Marie S.Alvarez, RMT
- Lindsay S. Mercado, RMT
- DominicAaron M. Cabahug, RMT
- Michaela D. Reyes, RMT
- Edmon Mharienette L. Calderon, RMT
- Cedrick J. Fortades, RMT
- Arianne Grace R. Reodique, RMT
- Ernesto S. Ramos III, RMT

Laboratory Technician/Clerk/Receptionist:

- Ammie P. Aragon
- Catherine M. Balili
- Juanito D. Villamaria Jr
- Jonathan S. De Leon
- Jimmyvier B. Sanch

