

**APPRENTICESHIP REPORT**

**CENTRAL LUZON STATE UNIVERSITY  
INFIRMARY OF PHILIPPINES**

**SARI ADE WAHYUNI**

**5404171108**



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**APPRENTICESHIP REPORT**  
**CENTRAL LUZON STATE UNIVERSITY INFIRMARY OF PHILIPPINES**

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**SARIADE WAHYUNI**  
**5404171108**

Munoz, October 17<sup>th</sup> 2019

Personal Manager  
Central Luzon State University Infirmary



Honeyvette K. De Jesus  
Company Supervisor

Supervisor



Adrian Irmanda Pratama, S.Sos., M.BA  
NIDN.0017118904

Validated by,  
Head of the Study Program International Business Administration  
State Polytechnic of Bengkalis



Automo Atman Maulana S.Pd., M.Si  
NIP. 198908312018031001

## PREFACE

Praise and thank to ALLAH SUBHANAHU WA TA'ALA who has given strength and fluency so that the Author can completed the Apprenticeship in the Central Luzon State University Infirmery as one of the best Infirmery locate in the Science City of Munoz, Nueva Ecija, Philippines well. Apprenticeship is one of the activities that must be taken in the International Business Administration Study Program, which aims to apply the knowledge that have gained in the classroom to the work environment.

The impression of the Author during Apprenticeship at the Central Luzon State University Infirmery is that the Author gets real work experience in accordance with the Author's department and a work environment that is comfortable, friendly and very supports in improving of the Author's potential to be better prepared in the world of work later.

The Author realizes that the implementation of the Apprenticeship activities and the writing of this Apprenticeship Report cannot be completed without support and assistance from various parties. Therefore, the Author would like to express many thank to:

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The Author apologizes to all the parties mentioned above if there is mistakes. The Author is fully aware that in the completion of this Apprenticeship Report there are still many deficiency, but this is the best result the Author can do. In addition, the Author also hope that this Apprenticeship Report is useful for many parties in the future.

Bengkalis, 30 July 2021

**Author**

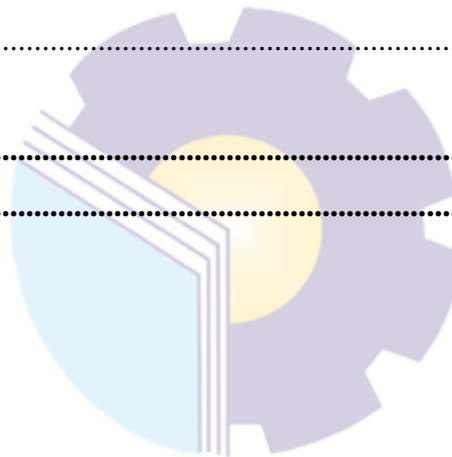


**Sari Ade Wahyuni**  
**NIM. 5404171108**

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# CHAPTER I INTRODUCTION

## 1.1 Background of the Apprenticeship

Apprenticeship is a program for students to have work experience in an institution in accordance with the background of the department. This program is a combination of class learning and Apprenticeship to help students get recognized skills and qualifications. Skills and qualifications are provided for various career with various levels. Apprenticeship include beginner level, supervisor level, and level of manager. Each level of Apprenticeship trained by professionals and the time needed depends on the skills and abilities of Apprenticeship participants.

The State Polytechnic of Bengkalis is the only State Polytechnic in Riau Province. The State Polytechnic of Bengkalis has a Diploma III and Diploma IV program. As a graduation requirement, the Apprenticeship and Undergraduate Thesis are two indicators that must be resolved by State Polytechnic of Bengkalis Students. Apprenticeship must be carried out in the fourth semester for Diploma III students and sixth semester for Diploma IV students.

International Business Administration is one of the study programs in the department of Business Administration. Most of the International Business Administration Study Program is ready to have competence. First, the students of the International Business Administration Study Program must be able to communicate using English (oral and written). Second, able to manage, operate, and save office documents and equipment. Finally, understand about export and import documents. Apprenticeship program helps students to apply and meet competence.

The Apprenticeship is carried out in the Central Luzon State University Infirmary through the Southeast Asian Program Student Exchange provided by SEA-TVET (Southeast Asian Technical Vocational Education and Training). Central Luzon State University is the one of the renowned and prestigious state institutions of higher learning in the country and straddles on a 658 hectare campus area. The number of students at Central Luzon State University is 10.000 students

consisting of Undergraduate Student, Master Degree Student, and Doctoral Student Program.

Central Luzon State University Infirmary is one of facility in this campus and the best Infirmary that located in the Science City of Munoz, Nueva Ecija, Philippines. The main foundation of Central Luzon State University Infirmary is about the level of Patient satisfaction in getting better health services and higher income. The number of students that participating in this program at the Central Luzon State University are 21 students from several university in Asia, including: Muhammadiyah University of Ponorogo, State Polytechnic of Samarinda, State Polytechnic of Gorontalo, State Polytechnic of Bengkalis, State Polytechnic of Padang, Hunan Agricultural University, and Bogor Agricultural Institute. Placement of the Author during Apprenticeship is in the Record Administration section.

The Author chose this program as the destination for the Apprenticeship because the Author hopes that through the implementation of this Apprenticeship program it can assist the Author in achieving this following targets: Improving work professional skills, expanding international relations, and improving personal branding. In addition, the Author future prospect through this Apprenticeship program is to become a director in a multinational company, a culinary and fashion businessman, and a content creator in mental healthy sector.

## **1.2 Purpose of the Apprenticeship**

Apprenticeship is one of the requirements for State Polytechnic of Bengkalis students in completing their studies. To achieve the expected results, it is necessary to know the purpose of the Apprenticeship in the Central Luzon State University Infirmary are as follow:

1. To know the kind of busines (the main tasks) of the Central Luzon State University Infirmary.
2. To know the working process of the Central Luzon State University Infirmary.
3. To know documents used in the work process at the Central Luzon State University Infirmary.

4. To know the job description of the work field being handled at the Central Luzon State University Infirmary.
5. To find out the system and work procedure used in the Central Luzon State University Infirmary.
6. To find out the obstacle during implementation of Apprenticeship in the Central Luzon State University Infirmary.
7. To find out the solutions in dealing with obstacle during implementation of Apprenticeship in the Central Luzon State University Infirmary.

### **1.3 Significances of the Apprenticeship**

#### **1.3.1 Significances of the Apprenticeship for Student**

Significances of the Apprenticeship for State Polytechnic of Bengkalis's Students are as follow:

1. Providing the opportunities for Students to apply knowledge from campus. Especially those related to communication using English and business.
2. Improving of the ability of Students in processing documents and communicating with consumers.

#### **1.3.2 Significances of the Apprenticeship for the State Polytechnic of Bengkalis**

Significances of the Apprenticeship for the State Polytechnic of Bengkalis are as follow:

1. Apprenticeship help State Polytechnic of Bengkalis to prepare and improve student skills that are ready to work in the field after they complete the study.
2. Students who did Apprenticeship can help the State Polytechnic of Bengkalis in determining of the curriculum.
3. Apprenticeship helps State Polytechnic of Bengkalis to get relations and adjust the media used in the future to improve the relevance of the curriculum in accordance with the field of work.

## CHAPTER II GENERAL DESCRIPTION OF THE COMPANY

### 2.1 Infirmary Profile

The Central Luzon State University (CLSU), one of the renowned and prestigious state institutions of higher learning that is lead agency of the Muñoz Science Community and the seat of the Central Luzon Agriculture, Aquatic and Resources Research, and Development Consortium. It started as a farm school, the Central Luzon Agricultural School (CLAS), on April 12, 1907 that the students learned the basic of better farming methods, agricultural mechanics and home making arts. These activities soon evolved into a model vocational agricultural teaching and learning program which became legacy to the country in so far as the CLAS experience was concerned.

As a result, the Central Luzon Agricultural School (CLAS) became for productive farming methods. The Central Luzon State University Infirmary is a primary care facility inside the university. Central Luzon State University Infirmary can be seen in Figure 2.1 as follow:



**Figure 2.1 Central Luzon State University Infirmary**  
*Source: Central Luzon State University Infirmary*

CLAS was converted into the Central Luzon Agricultural College (CLAC) on December 31, 1950. The first state institution in the country to offer a four year curriculum for training teachers of vocational agriculture and eventually became

known as "The Mother of Vocational Agricultural Schools" in the country. The Central Luzon Agricultural College (CLAC) became the Central Luzon State University on June 18, 1964 by virtue of Republic Act No. 4067. As embodied in its enabling act, the "University shall primarily give professional and technical training in agriculture and mechanic arts besides providing advanced instruction and promoting research in literature, philosophy, the sciences, technology and art".

The Central Luzon State University remains as one of the premier institutions of agriculture in Southeast Asia known for its break through ruminant, crops, orchard, and water management, living through its vision of becoming "A world class National Research University for science and technology in agriculture and allied fields". Additionally, it is also the first comprehensive state university to undergo institutional accreditation and is declared Cultural Property of the Philippines with the code of PH-03-0027. This hospital treats diseases related to immune health, pregnancy, urine analysis, and blood analysis.

The Central Luzon State University Infirmary is a primary care facility inside the university with License to operate issued by the Department of Health. The Infirmary caters the CLSU Students, Staff and their dependents and non CLSU constituents.

## **2.2 Vision and Mission of the Central Luzon State University Infirmary**

### **2.2.1 Vision**

Vision of the Central Luzon State University Infirmary is as a center of Safety in the Science City of Muñoz that has prime quality in service, education, research, and international service to the public in the health sector.

### **2.2.2 Mission**

Mission of the Central Luzon State University Infirmary ensure that clients achieve the maximum enjoyment of good health to live a happy life is as follow:

1. Organizing the quality health services, which are affordable to all levels of society that are oriented towards Patient safety and customer satisfaction.
2. Carrying out the services, education, research, and community service in the health sector. It is in the framework of building human resources through the

fulfillment and guidance of doctors who are professional, visionary, innovative, and have noble character.

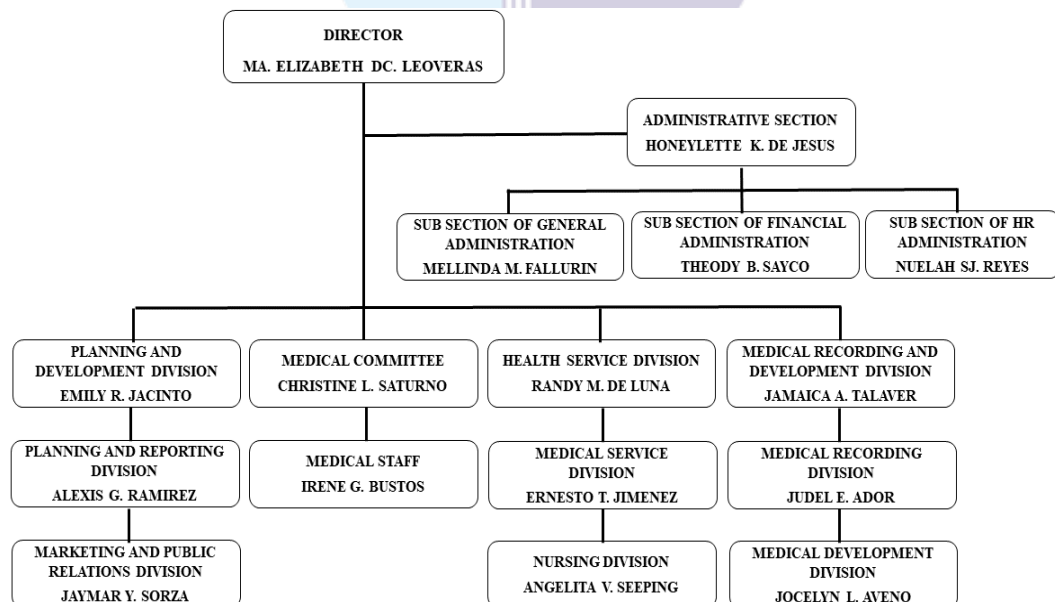
3. Carrying out the innovative health research. It is in the context of screening and developing technology in the health sector that is visionary for the benefit of the community.

### 2.3 Kind of the Business

Central Luzon State University Infirmary is the infirmary with health facility that administers health services evenly by prioritizing disease healing and health restoration. This carried out in a harmonious and integrated manner with health improvement and disease prevention in a referral arrangement. Infirmary services are provided at affordable prices for Staff and students. Meanwhile, the Public Patient is charged with the normal rate.

### 2.4 Organizational Structure

Organizational structure is a system that determines the allocation, categories and formal organization of the organization. Organizational Structure of the Central Luzon State University can be seen in Figure 2.1 as follow:



**Figure 2.2 Organizational Structure of the Central Luzon State University**

*Source: Central Luzon State University Infirmary*

The organizational structure flowchart shows the flow of information and responsibilities assigned, coordinated, and controlled by each division. The

explanation of the organizational structure on the Central Luzon State University Infirmary is as follow:

1. Director

The director is responsible for carrying out the mission of the Infirmary that has been assigned by the owner or owner's representation as well as compiling service and management regulations to operate the Infirmary. The Director has the following main tasks:

- a. Understanding and implementing all laws and regulations related to Infirmary.
- b. Determining and ensuring of the compliance of Infirmary Staff in the implementation of all Infirmary regulations that have been set and mutually agreed upon.
- c. Monitoring all reports on the results of the institution's external audits.
- d. Establishing processes for managing and controlling human and financial resources in accordance with statutory regulation.
- e. Coordinating the implementation of health efforts quality according to Infirmary service standard.

2. Head of the General Administration

The Administration Section is led by the Head of Administration who is under and responsible to the Director. The Head of Administration has the following main tasks:

- a. Managing the preparation of work programs, Staffing, finance, equipment, and other administrative documents.
- b. Compiling a Regional Regulation Plan related to health services in Infirmary.
- c. To carry out the legal activities related to Infirmary.



3. General Administration Sub-Section

General Administration Sub-Section is led by a Sub Division Head who is under and responsible to the Head of the Administration Section. Head of the General Administration Sub Division has the following main tasks:

- a. Managing the correspondence.
- b. Managing the equipment and household affairs.
- c. Drafting the Regional Regulations relating to health services.

4. Sub Division of the Personnel and Human Resources Development

Sub Division of the Personnel and Human Resources Development is led by a Sub Division Head who is under and responsible to the Head of Administration. The Head of the Sub Division of Personnel and Human Resources Development has the following main task:

- a. Providing Personnel Information Services.
- b. Monitoring various information related to employee welfare such as promotion, and incentives.

5. Sub Division of the Financial Administration

The Sub Division of Financial Administration is led by the Head of the Sub Division who is under and responsible to the Head of Administration. The Head of the Sub Division of Financial Administration has the following main tasks:

- a. Making of the company financial plan.
- b. Managing of the company's money flow.
- c. Expending of the company debt.
- d. Developing of the company financial budget policies.

6. Infirmary Planning and Development Division

Infirmary Planning and Development Division is led by the Head of the Division who is under and responsible to the Director. Infirmary Planning and Development Division has the following main tasks:

- a. Carrying out all activities in the field of planning.
- b. Developing the quality of Infirmary services.

7. The Planning and Reporting Section

The Planning and Reporting Section is led by the Section Head who is under and responsible to the Head of Infirmery Planning and Development. The Planning and Reporting Section has the following main tasks:

- a. Organizing of the program planning activities.
- b. Managing of the Infirmery's information.
- c. Reporting of the service systems.
- d. Developing of the Infirmery services.

8. The Marketing and Public Relations

The Marketing and Public Relations Section is led by a Section Head who is under and responsible to the Head of Infirmery Planning and Development. The Marketing and Public Relations has the following main tasks:

- a. Planning of the needs of the facilities and infrastructure for the implementation of legal and public relation activities.
- b. Promoting of the program activities and Infirmery policies to the community both directly and through the media.
- c. Creating of the good Infirmery opinion image.
- d. Documentation of the all Infirmery activities.
- e. Planning, regulating and controlling the implementation of the Director activities.

9. Medical Committee

Medical committee is a Infirmery device to apply clinical governance so that the medical Staff houses are maintained by professionalism through a credential mechanism, medical profession quality guard, and ethical maintenance and medical profession discipline. Medical Committee has the following main tasks:

- a. Managing of the clinical Authority (Clinical Privilege) to do medical services.

- b. Providing of the permission to conduct medical services (entering to the profession), the obligation meets certain competency terms and behavior to maintain the clinical Authority (maintaining professionalism).
- c. Permit ability (Expelling from the Profession).

10. Medical Staff

Medical Staff is a doctor who works in an installation in a functional position and is responsible for the Head of the medical committee. Medical Staff has the following main tasks:

- a. Carrying out professional activities which include procedures for diagnosis, treatment, prevention, prevention due to disease and recovery.
- b. Managing of the education and sustainable training programs.
- c. Maintaining of the service quality in accordance with professional standards, medical service standards and medicine ethics.

11. Health Service Sector

Health Service Sector is led by a Head of Division who is under and responsible to the Director. Health Service Sector has the following main task:

- a. Organizing of the management of medical service activities.
- b. Managing of the nursing services.
- c. Facilitating of the services.
- d. Controlling of the Infirmary health services.

12. Medical Service Section

Medical Service Section is led by a Section Head who is under and responsible to the Head of the Service Division. Medical Service section has the following main tasks:

- a. Organizing of the medical service activities.
- b. Providing of the medical service facilitation.
- c. Managing of the quality of medical services.
- d. Managing of the admission.
- e. Managing return of the Patients on inpatient and outpatient care.

13. Nursing Section

Nursing Section is led by Section Head who is under and responsible to the Head of the Service Division. Nursing Section has the following main tasks:

- a. Organizing the management of nursing care activities.
- b. Facilitating nursing services.
- c. Controlling the quality of nursing services in the Infirmary.

14. Medical Record and Support Division

Medical Record and Support Division is led by the Head of the Division who is under and responsible to the Director. Medical Record and Support Division has the following main tasks:

- a. Managing of the pharmaceutical matters.
- b. Managing of the medical devices.
- c. Managing of the laboratories and other medical support.
- d. Recording and reporting of the medical records in the Infirmary.

15. Medical Record Section

Medical Record Section is led by a Section Head who is under and responsible to the Head of the Medical Records and Medical Support Section. Medical Record Section has the following main tasks:

- a. Managing of the affairs of medical recording.
- b. Reporting of the medical records at the Infirmary.

16. Medical Support Section

Medical Support Section is led by a Section Head who is under and responsible to the Head of the Medical Records and Support Division. Medical Support Section has the following main tasks:

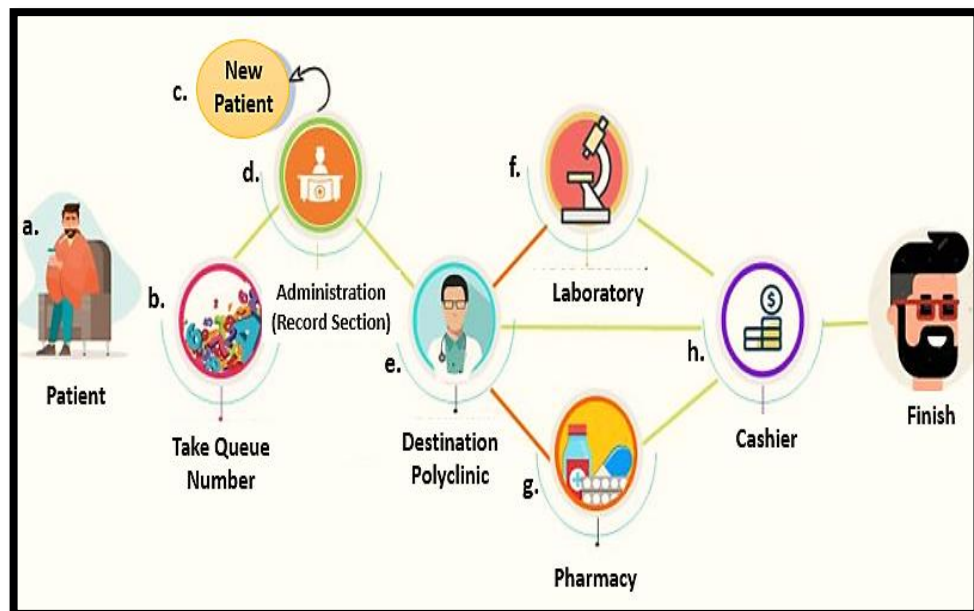
- a. Managing of the pharmaceutical affairs.
- b. Managing of the medical devices.
- c. Managing of the laboratories and other medical support.

## 2.5 The Working Process

The explanation of the working process on the Central Luzon State University Infirmary is as follow:

### 1. Outpatient Service Process

The outpatient or pharmacy service process is a service provided to the Patient who receives medical treatment without being admitted to a Infirmary. The fee of outpatient/pharmacy service is free for the Students, 15% discount for Staff and 20% discount for senior citizens and person with disabilities. Flowchart of Outpatient Service Process can be seen in Figure 2.3 as follow:



**Figure 2.3 Flowchart of Outpatient Service Process**

*Source: Processed Data 2021*

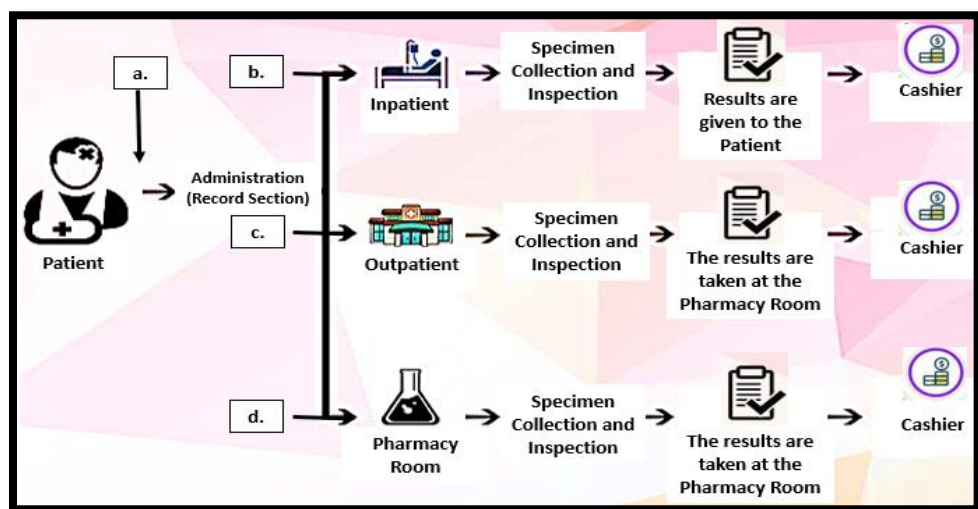
Explanation from the Flowchart of Outpatient Service Process in the Central Luzon State University Infirmary are as follow:

- Patients who already have a Clinical Treatment Card Document take a queue number.
- If the Patient does not have a Clinical Treatment Card Document, then the Patient will be directed by the medical team to fill out an identity form for making the document.

- c. New Patients and old Patients will be directed to the Administration section, namely the record section to get a Clinical Treatment Card Document.
- d. After that, the Patient will receive medical services according to the disease rate or the referred polyclinic.
- e. Then, the Doctor will examine and prescribe medication to the Patient using the Prescriptions document.
- f. If after being examined the Patient has a fairly severe internal disease, the Patient will be directed to the pharmacy department for examination in the laboratory. The Patient will be given a laboratory Requests document.
- g. After receiving medical services, the Patient will pay medical fee to the Cashier.
- h. Finally, the Patient was allowed to go home.

2. Laboratory Service Process

Laboratory service process is a service for examining clinical specimen to obtain information about individual health, especially to support effort in diagnose disease and restore healthy. The fee for every Laboratory Service depend with the kind of laboratory examination. Flowchart of Laboratory Service Process can be seen in Figure 2.4 as follow:



**Figure 2.4 Flowchart of Laboratory Service Process**

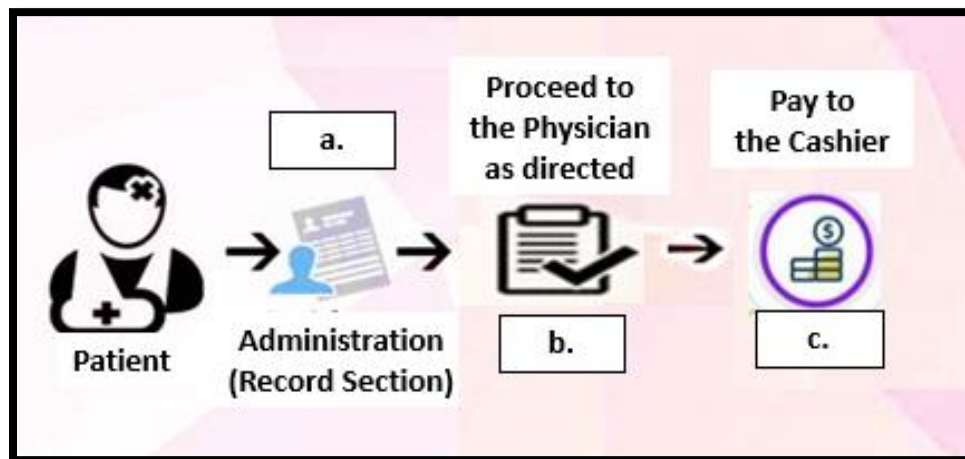
*Source: Processed Data 2021*

Explanation from the Flowchart of Laboratory Service Process in the Central Luzon State University Infirmary are as follow:

- a. The Patient registers at the Administration section. After that, the Patient is directed to take the Clinical Medical Card document in the Record Section to know the medical status of the Patient.
- b. Inpatient who require an internal medicine examination will have their specimen taken by a Doctor for further examination. The types of laboratory tests available are: Urine Analysis and Hematology. Then, the Patient test result obtained will be given directly to the Patient. Laboratory test result is written on the Medical Certificate document, Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology). After getting the result of the laboratory test, the Patient will pay medical fee to the Cashier.
- c. Outpatient who require an internal medicine examination will have their specimen taken by a Doctor for further examination. The type of laboratory test available are: Urine Analysis and Hematology. Then, the Patient test result obtained will be given through the pharmacy room. Laboratory test result is written on the Medical Certificate, Clinical Laboratory Report (Urine Analysis), and Clinical Laboratory Report (Hematology). After getting the result of the laboratory test, the Patient will pay medical fee to the Cashier.
- d. Patient who are referred by other Infirmary for laboratory test will be treated in the pharmacy room. Then, the Doctor will take and examine the Patient's specimen. The types of laboratory tests available are: Urine Analysis and Hematology. Next, the Patient test result obtained will be given through the pharmacy room. Laboratory test result is written on the Medical Certificate, Clinical Laboratory Report (Urine Analysis), and Clinical Laboratory Report (Hematology). After getting the result of the laboratory test, the Patient will pay medical fee to the Cashier.

3. Health Consultation and Request for Medical Certificate Service Process

Health consultation and request for medical certificate is service for those needing medical certificate as attestation of health fitness or illness and for those seeking professional help in bringing relief and cure to their ailment. Simple medical cases do not require specialized examination in diagnosing ailments, the physician use only interaction, clinical technique and procedures to bring the client to good health. The fee of Health Consultation and Request for Medical Certificate is ₱ 150. Flowchart of Health Consultation and Request for Medical Certificate Process can be seen in Figure 2.5 as follow:



**Figure 2.5 Flowchart of Health Consultation and Request Medical Certificate Process**

*Source: Processed Data 2021*

Explanation from the Flowchart of Health Consultation and Request for Medical Certificate Process are as follow:

- a. The Patient registers at the Administration section. After that, the Patient is directed to take the Clinical Medical Card document in the Record Section to know the medical status of the Patient.
- b. The Doctor will proceed with examine, assess, prescribe medicine and give instruction to the Patient issue medical certificate.
- c. The Patient will receive issue receipt. After that, the Patient will pay medical fee to the Cashier.



## 2.6 Documents Used for the Activity

There are several generated documents that used in the implementation of the Apprenticeship activities on the Central Luzon State University Infirmary, namely as follow:

### 1. Clinical Laboratory Report (Urine Analysis)

Clinical Laboratory Report (Urine Analysis) is a document that contain of the physical, chemical, and microscopic tests. Documentation of the Clinical Laboratory Report (Urine Analysis) can be seen in Figure 2.6 as follow:

PHYSICAL EXAMINATION			CHEMICAL EXAMINATION			OTHER EXAMINATION		
Color			Protein			Pregnancy Test		
Appearance			Sugar			Method		
Reaction			Acetone			Others		
Specific Gravity			Others					

MICROSCOPIC EXAMINATION		
Pus Cells	Crystals	Bacteria
Red Blood Cells		Amorphous Urates
Mucus Threads		Yeast Cells
Epithelial Cells		Others
	Casts	

<b>CHERRY ANN F. TORALBA, RMT</b> Medical Technologist, License No. 43145	<b>EMEDITA L. REYES, M.D., F.P.S.P.</b> Pathologist, License Number 0054436
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ADM.AUX.HMS.F.034(Revision No. 0; August 31, 2016)

**Figure 2.6 Documentation of the Clinical Laboratory Report (Urine Analysis)**

*Source: Central Luzon State University Infirmary*

This test used for detecting or measuring of the several substances in the urine, such as by products of normal and abnormal metabolism, cells, cellular fragments, and bacteria.

2. Clinical Laboratory Report (Hematology)

Clinical Laboratory Report (Hematology) is Hematology tests include tests on the blood, blood proteins and blood producing organs. Documentation of the Clinical Laboratory Report (Hematology) can be seen in Figure 2.7 as follow:

COMPONENT	QUANTITY		RESULT
	Normal Values (S.I. Units)		
	Male	Female	
RED BLOOD CELLS	5.5 - 6.0 x 10 <sup>12</sup> /L	4.5 - 5.5 x 10 <sup>12</sup> /L	
HEMATOCRIT	0.40 - 0.54	0.37 - 0.47	
HEMOGLOBIN	140 - 170 g/L	120 - 150 g/L	
WHITE BLOOD CELLS	5 - 10 x 10 <sup>9</sup> /L		
LEUKOCYTE DIFFERENTIAL COUNT			
Bands	0 - 0.07		
Segmenters	0.50 - 0.70		
Eosinophils	0 - 0.05		
Lymphocytes	0.10 - 0.40		
Monocytes	0 - 0.07		
Basophils	0 - 0.02		
Others			
PLATELET COUNT	150 - 450 x 10 <sup>9</sup> /L		
ERYTHROCYTE SEDIMENTATION RATE	Male 0 - 15 mm/hr	Female 0 - 20 mm/hr	
BLEEDING TIME	2 - 7 mins.		
CLOTTING TIME	2 - 5 mins.		
Others:			

**CHERRY ANN F. TORALBA, R.M.T.**  
 Medical Technologist, License No. 43145

**EMEDITA L. REYES, M.D., F.P.S.P.**  
 Pathologist, License Number 0054436

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Figure 2.7 Documentation of the Clinical Laboratory Report (Hematology)

Source: Central Luzon State University Infirmary

These tests can evaluate a variety of blood conditions including infection, anemia, inflammation, hemophilia, blood clotting disorders, leukemia and the body's response to chemotherapy treatments.

3. Medical Certificate

Medical Certificate or Doctor's certificate is a written statement from a physician or another medically qualified health care provider which attests to

the result of a medical examination of a Patient. Documentation of the Medical Certificate can be seen in Figure 2.8 as follow:

Republic of the Philippines  
**CENTRAL LUZON STATE UNIVERSITY**  
 Science City of Muñoz, Nueva Ecija  
 HEALTH AND MEDICAL SERVICES

**MEDICAL CERTIFICATE**

Date: \_\_\_\_\_

TO WHOM IT MAY CONCERN:

This is to certify that \_\_\_\_\_, \_\_\_\_ years old,  
 Gender ( ) Male ( ) Female, Status ( ) Single ( ) Married ( ) Widowed  
 residing at \_\_\_\_\_,  
 and was ( ) Confined ( ) Treated ( ) Examined on/from \_\_\_\_\_ to \_\_\_\_\_. For the  
 purpose of ( ) Enrollment (CLSU) ( ) Employment ( ) Leave of Absence ( ) Study Leave ( ) Medico Legal

REMARKS: \_\_\_\_\_

Duration of Treatment Barring Complications: \_\_\_\_\_

Recommendations:  Excused  Not Excused

\_\_\_\_\_  
 University Physician  
 Signature over Printed Name

*ADM.AUX.HMS.F.017 (Revision No. 0; August 31, 2016)*


**Figure 2.8 Documentation of the Medical Certificate**

*Source: Central Luzon State University Infirmary*

It can serve as a sick note (documentation that an employee is unfit for work) or evidence of a health condition.

4. Clinical Treatment Card

Clinical treatment card is the Patient treatment card used by health care workers to informing and educating Patients. Documentation of the Clinical Treatment Card can be seen in Figure 2.9 as follow:



Republic of the Philippines  
**CENTRAL LUZON STATE UNIVERSITY INFIRMARY**  
 Science City of Muñoz Nueva Ecija

---

**CLINICAL TREATMENT CARD**

OPD Number: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
 Classification: ( ) Faculty/Staff ( ) Dependent ( ) Pay  
**Name:** \_\_\_\_\_  
 (Last Name) (First Name) (Middle Name)  
 Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Gender: \_\_\_\_\_ Status: \_\_\_\_\_  
 Address: \_\_\_\_\_

DATE	CHIEF COMPLAINT	FINDINGS & DIAGNOSIS	PHYSICIAN'S ORDER	ACCOUNT

ADM.AUX.HMS.F.002 (Revision No. 0; August 31, 2016)

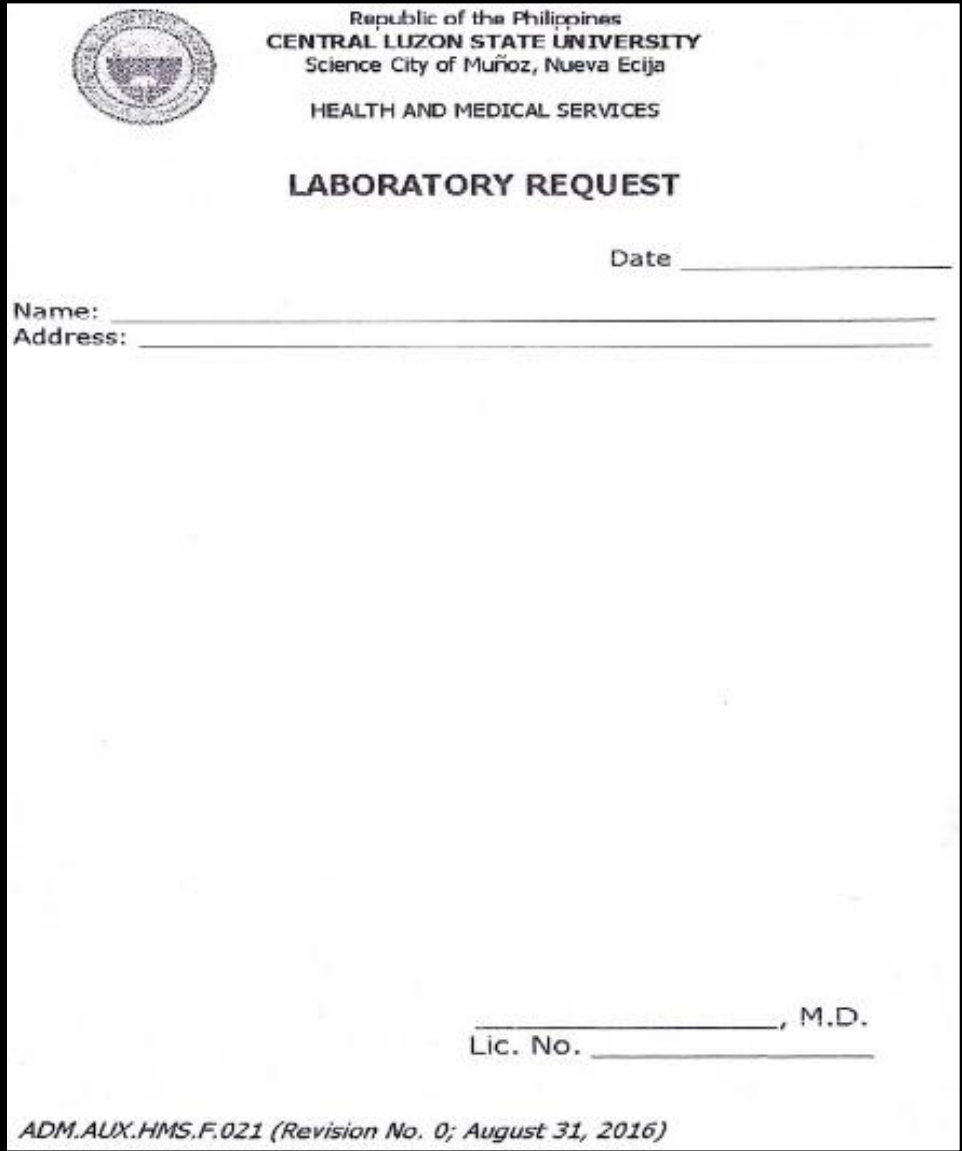
**Figure 2.9 Documentation of the Clinical Treatment Card**

*Source: Central Luzon State University Infirmary*

This document means to taking the medication service, when and how to take their pills, how to manage mild side effects and when to seek care from the facility.

5. Laboratory Requests

Laboratory Requests is a document that written by the Laboratories with the Physicians and user of the laboratory services. Documentation of the Laboratory Requests can be seen in Figure 2.10 as follow:



Republic of the Philippines  
**CENTRAL LUZON STATE UNIVERSITY**  
 Science City of Muñoz, Nueva Ecija  
 HEALTH AND MEDICAL SERVICES

**LABORATORY REQUEST**

Date \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_, M.D.  
Lic. No. \_\_\_\_\_

*ADM.AUX.HMS.F.021 (Revision No. 0; August 31, 2016)*

**Figure 2.10 Documentation of the Laboratory Requests**

*Source: Central Luzon State University Infirmary*

This document used to assists in the diagnosis of pathologic conditions, to confirm a clinical diagnosis, to assist in the differential diagnosis of a Patient's condition, to obtain info regarding a Patient's condition, and provides the physician with essential data.

6. Prescriptions

Prescriptions is a document about an instruction to a Pharmacist, written by a Doctor. Documentation of the Prescriptions can be seen in Figure 2.11 as follow:

Republic of the Philippines  
**CENTRAL LUZON STATE UNIVERSITY**  
 Science City of Muñoz, Nueva Ecija  
 HEALTH AND MEDICAL SERVICES

**PRESCRIPTION**

Date \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Rx

\_\_\_\_\_, M.D.

Lic. No. \_\_\_\_\_

PTR NO. \_\_\_\_\_

*ADM.AUX.HMS.F.019 (Revision No. 0; August 31, 2016)*

**Figure 2.11 Documentation of the Prescriptions**

*Source: Central Luzon State University Infirmary*

Prescription also contains instructions to the Patient indicating how the drug is to be taken, how often, and for how long. In addition, Prescription document used to dispense a stated quantity of a particular drug in a specified dose.

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description**

Apprenticeship started from September 30, 2019 to October 17, 2019 at the Central Luzon State University Infirmary. The time of work is from 08.00 a.m. to 05.00 p.m. There is a break time from 12.00 p.m. to 13.30 p.m. In addition, holiday are on Saturday and Sunday. There are several type of main work carried out during the Apprenticeship in the Record section, which are as follow:

1. Recording of the Patient's Clinical Treatment Card.

Recording of the Patient's Clinical Treatment Card is an activity to archive Patient's medical records manually by Medical Staff based on the Patient's identity. The identity is categorized which consists of: name, year and social status which is stored in the Lateral Filling Cabinet.

2. Helping the Patients to obtain a Clinical Treatment Card.

Helping the Patients to obtain a Clinical Treatment Card is an activity to help Patients in get the official medical services. Patients will only receive medical services if they have obtained the Patient's Clinical Treatment Card which is stored in the Filling Lateral Cabinet at the Record section. For this reason, the Author will looking for the Patient's Clinical Treatment Card based on the Patient's identity and the available categories in the Lateral Filling Cabinet.

3. Printing of the Medical Documents.

Medical document printing is an activity to print medical documents that requested by the Administrative Staff when documents are needed. The tools used in printing medical documents are computer, printer and paper cutter.

4. Recording of Urine Check Data.

Urine Check Data Recording is an activity to record the Patient's identity and urine test results in a medical book. Patient identity consists of name, age and status. Meanwhile, data on urine test results consist of: urine color, date, time, blood type, and disease.

## 3.2 System and Procedure

### 3.2.1 Working System

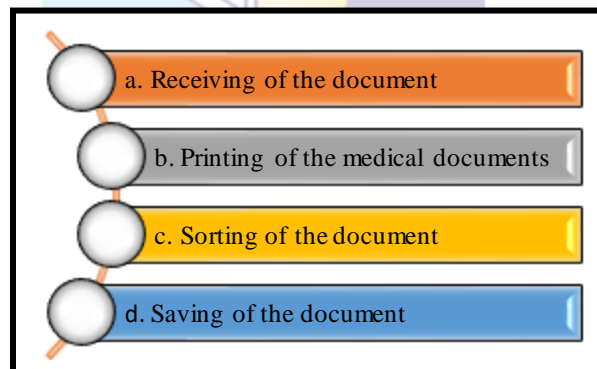
The system used in the Record section is a computer for several important documents related to medical services for Patients. Then, tidy up the documents with a certain size that required by the General Administration Staff. As well as record of the Patient medical document based on the categories that have been provided and store it in the Lateral Cabinet Filling.

### 3.2.2 Working Procedure

The working procedure in the Central Luzon State University Infirmary at the Record section is as follow:

#### 1. Recording of the Patient's Clinical Treatment Card

Recording of the Clinical Treatment Card document is based on alphabet, year, and category. Categories in document recording are consists of: Student, Staff, and Public. Flowchart in Recording The Patient's Clinical Treatment Card can be seen in Figure 3.1 as follow:



**Figure 3.1 Flowchart in Recording of the Patient's Clinical Treatment Card**

*Source: Processed Data 2021*

Explanation from the Flowchart in Recording of the Patient's Clinical Treatment Card are as follow:

- a. Receiving of the document. It is mean that every morning a General Administrative Staff will deliver a minimum of 70 sheets or more. The number of document is according to the number of Patients who took medication in previous day.



- b. Printing of the medical document. The document that required by a General Administration Staff with amount requested per print is 100 sheets or more as needed.
- c. Sorting of the document. The documents are sorted by the year (2014 to 2019), alphabet (Patient's name), and status (Student, Staff and Public).
- d. Saving of the documents. Sorted documents are then stored into the Lateral Filling Cabinet. Sometimes, the results of records of Patients who have been treated are given to Staff in the general administration section. Documentation of the Recording Patient's Clinical Treatment Card can be seen in Figure 3.2 as follow:

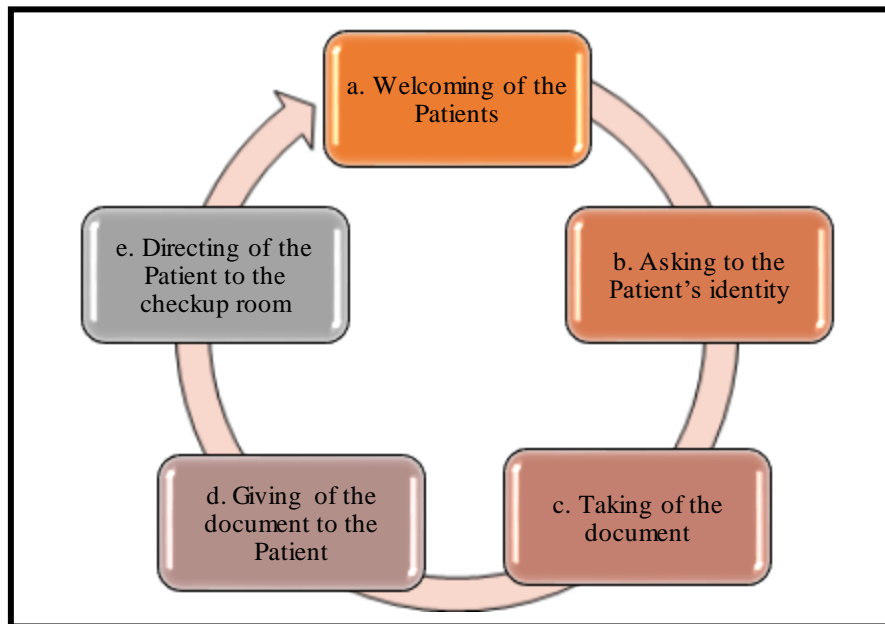


**Figure 3.2 Documentation of the Recording Patient's Clinical Treatment Card**  
*Source: Central Luzon State University Infirmary*

The figure above shows the storage area for Patient's Clinical Treatment Card in several Lateral Filling Cabinet at the Records Section of the Central Luzon State University Infirmary.

2. Helping of the Patients to get the Clinical Treatment Card

In this case, the Author helping the Patients to obtain the Clinical Treatment Card before getting further medical services in the Central Luzon State University Infirmary. Flowchart in Helping the Patients to get the Clinical Treatment Card can be seen in Figure 3.3 as follow:



**Figure 3.3 Flowchart in Helping of the Patients to get the Clinical Treatment Card**  
*Source: Processed Data 2021*

Explanation from the Flowchart in Helping of the Patients to get the Clinical Treatment Card in the Central Luzon State University Infirmary are as follow:

- a. Welcoming of the Patients who come to the Central Luzon State University Infirmary. Every Patient who wants to do treatment at this Infirmary must have a medical document that can be found in the Records section.
- b. Asking for the Patient's identity. To make it easier for the Record Staff in finding of the Patient's Medical Document, the Staff needs some information from each Patient, namely: name, year of the document was created and identity card.
- c. Taking of the document. After got the information from Patient, the Staff will taking of the document according to Patient's data in the Lateral Filling Cabinet. This activity takes 3 to 10 minutes.
- d. Giving of the document to the Patient. After the medical document is found by the Staff then the document given to the Patient.
- e. Directing of the Patient to the Checkup room. This applied to every Patient who is new to treatment at the Central Luzon State University

Infirmary. Documentation in Helping Patient to get the Treatment Clinical Card in the Central Luzon State University Infirmary can be seen in Figure 3.4 as follow:

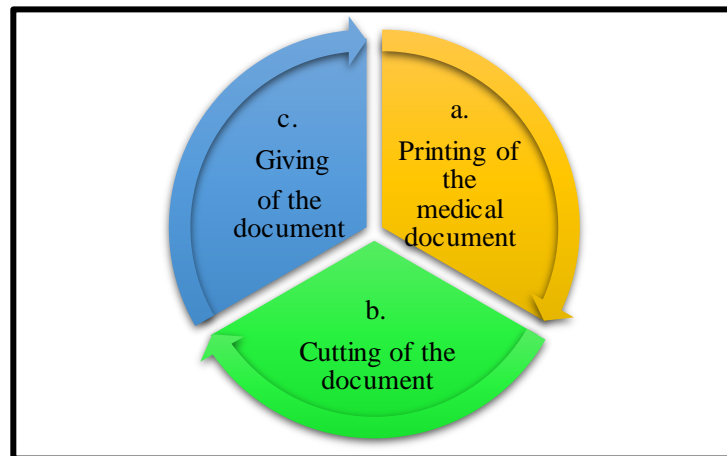


**Figure 3.4 Documentation in Helping Patient to get the Treatment Clinical Card**  
*Source: Central Luzon State University Infirmary*

The figure 3.4 above shows that the Author has helped the Patient get the Treatment Clinical Card at the Records Section of the Central Luzon State University Infirmary.

### 3. Printing of the Medical Documents

Printing of the Medical Documents are some file that required by the General Administration section Staff. Printed of the documents include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions. Flowchart in Printing of the Medical Documents can be seen in Figure 3.5 as follow:

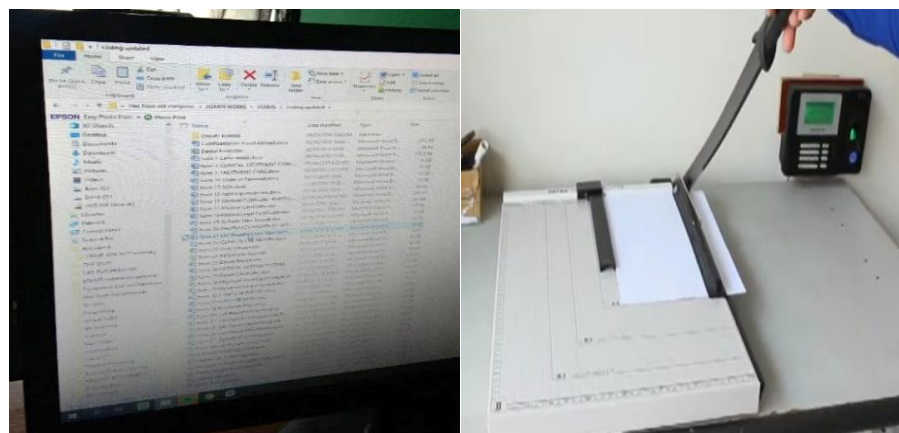


**Figure 3.5 Flowchart in Printing of the Medical Documents**

*Source: Processed Data 2021*

Explanation from the Flowchart in Printing of the Medical Documents in the Central Luzon State University Infirmary are as follow:

- a. Printing of the medical document. The document that required by a General Administration Staff with amount requested per print is 100 sheets or more as needed.
- b. Cutting of the document. Printed documents must be with size of 17.5 cm and specifically for Prescriptions documents with size of 12.5 cm.
- c. Giving of the document. The documents that have been cut are immediately given to the General Administration Staff. Documentation of the Printing the Medical Documents can be seen in Figure 3.6 as follow:



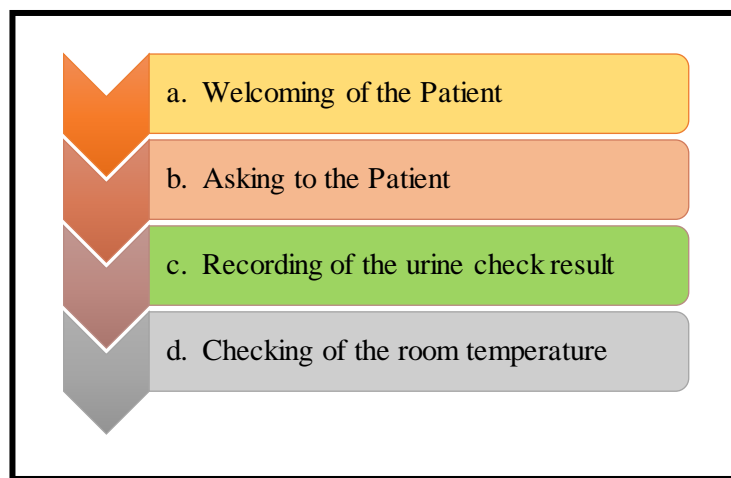
**Figure 3.6 Documentation of the Printing the Medical Documents**

*Source: Central Luzon State University Infirmary*

The figure 3.6 above shows that the Author has printed and organized the Medical Documents according to the size specified by the Record Section Staff of the Central Luzon State University Infirmary.

#### 4. Recording of the Urine Check Data

Recording of the urine check data is the activity of recording Patient data that checks urine in the Pharmacy room based on the reference from the Doctor. Flowchart in Recording of the Urine Check Data can be seen in Figure 3.7 as follow:



**Figure 3.7 Flowchart in Recording of the Urine Check Data**  
*Source: Processed Data 2021*

Explanation from the Flowchart in Recording of the Urine Check Data in the Central Luzon State University Infirmary are as follow:

- a. Welcoming of the Patients who come to the Central Luzon State University Infirmary. Every Patient who wants to do treatment at this Infirmary must have a medical document that can be found in the Records section.
- b. Asking for the Patient's Identity. It is for the Record Staff in finding of the Patient's Medical Document. The Staff needs some information from each Patient, namely: name, age and status by the identity card.
- c. Recording of the urine check result. This activity is carried out in the Pharmacy room. Archived Patient data based on color, date, time, blood type, and disease in a book.

- d. Checking of the room temperature. The room temperature in the pharmacy section greatly affects the chemical substances in it, so the Author are assigned to keep it at a normal temperature of the 27 °C. If the temperature rises, it must be reported immediately to the Pharmacy Staff. Documentation in Recording of the Urine Check Data can be seen in Figure 3.8 as follow:

Test	Usual Range	Indicators of Infection	Accuracy
Bacteria	Absent	Any amount	Low sensitivity, <sup>a</sup> high specificity <sup>b</sup>
Leukocyte esterase	Absent	Positive = pyuria, presence of WBCs in urine	High sensitivity, low specificity
WBC	<5	Pyuria: WBC >10	High sensitivity, low specificity
Nitrite	Absent	Positive = presence of bacteria that reduce nitrate	Low sensitivity, high specificity
RBC	<5	Hematuria common in infection	Low sensitivity, high specificity
Epithelial cells	<5	<5 = good urine sample	High epithelial cells indicate contamination with skin flora
pH	4.5-8	pH ↑ if urea-splitting organism (e.g., <i>Proteus mirabilis</i> ) is present	Low specificity (there are many other causes of alkaline urine)

**Figure 3.8 Documentation in Recording of the Urine Check Data**  
Source: Central Luzon State University Infirmary

The figure 3.8 above shows that the Author has printed and archived the Patient Urine Check Data according to the categories specified by the Pharmaceutical Staff of the Central Luzon State University Infirmary.

### 3.3 Place of the Apprenticeship

Apprenticeship was carried out in the Central Luzon State University Infirmary at Record Section. The Author was also directed several times to complete assignments in the Pharmacy department. Apprenticeship started from September 30, 2019 to October 17, 2019 at the Central Luzon State University Infirmary. The hours of work are from 08.00 a.m. to 05.00 p.m. There is a break time from 12.00 p.m. to 13.30 p.m. In addition, holiday are on Saturday and Sunday.

### 3.4 Kind and Description of the Activity

Kind of the activity carried out during the Apprenticeship at Central Luzon State University include:

1. Recording of the Patient's Clinical Treatment Card.
2. Helping the Patients to obtain a Clinical Treatment Card.
3. Printing of the Medical Documents.
4. Recording of the Urine Check Data.

While the description of the activity carried out by the Author during Apprenticeship at Central Luzon State University is explained in the form of an agenda. The agenda contain information about the time, description of the activity and location of the Apprenticeship implementation.

Agenda of activities on the First Week in the Central Luzon State University Infirmary can be seen in Table 3.1 as follow:

**Table 3.1 Agenda of Activities on the First Week**

No.	Date	Activity	Place
1.	Monday, September 30 <sup>th</sup> , 2019	<ol style="list-style-type: none"> <li>a. Meeting with the Human Resource Development division Staff of the Central Luzon State University Infirmary.</li> <li>b. Distribution of the work assignments to the Record Section. Surrounding of the Central Luzon State University Infirmary with several health service Staff.</li> </ol>	Central Luzon State University Infirmary
2.	Tuesday, October 1 <sup>st</sup> , 2019	<ol style="list-style-type: none"> <li>a. An introduction to administrative files that must be printed every time the administrative Staff is required.</li> <li>b. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public. Then, stored it in the Lateral Filling Cabinet.</li> <li>c. Helping of the Patient to obtain a Clinical Treatment Card before getting further medical services.</li> </ol>	Record Section of the Central Luzon State University Infirmary.
3.	Wednesday, October 2 <sup>nd</sup> , 2019	<ol style="list-style-type: none"> <li>a. Giving of the record results of Clinical Treatment Card on Tuesday 1<sup>st</sup>, 2019 to Staff in the General Administration section.</li> <li>b. Printed some files required by the Administration section, printed of the documents include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</li> <li>c. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available</li> </ol>	Record Section of the Central Luzon State University Infirmary.

		<p>categories, including: Student, Staff, and Public then stored in the Lateral Filling Cabinet.</p> <p>d. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.</p>	
4.	Thursday, October 3 <sup>rd</sup> , 2019	<p>a. Giving of the record results of Clinical Treatment Card on Tuesday 2<sup>nd</sup>, 2019 to Staff in the General Administration section.</p> <p>b. Printed some files required by the Administration section, printed of the documents include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</p> <p>c. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored in the Lateral Filling Cabinet.</p> <p>d. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.</p>	Record Section of the Central Luzon State University Infirmary.
5.	Friday, October 4 <sup>th</sup> , 2019	<p>a. Giving of the record results of Clinical Treatment Card on Tuesday 3<sup>rd</sup>, 2019 to Staff in the General Administration section.</p> <p>b. Printed some files required by the Administration section, printed of the documents include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</p> <p>c. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public. Then, stored it in the Lateral Filling Cabinet.</p> <p>d. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.</p>	Record Section of the Central Luzon State University Infirmary.

Source: Processed Data 2021

On the first week the Author conducts an activity consisting of: First, meeting with the Human Resource Development division Staff. Next, distributing of the work assignments to the Record Section. Then, surrounding of the Central Luzon State University Infirmary. Next, an introduction to administrative files. After that, recording of the Patient's Clinical Treatment Card, helping of the Patients to obtain a Clinical Treatment Card, giving of the record results of Clinical Treatment Card on Tuesday 1<sup>st</sup>, 2019 to Staff in the General Administration section, printed some files required by the Administration section, gave the record results of the Clinical



Treatment Card on Tuesday 2<sup>nd</sup>, 2019 to Staff in the General Administration section, and printed some files required by the Administration section Staff.

Agenda of activities on the Second Week in the Central Luzon State University Infirmary can be seen in Table 3.2 as follow:

**Table 3.2 Agenda of Activities on the Second Week**

No.	Date	Activity	Place
1.	Monday, October 7 <sup>th</sup> , 2019	<ul style="list-style-type: none"> <li>a. Giving of the record results of Clinical Treatment Card on Tuesday 4<sup>th</sup>, 2019 to Staff in the General Administration section.</li> <li>b. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored in the Lateral Filling Cabinet.</li> <li>c. Recording data of the Patients who checked urine in the Pharmacy room.</li> </ul>	Pharmacy Section of Central Luzon State University Infirmary.
2.	Tuesday, October 8 <sup>th</sup> , 2019	<ul style="list-style-type: none"> <li>a. Giving of the record results of Clinical Treatment Card on Tuesday 7<sup>th</sup>, 2019 to Staff in the General Administration section.</li> <li>b. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored in the Lateral Filling Cabinet.</li> <li>c. Recording data of the Patients who checked urine in the Pharmacy room.</li> </ul>	Pharmacy Section of Central Luzon State University Infirmary.
3.	Wednesday, October 9 <sup>th</sup> , 2019	<ul style="list-style-type: none"> <li>a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored it in the Lateral Filling Cabinet.</li> <li>b. Recording data of the Patients who checked urine in the pharmacy room.</li> </ul>	Pharmacy Section of Central Luzon State University Infirmary.
4.	Thursday, October 10 <sup>th</sup> , 2019	<ul style="list-style-type: none"> <li>a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored in the Lateral Filling Cabinet.</li> <li>b. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.</li> </ul>	Record Section of the Central Luzon State University Infirmary.
5.	Friday, October 11 <sup>th</sup> , 2019	<ul style="list-style-type: none"> <li>a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored it in the Lateral Filling Cabinet.</li> <li>b. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.</li> </ul>	Record Section of the Central Luzon State University Infirmary.

Source: Processed Data 2021

On the second week the Author conducts an activity consisting of: First, giving of the record results of Clinical Treatment Card on Tuesday 4<sup>th</sup>, 2019 to Staff in the General Administration section. Next, recording of the Patient's Clinical

Treatment Card. Then, gave the record results of the Clinical Treatment Card on Tuesday 7<sup>th</sup>, 2019 to Staff in the General Administration section. Next, recording data of the Patients who checked urine in the Pharmacy room, and helping of the Patients to obtain a Clinical Treatment Card.

Agenda of activities on the Third Week in the Central Luzon State University Infirmary can be seen in Table 3.3 as follow:

**Table 3.3 Agenda of Activities on the Third Week**

No.	Date	Activity	Place
1.	Monday, October 14 <sup>th</sup> , 2019	a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored it in the Lateral Filling Cabinet. b. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.	Record Section of the Central Luzon State University Infirmary.
2.	Tuesday, October 15 <sup>th</sup> , 2019	a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored it in the Lateral Filling Cabinet. b. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.	Record Section of the Central Luzon State University Infirmary.
3.	Wednesday, October 16 <sup>th</sup> , 2019	a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored it in the Lateral Filling Cabinet. b. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.	Record Section of the Central Luzon State University Infirmary.
4.	Thursday, October 17 <sup>th</sup> , 2019	a. Recording of the Patient's Clinical Treatment Cards based on alphabetical, year, and available categories, including: Student, Staff, and Public then stored it in the Lateral Filling Cabinet. b. Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.	Record Section of the Central Luzon State University Infirmary.

Source: Processed Data 2021

On the Third Week the Author conducts an activity consisting of: Recording of the Patient's Clinical Treatment Cards and helping of the Patients to obtain a Clinical Treatment Card.

### **3.5 Obstacle and Solution of the Apprenticeship**

#### **3.5.1 Obstacle of the Apprenticeship**

Some of the obstacles faced by the Author during the Apprenticeship at Central Luzon State University Infirmary are as follow:

1. It is difficult to communicate with several employees and Patients. In this case, there is still a lack of the ability by the Author in speaking Tagalog and the lack of the ability by the Patients and some Staff in speaking English.
2. It is difficult to did documentation during Apprenticeship. It is because of many Patients every day.
3. It is difficult to records the documents. It is because it only used a manual system with various categories that it requires a long time.
4. It is difficult to understand about medical science. It is because the Author's background is International Business Administration.

#### **3.5.2 Solution of the Apprenticeship**

Based on some of the obstacles faced by the Author during the Apprenticeship, there are several solutions to these obstacle are as follows:

1. In order to communicate with several Employees and Patients, what must the Author did is to learn some everyday words in Tagalog, such as: memorizing numbers to ask the Patient's age, memorizing sentences to ask for the Patient's name, memorizing several words and places frequently asked by Patients, such as: toilets, address of residence, and others.
2. In order to be able to do documentation, then during break hours the Author must can to get documentation of the activity.
3. Due to the difficulty in recording the documents, an alternative that can be done is to start the archiving based on the year caption.
4. Due to the difficulty of understanding medical science, the Author seek information about medical science by discussing with the Staff and Students around Central Luzon State University Infirmary.

## **CHAPTER IV CONCLUSION AND SUGGESTION**

### **4.1 Conclusion**

After doing Apprenticeship at the Central Luzon State University Infirmary the conclusions that can be made by the Author are as follow:

1. Kind of business of the Central Luzon State University Infirmary is the infirmary with health facility that administers health services evenly by prioritizing disease healing and health restoration. This carried out in a harmonious and integrated manner with health improvement and disease prevention in a referral arrangement.
2. The working proses of the Central Luzon State University Infirmary are consists of: First, Inpatient Service Process. It is process is the service provided to the Patients who stays in a Infirmary while they receive their treatment. Second, Outpatient Service Process. It is process is a service provided to the Patient who receives medical treatment without being admitted to a Infirmary. Third, Outpatient Service Process. It is process is a service for examining clinical specimen to obtain information about individual health, especially to support effort in diagnose disease and restore healthy.
3. There are several generated documents that used in the implementation of the Apprenticeship activities on the Central Luzon State University Infirmary are as follow: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.
4. The job description of the work field being handled at the Central Luzon State University Infirmary are as follow: Recording of the Patient's Clinical Treatment Card document, Recording data of the Patients who checked urine in the Pharmacy room, Helping the Patients to obtain a Clinical Treatment Card before getting further medical services, and Printed some files required by the General Administration section.

5. The system used in Record section is internet for several purposes. Then used a computer for some documents. Meanwhile, there are several work procedures in the Record section which consists of:
- a. Recording of the Clinical Treatment Card Document based on alphabet, year, and category. Steps in recording the Patient's Clinical Treatment Card Document are as follow: Receiving of the document from a General Administrative Staff, Printing of the medical documents required by the General Administration Staff, Sorting of the document by the year, alphabet, and status. Finally, saving of the Documents into the Lateral Filling Cabinet.
  - b. Helping of the Patients to obtain the Clinical Treatment Card before getting further medical services. Steps in helping the Patients to get the Clinical Treatment Card Document are as follow: Welcoming of the Patients who come to the Record section, Asking for the Patient's identity, Taking of the documents according to Patient data in the Lateral Filling Cabinet, After the document is found then given to the Patient, and Directing of the Patient to the checkup room.
  - c. Printed medical documents are some file that required by the General Administration section. The documents include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions. Steps in printing the Medical Documents are as follow: Printing of the medical documents, Cutting of the documents with a size of 17.5 cm used a paper cutting tool and Giving of the documents to General Administration Staff.
  - d. Recording of the urine check data is the activity of recording Patient data that checks urine in the Pharmacy. Steps in Recording of the urine check data are as follow: Welcoming of the Patients who come to the Record section, Asking for the Patient's name, age and status, Recording of the urine check results based on urine color, checkup date, checkup time, blood type, and disease in a medical book.

6. Some of the obstacles faced by the Author during the Apprenticeship at Central Luzon State University Infirmary are as follows: First, it is difficult to communicate with several employees and Patients. After that, it is difficult to get the documentation during Apprenticeship. Next, it is difficult to records the documents. Then, It is difficult to understand about medical science.
7. Based on some of the obstacles faced during the Apprenticeship, there are several solutions to these obstacle are as follows: First, In order to communicate with several Employees and Patients. What must the Author did is to learn some everyday words in Tagalog. After that, in order to be able to do documentation, Then during break hours the Author must be able to take advantage of the opportunity well. Next, Due to the difficulty in recording the documents, an alternative that can be done is to arrange archives based on certain the year. Then, Due to the difficulty of understanding medical science, the Author seek information about medical science by discussing with the Staff and Students around Central Luzon State University Infirmary.

#### **4.2 Suggestion**

There are several suggestions that can improve the quality of health services in the Central Luzon State University Infirmary to be better, namely:

1. To make the communication easier with several Staff and Patients, there must be an improving of the English language skills for employees and local trainers.
2. To make easier in get the documentation, it is better the Staff to provide special time for Students in taking the documentation of activities, such as during break hours.
3. To make the job easier in finding the medical documents for Patients in the Record section, there must be an upgrading of the certain applications and devices with digital technology or software.
4. It would be better for the Patients who are undergoing treatment at the Infirmary to feel more relaxed, if the Central Luzon State University provides the garden facilities around the infirmary yard.

## REFERENCES

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Microsoft. (2017). *Pembaruan Untuk Word 2016* (KB3213656). Available from (<https://.microsoft.com/id-id/topic/8-agustus-2017pembaruanuntukword2016-kb3213656-a33952bf-6cc9-aa28-3c9f-ce0a8e7dd332>). Accessed on 11<sup>th</sup> July 2021.

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# APPENDICES

## Appendix 1. Apprenticeship Letter of the Acceptance (Part 1)



## CENTRAL LUZON STATE UNIVERSITY

Science City of Muñoz, Nueva Ecija Philippines  
Tel. No. (8344) 456-0698; Fax (8344) 456-5202  
E-mail Address: op@clsu.edu.ph, clsu@clsu.edu.ph  
URL: <http://clsu.edu.ph>

Office of the University President

July 29, 2019

Mr. TEGUH WIDODO, S.Sos., M.SM., M.Rech  
Vice Director of Student and Cooperation Affairs  
State Polytechnic of Bengkalis  
Bathin Alam Street, Sungai Alam,  
Bengkalis Sub-District, Bengkalis Regency,  
Riau 28714, Indonesia

Dear Mr. Widodo:

### Letter of Acceptance 4th Batch of SEA-TVET Student Exchange Programme

With reference to the collaboration of our institution with the Southeast Asian Ministers of Education Organization (SEAMEO) and your institution in the 4th Batch of Southeast Asia-Technical and Vocational Education and Training (SEA-TVET) Student Exchange Programme which will be implemented among the participating institutions in Indonesia, Malaysia, Philippines, and Vietnam during August-October 2019, we are pleased to inform that the following student of your institution is accepted by our institution to have the exchange programme which will be arranged by our institution.

Name of Student	:	SARI ADEWAHYUNI
Education Level	:	Diploma
Study Area	:	International Business Administration
Student's Institution	:	State Polytechnic of Bengkalis
From Country	:	Indonesia
Internship Schedule	:	21 September – 20 October 2019
Internship Duration	:	30 days
Place for Internship	:	Auxiliary Office, Central Luzon State University
Internship Appointment	:	N/A
Suggested Airport for Arrival:	:	NAIA, Manila (MNL)
Suggested City for Arrival	:	Pasay City
Suggested Arrival Date	:	21 September 2019
Suggested Departure Date	:	20 October 2019

As the host institution, we are pleased to support accommodation for the student and arrange the relevant company for the internship period.

*"Excellent service to humanity is our commitment."*

OUP.XXX.YYY.5.001 (Revision No. 3; February 1, 2019)





## Appendix 2. Apprenticeship Letter of the Acceptance (Part 2)



# CENTRAL LUZON STATE UNIVERSITY

Science City of Muñoz, Nueva Ecija Philippines  
Tel. No. (8344) 456-0688; Fax (8344) 456-5202  
E-mail Address: op@clsu.edu.ph, csu@clsu.edu.ph  
URL: <http://clsu.edu.ph>

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Office of the University President

We would like to request the Coordinating Teacher/Student to submit the following important documents of the student to us by 9 August 2019.

1. Copy of Passport (Photo page)
2. Copy of Student Visa/Student Permit
3. Parent Consent Form
4. Student Waiver Form
5. Copy of International Health Insurance
6. Copy of Health Certification/Vaccination
7. Flight Details/Schedule

For further coordination regarding travel and internship arrangement, the coordinating teachers and students can contact Ms. Aileen Mae A. Mauyao, International Affairs Coordinator of the College of Business Administration and Accountancy at [ammauyao@clsu.edu.ph](mailto:ammauyao@clsu.edu.ph) or mobile number 0917-4601835.

We look forward to welcoming your students and developing a fruitful partnership with your institution in the future.

Respectfully yours,

PERESO A. ABELLA  
University President  
Central Luzon State University

cc: Vice President for Academic Affairs  
International Affairs Office  
SEAMEO SEA-TVET

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*"Excellent service to humanity is our commitment."*

OUP.X00.YYY.S.001 (Revision No. 3; February 1, 2019)





Republic of the Philippines  
**CENTRAL LUZON STATE UNIVERSITY INFIRMARY**  
Science City of Muñoz, Nueva Ecija

Award this

## ***Certificate of Appreciation***

to

**Ms. SARI ADE WAHYUNI**

In recognition for her contribution in the Medical Records Section of the University Health Services of the Central Luzon State University, Science City of Muñoz, Nueva Ecija, Philippines.

Her dedicated efforts are greatly appreciated.

We value what she has done and we wish her success in her studies.

Given this 17<sup>th</sup> day of October 2019 at CLSU Infirmary, CLSU,  
Science City of Muñoz, Nueva Ecija

  
**HONEYLETTE K. DE JESUS**  
Administrative Officer

  
**MA. ELIZABETH DC. LEOVERAS**  
Director, Auxiliary Services

Appendix 4. Apprenticeship Assessment Sheet

**EVALUATION RESULT FROM THE JOB TRAINING COMPANY  
CENTRAL LUZON STATE UNIVERSITY INFIRMARY  
PHILIPPINES**

Name : Sari Ade Wahyuni  
Student's Identity No.: 5404171108  
Study Program : International Business Administration  
State Polytechnic of Bengkalis

No.	Assessment Aspects	Quality	Value	Value (%)
1.	Discipline	20%	88	17,6%
2.	Responsibility	25%	90	22,5%
3.	Adjustment/Adaptation	10%	86	8,6%
4.	Work Result	30%	92	27,6%
5.	Behavior in General	15%	93	13,95%
	Total(1+2+3+4+5)	100%	449	90,25%

Explanation :  
Score : Criteria  
81 – 100 : Excellence  
71 – 80 : Very Good  
66 – 70 : Good  
61 – 65 : Good Enough  
56 – 60 : Enough

Notes :

The student worked for 5 days per week. Ms. Sari Ade Wahyuni very polite and courteous, She is willing to accept any task that given to Her and very enthusiastic to learn. She is able to adapt to Her new environment, can express herself in the English language efficiently.

I wish Her success in Her studies and thanks to Her for spending time with Us and helping Us in the Medical Record Section and the University Health Services.

Munoz, 17<sup>th</sup> October 2019



**Honeylette K. De Jesus**  
Company Supervisor















Appendix 5. List of the Apprenticeship Attendace

**ATTENDANT LIST**

**CENTRAL LUZON STATE UNIVERSITY INFIRMARY PHILIPPINES**

Name : Sari Ade Wahyuni

Reg. Number : 5404171108

No.	Day	Date	Signed by the Supervisor
1.	Monday	September 30 <sup>th</sup> , 2019	
2.	Tuesday	October 1 <sup>st</sup> , 2019	
3.	Wednesday	October 2 <sup>nd</sup> , 2019	
4.	Thursday	October 3 <sup>rd</sup> , 2019	
5.	Friday	October 4 <sup>th</sup> , 2019	
6.	Monday	October 7 <sup>th</sup> , 2019	
7.	Tuesday	October 8 <sup>th</sup> , 2019	
8.	Wednesday	October 9 <sup>th</sup> , 2019	
9.	Thursday	October 10 <sup>th</sup> , 2019	
10.	Friday	October 11 <sup>th</sup> , 2019	
11.	Monday	October 14 <sup>th</sup> , 2019	
12.	Tuesday	October 15 <sup>th</sup> , 2019	
13.	Wednesday	October 16 <sup>th</sup> , 2019	
14.	Thursday	October 17 <sup>th</sup> , 2019	

Appendix 6. Apprenticeship Certificate







Appendix 7. Record Section Daily Activity (First Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Monday

Date : September 30<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Meeting with the Human Resource Development division Staff of the Central Luzon State University Infirmary.	Honeylette K. De Jesus	
2.	Distributing of the work assignments to the Record Section at the Central Luzon State University Infirmary.		
3.	Surrounding of the Central Luzon State University Infirmary with several health service staff.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		1. Introduction to some of the Administration staff. 2. Introduction to the workplace, namely the Record Section. 3. Introduction to the all of infirmary environment.
2.		
3.		




Appendix 8. Record Section Daily Activity (Second Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Tuesday

Date : October 1<sup>st</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	An introduction to administrative files that must be printed every time the Administrative Staff required.	Honeylette K. De Jesus	
2.	Recording of the Patient's Clinical Treatment Card document.		
3.	Helping the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.	 	<ol style="list-style-type: none"> <li>Printed of the documents that include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</li> </ol>
3.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>





Appendix 9. Record Section Daily Activity (Third Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Wednesday

Date : October 2<sup>nd</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Gave the record results of the Clinical Treatment Card on Tuesday 1 <sup>st</sup> , 2019 to staff in the General Administration section.	Honeylette K. De Jesus	
2.	Printed some files required by the General Administration section.		
3.	Recording of the Patient's Clinical Treatment Card document.		
4.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		

No.	Picture of the Activities	Explanation
1.	 	<ol style="list-style-type: none"> <li>The Clinical Treatment Card record results are delivered to the General Administration room of the Central Luzon State University Infirmary.</li> <li>Printed of the documents include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</li> </ol>
3.	 	<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filling Cabinet.</li> </ol>








Appendix 10. Record Section Daily Activity (Fourth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Thursday

Date : October 3<sup>rd</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Gave the record result of the Clinical Treatment Card on Tuesday 2 <sup>nd</sup> , 2019 to staff in the General Administration section.	Honeylette K. De Jesus	
2.	Printed some files required by the General Administration section.		
3.	Recording of the Patient's Clinical Treatment Card document.		
4.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.	 	<p>1. The Clinical Treatment Card record results are delivered to the General Administration room of the Central Luzon State University Infirmary.</p> <p>2. Printed of the documents that include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</p>
3.	 	<p>3. Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</p> <p>4. Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filling Cabinet.</p>





Appendix 11. Record Section Daily Activity (Fifth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Friday

Date : October 4<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Gave the record results of the Clinical Treatment Card on Tuesday 3 <sup>rd</sup> , 2019 to staff in the General Administration section.	Honeylette K. De Jesus	
2.	Printed some files required by the General Administration section.		
3.	Recording of the Patient's Clinical Treatment Card document.		
4.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.	 2. 	1. The Clinical Treatment Card record results are delivered to the General Administration room of the Central Luzon State University Infirmary. 2. Printed of the documents that include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.
3.	 4. 	3. Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public. 4. Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.




Appendix 12. Record Section Daily Activity (Sixth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Monday

Date : October 7<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Gave the record results of the Clinical Treatment Card on Tuesday 4 <sup>th</sup> , 2019 to staff in the General Administration section.	Honeylette K. De Jesus	
2.	Recording of the Patient's Clinical Treatment Card document.		
3.	Recording data of the patients who checked urine in the pharmacy room.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>The Clinical Treatment Card record results are delivered to the General Administration room of the Central Luzon State University Infirmary.</li> <li>Printed of the documents that include: Clinical Laboratory Report (Urine Analysis), Clinical Laboratory Report (Hematology), Medical Certificate, Clinical Treatment Card, Laboratory Requests, and Prescriptions.</li> <li>Recording result of the Patient's urine check based on the date of check, time of check, blood type, and check result.</li> </ol>
		
3.		




Appendix 13. Record Section Daily Activity (Seventh Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Tuesday

Date : October 8<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Gave the record result of the Clinical Treatment Card on Tuesday 7 <sup>th</sup> , 2019 to Staff in the General Administration section.	Honeylette K. De Jesus	
2.	Recording of the Patient's Clinical Treatment Card document.		
3.	Recording data of the Patients who checked urine in the pharmacy room.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		1. The Clinical Treatment Card record results are delivered to the General Administration room of the Central Luzon State University Infirmary. 2. Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public. 3. Recording results of the Patient's urine check based on the date of check, time of check, blood type, and check result.
2.		
3.		



Appendix 14. Record Section Daily Activity (Eighth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Wednesday

Date : October 9<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Recording data of the Patients who checked urine in the pharmacy room.		
	Notes :		


No.	Picture of the Activities	Explanation
1.	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>1.</p> </div> <div style="text-align: center;">  <p>2.</p> </div> </div>	<ol style="list-style-type: none"> <li>1. Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>2. Recording results of the Patient's urine check based on the date of check, time of check, blood type, and check result.</li> </ol>


Appendix 15. Record Section Daily Activity (Ninth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Thursday

Date : October 10<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>


Appendix 16. Record Section Daily Activity (Tenth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Friday

Date : October 11<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>

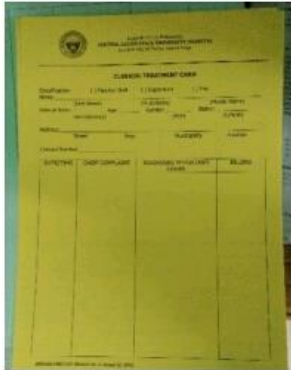
Appendix 17. Record Section Daily Activity (Eleventh Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Monday

Date : October 14<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		

No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>





Appendix 18. Record Section Daily Activity (Twelfth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Tuesday

Date : October 15<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>


Appendix 19. Record Section Daily Activity (Thirteenth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Wednesday

Date : October 16<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		


No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>


Appendix 20. Record Section Daily Activity (Fourteenth Day)

**DAILY ACTIVITIES  
OF THE JOB TRAINING**

Day : Thursday

Date : October 17<sup>th</sup>, 2019

No.	Description of the Activities	Task Assignor	Signature
1.	Recording of the Patient's Clinical Treatment Card document.	Honeylette K. De Jesus	
2.	Helping of the Patients to obtain a Clinical Treatment Card before getting further medical services.		
	Notes :		

No.	Picture of the Activities	Explanation
1.		<ol style="list-style-type: none"> <li>Recording of the Clinical Treatment Card based on an alphabet, year, and category, including: Student, Staff, and Public.</li> <li>Ensure that the Patient's name and status matches with the arrangement of the Clinical Treatment Card in the Lateral Filing Cabinet.</li> </ol>

## Appendix 21. Pharmacy Service Fees



### #5 Pharmacy Service

For clients purchase or acceptance of needed drugs and medicines for the treatment of their ailment and well-being.

<b>Office or Division:</b>	University Infirmary/University Health Services			
<b>Classification:</b>	Frontline Service			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	CLSU Students, Faculty, Staff and other clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription or health card		<ol style="list-style-type: none"> <li>To be issued by the Attending Physician, or prepared by University Physician on Duty or Dentist.</li> <li>Non-prescription drugs can be had without the prescription or health card.</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present health card or prescription to the pharmacy or orders a non-prescription drug	1.1 Check availability and prepares the medicines to be dispensed. 1.2. Orders payment to the cashier	None	3 minutes	<i>Pharmacist</i> University Infirmary
2. Pay to the cashier	2. Receives payment and issues receipt.	Cost of Medicines (see Pharmacy Menu Card)  * <sup>1</sup> Free for students * <sup>2</sup> Staff and Dependents with 15% discount * <sup>3</sup> Senior Citizens and PWD with 20% discount	5 minutes	<i>Infirmary Cashier</i> University Infirmary
3. Present official receipt back to the pharmacy	3.1. Registers payment data 3.2. Dispenses the prescribed medicines with proper instructions.	None	5 minutes	<i>Pharmacist</i> University Infirmary

Appendix 22. Health Consultation and Request for Medical Certificate Fees



**#2 Simple/Uncomplicated Medical/Health Consultation and Request for Medical Certificate**

For those needing medical certificate as attestation of health fitness or illness and for those seeking professional help in bringing relief and cure to their ailment. Simple medical cases do not require specialized examinations in diagnosing ailments, the physician use only interaction, clinical technique and procedures to bring the client to good health.

<b>Office or Division:</b>	University Health Services			
<b>Classification:</b>	Frontline Service			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	Students, Faculty, Staff and other clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Personal Appearance Medical Record		University Health Services Record Section or Nurse-On-Duty		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request simple consultation or medical certificate	1.1 Make or retrieve a health card 1.2 Interview and observe the client while obtaining the vital signs and accomplishing the health card and/or medical certificate. 1.3 Endorses to Physician-on-Duty	None	5 minutes	<i>Nurse-On-Duty (NOD)</i> University Infirmary
2. Proceed to the physician as directed.	2.1 Examine, assess, advise and prescribe medicine and give instruction to the patient and/or issue medical certificate.	None	6 minutes	<i>Physician-On-Duty (POD)</i> University Infirmary
3. Pay to the cashier (Skip to 4 if University constituent)	3. Receive payment and issue receipt.	₱ 150.00 *Additional ₱ 150.00 7pm-6am	5 minutes	<i>Infirmary Cashier</i> University Infirmary
4. Return health card to the nurse station	4. Record the procedure and file the health card.	None	2 minutes	<i>Nurse-On-Duty (NOD)</i> University Infirmary

## Appendix 23. Medical Laboratory Examinations



### #6 Medical Laboratory Examinations

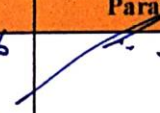

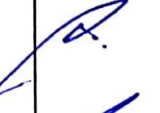

Test performed on substance or sample taken on or from the body of the client like urine, blood, sputum and others in which the result are indicator and sign of the status or condition of the client's organ system and will help diagnose and correctly treat their ailment and condition.

<b>Office or Division:</b>	University Infirmary/University Health Services			
<b>Classification:</b>	Frontline Service			
<b>Type of Transaction:</b>	Government-to-Citizens (G2C)			
<b>Who may avail:</b>	CLSU Students, Faculty, Staff and other clientele			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical laboratory request		Attending physician or University Health Services Physicians or health personnel upon order		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present medical laboratory request to the medical laboratory section.	1.1 Assesses the request, advises the client and completes the data 1.2 Makes order of payment	None	2 minutes	<i>Medical Technologist (MT)</i> University Infirmary
2. Pay to the cashier	2. Receives payment and issues receipt.	Cost of Laboratory Examination (see below)	5 minutes	<i>Infirmary Cashier</i> University Infirmary
		Laboratory Examination	Examination Fee	
		Actual Platelet Count	₱ 100.00	
		Bleeding Time	₱ 80.00	
		Blood Typing with Rh	₱ 150.00	
		Clotti g Time	₱ 80.00	
		Complete Blood Count	₱ 150.00	
		Complete Blood Count with Platelet	₱ 250.00	
		Dengue Duo (NS1Ag, IgG, IgM)	₱ 1,500.	
		Fecalysis	₱ 70.00	
		Hematocrit Coun	₱ 80.00	
		Hemoglobin Count	₱ 80.00	
		Pregnancy Test	₱ 100.00	
		Random Blood Sugar	₱ 120.00	
		Salmonella Typhi IgG/M	₱ 500.00	
		Troponin I	₱ 1,000.	
		Urine Analysis	₱ 70.00	

Appendix 24. Revision Letter

**LEMBAR KONSULTASI**  
**BIMBINGAN KERJA PRAKTEK MAHASISWA**  
**PROGRAM STUDI D-IV ADMINISTRASI BISNIS INTERNASIONAL**

Nama : Sari Ade Wahyuni  
 NIM : 5404171108  
 Tempat : Central Luzon State University Infirmary, Philippines.  
 Dosen Pembimbing : Adrian Irmanda Pratama, S.Sos., M.BA

No.	Tanggal	Revisi	Paraf
1. a.	27/6/21	Revisi bab 1, bab 2, dan bab 3 - masukkan alasan memilih program keagamaan	
-	21/7/21	Perbaiki kembali susunan paragraph pada bab 1	
-	28/7/21	perbaiki bab 3 tentang job desc	
-	3/8/21	Ace small improve	

Bengkalis, 30 Juli 2021



Adrian Irmanda Pratama, S.Sos., M.BA  
 NIDN. 0017118904