

<b>QUALITY STANDARD SYSTEM MANUAL</b>	 <b>HALCYON MARINE</b> <small>HEALTHCARE SYSTEMS</small>	<b>DOCUMENT NO.</b> <b>QFU 5.0</b>	<b>EFFECTIVITY DATE:</b> September 11, 2019 <b>REVISION NO.:</b> 7
		<b>PREPARED BY:</b> Marilar F. De Guzman, MD QAM	<b>APPROVED BY:</b> Glennda E. Canlas, MD Medical Director

**SUBJECT: PROCEDURE FOR CUSTOMER SERVICE OFFICER**

## 1.0 OBJECTIVES

- 1.1 To oversee the operational flow of all PEME and follow up patients within the day.
- 1.2 To attend to the immediate concern of any unit at any given time.
- 1.3 To assist patients' needs with their PEME concerns.
- 1.4 To not have more than 5 patient complaints in a month.
- 1.5 To attain an optimum level of quality customer service.

## 2.0 SCOPE

This procedure covers all transactions made by the Customer Service Officer (CSO)

## 3.0 DEFINITION

- 3.1 CSO – Customer Service Officer
- 3.2 GMO – General Manager for Operations

## 4.0 POLICIES

- 4.1 The CSO ensures that all patients for PEME within the day are assisted and facilitated in a proper manner.
- 4.2 The CSO ensures that the good physical atmosphere of the clinic is maintained.
- 4.3 The CSO should ensure that all patients participate in the clinic survey.
- 4.4 Target online patient survey respondents should be at least 99% of the total patients for the day.
- 4.5 The CSO ensures that all patients are already appointed and has their ticket number before proceeding to receiving reception.

## 5.0 REFERENCES

None

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## **6.0 RESPONSIBILITY AND AUTHORITY**

- 6.1 The CSO monitors patients under screening phase, rush cases and officers.
- 6.2 The CSO oversees the flow of the patients on a daily basis.
- 6.3 The CSO performs the role of a triage officer at the reception area as needed.
- 6.4 The CSO ensures that all patients are equally decked among the units in two floors.
- 6.5 The CSO answers initial patient inquiries, concerns and complaints and take immediate actions/solutions to the problem.
- 6.6 The CSO gives reports on the flow and the number of patients of the 2 floors frequently to the General Manager for Operations.
- 6.7 The CSO coordinates with all units for new approved procedures to improve service quality.
- 6.8 The CSO ensures that all units have a staff that is ready to assist and facilitate patients.
- 6.9 The CSO checks the availability of service facilities (air-con, chairs, TV/door signage and lights).
- 6.10 The CSO is solely responsible for making the online patient survey monthly report.
- 6.11 The CSO needs to time monitor the status of queuing system and coordinate it to MIS once errors occur.
- 6.12 The CSO should perform daily monitoring of online patient survey.
- 6.13 The CSO ensures that patient is already appointed and has a ticket before proceeding to Receiving Reception.

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## 7.0 PROCEDURE FOR PATIENT SURVEY

Once the patient has completed his PEME, the receiving receptionist on duty will instruct the patient to answer the online patient survey before going home.

Step 1: Click on Halcyon Marine Healthcare Systems Survey Form

Step 2: The patient is given instructions to answer all the required questions by clicking the circle of the number corresponding to the rating for each unit.

Step 3: Once the survey is completed, the patient is instructed to click "submit."

Repeat procedures from Step 1 to Step 3.

All filled out survey forms will automatically be counted in the formatted excel file for computation.

Monthly analysis is made based on the computed data in the excel file.

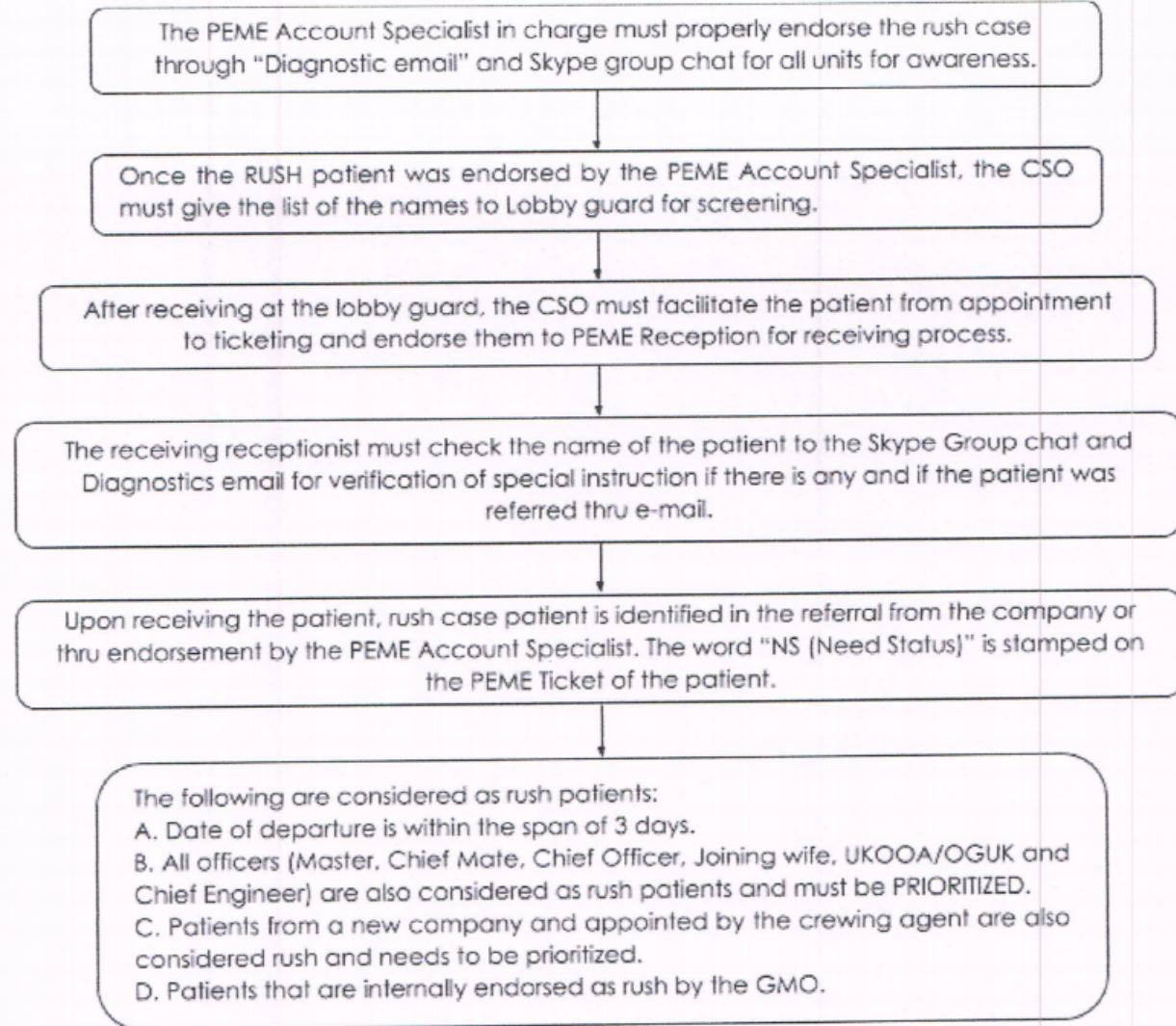
All monthly reports of the online patient survey are forwarded to the GMO for evaluation, including negative feedbacks for corrective action purposes.

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## 8.0 PROCEDURE ON FACILITATION OF RUSH CASE PATIENTS



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The receptionist who receives the rush case patient will cascade their names & ticket number through Skype in every department and doctors for RUSH facilitation. The Customer Service Officer will monitor the endorsed patient.

Proper coordination and endorsement between each unit is a MUST. Constant monitoring of status via Skype is observed. A unit is not allowed to leave Skype without giving the result of the patient or advising if the results are encoded.

The patient proceeds with his PEME (CSO closely monitors each patient endorsed).

The CSO monitors identifies patients and checks result of tests ensuring all has been done as required in the package.

Once the test is completed, the patient should be properly endorsed to the Follow up receptionist for the update. The Follow up receptionist will endorse the medical status to the Follow up MD assigned for updates.

Once with a final status, the patient is endorsed to reception, PEME Account Specialist in-charge and Documentation officer in-charge for special endorsements.

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## 9.0 PROCEDURE ON FACILITATION OF PATIENTS

Upon receiving the patient, the CSO must check if the patients have referral, are appointed or endorsed thru email. Otherwise, the CSO will coordinate to the PEME Account Specialist to verify if the patient can proceed to his PEME.

- A. If the patient has a referral, he may proceed to the kiosk for appointment and to have his ticket number.
- B. If the patient is already appointed by the company, he may proceed to ticketing.
- C. If the patient is referred thru email, the CSO needs to check his referral thru email and its confirmation to proceed, then will appoint to kiosk to have his ticket.
- D. If there is no email referral, the CSO will refer the case to the PEME Account Specialist. If there is still no feedback from the company and PEME Account Specialist after 15 minutes, the case will be elevated to GMO for immediate disposition.
- E. For follow up patients, the patient will proceed to the lobby receptionist for logging in at the Triage logbook. They are advised to wait at clusters 3 and 4 for their names to be called out by the Follow up receptionist.
- F. Assists Walk-in / OPD patients.

The CSO will assist the patient in their online appointment to avoid errors. Once the patient has been successfully appointed and already had their ticket, the patient will proceed to the waiting area for queuing.

The CSO will assist the patients to their proper seat. Cluster 1 for patients on queue for receiving reception, Cluster 2 for patients on queue for testing and Clusters 3 and 4 for follow up patients. Patients are segregated to address their concerns accordingly.

The patient will wait for their ticket number to appear on the monitor no. 3 for receiving at receiving reception and cashier.

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After the patient was received at the receiving reception, the patient will be called at the cashier and other testing units

Once all the tests on the ground floor were done, the patient will proceed to the 3<sup>rd</sup> Floor Activator for activation of their ticket number prior to proceed in other testing units in 3<sup>rd</sup> Floor.

Once all the tests required were done, patients will now proceed at the lobby guard to get a guideline on how to check the patient's status online. For patients who has pending medical results, they will proceed at the follow up reception for the update.

The patient must fill up the patient feedback form before leaving the clinic.

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## 10.0 PROCEDURE ON FACILITATION OF RETURNEE PATIENTS

The Lobby receptionist will give the patient a portal slip with "TCB (date)" to identify that the patient has pending test. Note: "TCB" means to come back.

The CSO will give the list of "To come back" patients to lobby guard and triage receptionist for screening the next day.

All TCB patients accompanied by the security guard will proceed to the follow up lobby receptionist for triage.

1. ) The triage receptionist can immediately give the patient a PEME completion form if the patient needs to comply a single test only.
2. ) If the patient has more than two pending medical results, the patient will proceed to the waiting area and wait for the follow up receptionist to call his name to explain his pending.

The Follow up receptionist will give the PEME completion form to the patient indicating the remaining tests that needs to comply.

The patient will proceed to cashier for verification and will proceed to testing units manually.

Testing nurses need to encode all the results immediately.

Once all the tests are done, the patient will give back the PEME completion form to follow up reception for updates.

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## 11.0 SPECIAL FORMS PROCEDURE

After giving the Special forms to the patient, the PE Nurse will advise the patient to fill up the forms and return it to them after PEME.

The patient will give the Special form to the PE Doctor for checking and signature.

The PE Nurse will monitor the patients with special forms and coordinate with the PE nurse assigned at the 3<sup>rd</sup> floor for those patients

The PE Nurse will update and coordinate with the CSO at the lobby reception to check for those patients who is not yet submitted the special form.

Once the patient submitted the special forms to PE Nurse, the PE Nurse who receives will take note on INET and sign the ticket for the CSO's verification

The CSO will double check the ticket once the patient submits the Special forms to the PE Nurse before leaving the clinic.

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## 12.0 SCANMAR SUBCOM – BMI AND WAISTLINE CHART PROCEDURE

All Scanmar Subcom patients for BMI and waistline only will be identified by the Guard: Patient who has referral endorsement for BMI and waistline test.

The Guard will direct and endorse the patient to the CSO at the lobby reception for receiving

The CSO will give a PEME Completion Form to the patient indicating his/her previous PEME number and name indicated in the referral and forms.

The PE Nurse will receive the chart from and check the BMI and waistline, and encode the results in the patient's previous PEME.

The BMI and waistline chart form of the patient will be forwarded to the GMO's secretary for recording of result and the signing of GMO.

The patient will be advised to wait in the Releasing Unit Counter 18.0 for the releasing of BMI and Waistline Chart Form.

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### 13.0 VITAL SIGNS & DIGITAL SIGNING PROCEDURE

All patient done with their PEME must be screened by the CSO at the Lobby Reception before leaving the clinic.

Tickets should have an affixed signature from each unit once the test are done. No signature means that the patient is not yet done with the vital signs and digital signing.

The PE nurse will also monitor their pending patients and coordinate with the CSO at the Lobby Reception. The CSO will check the ticket of the patient if it is already signed by the PE nurse.

The PE nurse will also monitor their pending patients and coordinate with the CSO at the Lobby Reception. The CSO will check the ticket of the patient if it is already signed by the PE nurse.

If the ticket has no signature, the patient shall be instructed to proceed at room 9.1 – 9.4 for compliance of the procedure.

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