

QUALITY STANDARD SYSTEM MANUAL	 HALCYON MARINE <small>HEALTHCARE SYSTEMS</small>	DOCUMENT NO.	EFFECTIVITY DATE:
		QFU 6.0	September 24, 2019
		PREPARED BY: Marilar F. De Guzman, MD QAM	VERSION NO.: 1 REVISION NO.: 4
			APPROVED BY: Glennda E. Canlas, MD Medical Director

SUBJECT: MEDICAL COORDINATION PROCEDURE

1.0 OBJECTIVES

- 1.1 To ensure that the number of patients from old clients in the current year versus previous year will not reach below the benchmark of 7,460 patients.
- 1.2 To ensure that the number of patients from new clients versus patients from old clients will not reach below the benchmark of 116 patients.
- 1.3 To ensure that the number of new clients in the current year versus previous year clients will not reach below the benchmark of 6 clients.
- 1.4 To ensure an 80% punctuality in attendance per month.

2.0 SCOPE

This procedure involves all aspects of service to customer inquiries before, during and after medical examination of patients who were referred for PEME at Halcyon Marine Healthcare Systems.

3.0 DEFINITIONS

- 3.1 PEME** - Pre - Employment Medical Examination
- 3.2 HMHS** - Halcyon Marine Healthcare Systems. Inc.
- 3.3 CSO** - Customer Service Officer - facilitates urgent cases and VIP Clients during PEME.
- 3.4 GMO** - General Manager for Operations
- 3.5 POMI** - Pacific Ocean Manning, Inc.
- 3.6 SMS Web** - An application to send text messages
- 3.7 UPL** - United Philippine Lines, Inc.
- 3.8 PAO** - PEME Account Officer
- 3.9 PAS** - PEME Account Specialist
- 3.10 APAS** - Assistant PEME Account Specialist
- 3.11 COCOLIFE** - an HMO Provider

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4.0 RESPONSIBILITY AND AUTHORITY

The PEME Account Specialist/PEME Account Officer is responsible for all aspects of this procedure.

5.0 REFERENCES

- 5.1 Client Profile
- 5.2 Company Packages

6.0 POLICIES

- 6.1 The PEME Account Specialist ensures that all companies and patients are facilitated before, during and after their medical exam at Halcyon Marine Healthcare Systems, Inc.
- 6.2 All inquiries should be facilitated either through calls or through email.
- 6.3 Patients for the day should be informed of their status if not yet complying after 1 week.
- 6.4 Update of daily report should be submitted to GMO with update of assigned patients.
- 6.5 Key companies have their respective PEME Account Specialist
- 6.6 Each PEME Account Specialist will have her own contact number and email address for communication with companies and patients
- 6.7 Rush patients should be facilitated once endorsed
- 6.8 Customer complaint should be attended immediately and elevated to GMO for proper response
- 6.9 Yearly performance evaluation thru Client Survey form
- 6.10 Submit an Annual census to GMO every end of April of the following year
- 6.11 PEME Account Specialist will update immediately the company profile if there are changes and new endorsement from the client.

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6.12 The PEME Account Officer will consolidate all new endorsement on a monthly basis for contract review report every end of the month.

6.13 The PEME Account Specialists, who prepared the Master months of contract monitoring will be incorporated in their unit's procedure. The monitoring will be timely reviewed, updated and sent to the concerned units in a quarterly basis through email, to be used as reference in the months of medication requirement. (In reference to QFU 6.1)

6.14 Quarterly document review.

7.0 CONTINGENCY PLAN

7.1 System Down

7.1.1 PEME Account Specialist will provide status of patient through daily monitoring in the google drive by accessing the email via data on our mobile phone.

7.1.2 PEME Account Specialist will make sure to secure the names and the contact number of patients who inquire for follow-up and to return call once system is up and running.

7.1.3 For RUSH patient, results should be tested and release in manual form/ official result for the follow-up MD's can evaluation.

7.1 Natural Disaster

7.2.1 PEME Account Specialist will provide status and answer queries at home via internet access online and company phone if still working.

7.2.2 All daily monitoring, company profile and reports of the PEME Account Specialist are saved in the google drive of the coordinator@halcyonmarine.com.ph email.

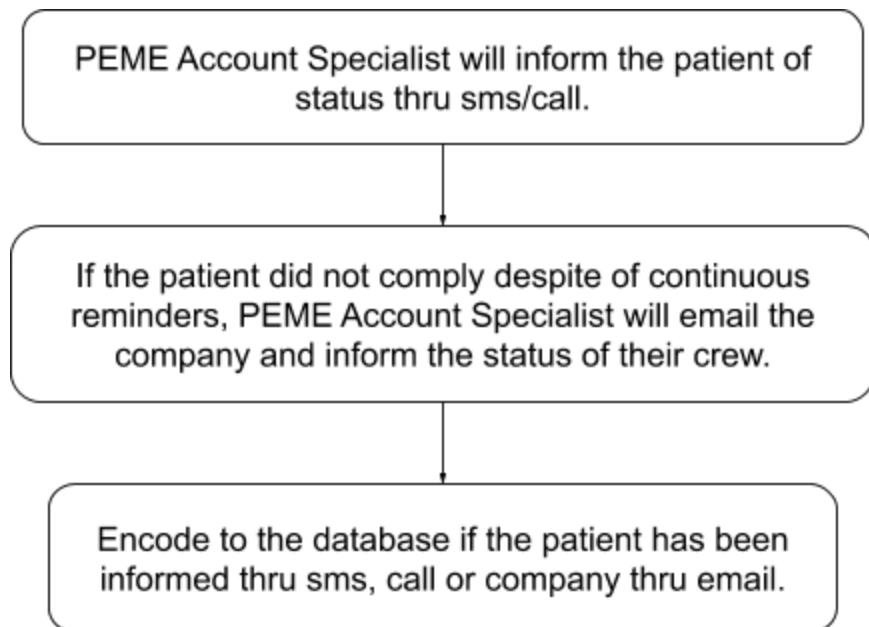
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8.0 PROCEDURE FOR INFORMING THE PATIENT OF THEIR STATUS



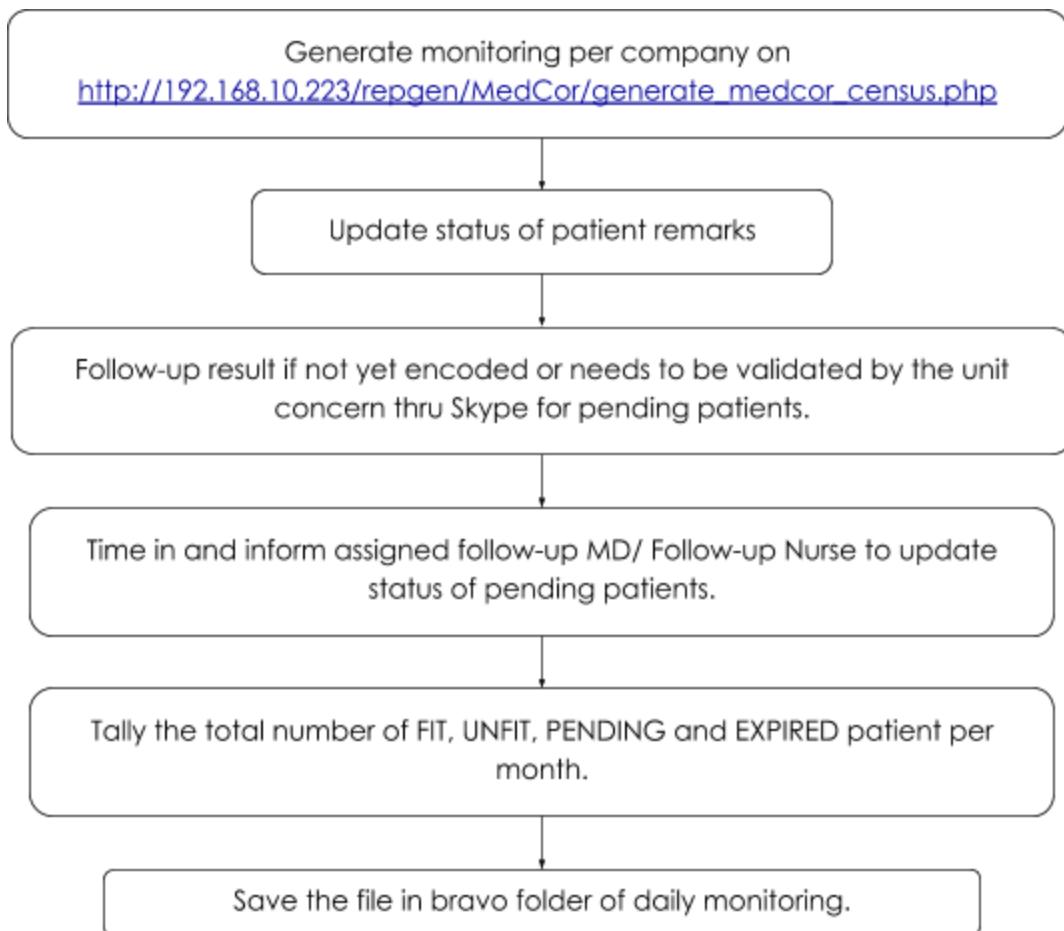
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9.0 PROCEDURE FOR WEEKLY MONITORING



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10.0 PROCEDURE FOR RUSH CASES

Identification of a RUSH case thru email or call. If endorsement is indicated in the referral, the receptionist is charge will inform the PEME Account Specialist in charge

Once identified, the patient will be endorsed to different testing units. Patients for laboratory and x-ray should be prioritized

Facilitation of other unit should be endorsed to the Customer Service Officer to oversee the patient and check if all tests required in the package have been carried out

Once tests are completed, the PEME Account Specialist will inform all units to immediately encode the test results once available

Once done with test results, the PEME Account Specialist will endorse the rush cases to the Follow up doctor in-charge for evaluation of PEME

Repeat test or referrals should be carried out as instructed by the Follow up doctor

Once completed, pEME will be endorsed to the Processing MD for updating the status of patient

Once the patient is fit, PEME will be endorsed to the Documentation unit for the delivery of certificate

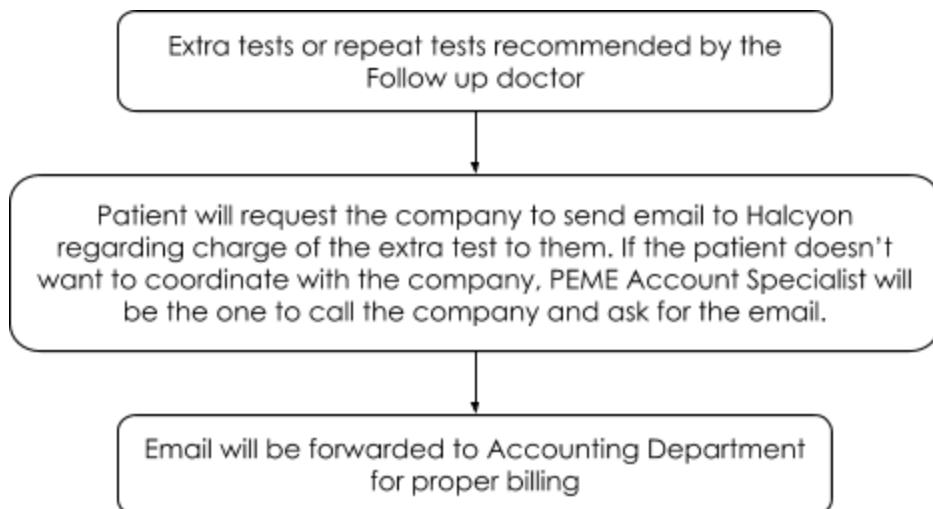
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11.0 PROCEDURE FOR EXTRA TESTS CHARGE TO THE COMPANY



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12.0 PROCEDURE FOR NEW CLIENT

PEME Account Specialist assigned by the GMO will handle the new account and will send courtesy email the client and give her contact details.

Below details from the new client should be provided and cascaded to All staff:

- ADDRESS OF THE MANNING AGENCY
- PRINCIPAL
- LIST OF VESSELS
- CONTACT PERSONS (designation, contact number, email, birthday)
- AUTHORIZED SIGNATORIES
- FAX NUMBER
- MEDICAL CERTIFICATE AND ATTACHMENTS REQUIRED
- COMPANY GUIDELINES:
 1. Medical condition (e.g Hypertension, Diabetes Mellitus)
 2. Maintenance medications
 3. Hepatitis B Reactive
 4. Elevated cholesterol medications
 5. Back pain

Request for a username and password for client access to GMO

New Manning details will be included and updated in the company profile, roster of client access and email address

PEME Account Specialist will visit the new client to get acquainted and build rapport with contact personnel

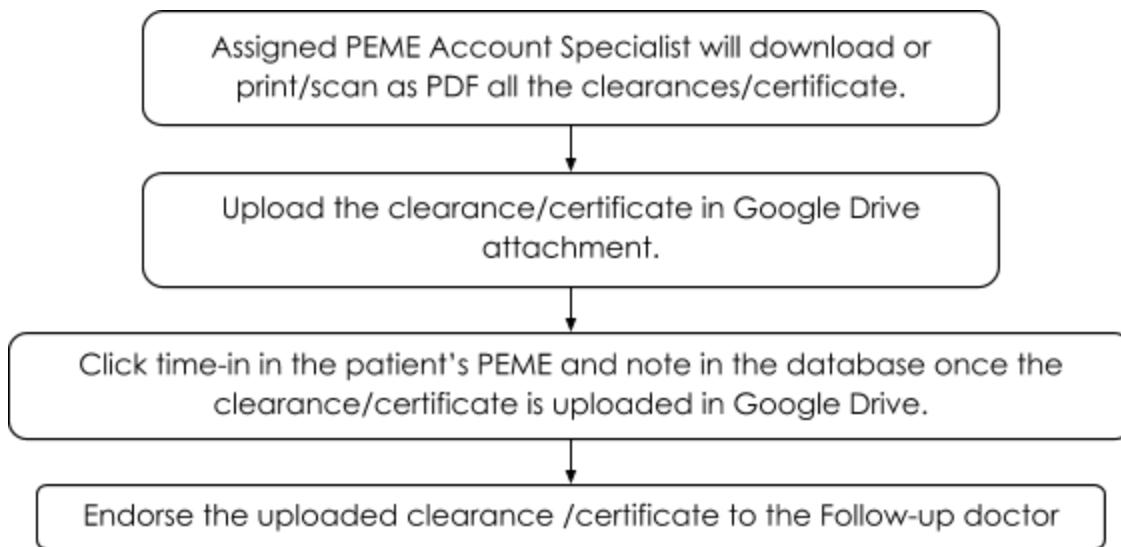
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13.0 PROCEDURE FOR UPLOADING OF CLEARANCES & MEDICAL CERTIFICATE IN GOOGLE DRIVE



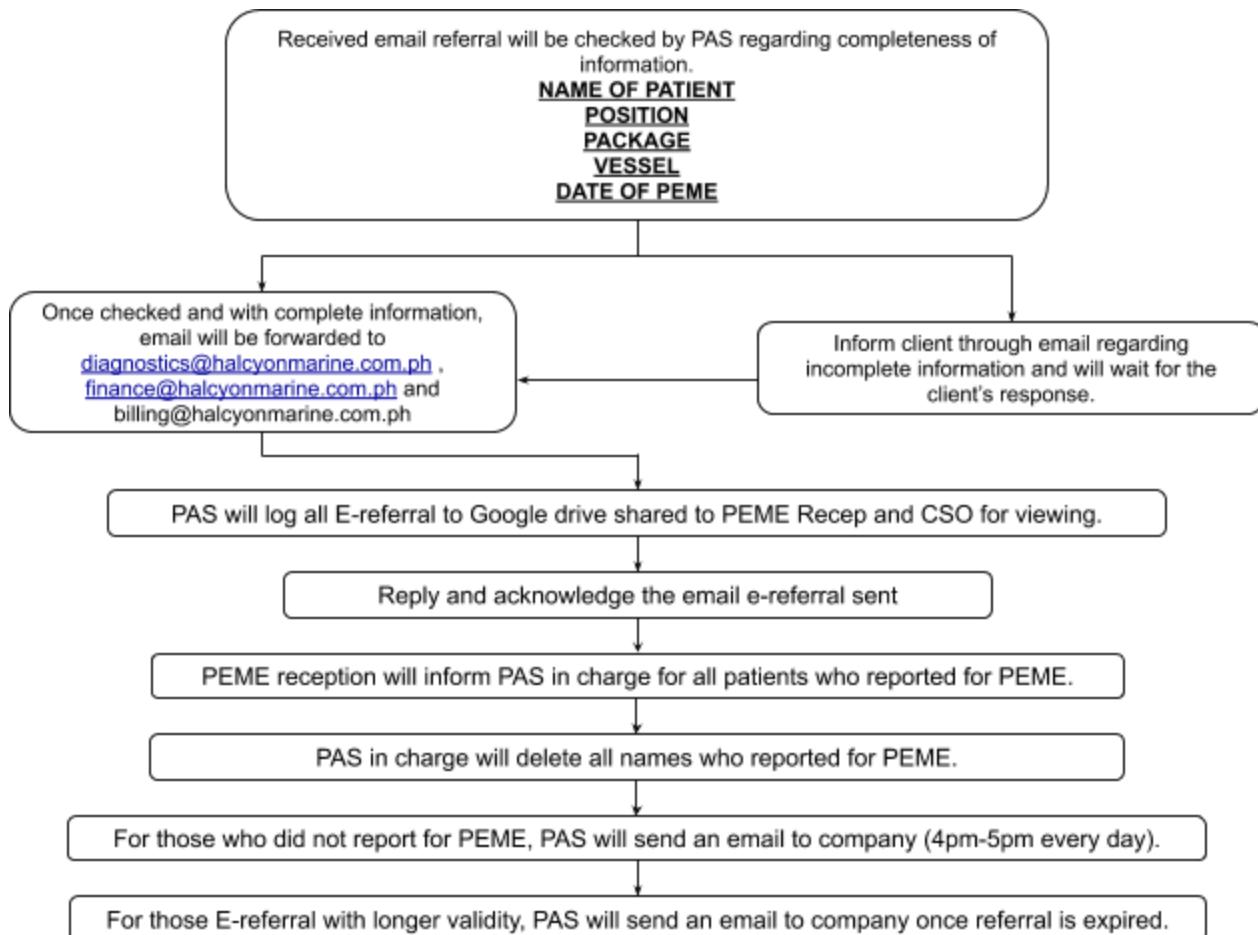
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14.0 PROCEDURE FOR E-REFERRAL



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15.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR TORM CREW

All additional test are charged to TORM except if the patient needs to be referred to the Specialist, tests will be charge to crew and if the test will exceeds with 1,000php it will be sent to TORM via email for approval

Indicate the price and reason for the pending test in the pending email for approval

Note the approval in the patient's PEME

Endorse the approval to follow-up reception cutoff group chat

Crew without approval will not be allowed to proceed

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16.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR PTC - WALLENIUS CREW

All additional tests done in HMHS are charged to PTC-Wallenius once with approval except outside specialist, Treadmill and stress-echo/ 2d Echo.

Secure an approval thru email

Indicate the price for the pending test in the pending email for approval

Note the approval in the patient's PEME

Endorse the approval to follow-up reception cutoff group chat

Crew without approval will not be allowed to proceed with the test, unless the patient will pay for the pending test.

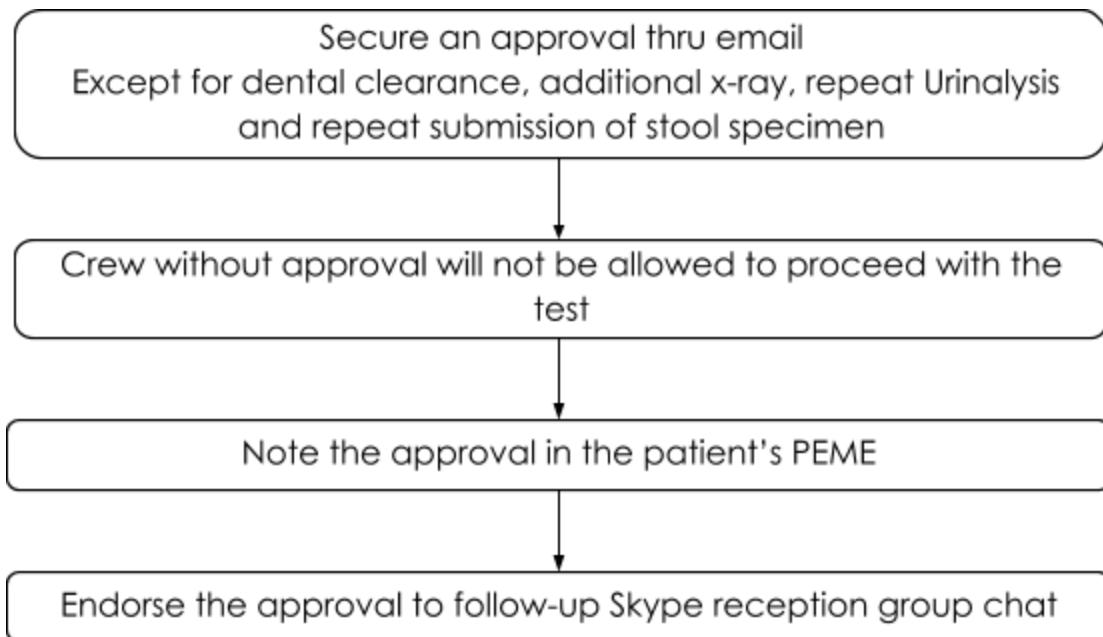
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17.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR F.A VINNEN CREW



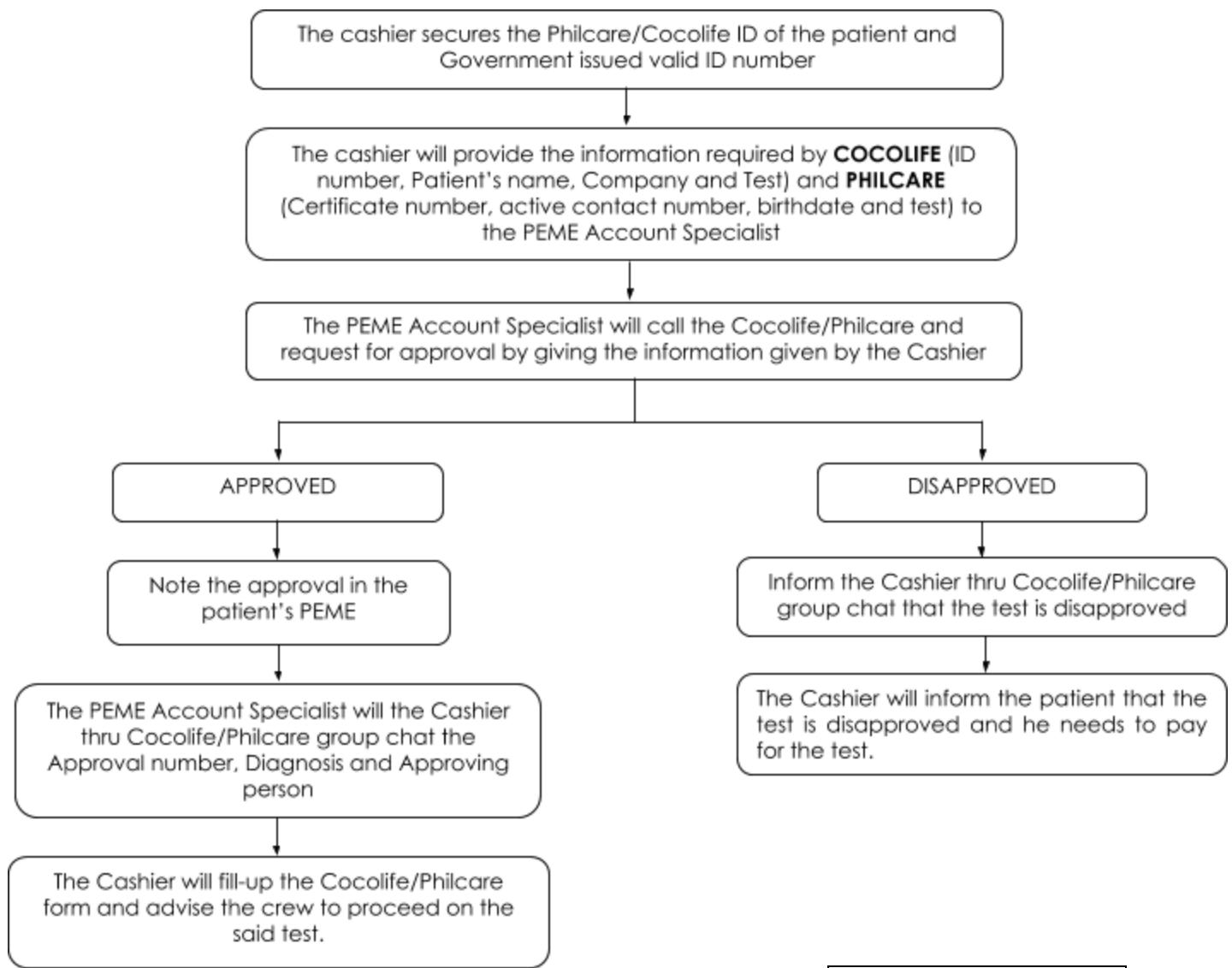
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18.0 PROCEDURE FOR ADDITIONAL TEST FOR COCOLIFE/PHILCARE APPROVAL



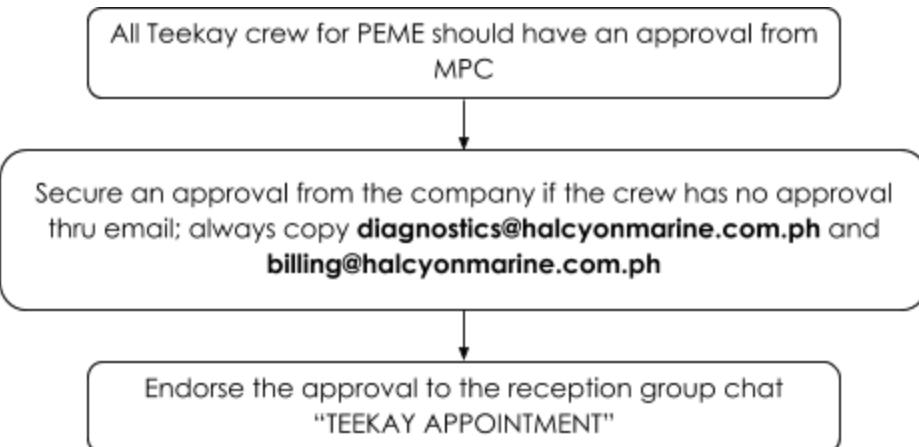
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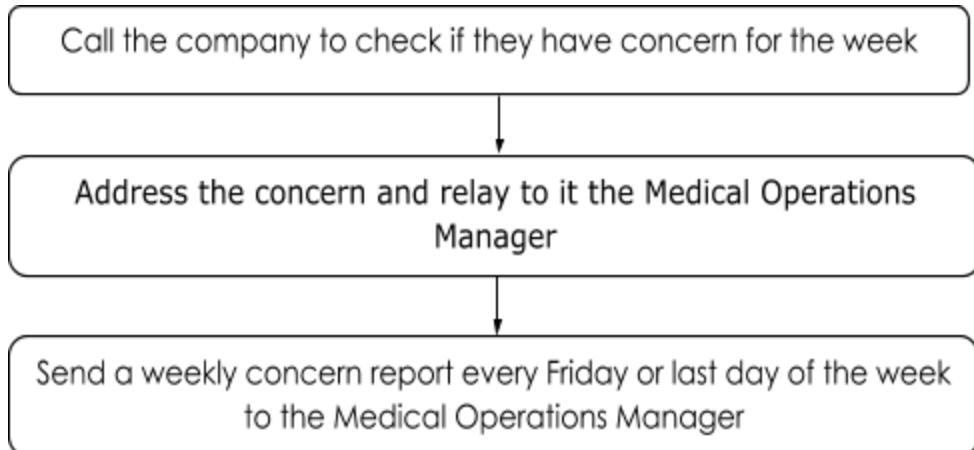
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19.0 PROCEDURE FOR TEEKAY CREW FOR PEME



20.0 PROCEDURE FOR COMPANY'S CONCERN



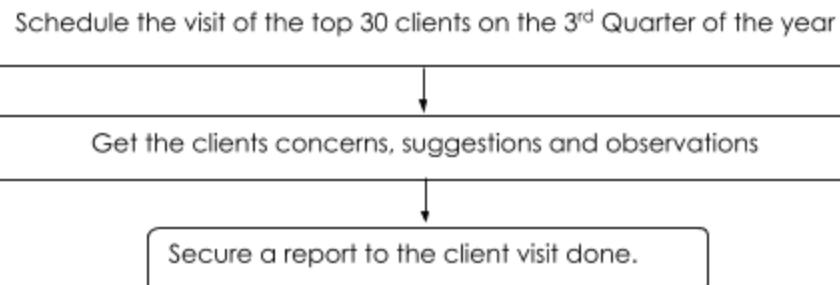
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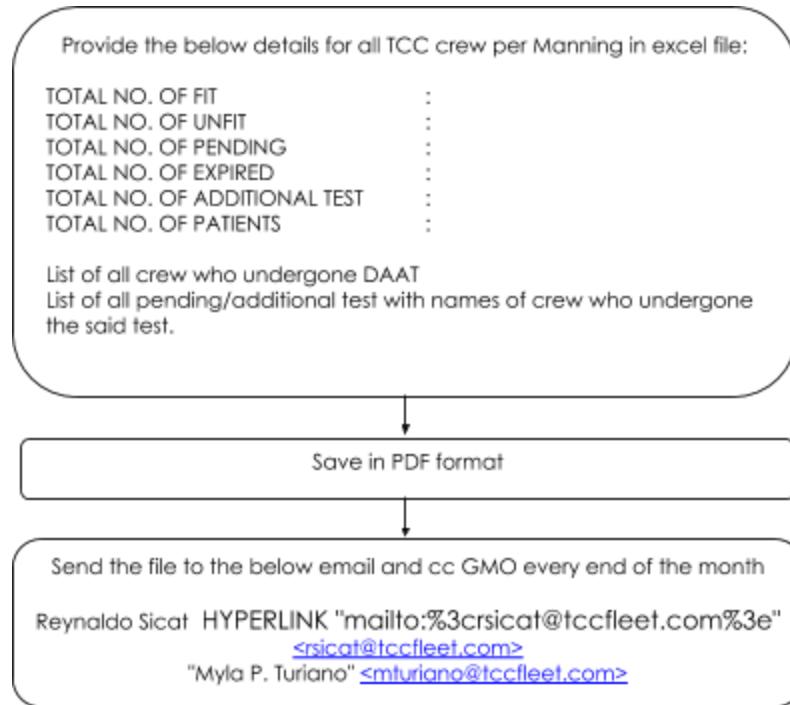
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21.0 PROCEDURE FOR ANNUAL CLIENT VISIT



22.0 PROCEDURE FOR SENDING A MONTHLY REPORT OF TCC CREW



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23.0 PROCEDURE FOR SENDING OF QUARTERLY REPORT FOR BW SHIPPING CREW

Provide below details for all BW crew per principal in excel file:

PRINCIPAL:	(GAS, Offshore, Tanker, Berge Bulk)		
	Month	Month	Month
Number of PEME done (per principal)			
Number of fit examinees			
Number of unfit examinees			
Number of unfit examinees			
Number of pending medicals			
List of overall findings during PEME			
List of medical findings for unfit examinees			

↓

Include the cause of unfitness and date of declaration of unfitness

↓

Send the excel file to GMO within the 1st week at the end of the quarter

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24.0 PROCEDURE FOR SENDING OF MONTHLY REPORT FOR SOLSTAD CREW

Provide below details of All Solstad crew in excel file:

 SOLSTAD OFFSHORE CROWNING SERVICES PHILIPPINES, INC.
 A Solstad Offshore Company

Medical Report

	A	B
1	FEBRUARY 2018 SUMMARY SOLSTAD FINDINGS DURING PEME	
2	FINDINGS	NUMBER OF CASES
3		
4		
5		
6		
7		

Send an excel file to Ms. Amanda Mabini

<amanda.mabini@solstadfarstad.com> every 1st week after the end of the month.

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25.0 PROCEDURE FOR SENDING OF WEEKLY REPORT FOR LEONIS

Provide below details for all Leonis crew in excel file on a weekly basis:

A	B	C	D	E
DATE OF PENE	POSITION	APPLICANT NAME	CAUSE OF PENDING	RECOMMENDATION
				May be given fit recommendation once:
				May be given fit recommendation once:
				May be given fit recommendation once:
				May be given fit recommendation once:

All Fit crew on the previous week will be remove in the list.

Send an excel file to leonismanning@leonisnav.com.ph every Friday or end of the week.

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26.0 PROCEDURE FOR SENDING OF MONTHLY REPORT FOR CARGO SAFEWAY'

Update daily monitoring for all Cargo safe way- North Star and Ever green in excel file.



Provide below details of All Cargo crew per principal in excel file on a monthly basis:

CARGO (PRINCIPAL) YEARLY STATISTICS FOR (YEAR)								
DATE	PRINCIPAL	TOTAL	FIT	UNFIT	UNFIT TEMPORARILY	FIT WITH MEDS	FIT FROM TEMPORARILY UNFIT	PENDING
DAY 1								
DAY								
DAY								
DAY								
DAY								
DAY								
DAY								
DAY								
Day 31								
TOTAL								
% Distribution								

FIT WITH MEDICATIONS/ UNFIT/ TEMPORARY UNFIT /PENDING TOTAL NUMBER			
NAME	AGE	POSITION	REMARKS



Send the updated daily monitoring in excel file and Cargo Statistic report to GMO every 1st day of the following month.

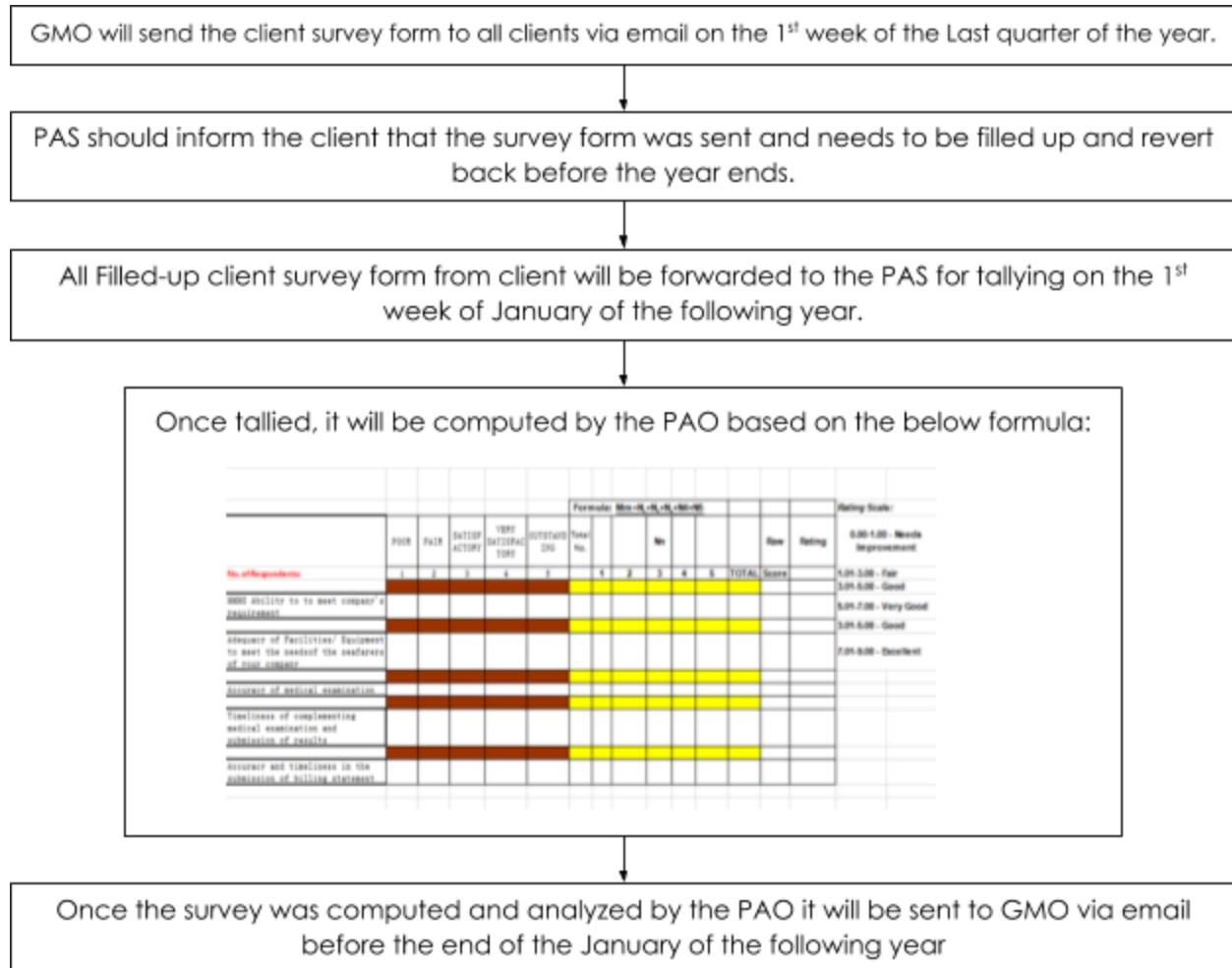
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27.0 PROCEDURE FOR CLIENT SURVEY



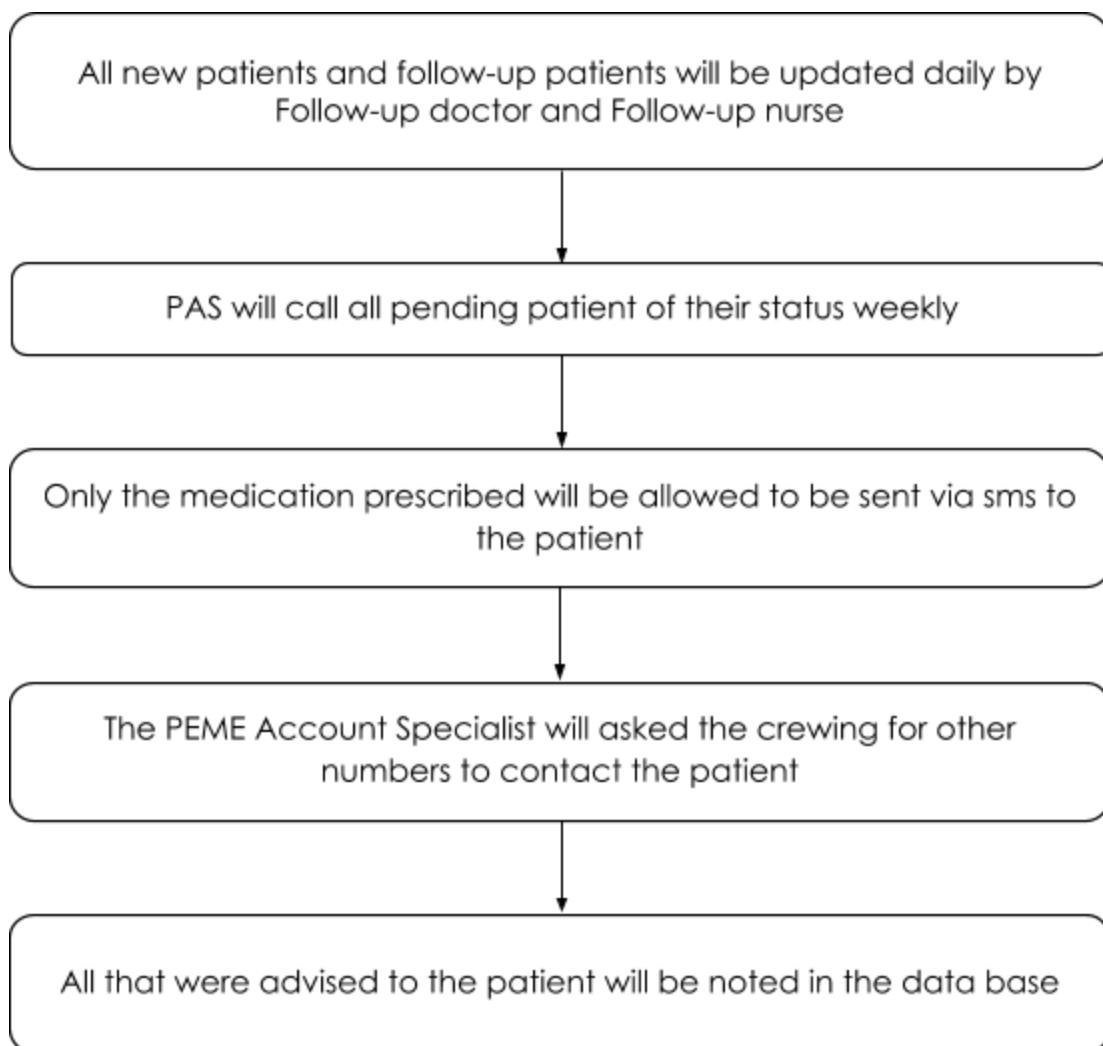
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28.0 PROCEDURE FOR UPDATING TEEKAY AND SEACREST PATIENTS STATUS



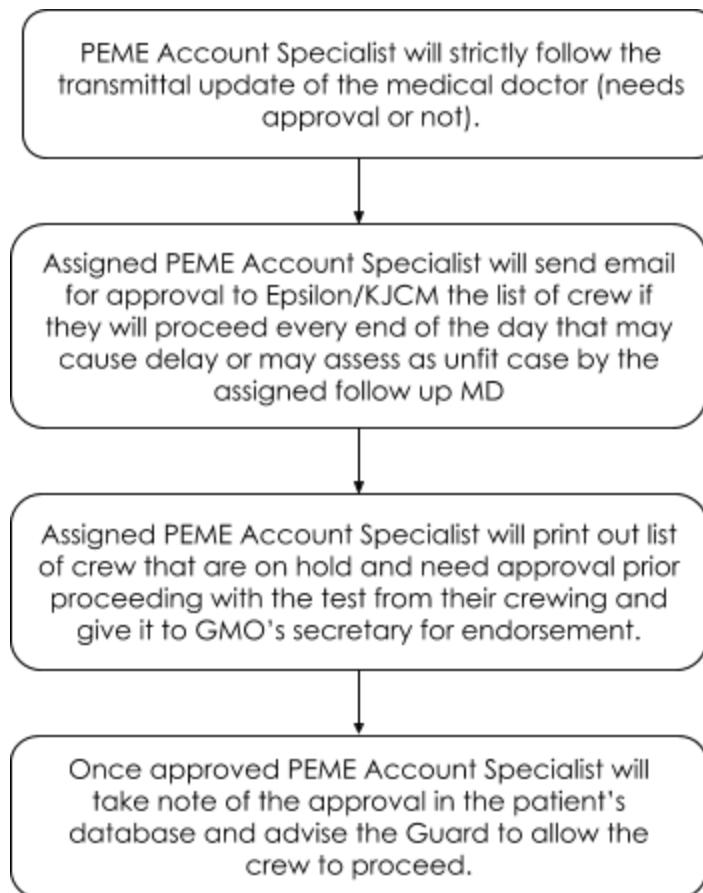
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29.0 PROCEDURE FOR EPSILON AND KJCM PATIENT STATUS



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30.0 UNFIT PATIENT STATUS

Once Unfit crew came in for consult without approval, assigned PEME Account Specialist will informed company and seek approval if we will proceed for consultation.

Once with confirmation assigned PEME Account Specialist will inform the GMO's Office of the approved crew for consultation.

Once approved, The PEME Account Specialist will take note of the approval in the patient's database and advise the Guard to allow the crew to proceed.

31.0 EXPIRED PATIENT STATUS

Once patient with expired status came in for follow up of his expired PEME without approval, assigned coordinator will informed company and seek approval if we will proceed for their pending test via email

Once with confirmation assigned PEME Account Specialist will inform the follow up reception and note the email in the PEME

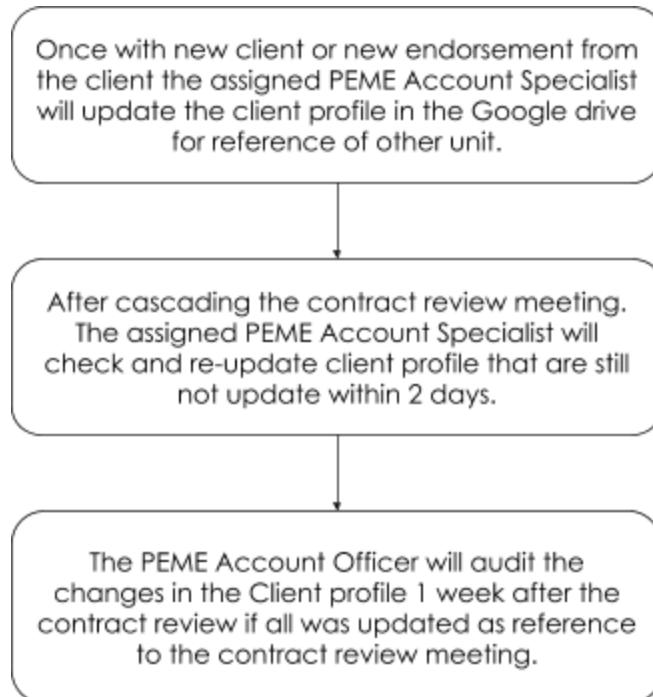
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32.0 PROCEDURE IN UPDATING CLIENT PROFILE



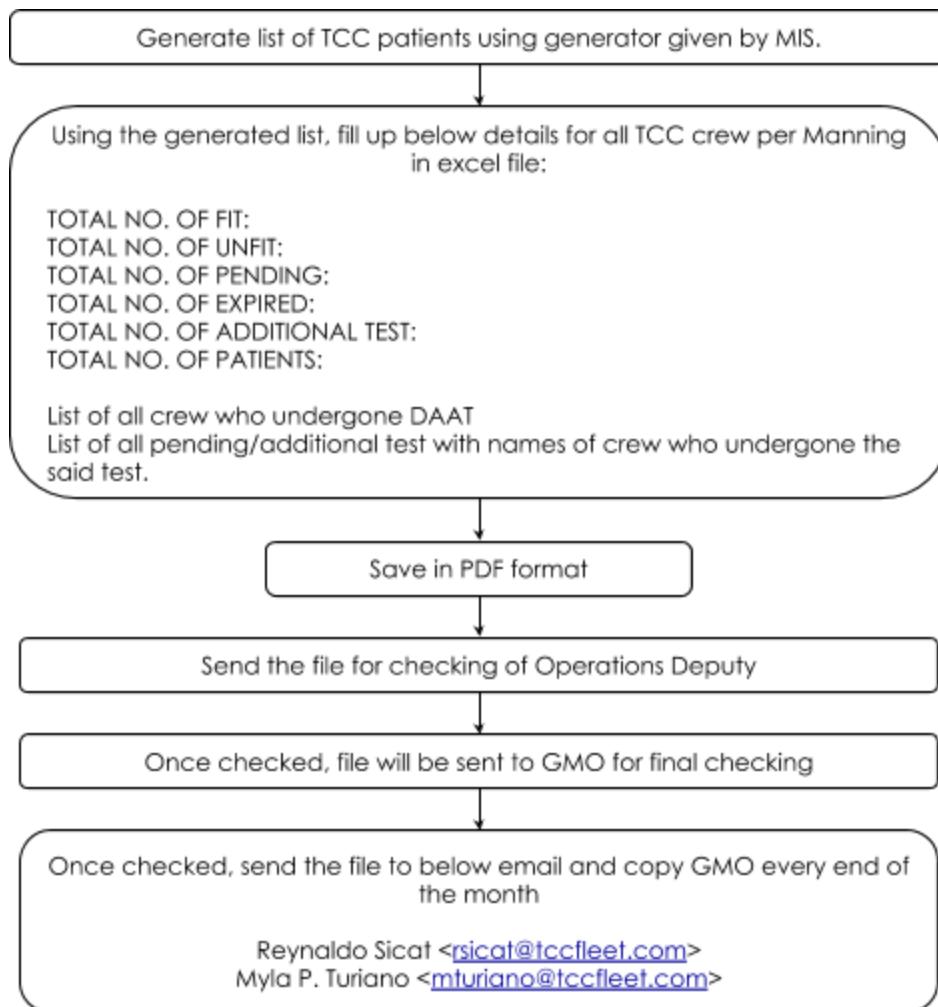
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		PREPARED BY: Marilar F. De Guzman, MD QAM	VERSION NO.: 1 REVISION NO.: 4
			APPROVED BY: Glennda E. Canlas, MD Medical Director

SUBJECT: MEDICAL COORDINATION PROCEDURE

33.0 PROCEDURE FOR SENDING A MONTHLY REPORT OF TCC CREW



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34.0 PROCEDURE WHEN UNDERMANNED/OUT OF THE OFFICE/MEETING

If assigned PAS is not available due to some reasons, follow contingency plan.



Use proper prioritization regardless of assigned companies.

- a. Calls from Clients
- b. Emails (all emails required to be answered by PAS from 7:01pm (previous day) to 7:00pm (current day) should be answered within the day)
 - i. E-referral for those crew who is currently here in the clinic.
 - ii. Client complaints should be acknowledged ASAP either by PAS or GMO, do proper investigation prior answering the email with detailed report within 24 hours.
 - iii. Client's Inquiry
 - 1. If email is for GMO, PAS will inform and coordinate with operations Deputy if GMO will answer or PAS.
 - 2. If necessary, follow up MD or processing MD will reply, PAS will endorse it to assign MD.
 - iv. E-referral
 - v. Forwarded email from FB inquiry
 - vi. Emails from patients
- c. RUSH LEAVING within the day and the next day and endorsed through GMO.
- d. Skype/Rocket

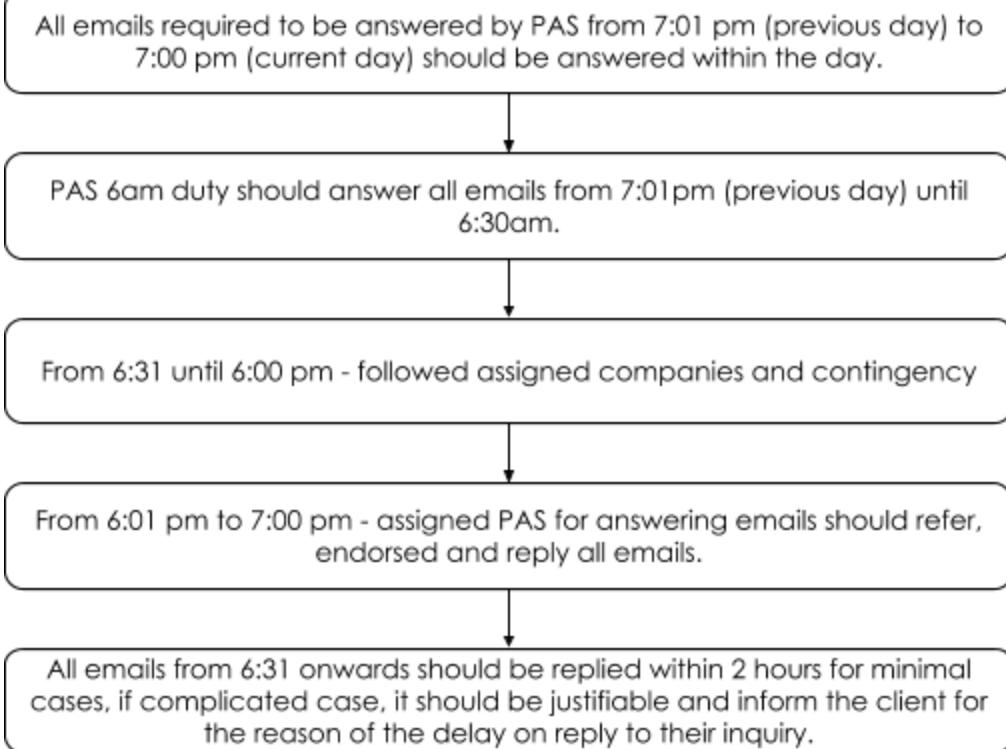
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SUBJECT: MEDICAL COORDINATION PROCEDURE

35.0 PROCEDURE IN REPLYING EMAILS



36.0 FORM

35.1 Client Survey Form

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SUBJECT: MEDICAL COORDINATION PROCEDURE

37.0 GLOSSARY OF TERMS

- 36.1 Certificate / result for delivery: the HMHS messenger shall deliver the item to the company.
- 36.2 Certificate / result for pick-up: the company/client shall send its own messenger to pick up the item.
- 36.3 Certificate / result for hand carry: the patient will personally claim the item.

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