

DOCUMENT NO.		
QFU	6.	0

PREPARED BY: Marilar F. De Guzman, MD QAM EFFECTIVITY DATE:
August 15, 2019

VERSION NO.: 1
REVISION NO.: 1

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

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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 <u>System Down</u>

- 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@halcvonmarine.com.ph email.



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8.0 PROCEDURE FOR INFORMING THE PATIENT OF THEIR STATUS

PEME Account Specialist will inform the patient of status thru sms/call.

If the patient did not comply despite of continuous reminders, PEME Account Specialist will email the company and inform the status of their crew.

Encode to the database if the patient has been informed thru sms, call or company thru email.

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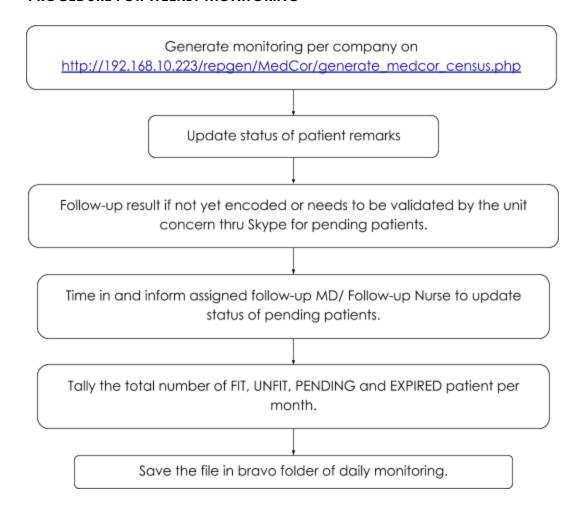


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9.0 PROCEDURE FOR WEEKLY MONITORING



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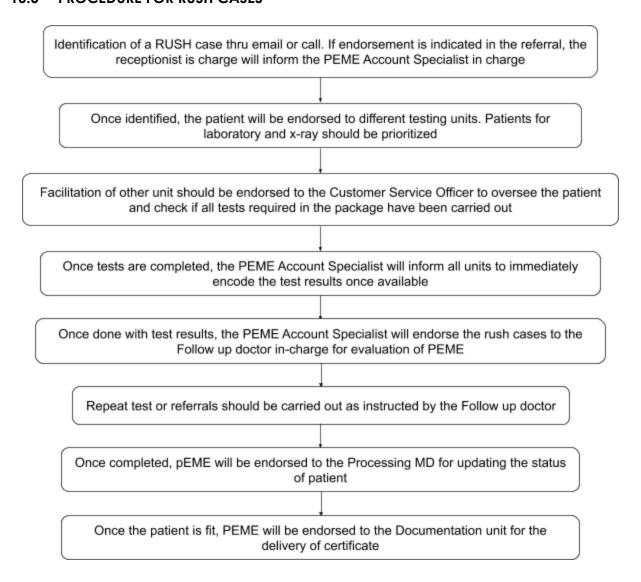


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10.0 PROCEDURE FOR RUSH CASES



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11.0 PROCEDURE FOR EXTRA TESTS CHARGE TO THE COMPANY

Patient will request the company to send email to Halcyon regarding charge of the extra test to them. If the patient doesn't want to coordinate with the company, PEME Account Specialist will be the one to call the company and ask for the email.

Email will be forwarded to Accounting Department for proper billing

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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

Assigned PEME Account Specialist will download or print/scan as PDF all the clearances/certificate.

Upload the clearance/certificate in Google Drive attachment.

Click time-in in the patient's PEME and note in the database once the clearance/certificate is uploaded in Google Drive.

Endorse the uploaded clearance /certificate to the Follow-up doctor

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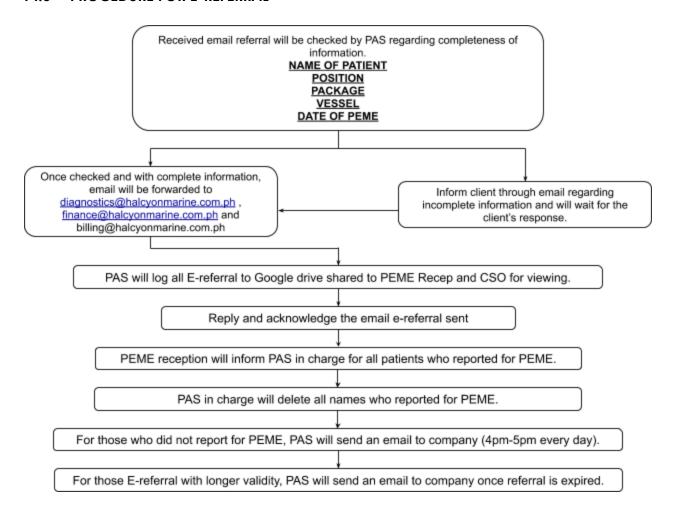


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14.0 PROCEDURE FOR E-REFERRAL



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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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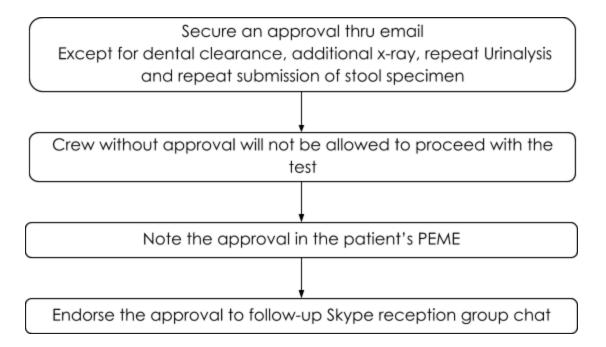


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17.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR F.A VINNEN CREW



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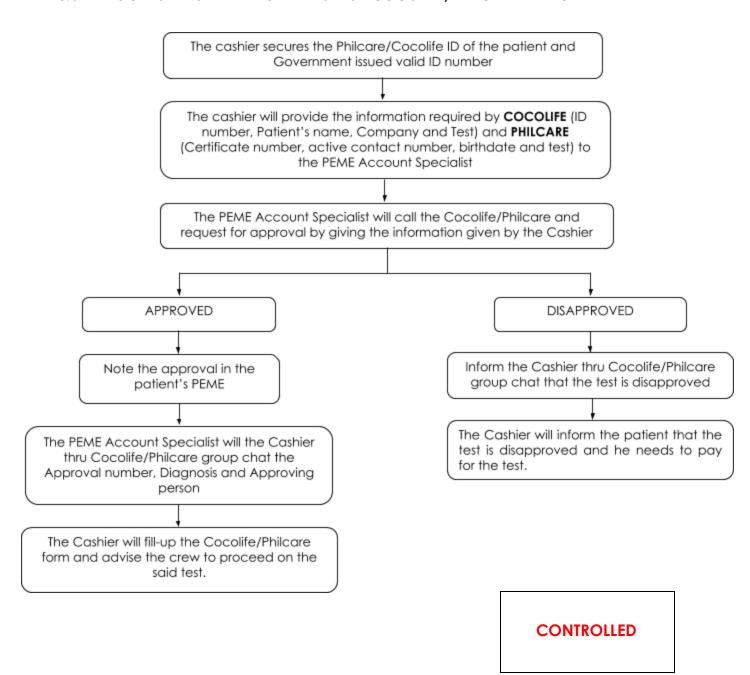


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18.0 PROCEDURE FOR ADDITIONAL TEST FOR COCOLIFE/PHILCARE APPROVAL



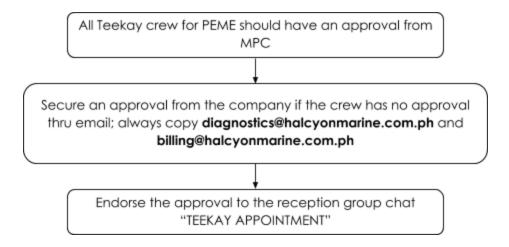


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19.0 PROCEDURE FOR TEEKAY CREW FOR PEME



20.0 PROCEDURE FOR COMPANY'S CONCERN

Address the concern and relay to it the Medical Operations
Manager

Send a weekly concern report every Friday or last day of the week
to the Medical Operations Manager

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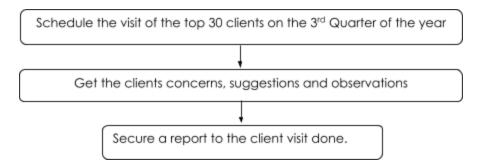


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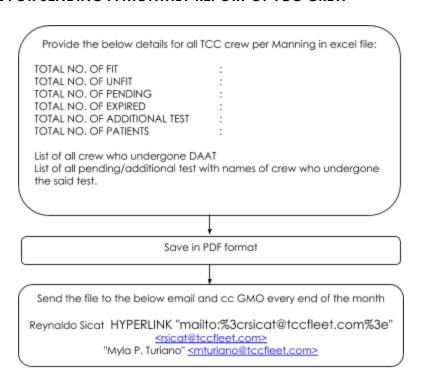
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21.0 PROCEDURE FOR ANNUAL CLIENT VISIT



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

PRINCIPAL:	(GAS, Offshore, Tanker, Berg 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

<u> </u>	SOLSTAD OFFSHORE CREWING S A Solead Offshore Company	ERVICES PHILIPPINES, NC.		to face to the bary () (modes new ments, CC Algoria No.41,00100
	Medica	Report		
Santerby server	forms 0 had 0 hales	0 00 0	. 6 6	terate
		NG(II	10/53619/	
	A	LCTAD SINDING	B CHIDING DENTS	
FE	BRUARY 2018 SUMMARY SO FINDINGS	ISTAD FINDING	NUMBER OF	CASES
_				

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

		weekly	/ basis:	
A	3	С	D	E
TO : LEONIS NAV ATTENTION : Ms. FROM : HALCYO DATE : March 12- RE : WEEKLY RE	Felma Melchor N MARINE HEAI March 16, 2018	LTH CARE SYSTEMS		
DATE of PEME	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:

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:

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								
DAY								
DAY								
Day 31								
TOTAL								
% stribution								
		IT WITH MED	KATIONS/ U	INFIT/ TEMPOR	SARY UNFIT /PENE	DING TOTAL N	UMBER	
	NAME		AGE	POSITION		REN	VARKS	

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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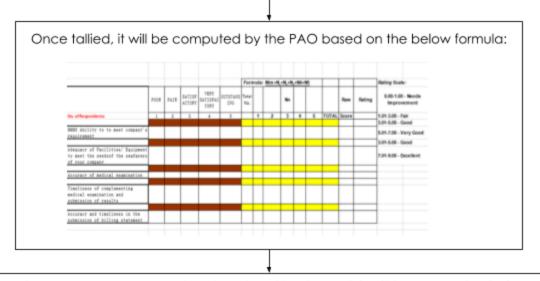
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27.0 PROCEDURE FOR CLIENT SURVEY

GMO will send the client survey form to all clients via email on the 1st week of the Last quarter of the year.

PAS should inform the client that the survey form was sent and needs to be filled up and revert back before the year ends.

All Filled-up client survey form from client will be forwarded to the PAS for tallying on the 1st week of January of the following year.



Once the survey was computed and analyzed by the PAO it will be sent to GMO via email before the end of the January of the following year

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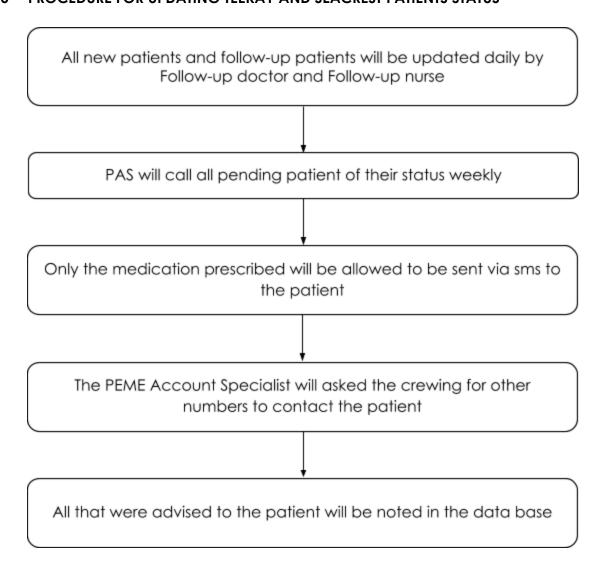
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28.0 PROCEDURE FOR UPDATING TEEKAY AND SEACREST PATIENTS STATUS



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29.0 PROCEDURE FOR EPSILON AND KJCM PATIENT STATUS

PEME Account Specialist will strictly follow the transmittal update of the medical doctor (needs approval or not).

Assigned PEME Account Specialist will send email for approval to Epsilon/KJCM the list of crew if they will proceed every end of the day that may cause delay or may assess as unfit case by the assigned follow up MD

Assigned PEME Account Specialist will print out list of crew that are on hold and need approval prior proceeding with the test from their crewing and give it to GMO's secretary for endorsement.

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



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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

Once with new client or new endorsement from the client the assigned PEME Account Specialist will update the client profile in the Google drive for reference of other unit.

After cascading the contract review meeting. The assigned PEME Account Specialist will check and re-update client profile that are still not update within 2 days.

The PEME Account Officer will audit the changes in the Client profile 1 week after the contract review if all was updated as reference to the contract review meeting.

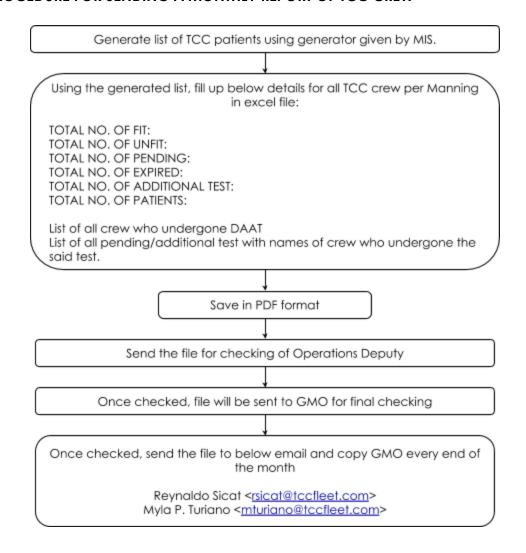


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33.0 PROCEDURE FOR SENDING A MONTHLY REPORT OF TCC CREW



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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
 - 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
- RUSH LEAVING within the day and the next day and endorsed through GMO.
- d. Skype/Rocket



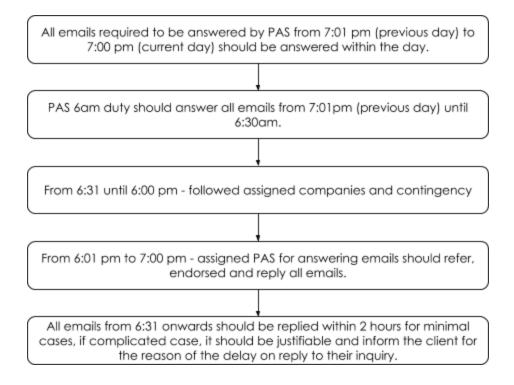
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35.0 PROCEDURE IN REPLYING EMAILS



36.0 FORM

35.1 Client Survey Form

37.0 GLOSSARY OF TERMS

36.1 Certificate / result for delivery: the HMHS messenger shall deliver the item to the company.



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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.