


QUALITY STANDARD SYSTEM MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QSS 1.0	EFFECTIVITY DATE: November 26, 2018
			REVISION NO.: 8
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: INTRODUCTION			

What's in a name?

The halcyon is a seabird known to those who sail. These birds breed and lay their eggs on the beach in the middle of the winter. During this time and when the eggs are hatching, the waters are still and the weather is fine. This is where the expression "halcyon days" comes from, referring to an untroubled time of peace and calm.

To the seafarers who enter this clinic we wish them halcyon days as they journey the high seas...

Established in Oct 2006 by a team of dedicated and experienced medical, paramedical and administrative professionals, the main objective of Halcyon Marine Healthcare Systems was to set up a quality maritime medical facility that not only ensured the health and safety of the seafarer but was also truly responsive to the needs and expectations of both the patients and the client.


This was done through the following:

Reviewing, revising and updating existing medical policies and guidelines according to collated statistics and clinical experience.

Creating a customized computer program that would make the pre-employment medical exam process more efficient, accurate and faster.

Instituting a team - oriented organization that would facilitate the retrieval of information within the clinic and the communication of these to both the patient and client.

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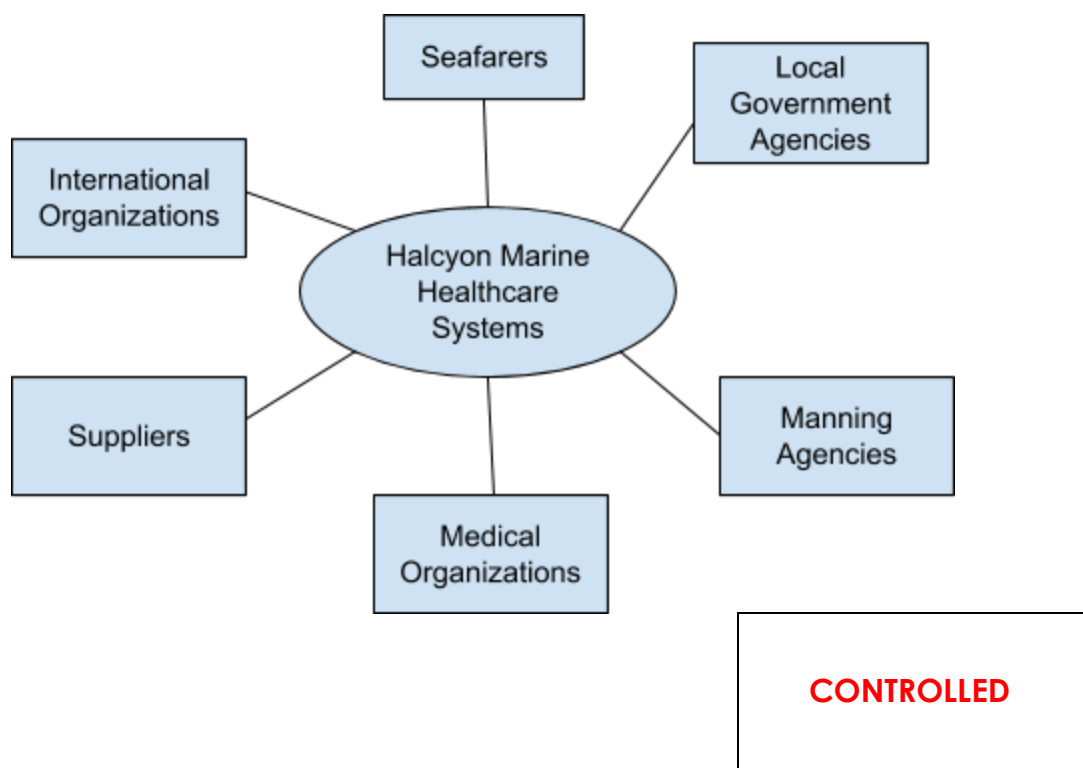
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Instilling a true sense of service, commitment and professionalism in all its team members that would ensure the patients are treated with compassion, consideration and respect and clients are given premium value for money service.

Choosing a location that reflected the vibrant, enthusiastic and progressive outlook of the Halcyon Team.

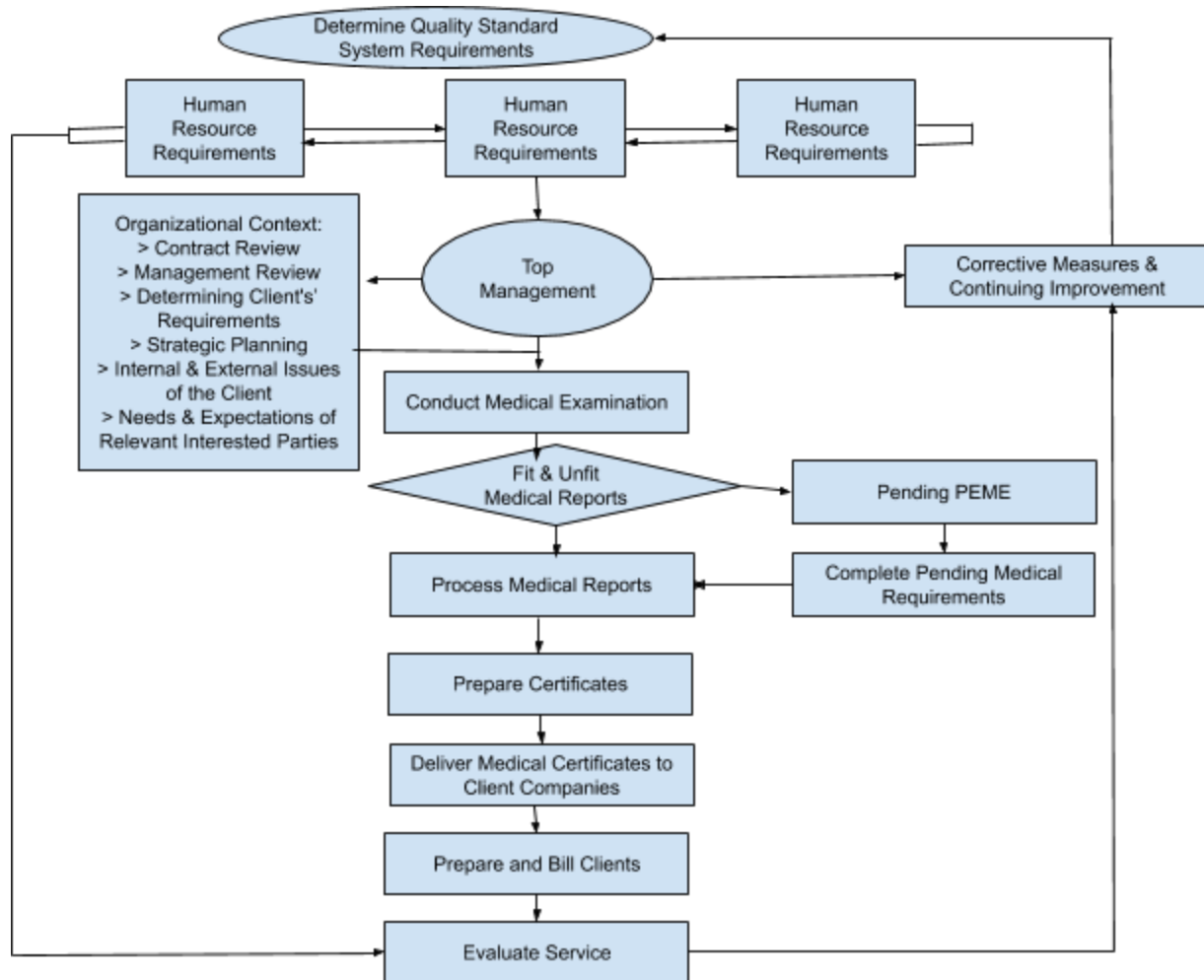
HMHS OPERATION INTERFACES

The core business of HMHS is providing medical examination services to seafarers. Hence, HMHS interacts with the manning agencies, seafarers, medical examinations, government regulating bodies, international organizations and suppliers.




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BUSINESS PROCESS FLOW CHART



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VISION

We are the cornerstone of tomorrow's healthier communities.

MISSION STATEMENT

We provide quality medical services to the seafarers that is administered with compassion, respect and a sense of humanity while ensuring the integrity and accuracy of medical findings and reports.


We remain at the forefront of maritime medicine while continuously responding to the needs and requirements of both the seafarer and our client companies.

MISSION

We will achieve our mission by:

- Ensuring and promoting the health and safety of our Filipino seafarers.
- Setting the gold standard for medical service to the maritime industry
- Conducting studies and providing relevant statistics that will benefit policy making within the maritime industry
- Ensuring the integrity, accuracy and confidentiality of all medical records and information.
- Employing highly qualified, dedicated and socially responsible professionals.
- Committing to the growth, development and fair treatment of our employees.
- Working with competent and caring specialists in the different fields of medical expertise.

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CORE VALUES

1. Quality Medical Care
2. Service Excellence
3. Innovation and Continuous Improvement
4. Moral and Ethical Responsibility
5. Social Consciousness

PURPOSE OF THE MANUAL

This Quality Standard System Manual (QSS) serves as the top-level internal document of HMHS which together with the procedures and work instructions in the different departments define the HMHS' Quality System. The manual is authorized for use in HMHS by its management, employees and assessors from an independent quality assessment body.

This Quality Manual gives a comprehensive overview of the business processes, medical procedures and relationships at company and department level.

The manual was developed in accordance with the Philippine Council on Accreditation for Healthcare Organization (PCAHO) standards and current ISO requirements for Quality Management Systems taking into account relevant local and international regulations governing the delivery of medical services.

DISTRIBUTION LIST


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Quality Assurance Manager

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1 (View Only)	President/Medical Director
2 (View Only)	General Manager for Operations
3 (View Only)	Administrative Manager
4 (View Only)	Human Resources Manager

Shared copies of the QSS Manual shall be provided to concerned personnel of HMHS (refer to the Manual Distribution List thru Google Drive). A copy may be shared to individuals as deemed appropriate by the QAM of HMHS upon approval of the President/Medical Director.

ACCOUNTABILITY


Holders of the shared copies are accountable to the QAM, in cooperation with the MIS unit access to Google Drive of a personnel is deleted upon resignation or retirement from Halcyon Marine Healthcare Systems. This Manual may be shared with other HMHS employees or outside parties upon approval of the President/Medical Director.

MAINTENANCE AND REVISION

The QAM is the authorized person to effect normal changes and revisions to this manual. It is the policy of HMHS that all shared copies are controlled copies. The QAM is the owner of the Master copy of the manual. The QSS manual is periodically reviewed to ensure its conformance to current standards and company requirements. The frequency of review is at least once a year.

Revisions to the QSS manual are by revision numbers. Each revision replaces the previous issue within the manual. The President/Medical Director prior to their issue approves all revisions. Revisions to the QSS manual are shared to all registered copyholders. The QAM keeps an updated record of the revisions.

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FEEDBACK

Any comments, suggestions, or question regarding the Quality System and its documentation may be forwarded to the QAM. For revision, please accomplish one (1) Document Change Request Form per change request and submit it with supporting documentation (if any) to the QAM. This form is available from the QAM.

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