


QUALITY WORK INSTRUCTIONAL MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QWI 21.0	EFFECTIVITY DATE: October 3, 2019
			REVISION NO.: 5
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: WORK INSTRUCTIONAL MANUAL FOR DOCUMENTATION			

1.0 MEDICAL RESULTS FOR FIT/UNFIT PATIENTS


- 1.1 The Releasing Officer and Data Entry Specialist logs all Fit and Unfit patients in the Daily Fit/Unfit monitoring for monitoring of released, for release and for process medical certificates on a daily basis
- 1.2 Medical certificates should be completed and forwarded to the manning agencies within 2-3 working days.
- 1.3 The Data Entry Specialist is responsible for the preparation of the medical certificates.
 - 1.3.1 Data Entry Specialist
 - Open the web page <http://192.168.10.222>
 - Type the username and password
 - Click the CSR DASHBOARD. Select the list of FIT/UNFIT according to the current date
 - Log the list of FIT/UNFIT patients in the Fit/Unfit Monitoring on a daily basis.
 - Open the PEME of the patient and check the medical status and special instruction in the referral if there is any endorsement from the company.
 - Process of Marina certificates and other attachments required by the companies and medical packages.
 - Print and check the completeness of the attachments
 - Forwards the medical certificates to the Quality Control Specialist for proofreading.

2.0 PROCEDURE IN PROCESSING OF DOH CERTIFICATES

- 2.1 Open the WEB page <http://192.168.10.222>
- 2.2 Type the username and password:

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2.3 Click the CSR DASHBOARD

2.4 Log the PEME I.D. of the patient

2.5 Check and verify the encoded data of the patient if correct.

2.6 Check the following data and check the results of each test according to the medical package plus additional test/s as per request from the company.

- Personal Information
- Position
- Company
- FIT/UNFIT
- Visual
- Audio
- Date of Fitness
- Validity

2.7 Generate the DOH certificate and check the following:

- Position/Department
- Tick on 8 basic tests
- Tick on FIT/UNFIT
- Fitness and Validity Date

2.8 Print and save the certificate in the network drive \\192.168.10.204\Daily Certificates, in an organized manner

2.9 Log the patient name, PEME ID, company name and type of certificates in the Accomplishment report

3.0 PROCEDURE IN PROCESSING OF ATTACHMENT

3.1 Open the WEB page <http://192.168.10.222>


3.2 Type the username and password

3.3 Click the CSR DASHBOARD

3.4 Process the necessary attachment based on the company's request and medical package. Check if the patient meets the minimum requirements in compliance with each of the certificates.

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3.4.1 LIST OF MEDICAL CERTIFICATES AND FORMS PROCESSED BY THE DOCUMENTATION UNIT

A. P&I CLUBS


- American P&I PEME Certificate
- American P&I Certificate with Questionnaire
- British P&I PEME Certificate
- Gard P&I Certificate
- Japan P&I Club Certificate and Self Declaration Questionnaire
- North of England P&I PEME Certificate
- NOE Medical Examination Record
- Oil and Gas UK Certificate
- Shipowners P&I Club Certificate and Self Declaration Questionnaire
- Skuld P&I PEME Certificate
- Standard Form
- Steamship Mutual P&I PEME Certificate
- Swedish P&I PEME Certificate
- UK P&I Certificate
- West of England P&I Club Certificate and Questionnaire

B. FLAGS

- Antigua and Barbuda Certificate
- Bahamas Maritime Authority Certificate
- Belgian Certificate
- Chinese Form
- Cyprus (BSM) Certificate
- Danish Form
- Dutch Form
- French Certificate
- Liberian Certificate

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- Malta Certificate
- Malaysian Certificate
- Marshall Certificate
- Madeira Certificate
- NIS Certificate & NMA Medicine Declaration Form
- Panama Certificate
- Singaporean Certificate
- Swedish Transport Authority certificate and checklist
- UK – MCA ENG1

C. INTERNAL FORMS

- Anti-HBS Certificate
- Dental Form
- DOH Medical Certificate
- Epidemic Certificate
- Hepatitis Clearance
- Hepatitis A Vaccination Certificate
- Hepatitis B Vaccination Certificate
- Land Based Medical Certificate
- Liver Function Test
- Medical Endorsement
- Medical Examination Report
- Medical Form
- Office Staff Certificate
- Panoramic X-Ray Form
- Solstad Medical Form
- Tesda
- Thermosetting Plastic Component Certificate
- Yellow Card

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D. EXTERNAL FORMS


- CCL SMC Form and CCL Questionnaire and Forms 5-8
- CRW15 Blood Test Report
- Holland America Line, Inc. Questionnaire and PE Medical Examination
- ILO Form (MRM)
- ILO Form (UPL-Shell)
- Italian Certificate
- Kuwait Oil Tanker Company (KOTC) Form A, B and Checklist
- Livanos Medical Blood & Urine Examination Certificate
- MEF – Contractors Personnel Offshore
- MSC Form
- MSC Panama
- Norwegian Cruise Line Form B and C
- Petronas
- PGS Form
- Sloman (NAESS)
- Socatra Form
- Songa Form
- Stolt-Nielsen form SPS005M DAAT Certificate
- Stolt-Nielsen Form SPS006M MES Supplement (Blood Test & Urinalysis)
- Tesda
- Vanuatu
- Windstar Form

3.5 Check the completeness and accuracy of all the certificates

3.6 The Data Entry Specialist conducts quality control and liable for any miss-out and error. This will be reflected in the encoder's efficiency monitoring.

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- 3.7 The Documentation OIC is assigned to check and monitor the efficiency of the Data Entry Specialist, Quality Control Specialist and Releasing Officer and report it directly to the Medical Operations Manager.

4.0 PROCEDURE IN PROOFREADING OF MEDICAL CERTIFICATES


- 4.1 The Quality Control Specialist proofreads the medical certificates.
- 4.2 Arrange the certificates and prioritize the RUSH certificates in proofreading.
- 4.3 The following details should be checked on the medical certificate:
- Personal information
 - All medical results
 - Medical condition and medicines
 - Fitness and Expiry Date
 - Flag attachments
 - Completeness of attachments
- 4.4 All errors in the medical certificates are logged in the Encoder's error Monitoring.
- 4.5 Return the medical certificates with deficiency to the responsible encoders for reprinting.
- 4.6 Check the reprinted medical certificates before forwarding to the Releasing Officers

5.0 QUALITY CONTROL PROCEDURE FOR CERTIFICATES FOR RELEASE AND DELIVERY TO THE COMPANY

- 5.1 Releasing Officers prepare the medical certificates for delivery.

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- 5.2 Dry seals the medical certificates and check the completeness of attachments
- 5.3 Note the scheduled time of delivery and the types of certificates on the patient's database
- 5.4 Update the Daily FIT/UNFIT monitoring, note the date of delivery of patient's medical certificates and records and the type and quantity of papers released.
- 5.5 Sign the transmittal/receiving copy
- 5.6 Arrange the medical certificates according to the area (Makati, Manila & Ortigas)
- 5.7 Monitor all the rush certificates and ensure that it was released and delivered on the expected time/date
- 5.8 Endorse the medical certificates for delivery to the Courier and give instructions on any special endorsements.

6.0 ACCOMPLISHMENT REPORT OF DOCUMENTATION PERSONNEL


- 6.1 Each documentation personnel have an accomplishment report wherein all the medical reports processed, proofread, printed and other activities done on a daily basis are logged in an excel file and sent to the Medical Operations Manager.

7.0 MONITORING OF INTERNAL ERRORS AND ACCOMPLISHMENT OF DOCUMENTATION PERSONNEL

- 7.1 Errors of all documentation personnel are checked on a daily basis.
- 7.2 The Documentation OIC monitors the errors and accomplishment of documentation personnel; and report it to the Medical Operations Manager on a daily basis. A weekly meeting is conducted to determine the level of accuracy of all documentation staff in processing medical reports.

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- 7.3 When a high percentage of typo errors from the Data Entry Specialist is determined the employee involved is issued a CAR, the individual is instructed to make an incident report which is forwarded to both QA with the accomplished CAR and to the HRMD for appropriate disciplinary action.

8.0 **REQUEST FOR TRANSFER OF MEDICAL CERTIFICATES**

- 8.1 The Documentation OIC receives the request thru email and endorse it to the assigned Data Entry Specialist
- 8.2 Log the medical certificate with charge to the Documentation email Google sheet and receives the Statement of Account from the Accounting department
- 8.3 Endorse the Statement of Account to the Releasing Officer, then to the Courier
- 8.4 The Data Entry Specialist prepares the requested certificates.

9.0 **SAVE AND BACK UP OF MEDICAL CERTIFICATES**


- 9.1 After processing of medical certificates and attachments, the Data Entry Specialist saves all the processed medical certificates on the network drive \\192.168.10.204\Daily Certificates

10.0 **FILING OF IN-HOUSE CERTIFICATES**

- 10.1 Documentation OIC will designate among the Data Entry Specialists and Releasing Officers the filing of the in-house certificates. Filing is in alphabetical order. Foreign certificates are filed separately according to each kind. File retention is up to 3 months, except for American P&I certificates which is 2 years. All certificates should be scanned as backup copies.

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Certificates to be filed are as follows:

- NIS
- American P&I certificates and Questionnaire
- Malta Form page 1&2
- OGUK pages 1-2
- Swedish P&I PEME consent
- Standard P&I PEME consent
- MCA consent form and Eng2
- Japan P&I Club Self Declaration Questionnaire
- Standard P&I Club Self Declaration Questionnaire
- Shipowner P&I Club Self Declaration Questionnaire
- West of England P&I Club Self Declaration Questionnaire

11.0 FILING OF TRANSMITTAL

- 11.1 Releasing Officers are responsible for scanning and filing of transmittal.
- 11.2 File retention period is up to 3 months


12.0 RE-ISSUANCE OF MEDICAL CERTIFICATES

If the manning company requests for re-issuance of medical certificates or other documents the following procedure must be observed:

- 12.1 The requesting manning company should request via email or letter duly signed by the authorized representative
- 12.2 Informs the company that the re-issuance of medical certificate will be on the day after the request with a corresponding fee payable via cash or charge to the company
- 12.3 Indicate on the re-issued certificate (reissued date as per company's Request, for COC purposes or depends on the reason for the request)

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- 12.4 Log the medical certificate with a charge in the Documentation Emails in Google Drive and receives the Statement of Account from the Accounting department
- 12.5 Endorse the SOA to the Releasing Officer, then to the Courier and give the necessary instructions

13.0 **PROCEDURE IN FACILITATING RUSH CASES**


- 13.1 Rush cases are logged in the Rush Monitoring according to the target time of delivery.
(7:20AM, 12:00PM, 2:00PM & 3:00PM)
- 13.2 The Data Entry Specialist shall prioritize the processing of the endorsed RUSH certificates and endorse it immediately to the Processing Physician for checking. Certificates should be ready for release before the target time of delivery.
- 13.3 Releasing officers shall monitor the Rush Monitoring to ensure that all certificates are furnished and released on time.
- 13.4 If the rush certificate is endorsed for hand carry, processing of certificate should within 2-3 hours.

14.0 **PROCEDURE FOR HAND CARRY MEDICAL CERTIFICATES**

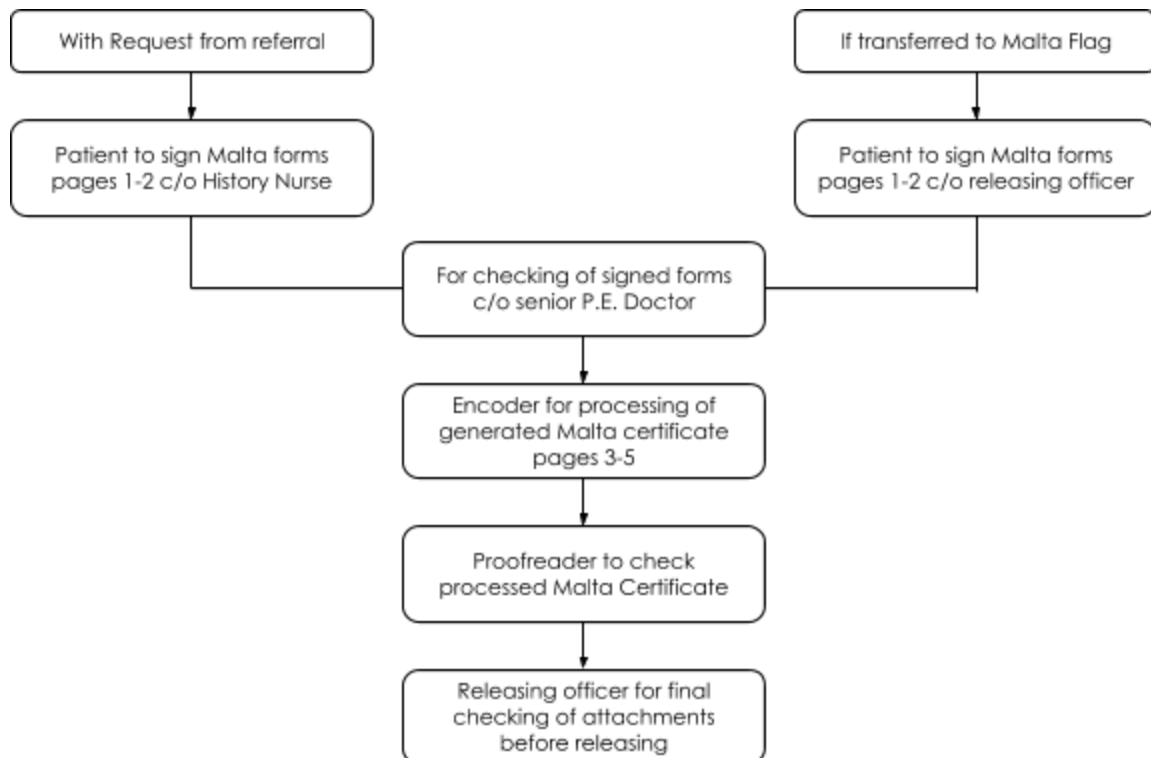
- 14.1 Certificates for hand carry are also logged on Rush Monitoring by the Releasing officers/documentation OIC
- 14.2 Processing of the hand carry certificate is within 2-3 hours from the time of fitness
- 14.3 Patients who request to hand carry their medical certificates are requested to time in and sign in the hand carry logbook.

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15.0 PROCESSING OF MALTA FORM PROCEDURE



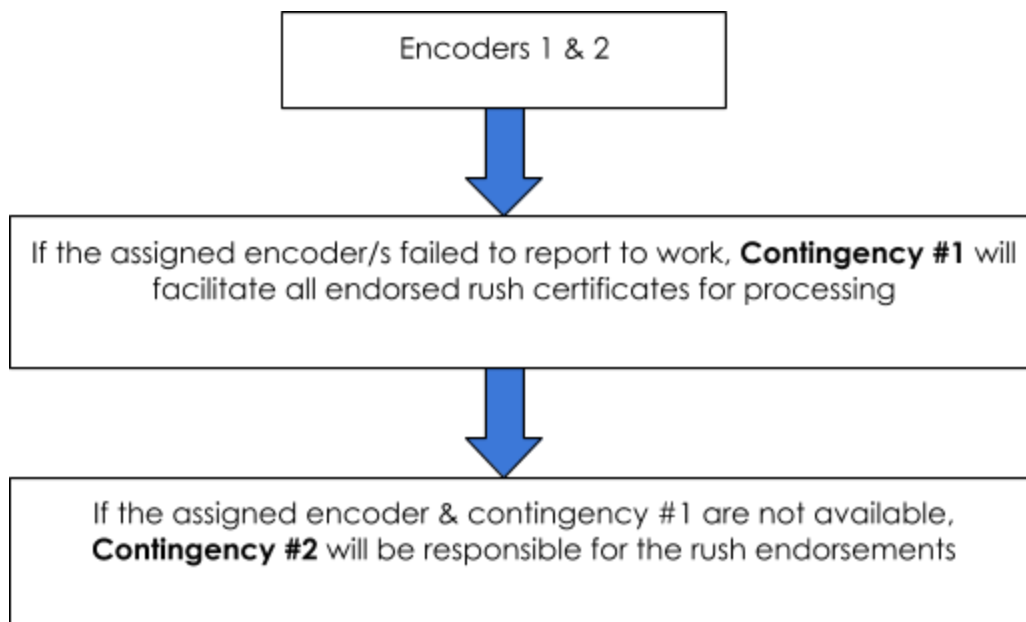
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16.0 CONTINGENCY PLAN PROCEDURE

Contingency Plan will take effect if:



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If the assigned encoders has more than 20 but not less than 15 endorsed rush certificates from PEME Account Specialist and/or from Company:

Encoders 1 & 2 with more than 20 but less than 15 endorsed rush certificates from PEME Account Specialist or Request from company



Contingency #1 will be the one to provide assistance to the assigned encoder/s to avoid delays or any unforeseen situations

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