


QUALITY STANDARD SYSTEM MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QFU 6.0	EFFECTIVITY DATE: September 24, 2019
		PREPARED BY: Marilar F. De Guzman, MD QAM	VERSION NO.: 1 REVISION NO.: 4
			APPROVED BY: Glennnda 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

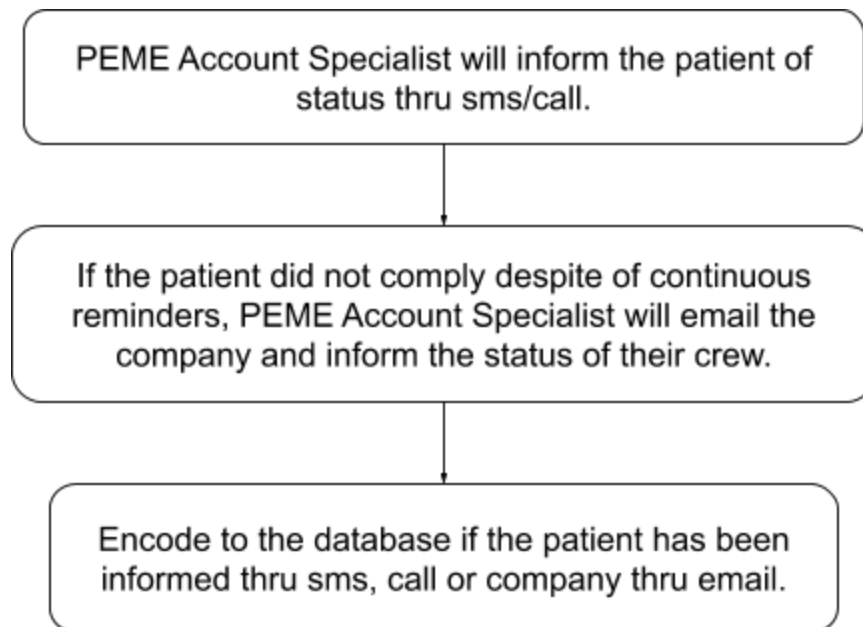
7.2.1 PEME Account Specialist will provide status and answer queries at home via internet access online and company phone if still working.

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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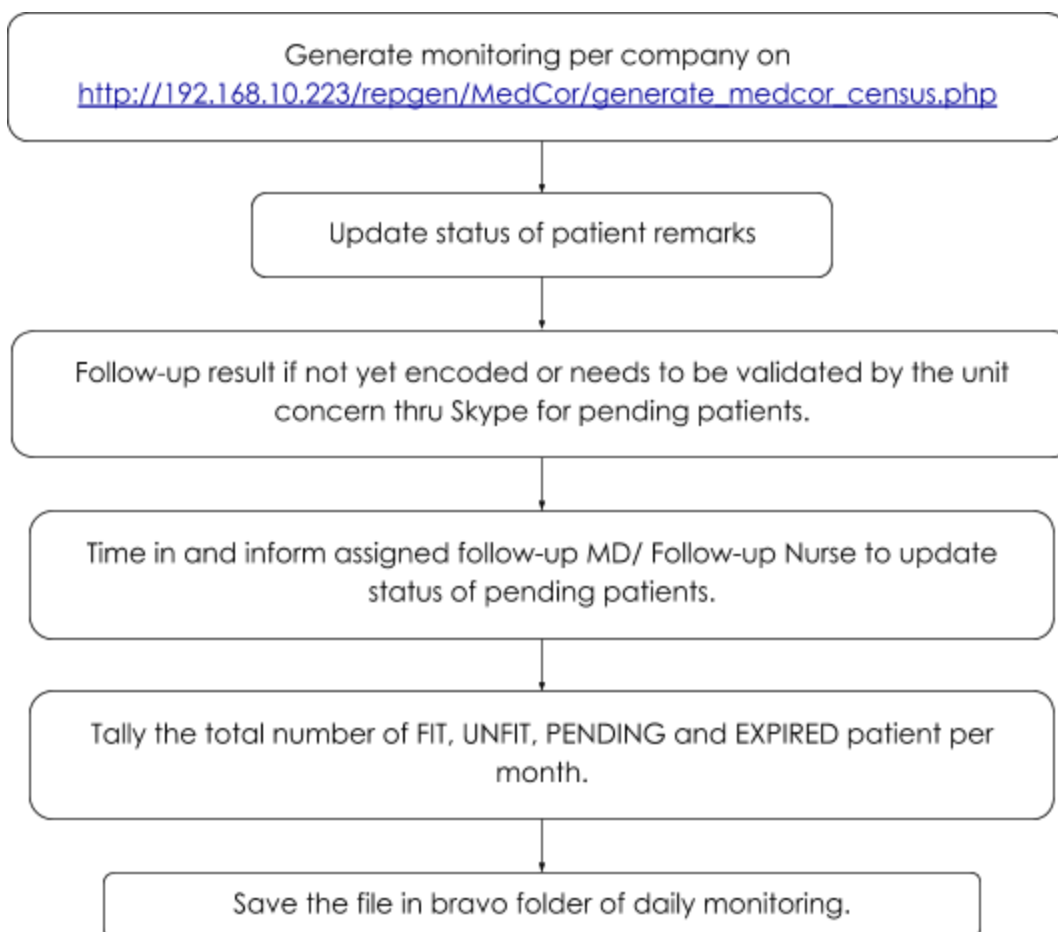
8.0 PROCEDURE FOR INFORMING THE PATIENT OF THEIR STATUS




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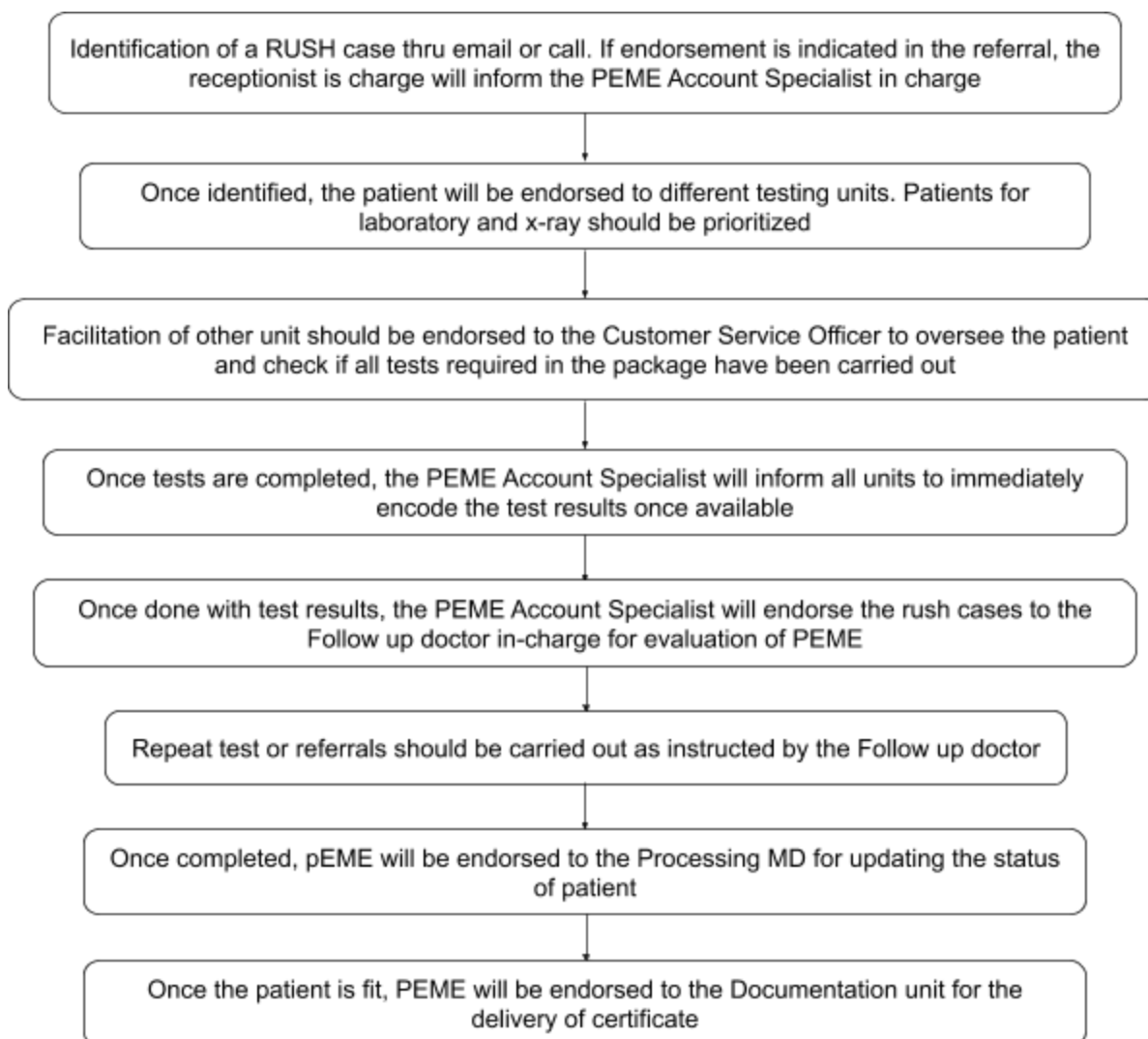
9.0 PROCEDURE FOR WEEKLY MONITORING




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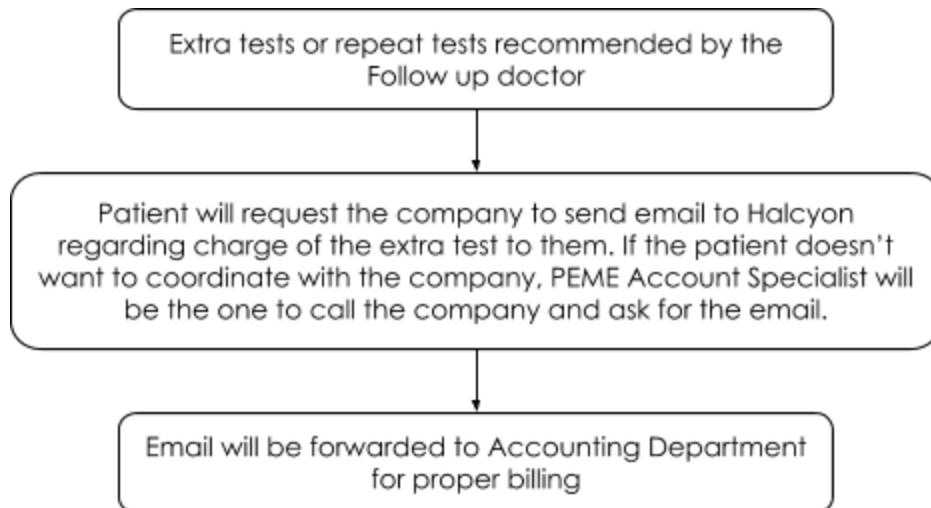
10.0 PROCEDURE FOR RUSH CASES




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11.0 PROCEDURE FOR EXTRA TESTS CHARGE TO THE COMPANY

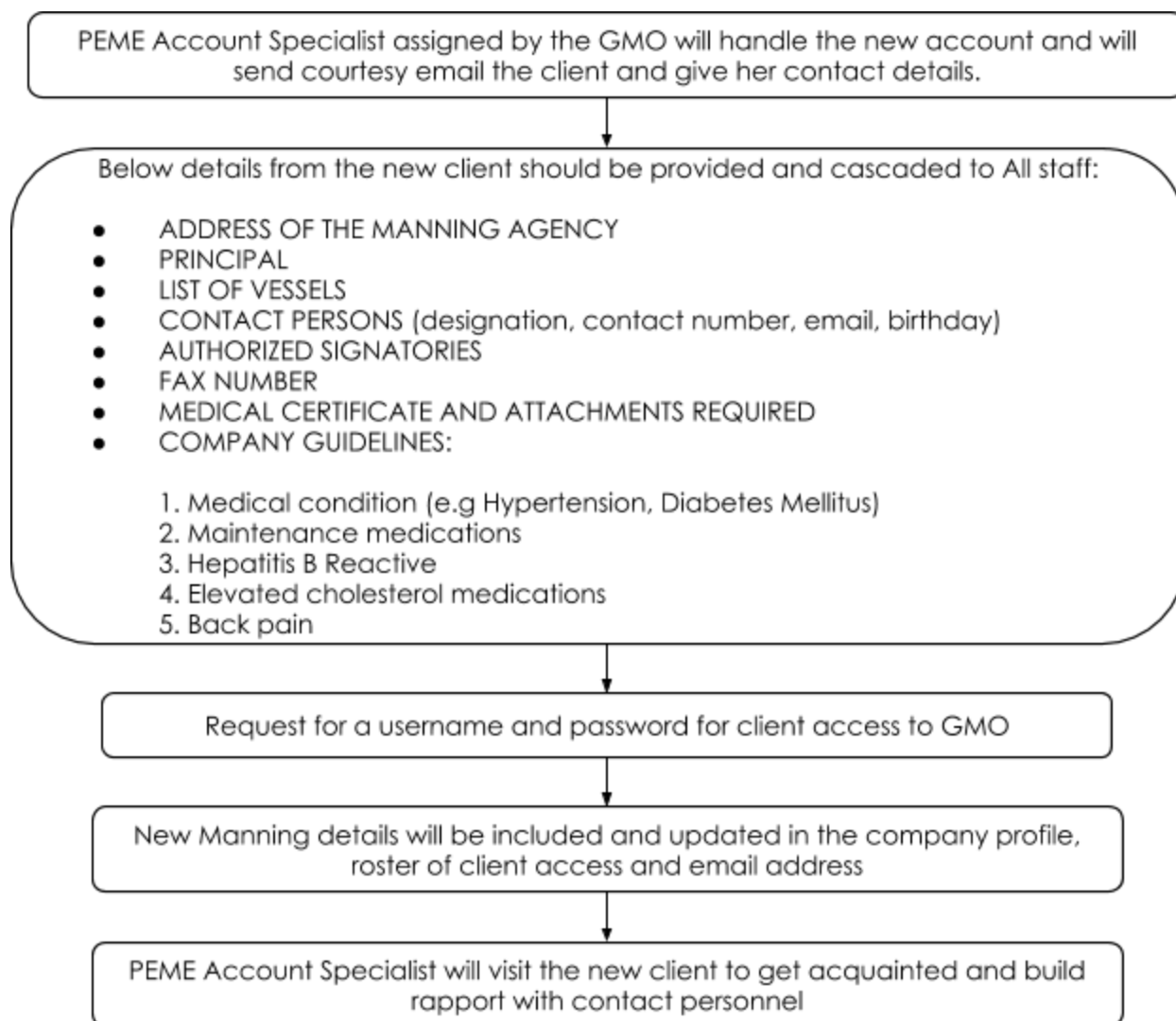


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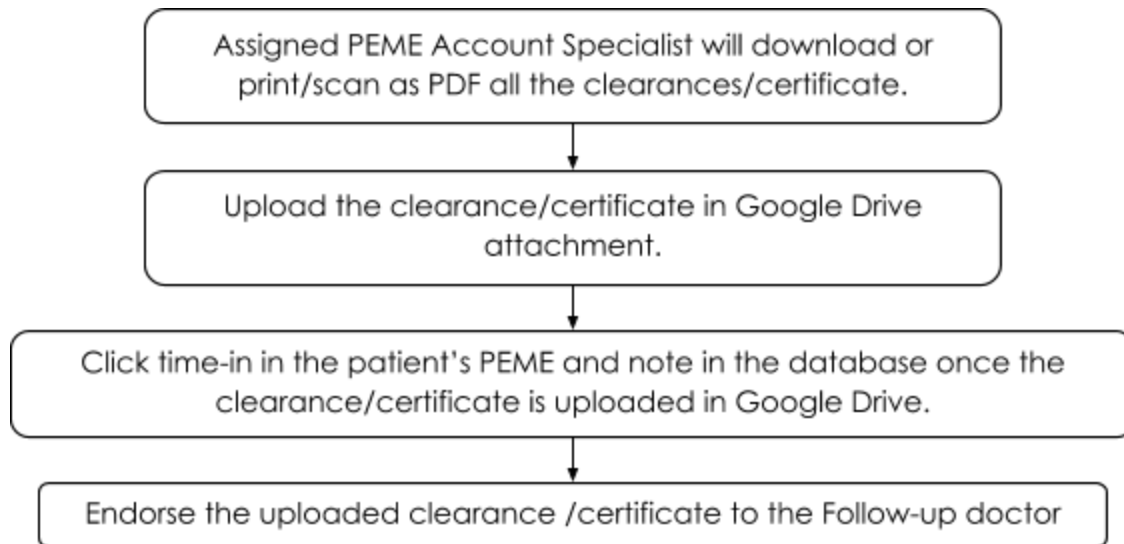
12.0 PROCEDURE FOR NEW CLIENT




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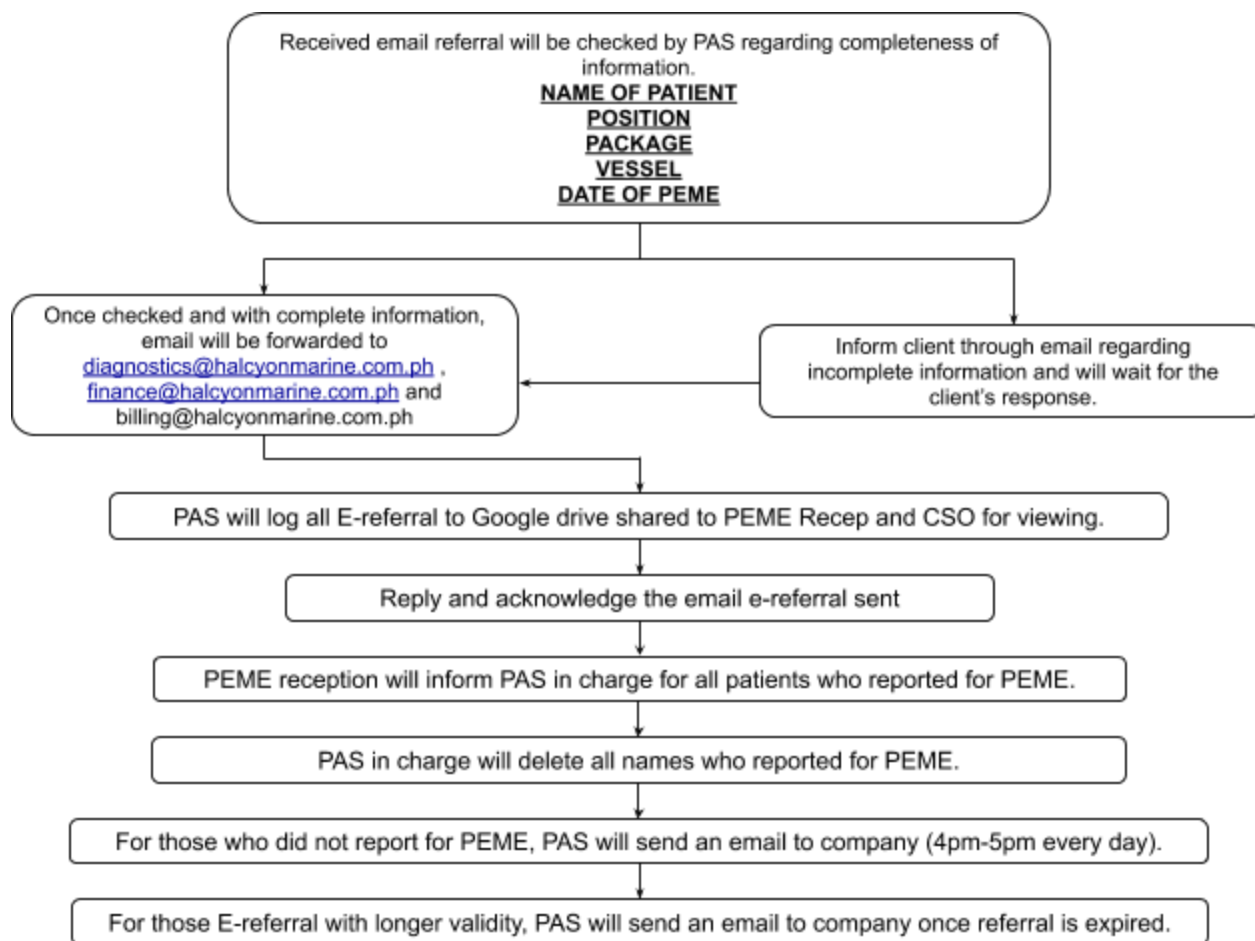
13.0 PROCEDURE FOR UPLOADING OF CLEARANCES & MEDICAL CERTIFICATE IN GOOGLE DRIVE




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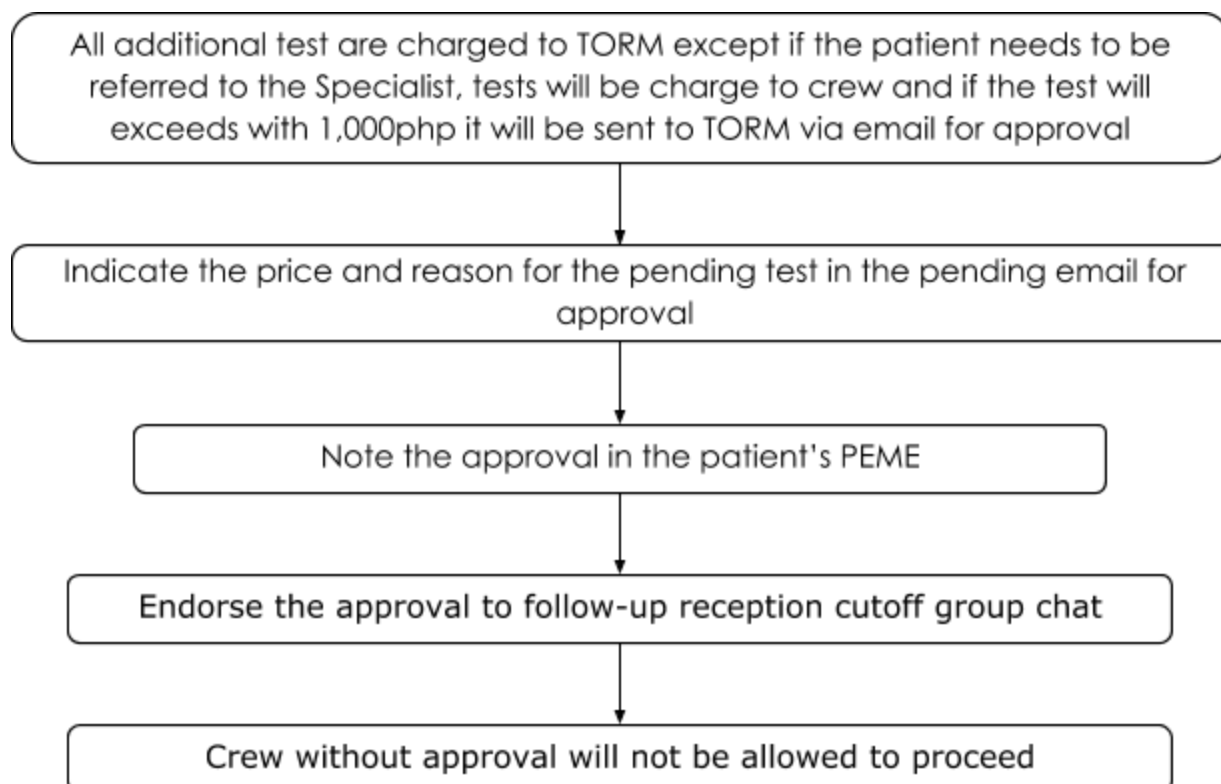
14.0 PROCEDURE FOR E-REFERRAL




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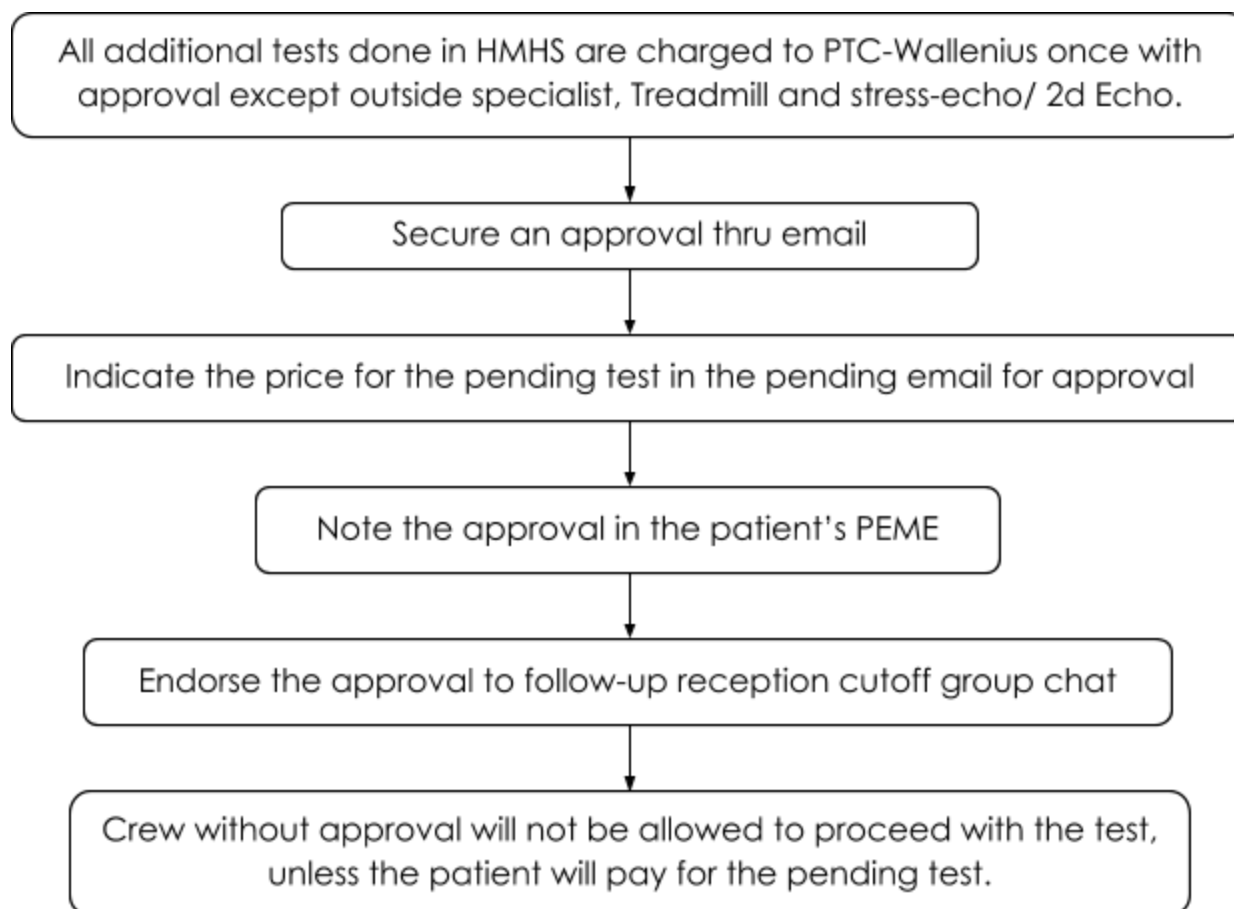
15.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR TORM CREW




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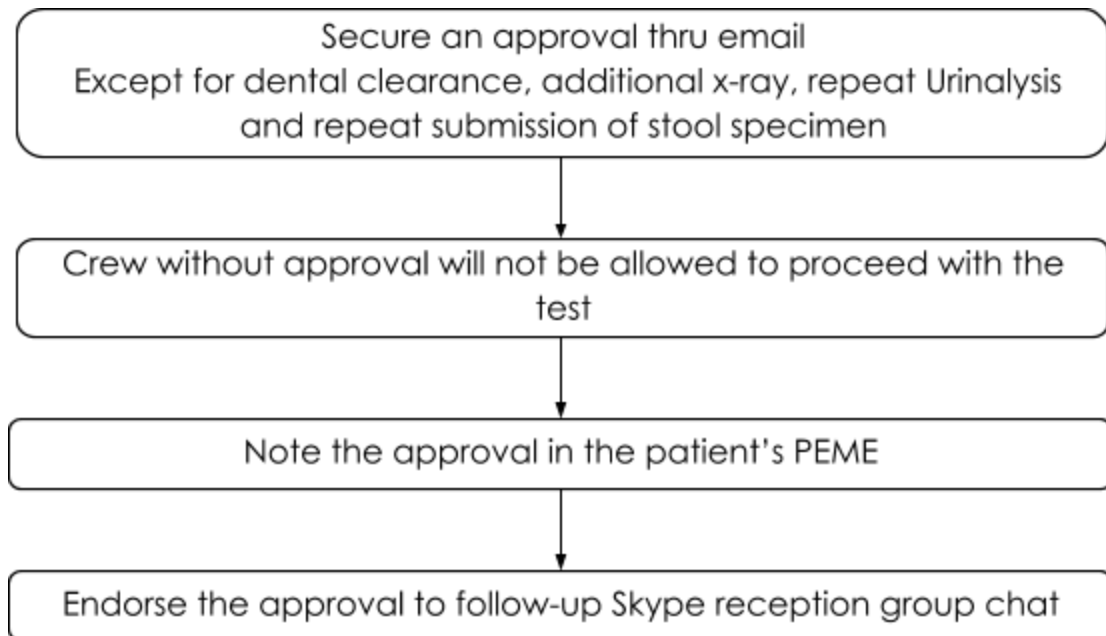
16.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR PTC - WALLENIOUS CREW




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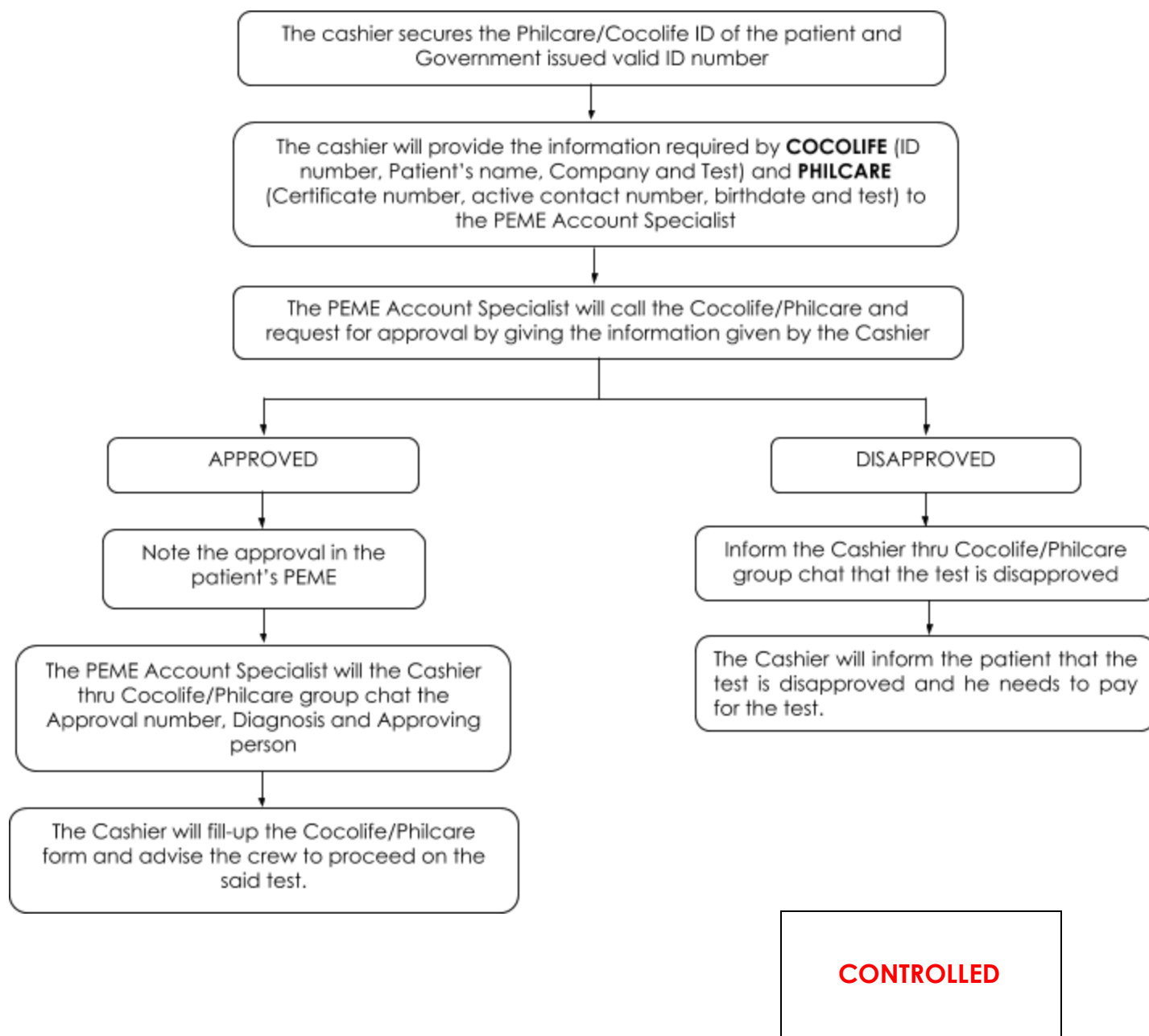
17.0 PROCEDURE FOR ADDITIONAL PENDING TEST FOR F.A VINNEN CREW




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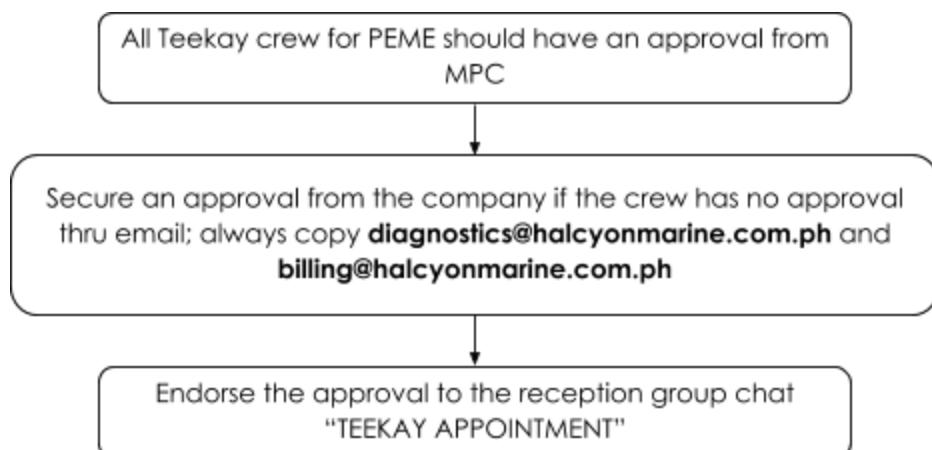
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18.0 PROCEDURE FOR ADDITIONAL TEST FOR COCOLIFE/PHILCARE APPROVAL

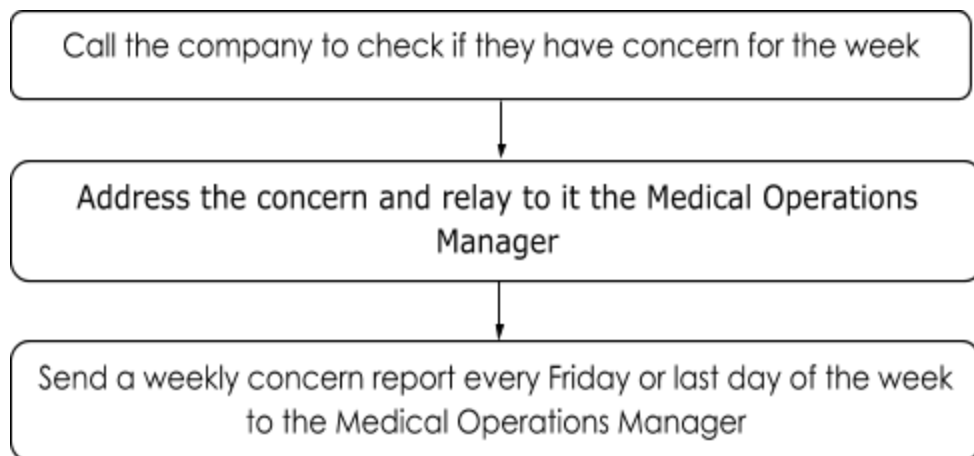


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19.0 PROCEDURE FOR TEEKAY CREW FOR PEME



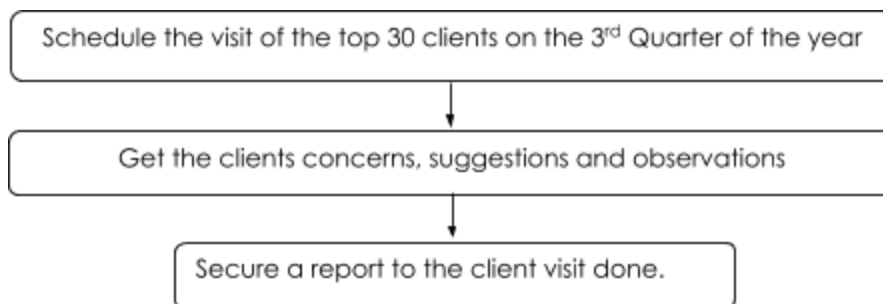
20.0 PROCEDURE FOR COMPANY'S CONCERN



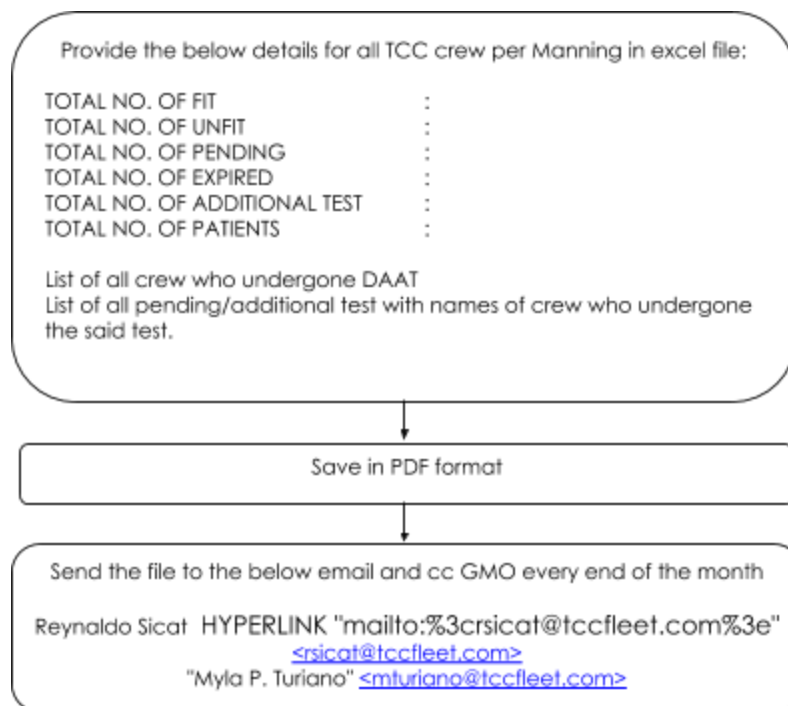
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21.0 PROCEDURE FOR ANNUAL CLIENT VISIT



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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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
TO : LEONIS NAVIGATION CO. INC				
ATTENTION : Ms. Felma Melchor				
FROM : HALCYON MARINE HEALTH CARE SYSTEMS				
DATE : March 12 – March 16, 2018				
RE : WEEKLY REPORT – NORTHSTAR				
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:

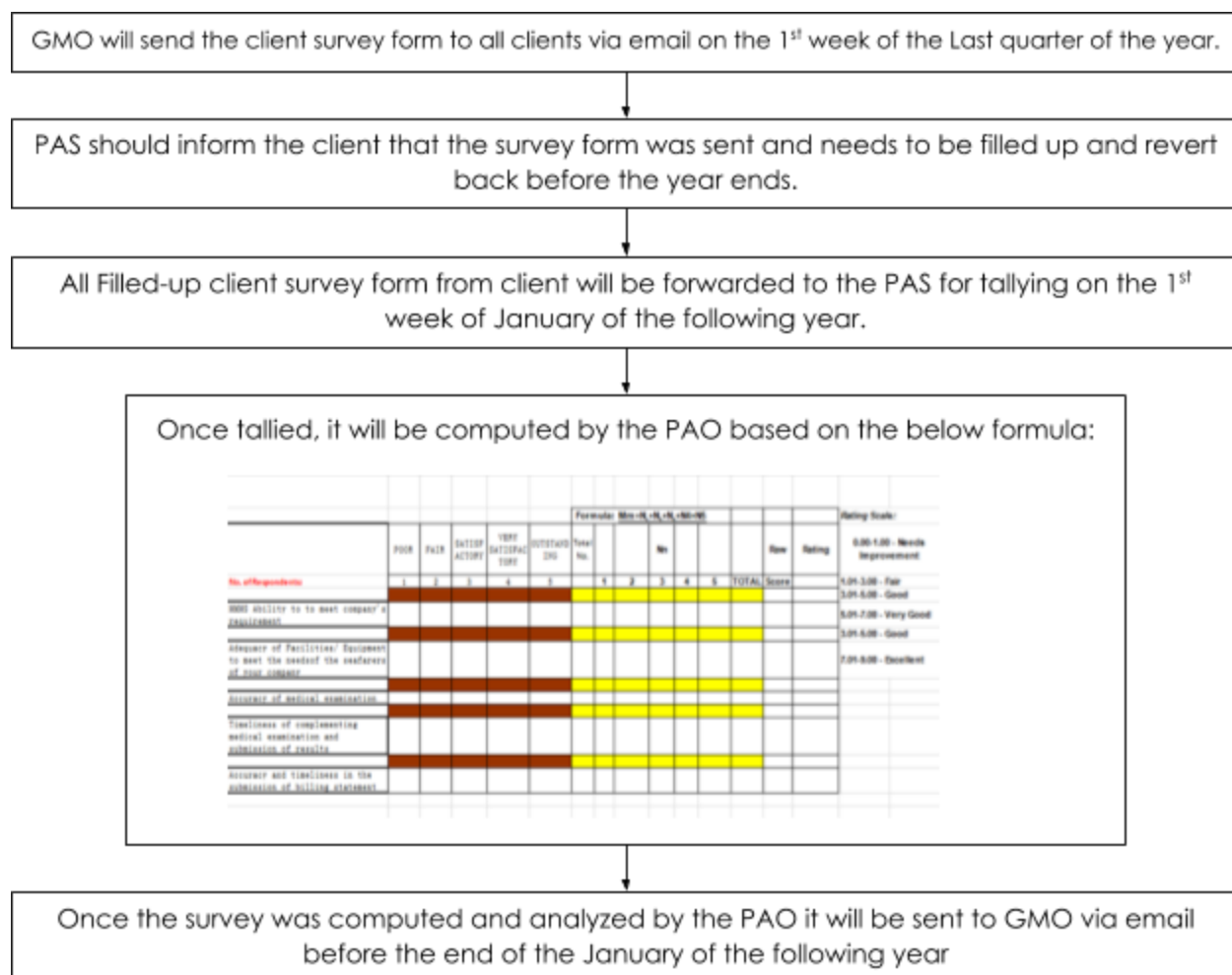
All Fit crew on the previous week will be remove in the list.

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


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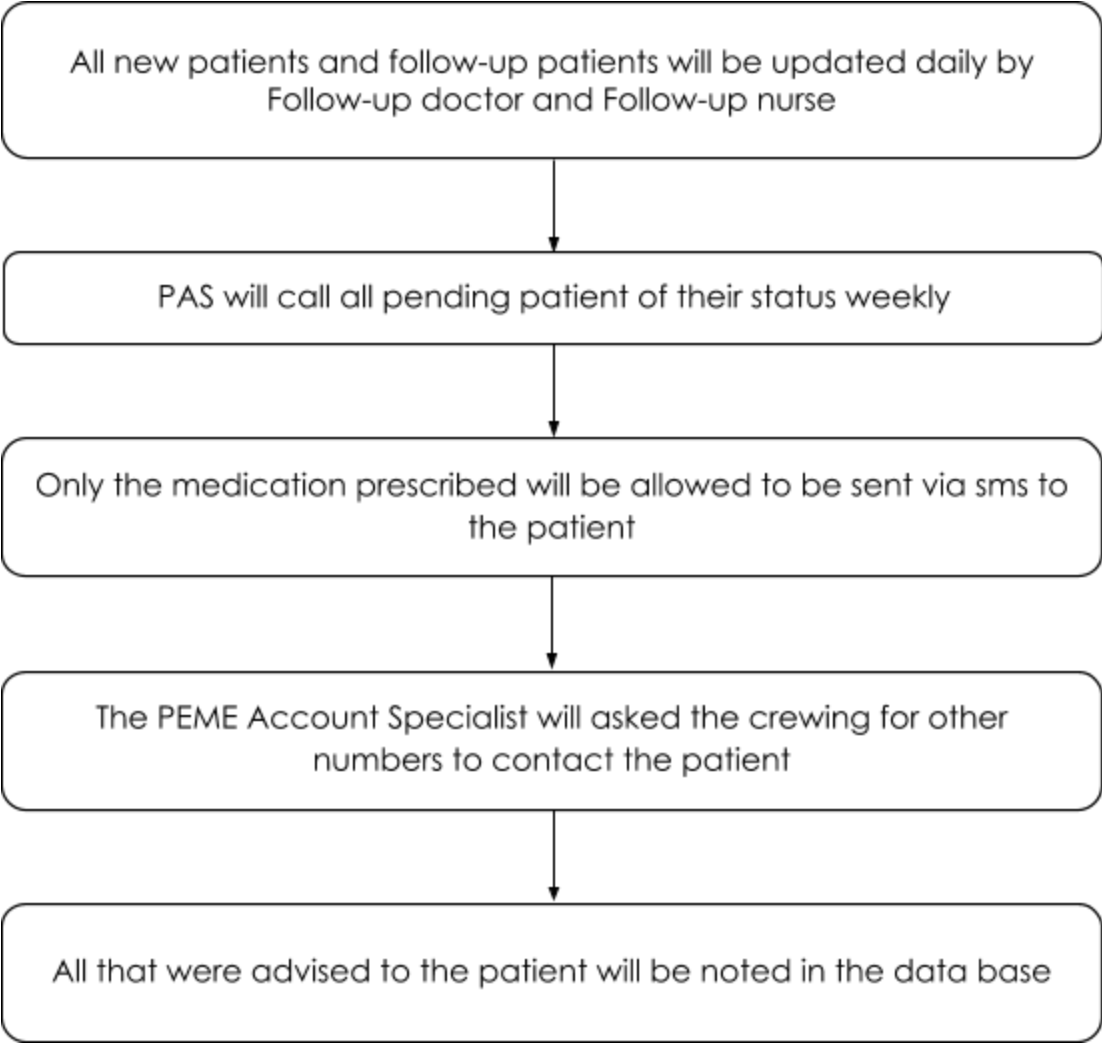
27.0 PROCEDURE FOR CLIENT SURVEY




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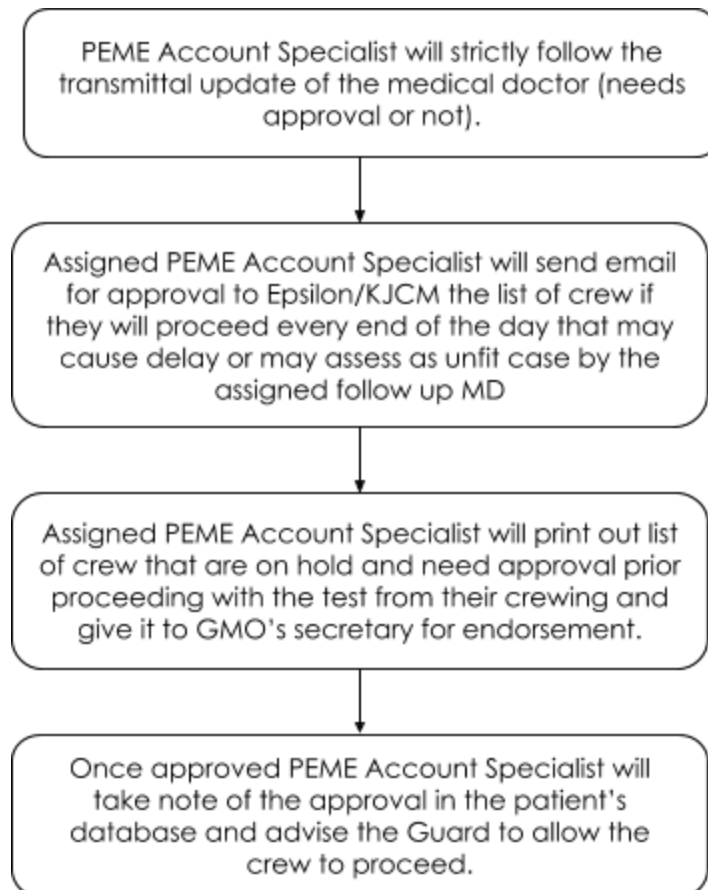
28.0 PROCEDURE FOR UPDATING TEEKAY AND SEACREST PATIENTS STATUS




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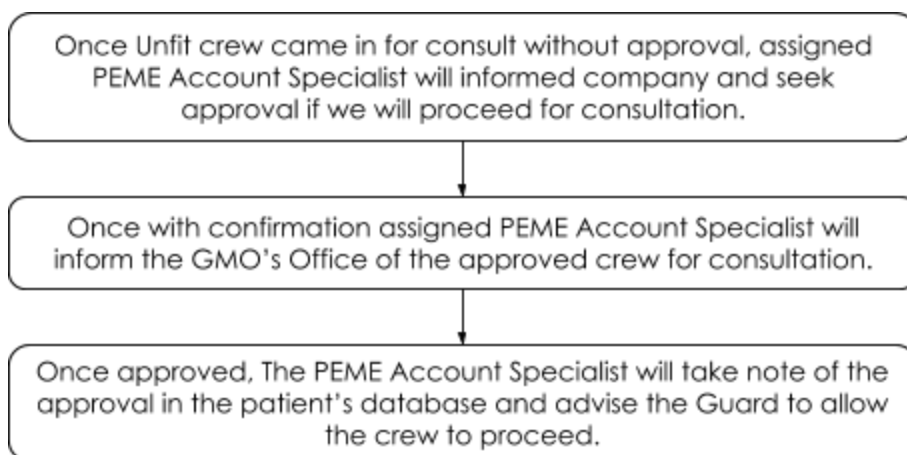
29.0 PROCEDURE FOR EPSILON AND KJCM PATIENT STATUS



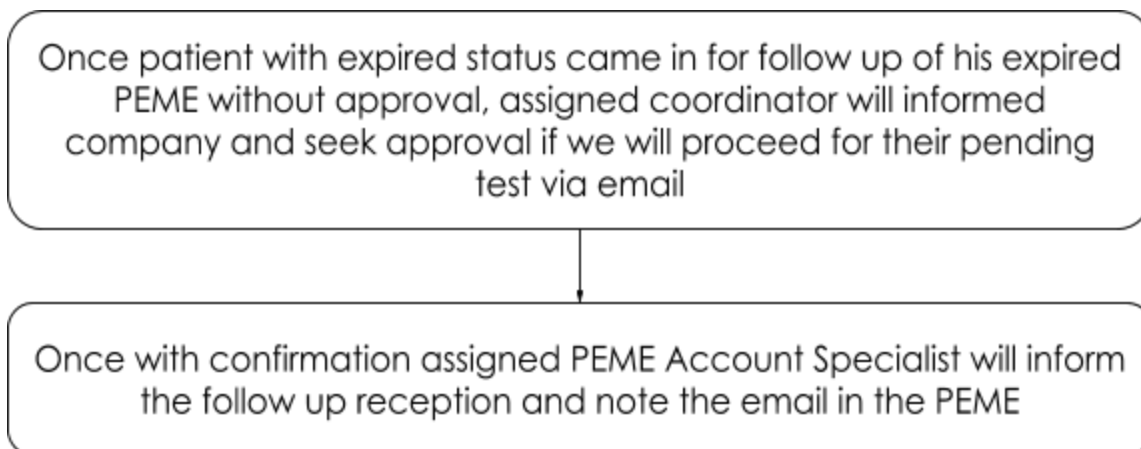
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30.0 UNFIT PATIENT STATUS



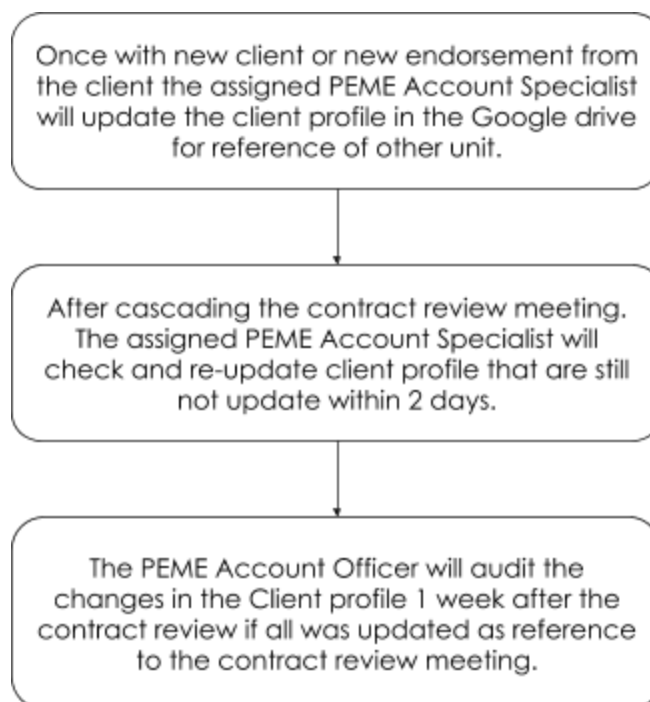
31.0 EXPIRED PATIENT STATUS




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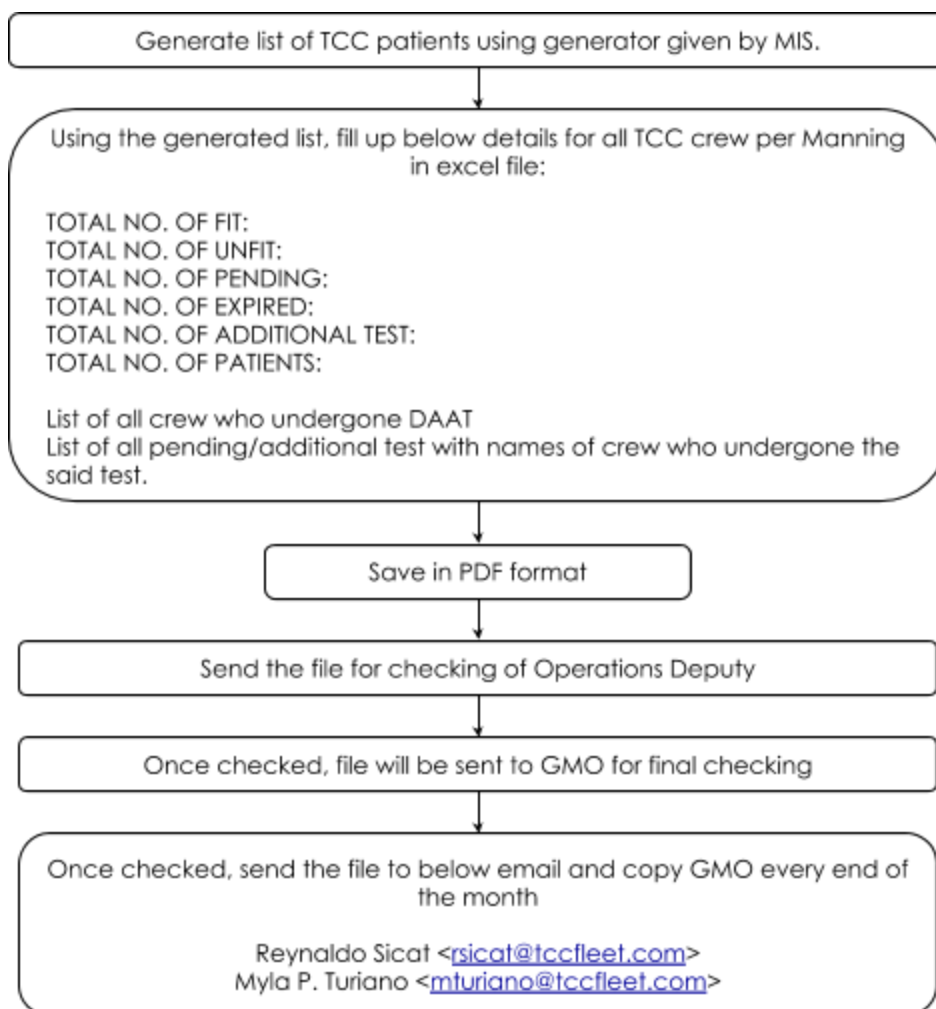
32.0 PROCEDURE IN UPDATING CLIENT PROFILE




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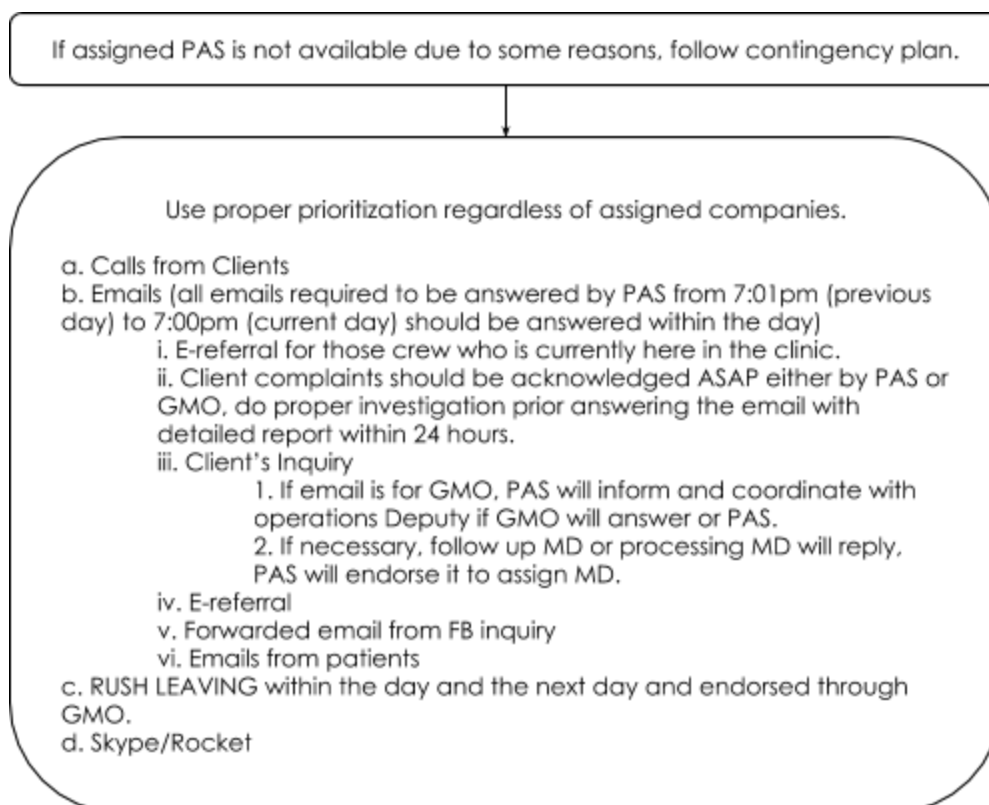
33.0 PROCEDURE FOR SENDING A MONTHLY REPORT OF TCC CREW




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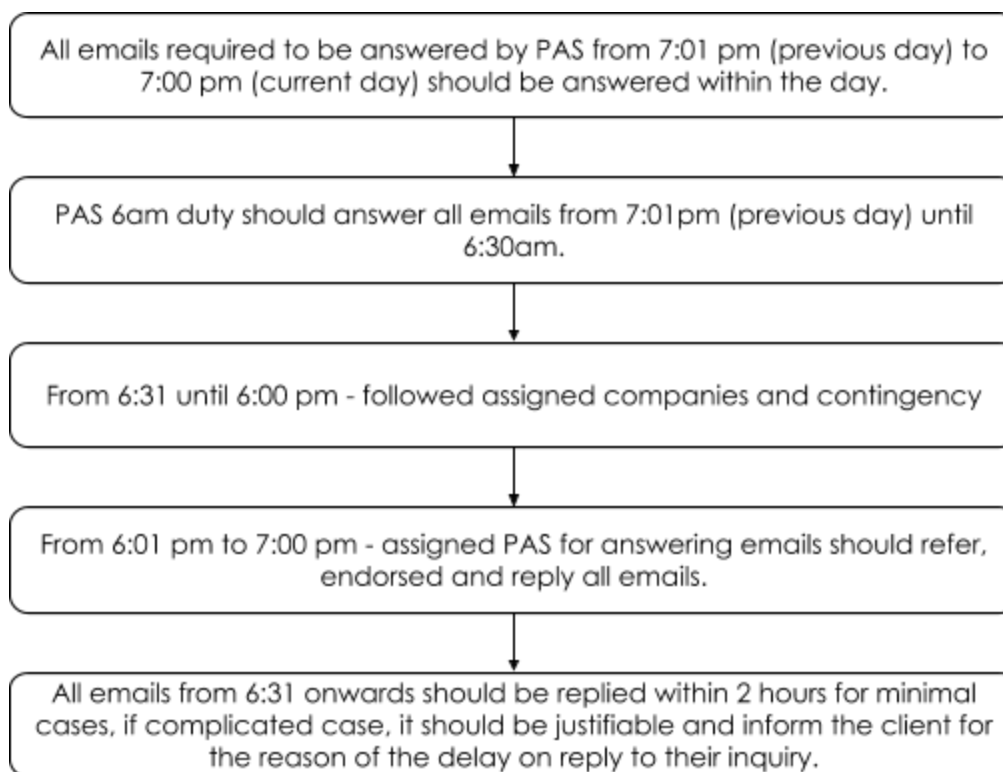
34.0 PROCEDURE WHEN UNDERMANNED/OUT OF THE OFFICE/MEETING



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35.0 PROCEDURE IN REPLYING EMAILS



36.0 FORM

35.1 Client Survey Form

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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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