


QUALITY WORK INSTRUCTIONAL MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QWI 6.0	EFFECTIVITY DATE: November 21, 2018
			REVISION NO.: 7
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: WORK INSTRUCTIONAL MANUAL FOR FOLLOW UP UNIT - MDS			


WORK INSTRUCTION FOR FOLLOW-UP MDs

Triage nurse receives patients for follow up. Patients for consultation are given a follow up form which they hand to the follow up nurse. Patients wait until the nurses usher them to the follow up doctor's room.

1. Turn on the computer
 2. Click on Internet Mozilla Firefox icon on the desktop to open the program.
 3. Log in at <http://192.168.10.209/index.php>
 4. Enter the user name
 5. Enter password
 6. Click "log in"
 7. Click "Doctors," then click "PEMES"
 8. Enter the patient's PEME identification number
 9. If necessary, update and review the patient's data on cue for consultation.
 10. Call the patient (If the patient is called three times and does not come forward, follow up nurse informs follow up doctor, the follow up nurse indicates in the database that the patient was out when called, noting the time). Request the patient to have a seat. Greet the patient and introduce yourself.
 11. Verify the patient's identity from the HMHS database.
 12. Explain to the patient his entire pending medical problem. Give **referral/request form** if necessary.
 13. Ask patient if he has any questions.
 14. Write all the pending medical problems of the patient in the **follow-up form**. Has the patient sign the follow up form.
- ****For UNFIT and PATIENTS TO BE REFERRED TO SPECIALISTS, see separate instructions.
15. Hand over the **follow-up form** to the patient.
 16. Advise the patient on his next schedule for follow up consultation. For patients who have completed their PEME, inform them that their medical is **FOR FINAL REVIEW** by the Processing physician and instruct them to wait for the status of their PEME.
 17. Update the patient's database to include verification of tests taken by referring to medical packages on the list of tests that a patient should undergo.
 18. Inform the Processing physician of patient for final review.

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WORK INSTRUCTION FOR UNFIT PATIENTS


1. Update and review the patient's data to include verification of tests taken by referring to medical packages on the list of tests that a patient should undergo.
2. Verify patient's identity with HMHS database.
3. Explain to the patient the medical condition that caused his unfitness and the guidelines that were used as a basis.
4. Inform the patient that he has the option to secure a second opinion from his own specialist and may return to HMHS anytime for further evaluation.
5. If the cause of unfitness is due to a medical condition that requires surgical operation, the patient is advised to consult with his own specialist/surgeon for the appropriate procedure. The patient is instructed to return to the clinic once cleared for repeat physical examination of the operative site. A clearance from the patient's specialist should be submitted.
6. In cases wherein the patient contests the clinic's findings, the Follow up Physician refers the patient to another institution for a third party evaluation or endorses the patient to the BHFS' peer review committee. The evaluation of the Peer Review Committee is deemed final.
7. Ask the patient if he has questions.
8. Inform the processing MD who shall then prepare a written medical report, which shall be sent to the company via electronic mail.

WORK INSTRUCTION FOR SPECIALIST REFERRAL

1. Update and review the patient's data on cue for specialist referral.
2. Call for patient and request for the patient to have a seat. Greet the patient and introduce yourself.
3. Verify patient's identity with HMHS database.
4. Accomplish a **referral form** addressed to the appropriate specialist and indicate the significant findings and reason/s for referral.
5. Explain to the patient the significant findings in his PEME and reason/s for referral, note the specialist's schedule, professional fee, other required additional diagnostic test/s if

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- any and what to expect during the consultation. Has the patient sign the follow up form.
6. In consultation with an In-house specialist, advise the patient to present **referral form** to the medical secretary to facilitate and coordinate the schedule with the specialist.
 7. In consultation with a specialist who holds clinic outside HMHS, follow up nurse coordinates with the specialist clinic and sets an appointment for the patient on the day of the consult or 1 day before the consult.
 8. For RUSH/URGENT cases, the follow up nurse will coordinate well with the specialist clinic and ensure that the specialist is available on the schedule relayed to the patient, instruct the patient to proceed to the respective clinic and follow up status on the internet via HMHS portal with instructions provided by the triage nurse at the reception area. Advise the patient that the specialist will send the specialist evaluation and clearance to HMHS via email.
 9. Upon the patient's return discuss the specialist evaluation with the patient and advise if he will be required to undergo additional tests or if he may be cleared or not, if the patient is not cleared, explain the guidelines utilized in handing down the disposition.

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