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PREPARED BY: Marilar F. De Guzman, MD QAM February 7, 2019
REVISION NO.: 6

APPROVED BY: Glennda E. Canlas, MD Medical Director

SUBJECT: PROCEDURE FOR CUSTOMER SERVICE OFFICER

1.0 OBJECTIVES

- 1.1 To oversee the operational flow of all PEME and follow up patients within the day.
- 1.2 To attend to the immediate concern of any unit at any given time.
- 1.3 To assist patients' needs with their PEME concerns.
- 1.4 To not have more than 5 patient complaints in a month.
- 1.5 To attain an optimum level of quality customer service.

2.0 SCOPE

This procedure covers all transactions made by the Customer Service Officer (CSO)

3.0 DEFINITION

- 3.1 CSO Customer Service Officer
- 3.2 GMO General Manager for Operations

4.0 POLICIES

- 4.1 The CSO ensures that all patients for PEME within the day are assisted and facilitated in a proper manner.
- 4.2 The CSO ensures that the good physical atmosphere of the clinic is maintained.
- 4.3 The CSO should ensure that all patients participate in the clinic survey.
- 4.4 Target online patient survey respondents should be at least 99% of the total patients for the day.
- 4.5 The CSO ensures that all patients are already appointed and has their ticket number before proceeding to receiving reception.

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5.0 REFERENCES

None

6.0 RESPONSIBILITY AND AUTHORITY

- 6.1 The CSO monitors patients under screening phase, rush cases and officers.
- 6.2 The CSO oversees the flow of the patients on a daily basis.
- 6.3 The CSO performs the role of a triage officer at the reception area as needed.
- 6.4 The CSO ensures that all patients are equally decked among the units in two floors.
- 6.5 The CSO answers initial patient inquiries, concerns and complaints and take immediate actions/solutions to the problem.
- 6.6 The CSO gives reports on the flow and the number of patients of the 2 floors frequently to the General Manager for Operations.
- 6.7 The CSO coordinates with all units for new approved procedures to improve service quality.
- 6.8 The CSO ensures that all units have a staff that is ready to assist and facilitate patients.
- 6.9 The CSO checks the availability of service facilities (air-con, chairs, TV/door signage and lights).
- 6.10 The CSO is solely responsible for making the online patient survey monthly report.
- 6.11 The CSO needs to time monitor the status of queuing system and coordinate it to MIS once errors occur.
- 6.12 The CSO should perform daily monitoring of online patient survey.
- 6.13 The CSO ensures that patient is already appointed and has a ticket before proceeding to Receiving Reception.

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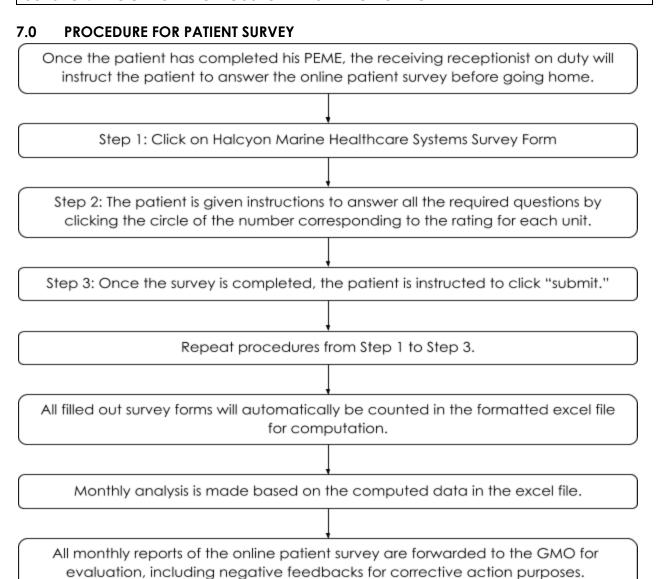
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8.0 PROCEDURE ON FACILITATION OF RUSH CASE PATIENTS

The PEME Account Specialist in charge must properly endorse the rush case through "Diagnostic email" and Skype group chat for all units for awareness.

Once the RUSH patient was endorsed by the PEME Account Specialist, the CSO must give the list of the names to Lobby guard for screening.

After receiving at the lobby guard, the CSO must facilitate the patient from appointment to ticketing and endorse them to PEME Reception for receiving process.

The receiving receptionist must check the name of the patient to the Skype Group chat and Diagnostics email for verification of special instruction if there is any and if the patient was referred thru e-mail.

Upon receiving the patient, rush case patient is identified in the referral from the company or thru endorsement by the PEME Account Specialist. The word "NS (Need Status)" is stamped on the PEME Ticket of the patient.

The following are considered as rush patients:

- A. Date of departure is within the span of 3 days.
- B. All officers (Master, Chief Mate, Chief Officer, Joining wife, UKOOA/OGUK and Chief Engineer) are also considered as rush patients and must be PRIORITIZED.
- C. Patients from a new company and appointed by the crewing agent are also considered rush and needs to be prioritized.
- D. Patients that are internally endorsed as rush by the GMO.

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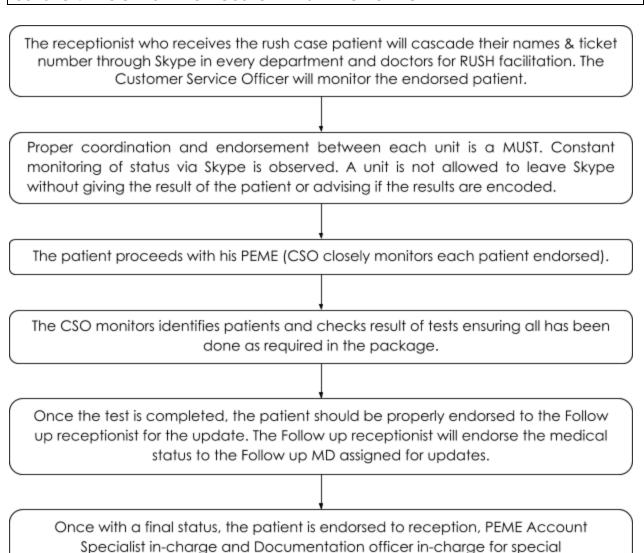


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endorsements.

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9.0 PROCEDURE ON FACILITATION OF PATIENTS

Upon receiving the patient, the CSO must check if the patients have referral, are appointed or endorsed thru email. Otherwise, the CSO will coordinate to the PEME Account Specialist to verify if the patient can proceed to his PEME.

- A. If the patient has a referral, he may proceed to the kiosk for appointment and to have his ticket number.
- B. If the patient is already appointed by the company, he may proceed to ticketing.
- C. If the patient is referred thru email, the CSO needs to check his referral thru email and its confirmation to proceed, then will appoint to kiosk to have his ticket.
- D. If there is no email referral, the CSO will refer the case to the PEME Account Specialist. If there is still no feedback from the company and PEME Account Specialist after 15 minutes, the case will be elevated to GMO for immediate disposition.
- E. For follow up patients, the patient will proceed to the lobby receptionist for logging in at the Triage logbook. They are advised to wait at clusters 3 and 4 for their names to be called out by the Follow up receptionist.
- F. Assists Walk-in / OPD patients.

The CSO will assist the patient in their online appointment to avoid errors. Once the patient has been successfully appointed and already had their ticket, the patient will proceed to the waiting area for queuing.

The CSO will assist the patients to their proper seat. Cluster 1 for patients on queue for receiving reception, Cluster 2 for patients on queue for testing and Clusters 3 and 4 for follow up patients. Patients are segregated to address their concerns accordingly.

The patient will wait for their ticket number to appear on the monitor no. 3 for receiving at receiving reception and cashier.

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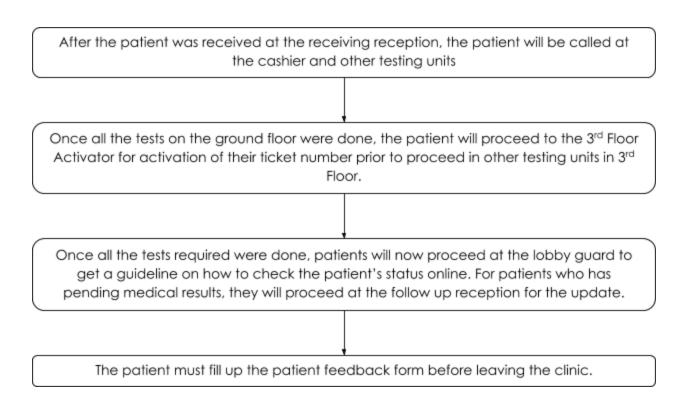


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10.0 PROCEDURE ON FACILITATION OF RETURNEE PATIENTS

The Lobby receptionist will give the patient a portal slip with "TCB (date)" to identify that the patient has pending test. Note: "TCB" means to come back.

The CSO will give the list of "To come back" patients to lobby guard and triage receptionist for screening the next day.

All TCB patients accompanied by the security guard will proceed to the follow up lobby receptionist for triage.

- The triage receptionist can immediately give the patient a PEME completion form if the patient needs to comply a single test only.
- If the patient has more than two pending medical results, the patient will proceed to the waiting area and wait for the follow up receptionist to call his name to explain his pending.

The Follow up receptionist will give the PEME completion form to the patient indicating the remaining tests that needs to comply.

The patient will proceed to cashier for verification and will proceed to testing units manually.

Testing nurses need to encode all the results immediately.

Once all the tests are done, the patient will give back the PEME completion form to follow up reception for updates.

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11. PROCEDURE ON APPOINTING PATIENT VIA PHONE CALL

The customer service will call the concerned patient for online appointment

Customer service officer should inform the patient that they will have to provide the necessary details for completion of online appointment.

Once the patient agreed, proceed with gathering necessary information of patient such as:

- 1. Full name (Including middle name)
- Date of birth
- Complete address, email address and mobile number
- 4. Passport no., SRB no. with their respective expiration date

Once needed information has been provided, advise the patient to submit a copy of SRB and passport for completion of online appointment.

Reassure patient that the information that they provided will be use solely for HMHS only.

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12.0 SPECIAL FORMS PROCEDURE

After giving the Special forms to the patient, the PE Nurse will advise the patient to fill up the forms and return it to them after PEME. The patient will give the Special form to the PE Doctor for checking and signature. The PE Nurse will monitor the patients with special forms and coordinate with the PE nurse assigned at the 3rd floor for those patients The PE Nurse will update and coordinate with the CSO at the lobby reception to check for those patients who is not yet submitted the special form. Once the patient submitted the special forms to PE Nurse, the PE Nurse who receives will take note on INET and sign the ticket for the CSO's verification The CSO will double check the ticket once the patient submits the Special forms to the PE Nurse before leaving the clinic.

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13.0 SCANMAR SUBCOM - BMI AND WAISTLINE CHART PROCEDURE

All Scanmar Subcom patients for BMI and waistline only will be identified by the Guard: Patient who has referral endorsement for BMI and waistline test. The Guard will direct and endorse the patient to the CSO at the lobby reception for receiving The CSO will give a PEME Completion Form to the patient indicating his/her previous PEME number and name indicated in the referral and forms. The PE Nurse will receive the chart from and check the BMI and waistline, and encode the results in the patient's previous PEME. The BMI and waistline chart form of the patient will be forwarded to the GMO's secretary for recording of result and the signing of GMO. The patient will be advised to wait in the Releasing Unit Counter 18.0 for the releasing of BMI and Waistline Chart Form.

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14.0 VITAL SIGNS & DIGITAL SIGNING PROCEDURE

All patient done with their PEME must be screened by the CSO at the Lobby Reception before leaving the clinic.

Tickets should have an affixed signature from each unit once the test are done. No signature means that the patient is not yet done with the vital signs and digital signing.

The PE nurse will also monitor their pending patients and coordinate with the CSO at the Lobby Reception. The CSO will check the ticket of the patient if it is already signed by the PE nurse.

The PE nurse will also monitor their pending patients and coordinate with the CSO at the Lobby Reception. The CSO will check the ticket of the patient if it is already signed by the PE nurse.

If the ticket has no signature, the patient shall be instructed to proceed at room 9.1 – 9.4 for compliance of the procedure.

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15.0 PROCEDURE ON FACILITATION OF OFFICE STAFFS

Office staff is identified in the referral from the company and thru endorsement from the PEME Account Specialist. The word "NS (Need Status)" is stamped in the PEME ticket of the patient. The security personnel will endorse the office staff directly to the CSO and facilitate them upon appointment at the kiosk. The CSO will inform the GMO once the office staff has started his/her PEME. The receptionist who receives the rush case patient will inform through Group Chats of every department and doctors, that the patient is to be facilitated as RUSH. The CSO will monitor the endorsed patient. Proper coordination and endorsement between each unit is a MUST. Constant monitoring of status via group chat is observed. Unit must update the result of the patient and ensure that it is encoded. The patient proceeds with his/her PEME. The CSO closely monitors each patient endorsed and update the GMO on their status from time to time. The patient proceeds with his/her PEME. The CSO closely monitors each patient endorsed and update the GMO on their status from time to time. Once the test are completed, the patient should be properly endorsed to the follow up receptionist for update. The Follow up receptionist will endorse the medical status to the follow up doctor assigned for updates. Once with a final status, the patient will be endorsed to the reception, PEME Account Specialist in-charge and Documentation OIC for special endorsement.

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16.0 CSO CONTINGENCY PROCEDURE

The procedures listed consist of the provision on unforeseen circumstances in the absence of Customer Service Officer.

- 15.1 The Receiving Reception Supervisor shall oversee the flow of patients at the ground and 3rd floor, especially patient that was endorsed as rush and under screening status. All concerns that will arise will be subjected for her monitoring and coordination. She is responsible for report on the total number of patients to GMO every hour and will be the one to submit the attendance of the reception (receiving & follow-up).
- 15.2 The Follow up Reception Supervisor shall oversee the flow of patients, follow up of patients that were endorsed as rush and under screening status. All concerns that will arise will be subject for her monitoring and coordination.
- 15.3 The Senior Receiving Receptionist is assigned to submit daily report to the General Manager for Operations.
- 15.4 The Receiving Receptionist will help with facilitation of screening, rush case, officers and patients that were having their PEME at the ground and 3rd floors. They are also assigned in facilitation and preparing of patient's Survey and analysis.
- 15.5 The Senior History Nurse will be working with the PE MD assigned at the 3rd floor. She is responsible in facilitating the schedule of PE MD's on the following day.
- 15.6 The PE & History Nurse will be working with the PE MD assigned and will also be helping to facilitate screening, rush case and officers on the 3rd floor.
- 15.7 The PEME Account Officer will facilitate and monitor the status of their rush case within the day.

18.0 LIST OF FORMS

18.1 PEME Completion Form

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