


QUALITY WORK INSTRUCTIONAL MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QWI 22.0	EFFECTIVITY DATE: January 18, 2019
			REVISION NO.: 4
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: WORK INSTRUCTIONAL MANUAL FOR CASHIER			


I. **Procedure for Receiving Patient with Referral (New Patient)**

A. **Queuing Procedure**

1. The Receiving Cashier checks the referral form and ticket to verify the package disposition, whether charge to the company or charge to the crew.
2. After the cashier's verification of the package, the following must be done:
 - Check whether the test indicated in the ticket corresponds with the assignment of the patient in the queuing system
 - Check whether the referral form is the same with the package and additional test indicated on the database.
 - Signature and position of authorized signatory of the manning agency must be present.
 - The special instruction indicated on the referral of the concerned patient is tallied with the special Instruction indicated in the database.
 - Position, Vessel and Age in the referral is the comparable with the data encoded in the database.
 - Counter checks additional tests as indicated in the referral form and ticket and in the Special Instruction of the database.
 - If all aforementioned procedures has been taken, the Cashier initialized the package or tests in a database.
 - After initialization process, stamp "RECEIVED" on the referral slip and ticket, affix signature and write the time when the patient was received.
 - Patients will be given a free bottled water after the transaction process.
 - Instructs the patient to proceed to the waiting area for queuing process based on the ticket number
 - In case of discrepancies encountered, the Cashier will call the attention of the Receptionist and validate the discrepancy for immediate correction.
3. If CHARGE TO CREW/PATIENT, the Cashier will conduct the Standard Operating Procedures below:
4. If CHARGE TO COMPANY, the Cashier will perform the following Standard Operating Procedures:
 - Collects cash and issues Official Receipt (OR)

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- Encodes "PAID" and "OR number" to the medical package window and initialize patient's medical package in the database.
- After the initialization process, stamp "PAID" on the referral slip and ticket, affix signature and write the time when the patient was received.
- Instructs the patient to proceed to the waiting area for queuing process based on the ticket number.
- Encode the Sales Transaction in the system (INET or ASTRA), where the patient was registered.
- Encode the Sales Transaction in the Daily Cash Sales Report
- Remit the cash sales transaction to the Accounting department for validation and verification of cash on hand versus the sales transactions.
- Clicks "Initialization" button on the system and stamps "RECEIVED" on the referral slip and the ticket,
- Affix signature and indicates the time upon receiving the patient.
- Return the ticket to the patient and keep the referral slip for filing.
- Instruct the patient to proceed to the waiting area for queuing process, by referring to his/her ticket number.
- Upload Daily Patient Monitoring in the Google Drive once the receiving of patients is done for the day.
- At the end of the day, retrieve the referral forms from the Receptionist to tally the total referral over the actual number of PEME.
- Forwards the referral forms to Billing Clerk the following day.

II. **Procedure for Receiving of Patient without Referral**

1. If the patient did not present a referral form, the Cashier will check the email for the patient's E-Referral's accomplishment.
2. When the cashier verifies an E-Referral has been filed, proceed to Procedure for Receiving of Patient with Referral procedure for the succeeding steps.
3. In the event of special endorsement from other units, it should be duly documented in order of priority. Any verbal form of endorsement is strictly not allowed. Below is the list of endorsements, but not limited to the following,
4. Forwarded email from the Manning Agency
5. Thru Skype endorsement

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III. Procedure for Receiving of Follow up patients

A. Manual Procedure


1. The Cashier receives the Follow up form from the patient.
2. The Cashier ensures that the follow up form consists of a complete set of tests to be taken by the patient. She ensures that Receptionist highlights the tests for confirmation.
3. The cashier initializes the test in a database (ASTRA or INET), where the patient was registered.
4. If CHARGE TO CREW/PATIENT, Cashier must perform the following:
 - Collects cash and issues Official Receipt (OR)
 - Encodes "PAID" and "OR number" to the medical package window and initialize patient's medical package in the database.
 - After initialization process, stamp PAID on the follow up form.
 - Affix signature and write the time where the patient is received.
 - Instructs the patient to proceed with the test as specified in the follow up form.
 - Encodes the Sales Transaction in Follow-up in ASTRA/INET.
 - Encodes the Sales Transaction in the Daily Cash Sales Report.
 - Remits the cash sales transaction to the accounting department for validation and verification of cash on hand versus the sales transactions.
5. If CHARGE TO COMPANY, the Cashier should comply with the following procedures:
 - Additional and repeat tests of patients under Teekay and Scanmar LDA are automatically charged to the company.
 - Additional and repeat tests of patients under Torm Shipping Management, should have an email approval if the cost of test amounts to PHP 1,000.00 and above. Otherwise, the test is automatically charged to the Company.
 - Additional and repeat tests of patients under PTC Wallenius is charged to company with corresponding email from the company.
 - Additional and repeat tests of patients can be charged to COCOLIFE provided that the tests amounts to more than 500 pesos and duly approved from COCOLIFE.

IV. SPECIAL ENDORSEMENT AND INSTRUCTIONS OF CLIENT COMPANIES

A. Abosta Ship Management Corporation

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1. The Cashier should be fully aware and ensures that the patient is under the Abosta Ship Management Corporation and will undergo the SK Shipping Package.
 2. The patient should perform the screening if he/she is a First Timer or Returnee.
- B. Aegean Crewing, Inc.**
1. The Rapid PPD test is charged to the company (For Pulmonologist Evaluation and Clearance), specifically for FOOD HANDLER ONLY.
- C. Adamson Philippines, Inc.**
1. Crews under Adamson Philippines Inc. that will undergo North of England Package should perform the Screening first before proceeding to the package.
- D. Anglo Eastern Crew Management Philippines**
1. All FIT patient with DAAT (Drug and Alcohol Test) in the package will proceed with the test. While crews under tanker vessels, they will undergo additional barbiturates as required.
 2. Crew aged 35 years old and above must undergo an ECG test.
 3. The Cashier will add a window for Spirometry if it is under UKOAA package.
 4. The following ships without DAAT are the following:

1. Kota Hapas	13. CMB Catrine	25. CMB Coralie
2. Capitaine Tasman	14. CMB Charlotte	26. CMB Yasmine
3. Forum Pacific	15. CMB Edouard	27. CMB Boris
4. Southern Trader	16. CMB Giulia	28. CMB Paulilac
5. Southern Lily	17. CMB Julliette	
6. CL Antwerp	18. CMB Khristine	
7. La Stella	19. CMB Liliane	
8. Mineral Tianjin	20. CMB Mae	
9. Mineral Dalian	21. CMB Mistral	
10. Mineral Charlie	22. CMB Paule	
11. Mineral Maureen	23. CMB Virginie	

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12. Mineral Energy	24. CMB Weihai	
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5. No charge if:
 - Repeat BP after 1 Week
 - Repeat Weight after 2 weeks
 - Dental Clearance – No Charge

6. For DAAT UASC

For first timers:

- Additional window for DAAT once Fit.

If Returnee:

- No DAAT for 55 years of age
- Treadmill and Stress echo with cardio clearance is automatic Charge to company
- All crew under UASC should undergo Panoramic X-ray.

7. Anglo Eastern additional Stress Test for 40 yo and above (upon PEME window).

Mandatory to this package

- Delphinus (UK P&I Package)
- Azul Libero (UK P&I Package)
- Cape Lily (Standard P&I Package)
- Cape Azalea (North of England Package)

E. **Alster International Shipping Services, Inc.**

1. Ex-crew Is upon request of company. These DAAT should be indicated on the referral and need to window by Cashier.

- a. Methamphetamine
- b. Cannabinoids
- c. Alcohol


F. **Bahia Skuld**

1. Crews are always appointed with or without referral.

G. **Bright Maritime Corporation**

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1. If the package is Bright Skuld Package, it is charged to the patient.
2. If the package is Bright UK P&I Package with halcode, it is charged to UK/Company.
3. If the package is Bright British Marine P&I Package, it is charged to the company.

H. **BW Shipping**


1. Only BW Shipping crews under Berge Bulk package will undergo Screening test before proceeding to the proper PEME.
2. The crew will undergo DAAT upon PEME if it is indicated on the referral.
3. The crew will undergo DAAT once FIT, if indicated on the referral.
4. The crew that will undergo Basic Package for re-medical, no ECG Test requirement for 40 years old and below. Then proceed to DAAT once fit, as indicated on the referral or as per request by the company.
5. The following principal should use the proper package accordingly:
 - a. Standard BW package - BW Gas Principal
 - b. MR Vessel BW package- BW TANKER Principal
 - c. BW PEME Package - BW offshore Principal
 - d. Berge Bulk Package - Berge Bulk Maritime Pte. Ltd. Principal

I. **CF Sharp Crew Management, Inc.**

1. Additional Blood Chemistry (GGT, AST, MCH, MCHC, MCV)
2. Vessels that requires Swedish Club Medical Package with Liberian Medical Form and Blood Accumulation Tests GGT, SGPT and SGOT:
 - a. HSL ANNA
 - b. BSL ELSA
3. Vessels that requires UK-MCA Medical Package with Blood Accumulation Tests GGT, SGPT and SGOT
 - a. CPO ENGLAND
 - b. CPO ITALY
 - c. CPO NEW ZEALAND
 - d. CPO FINLAND
 - e. CPO SWEDEN

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- f. CPO FRANCE
 - g. CPO INDIA
 - h. CPO CHINA
 - i. CPO GERMANY
 - j. CPO AUSTRALIA
 - k. CPO NORWAY
 - l. CPO MALAYSIA
 - m. CPO RUSSIA
 - n. CPO SINGAPORE
4. Vessels that requires Marshall Islands Medical Package with Blood Accumulation Tests GGT, SGPT and SGOT:
- a. STI BRIXTON
 - b. STI FULHAM
 - c. STI WEMBLEY
 - d. STI PIMLICO
 - e. STI BATTERSEA
 - f. STI ROTHERHITHE
 - g. STI WESTMINSTER
 - h. STI CLAPHAM
 - i. STI POPLAR
 - j. STI NOTTING HILL
5. All crew are required to take the expanded Drug (9 Drugs) and Alcohol Test
Note: No charge for additional and repeat BP and Weight

J. Crossworld Maritime Services Inc.

1. The following principal should use the proper package accordingly:
 - a. Crossworld PEME Package- Principal Naviera
 - b. Crossworld SKULD P&I Package - Principal Ionian Shipping
 - c. Pre-Screening Test (GARD P&I Package) - Crossworld GARD PEME
 - d. West of England Package - Forth Shipping Vessel Anais & Siana
 - e. The components of Crossworld's Blood Chemistry: AST, TBIL, PLATELETS, MCV MCH AND MCHC

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K. Epic Gas Crewing Inc.

1. All crews of Epic Gas are appointed and must have their referral in the email.

L. Evic Human Resource Management, Inc.

1. MT Evros Vessel should have Blood Chemical Test requirement.
2. Stool Culture will be done for Food handler and Nurse Only.
3. For Galley Crew – UK P&I Club PEME requires Drug and Alcohol Testing and Stool Testing.
4. For vessels Evic Strymon/Evros and Epsilon Axios/Aliakmon which are considered as Chemical Tankers, their crew members are required to undergo the additional blood test once a year.

M. Epsilon Maritime Services, Inc.

1. PEME B for Epsilon will not be used.
2. For Epsilon – Pleaides, additional window for blood accumulation will be done.
 - HEPA A (anti-IGM)
 - HEPA C (anti-HCV)
 - TBIL
3. The following principal should use the proper package accordingly:
4. Epsilon SKULD P&I Package - Principal: Frangoulis
5. Alassia Minimum PEME Package or Alassia Epsilon PEME Package with additional Psychometric exam as per referral - for Epsilon Alassia - Principal Alasia Newships Management Package.


N. FA Vinnen Philippines, Inc.

The Cashier should not charge the crew on the following tests:

- a. Repeat weight
- b. Repeat Dental Exam
- c. Repeat PE
- d. Repeat Audiometry
- e. Repeat Visual Acuity
- f. Repeat heart rate/pulse rate
- g. BP Monitoring

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O. Friendly Maritime Services, Inc.

No payment of Additional Test for the following:

- a. Dental clearance
- b. Repeat weight
- c. Repeat PE/Otoscopy
- d. Pulse rate/ Respiratory Rate
- e. BP Monitoring

P. Fleet Ship Management Pte. Ltd.

Additional DAAT should be stated on the referral that it is require to do:

- PCP, Opiates and Cocaine

Q. Michaelmar Phils., Inc.

PRINCIPAL: PERTANK MANAGEMENT S.A

VESSELS:

- SEA CHALLENGER
- SEA POWER
- SEA FORCE
- SEA KING

R. Grieg Philippines, Inc.

For 45 – 49 years old, the treadmill should be charge to company if with significant findings only.

S. German Marine Agency

Crews with First Contract under GMA should undergo the Screening Phase.

T. Interorient Maritime Apprise Inc.

1. The following principal should use the proper package accordingly:


INTERORIENT Principal: (Dalex & Almi) - North of England Package

INTERORIENT Principal: (Alexandria) - North of England Package

U. Kestrel Shipping Inc.

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1. All newly hired crews should undergo Screening on MSC.
2. The following companies should not be charged when additional tests are done during PEME:
 - a. OSG
 - b. POMI
 - c. PTC – Wallenius
 - d. North Sea Marine
3. A 20% discount is given to Senior Citizens once they presented their Senior Citizen Card upon payment of the test.

V. IOM

1. Blood testing
2. Endorsement from IOM personnel with the patient's request of additional blood test.
3. Receiving Cashier will follow the charge to patient procedure.


W. Cocolife

1. Once the patient is identified for Coco life approval, the Cashier will obtain his/her Coco Life ID. Otherwise, the patient needs to present any valid ID.
2. The Cashier will provide the following information to the PEME Account Specialist for Coco life approval.
 - a. PEME #, Name and Company
 - b. COCO LIFE ID Number
 - c. Test for approval
 - d. Coco life Test Price

*details above should be encoded in the data base
3. Wait for the Coco life approval which will be advised by the PEME Account Specialist.
4. Once approved, the COCO Life approval number, approving personnel and diagnosis will be encoded in the data base and consequently recorded by the cashier in the COCO LIFE FORM for reference.

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5. The Cashier accomplishes the COCO Life form for the patient to affix his/her signature.
6. Patient will proceed with his/her PEME.
7. Cocolife Procedure, in case of late approval:
 - Patient will shoulder his/her medical expenses in order to proceed with his PEME.
 - Once approval is obtained, the Cashier will call the patient for the refund of the paid test.

X. Star Ocean Manning, Inc.


Additional Test: Blood Accumulation (MCV, MCH, MCHC)

Y. Intermarine Shipmanagement Corp.

1. When receiving Intermarine patients, referral form should have a sign of the Crewing Manager.
2. Assigned cashier must update the monitoring for the received Intermarine patient for collections officer reference.

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VI. **Free Water and Water Sales**

1. Every morning cashier must have a physical count of bottled water if it tallies on the recorded ending balance. Otherwise:
2. Cashier should always update the separate monitoring for free water (given to a new patient who will undergo proper package) and water sold.
3. At the end of the day, conduct a physical count on bottled water.
4. Tally the cash sales on water vs. sold water.

Sold Water = {(Beg. Inventory – Total free water issued) – Physical count end.}

Otherwise,

5. Reconcile the discrepancy.
6. Report to the Accounting Supervisor if there's any deficiency in the physical count for investigation.
7. Remit the cash sales transaction on water to the accounting department for validation and verification of cash on hand versus the sales transactions.

VII. **Scanning of Referrals**

1. Assigned cashier will scan all the referrals then rename each scanned document by the Patients Name.
2. Scanned referrals will also be uploaded to BRAVO "referral scanned folder" for reference.
3. All the referrals will be forwarded to the Reception after all is scanned.


VIII. **Stool Cup**

A. **Stool Cup Sale**

1. Every morning cashier must have a physical count of stool cups on hand if it is tally on the recorded ending balance.
2. If not tally:
 - a. Reconcile the discrepancy.
 - b. Report to the Accounting Supervisor if there's any deficiency in the physical count for investigation.
3. Cashier should always update the monitoring for stool cup inventory.
4. At the end of the day, conduct a physical count on stool cups for sale.

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5. Tally the cash sales on water vs. sold water.

Sold Stool Cup = {Beg. Inventory– Physical count end.}

Otherwise,

6. Reconcile the discrepancy.
7. Report to the Accounting Supervisor if there's any deficiency in the physical count for investigation.
8. Remit the cash sales transaction on stool cups to the accounting department for validation and verification of cash on hand versus the sales transactions.

B. Free Stool Cups

1. The Cashier should conduct a physical count on the free stool cups every morning if tallied on the recorded ending balance. (Free stool cups are given to all food handler patient if there is stool culture indicated to the patient)

Otherwise,

2. Reconcile the discrepancy.
3. Report to the Accounting Supervisor if there's any deficiency in the physical count for investigation.
4. The Cashier should always update the monitoring for free stool cup inventory.
5. At the end of the day, conduct a physical count on free stool cups.
6. Tally the free stool cups ending from the monitoring vs. physical count

Stool Cup End. = Beg. Inventory – Free stool cups issued

Otherwise,

7. Reconcile the discrepancy.
8. Report to the Accounting Supervisor if there's any deficiency in the physical count for investigation.

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