


QUALITY STANDARD SYSTEM MANUAL		DOCUMENT NO. QSS 18.0	EFFECTIVITY DATE: April 1, 2013
		PREPARED BY: Marilar F. De Guzman, MD QAM	REVISION NO.: 0  APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: HANDLING OF CUSTOMER FEEDBACK			

## 1.0 OBJECTIVES

- 1.1. To ensure quality through completeness of specialist credentials, review of capabilities prior to accreditation and utilization of services.
- 1.2. To ensure that all potential specialists utilized by HMHS attained a passing mark of 80% in the accreditation evaluation.
- 1.3. To ensure that all specialists utilized are in the approved list.

## 2.0 SCOPE

This procedure applies to all specialists used by Halcyon Marine Healthcare Systems.

## 3.0 DEFINITION

Register of Approved Specialists – the list of accredited and approved specialists by HMHS where services can only be rendered.

QAM – Quality Assurance Manager

## 4.0 RESPONSIBILITY AND AUTHORITY


The QAM is responsible for ensuring that the requirements of this procedure are satisfied at all times.

## 5.0 REFERENCES

- 5.1 Register of Approved List of Specialists
- 5.2 Curriculum Vitae of Specialists
- 5.3 Service Contracts with Specialists

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## 6.0 POLICIES

6.1 Specialist must pass the accreditation evaluation in order for its inclusion in the Register of Approved Specialists.


6.2 The passing mark for the accreditation evaluation is 80%.

6.3 The end users perform the evaluation procedure for a potential specialist.

6.4 The Medical Director/QAM gives final approval to all potential specialists before it renders it services to HMHS patients.

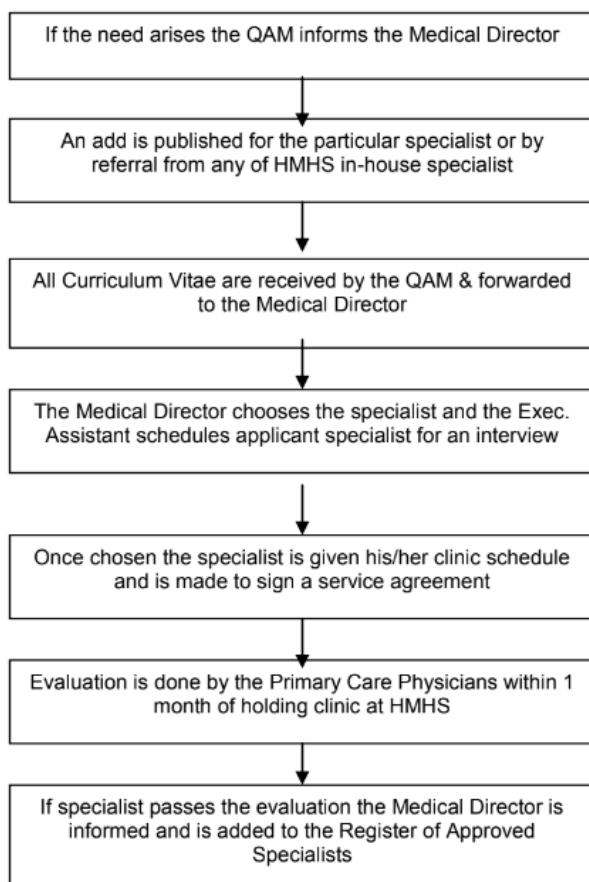
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## 7.0 PROCEDURE

### Procedure for Accrediting New Specialists



## 8.0 LIST OF FORMS

### 8.1 Evaluation of Potential Specialist

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