



QUALITY WORK INSTRUCTIONAL MANUAL	  HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. <b>QWI 2.0</b>	EFFECTIVITY DATE: April 15, 2019
			REVISION NO.: 3
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennda E. Canlas, MD Medical Director
SUBJECT: WORK INSTRUCTIONAL MANUAL FOR FOLLOW UP RECEPTION			


## 1.0 RECEIVING OF PATIENTS FOR FOLLOW UP PATIENT


1. The patient registers in the Security logbook of the security personnel before entering the clinic premise, then directed to proceed to the Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening.
3. The Triage Receptionist shall determine if the patient is in fasting, with simple cases, and with multiple pending. The Triage Reception directs the patient to the counter.
4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient, type the PEME number of the patient, and then Click TIME IN.
9. Once received, click the  icon in the follow up instruction bar and type the instruction given to the patient.
10. Prepare the follow up form, check and highlight or write the test/s required.
11. Direct the patient to the cashier for the settlement of payment if necessary or proceed directly the patient to testing unit required.

## 2.0 RECEIVING OF SCREENING PATIENTS FOR FOLLOW UP

1. The patient registers in the Security logbook of the security personnel before entering the clinic premise, then direct to proceed to the Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening.
3. The Triage Receptionist shall determine if the patient is in fasting and with simple cases, and those with multiple pending. The Triage Reception directs them to proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE

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8. Search the name of the patient, type the PEME number and then, click TIME IN.
  9. Check the company guidelines of the PEME patient to verify if it requires approval prior to proceed with the pending test. If with approval, inform the PEME Account Specialist to secure an email approval from the respected company prior to proceed. Otherwise advised the patient to comply accordingly.
  10. Once received, click the  icon in the follow instruction bar and type your instruction given to the patient.
  11. Prepare the follow up form, check and highlight or write the test/s required.
  12. Direct the patient to the cashier for settlement of payment if necessary or proceed to the required testing unit.
  13. Once the test is done, refer the case to the processing MD or Assistants for evaluation of the case thru the SCREENING GROUP CHAT in the SKYPE, advise the patient accordingly on the result of the evaluation.
  14. If the patient's evaluation was to do another test, advised the patient accordingly.
- If the patient passed the screening, endorsed the patient to the PEME reception for PEME proper.

### 3.0 RECEIVING OF FOLLOW UP PATIENTS WITH EXPIRED PEME

1. The patient registers in the Security Logbook of the security personnel before entering the clinic premise, then direct to proceed to the Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening.
3. The Triage Receptionist shall determine if the patient is in fasting, with simple cases, and with multiple pending. The Triage Receptionist directs the patient to the proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient, type the PEME number and then, click TIME IN.

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9. If the present PEME is noted as EXPIRED, secure an approval with the assigned FOLLOW UP MD prior to proceed with the pending test.
10. Once received, click the  icon in the follow instruction bar and type your instruction given to the patient.
11. Prepare the follow up form, check and highlight or write the test/s required.
12. Direct the patient to the cashier for settlement of payment if necessary or proceed to the required testing unit.


#### **4.0 RECEIVING OF FOLLOW UP PATIENTS WITH CODE 216 CASE**

1. The patient registers in the Security logbook of the security personnel before entering the clinic premise, then direct to proceed to the Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening.
3. The Triage Receptionist shall determine if the patient is in fasting, with simple cases, and with multiple pending. The Triage Reception directs the patient to the proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient, type the PEME number and then, click TIME IN.
9. Check if the patient has been consulted about his PEME case 216, if not, decked the PEME number, name and company to the follow up appointment decking list for consultation to the assigned follow up Physician.
10. If a 216 patient returned for reevaluation, seek a medical certificate, work ups, prescriptions or other necessary information needed for assessment.
11. Check the company guidelines provided for assessing a 216 case PEME. If the company of the patient requires a reevaluation prior to reassessment, coordinate to the PEME Accounts Specialist to check the email of the company. The patient may seek a reevaluation letter thru email or the PEME Accounts Specialist may

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coordinate with the company or vice versa. Otherwise, proceed the patient for reassessment.

12. Refer the case to the Processing Doctor for reevaluation. Scan and upload all medical records presented by the patient, including pertinent details thru Skype.
13. Advised the patient regarding the result of his/her 216 cases, and proceed with necessary test.
14. Once received, click the  icon on the follow up instruction bar and type the instruction given to the patient.
15. Prepare the follow up form, check and highlight or write the test/s required.
16. Direct the patient to the cashier for the settlement of payment if necessary or direct the patient to the required testing unit and/or if the patient needs to be consulted by a Follow up Doctor.

## **5.0 RECEIVING OF FOLLOW UP PATIENT RECOMMENDED FOR REMEDICAL**


1. The patient registers in the Security logbook of the security personnel before entering the clinic premise, then direct to proceed to the Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening
3. The Triage Receptionist shall determine if the patient is in fasting, with simple cases, and with multiple pending. The Triage Reception directs the patient to the proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
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6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient, type the PEME number and then, click TIME IN.
9. If the PEME is noted as REMEDICAL, the patient should start the new set PEME package. Ask and advise the patient to secure a new referral form or e-referral from his/her company, or coordinate with the assigned PEME Account Specialist to coordinate with their respective companies.

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- Once the patient has secured a new referral, advise the patient to proceed to the kiosk for appointment, register his/her PEME requirements/details and to follow the PEME process.

## **6.0 RECEIVING OF PATIENTS FOR IMMEDIATE STATUS UPDATE**


- All rush and needs immediate status Follow up patients scheduled within the day should be endorsed to the Customer Service Officer and Follow up Receptionist for counsel of their medical result.
- The Customer Service Officer ensures that the patient results are complete and ask the assigned Follow up Doctor for evaluation.
- Once the medical result was evaluated, the Customer Service Officer shall have endorsed the patient to the assigned Follow up Receptionist for counsel and instructions.
- Click the Mozilla Firefox icon/Google Chrome
- Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
- Type the username and password.
- Open the FOLLOW UP MODULE
- Search the name of the patient, type the PEME number and then, click TIME IN.
- Check the company guidelines of the follow up patient to verify if it requires approval prior to proceed with the pending test. Once approved, inform the PEME Accounts Specialist.
- The PEME Accounts Specialist should secure an email from the respective company prior to proceed. Otherwise advised the patient to comply accordingly.
- Once received, click the  icon in the follow instruction bar and type the instruction given to the patient.
- Prepare the follow up form, check and highlight or write the test/s required.
- Direct the patient to the cashier for the settlement of payment if necessary or proceed the patient to required testing unit.

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14. Once the test was done, refer the case to the Follow up Doctor for reassessment of the test done.
15. If the patient is declared as FIT, advised the patient accordingly.
16. Coordinate the case to the PEME Account Specialist if the medical certificate will be hand carried by the patient or to be delivered to the company.
17. If the patient is still for another test, advised the patient properly and coordinate to the assigned PEME Accounts Specialist, then inform the patient for further instructions.

#### **7.0 RECEIVING OF FOLLOW UP PATIENT FOR CONSULT**

1. The patient registers in the Security logbook of the security personnel before entering the clinic premise, then direct to proceed to Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening.
3. The Triage Receptionist shall determine if the patient is in a fasting and with simple cases, and those that with multiple pending. The Triage Reception directs them to proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient, type the PEME number and then, click TIME IN.
9. Once received, click the  icon in the follow instruction bar and type the instruction given to the patient.
10. Deck the patient to the FOLLOW UP MD APPOINTMENT Excel list to line up the patient for consultation to the assigned Follow up Doctor.
11. Follow up reception shall request the needed test result prior to consult, e.g., X-ray copied to CD, or to request ultrasound results.
12. Prepare the follow up form and write the assigned room number for consultation.

#### **8.0 RECEIVING OF FOLLOW UP PATIENT FOR SHOWING OF MEDICATION**

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3. The Triage Receptionist shall determine if the patient is in fasting, with simple cases, and with multiple pending. The Triage Reception directs the patient to the proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient, type the PEME number and then, click TIME IN.
9. Check the PEME details of the patient, medical condition and the required medication to be shown and brought on board.

To check for the correct medication, check on what is written on the history window, Treadmill, Clearance and the latest prescription given by the attending Physician.

10. Check from master months of contract forwarded by the PEME Accounts Specialist and the guidelines provided by the company for a specific number of months required to be shown by the patient.
11. Verify from the patient his months of stay based on the contract advised to him.
12. Once the number of contracts is the same with the number of contract advised by the patient versus the number required in the guidelines on master months of the contract provided by the company, readily encode the details of medications, including the generic name, brand name, dosage, instructions on how the medication has to be taken and the number of medicines compared to the number of months required.
13. Once a number of contracts advised by the patient with the master of months provided by his company, a confirmation from the company have to be made. Coordinate with the PEME Accounts Specialist with the details of medication requirement of his company.


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14. The Follow up Reception that counts the medication shall strictly follow the company guidelines:
  - a. Anglo Eastern – requires the patient to show an additional two (2) months of the total number of medication
  - b. Odfjell – requires the patient to show an additional (1) month of the total number of the medication
  - c. Scanmar Fugro & LDA - requires the patient to show an additional one (1) month of the total number of the medication
  - d. Wallem - requires the patient to show an additional one (1) month of the total number of the medication
  - e. Wilhelmsen- requires the patient to show an additional one (1) month of the total number of the medication
15. The Follow up Receptionist that counts the medications shall ensure that the patient signed an affidavit of undertaking required by the company or a P&I guidelines such as:
  - A.
    - ❖ For patients under Anglo Eastern, he/she has to sign a company required affidavit.
    - ❖ For patients under North of England (NOE), he/she has to sign a Concession Declaration Form.
    - ❖ Both are required to be filled out and signed.
    - ❖ The Follow up Receptionist will endorse the patient to the releasing unit for the signing of medical endorsement certificate. All documents must be prepared and complete upon the presentation of medications.
  - B.
    - ❖ For patients under BW Shipping – Berge Bulk, he/she has to sign a company required affidavit.
    - ❖ The Follow up Receptionist will endorse the patient to the releasing unit for the signing of medical endorsement certificate. All documents must be prepared and complete upon the presentation of medications.
  - C. For patients under Teekay Shipping, he/she has to sign a company required affidavit.

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- D. For patients under Sea Crest – Songa, he/she has to sign a two (2) copies of company required affidavit, one (1) copy will be given to the patient and the other copy will be forwarded to the company along with the other medical attachments.
- E. For patients under Stella Marris Shipping, he/she has to sign a company required affidavit.
- F. For patients under Crossworld, he/she has to sign a company required affidavit.
- G. For patients under POMI-INSW, he/she has to sign a company required affidavit undersigned by the General Manager for Operations.
- H. All patients under Steamship P&I are required to sign an affidavit of undertaking upon the presentation of medication.
- I. All patients under North of England are required to sign a Concession Declaration affidavit.
- ❖ Century Maritime is required to sign a fully filled out Concession Declaration, including details of the Principal and the complete details of the medication presented by the patient.
- J. All patients under American P&I are required to sign an American P&I Declaration form upon presentation of medication and must be signed by the Physician in charge.
- 16. All affidavits should be uploaded in the patient's PEME folder and shall be forwarded to the Documentation department within the day.
- 17. Once confirmed, click the  icon and properly encode the details of the medication and click submit to save your notes.
- 18. All patients are allowed to show their medication prior to company's approval, except BW shipping, Hence, all patients request to show their medication prior to company or HMHS Doctor's approval shall make a waiver indicating their persistence to present their medication.
- 19. All waivers signed by the patient shall be uploaded to their PEME folder.

## 9.0 RECEIVING FOLLOW UP PATIENT FOR DRUG AND ALCOHOL TEST

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4. Click the Mozilla Firefox icon/Google Chrome
5. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
6. Type the username and password.
7. Open the FOLLOW UP MODULE
8. Search the name of the patient/type the PEME number of the patient. Then Click TIME IN.
9. Once received, click the  icon on the follow up instruction bar and type the instruction given to the patient.
10. Prepare the PEME completion form, check and highlight the DAAT as required.
11. Direct the patient to the cashier for settlement of payment if necessary or proceed the patient to Laboratory unit.

#### **10.0 RECEIVING FOLLOW UP PATIENT FOR VACCINES**

1. The patient registers in the Security logbook of the security personnel before entering the clinic premise, then directed to proceed to the Lobby Reception.
2. The patient logs at the Follow up Triage Receptionist in the lobby for screening.
3. The Triage Receptionist shall determine if the patient is in fasting, with simple cases, and with multiple pending. The Triage Reception directs the patient to the proper counter.
4. Click the Mozilla Firefox icon/Google Chrome
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6. Type the username and password.
7. Open the FOLLOW UP MODULE

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8. Search the name of the patient, type the PEME number and then, click TIME IN.
  9. Once received, click the  icon on the follow up instruction bar and type the instruction given to the patient.
  10. Prepare the PEME completion form, check and highlight the VACCINES as required.
- Direct the patient to the cashier for the settlement of payment if necessary or proceed the patient to the Immunization unit.

#### **11.0 RECEIVING FOLLOW UP PATIENTS FROM EPSILON AND KJCM**

##### **A. Patient with pending/expired PEME.**


##### **1. Triage lobby reception:**

- a. Lobby reception shall not accept to cater patients that are included in the list of REPORT TO COMPANY for ADVISED. The list shall be provided by the PEME specialist.
- b. The patient shall log in to the follow up logbook provided in the lobby.
- c. Lobby Receptionist shall not provide any PEME portal slip to the patient.
- d. Lobby Receptionist shall endorse the PEME details of patient (Name, PEME Number & company) to the follow up reception counters thru Skype.

##### **2. Follow up Reception Counters:**

- a. Follow up Receptionist shall validate the PEME of the patient.
- b. Follow up Receptionist shall strictly follow Instructions written in the transmittal.
- c. Follow up receptionist shall NOT proceed with the discussion if the transmittal has notes such as "TO SEEK COMPANY APPROVAL" and shall advise the patient to report to the company.
- d. However, if the company approval has been posted on the patient's PEME and was verified by the receptionist, the patient may proceed with his/her pending status.
- e. IF Transmittal does not indicate a note: "TO SEEK COMPANY APPROVAL"\*, pending test shall be disclosed to the patient and may proceed with the tests accordingly.

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- f. Failure to note "TO SEEK COMPANY APPROVAL"\* from the company shall be elevated to the General Manager for Operations to address non-compliance of the guidelines accordingly.
3. **For 216 patients**
  - a. No 216 patient without the company's approval shall enter and be catered by the follow up reception.
  - b. If a 216 patient comes for Follow up or seek a consult, an email has to be secured by the Follow Up receptionist whether the patient is Okay to Proceed or not.

## **12.0 PROCEDURE FOR REQUESTING X-RAY IMAGE**

1. If a patient requested a copy of his/her X-ray image, the receptionist shall indicate it on the Follow-up form, by a "CD Burn" notation.
2. The receptionist will coordinate with Radiology unit that a request was made by a specific patient to initiate CD burning. After completion, the CD shall be labelled with the correct name of the patient and shall be endorsed it to Releasing section.
3. The receptionist shall advise the patient to proceed to Cashier window for the payment of the CD.
4. After the payment, receptionist shall instruct the patient to proceed to the 3<sup>rd</sup> floor to consult. A specific room number shall communicated to the patient.
5. After Follow-up Doctor's consultation, the patient shall be advised to claim their CD copy at the Releasing window at ground floor.
6. Releasing personnel shall call the attention of the patient for issuance of the CD.
7. Releasing personnel shall issue the correct CD to the patient and shall affix her signature on the Ticket/Follow-up form.
8. Releasing personnel shall instruct the patient to proceed to the Follow-up Receptionist for further instructions prior sending them home.

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### 13.0 PROCEDURE FOR QUALITY CONTROL FOR SHOWING OF MEDICATION WITH AFFIDAVITS/ CONCESSION

The Senior Follow-up receptionist / Follow-up Reception Supervisor shall perform quality control on the listing of all medications received and shown within the day, as follows below:

1. Click the Mozilla Firefox/ Google Chrome icon to open a web browser.
2. Login to peme.halcyonmarine.com.ph (<http://192.168.10.229>).
3. Type your username and Password.
4. Open the Follow up Module
5. Open Google Drive / Zoho Docs spreadsheet for MONITORING FOR MEDS & AFFI QUALITY CONTROL SHEET.
6. Select the tab/spreadsheet corresponding to the correct date. Check for Date, Name, PEME#, Name of the patient, Company, Medication description, Type of Affidavit/Concession required; indicate in the "Encoded by" field the name of the Receptionist who received and counted the medication; indicate in the "Quality Control by" field the name of the Senior Receptionist/ Follow Up Reception Supervisor who performed the quality control
7. Search the name of the patient or click the PEME number of the patient in the Inet.
8. Counter check the important information encoded in the Inet such as: Medical Condition, Generic Name, Brand Name, Dosage, instructions to be taken, number of contracts & number of pieces shown by the patient.
9. Check the prescription, clearance, History notes or Treadmill notes to ensure the accuracy of the medication/s prescribed to the patient.
10. Check the listing of the Official Months Of Contract Per company to ensure that the correct amount/number of medication is presented by the patient in accordance with applicable company guidelines.
11. Check that the specific Affidavit / Concession Notice / Patient Declaration required by the company or P&I Club is properly accomplished and signed by the patient. (Please

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refer to item VIII).

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