


QUALITY STANDARD SYSTEM MANUAL	 <b>HALCYON MARINE</b> HEALTHCARE SYSTEMS	DOCUMENT NO. <b>QFU 5.0</b>	EFFECTIVITY DATE: February 7, 2019
			REVISION NO.: 6
		PREPARED BY: Marilar F. De Guzman, MD QAM	APPROVED BY: Glennnda 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

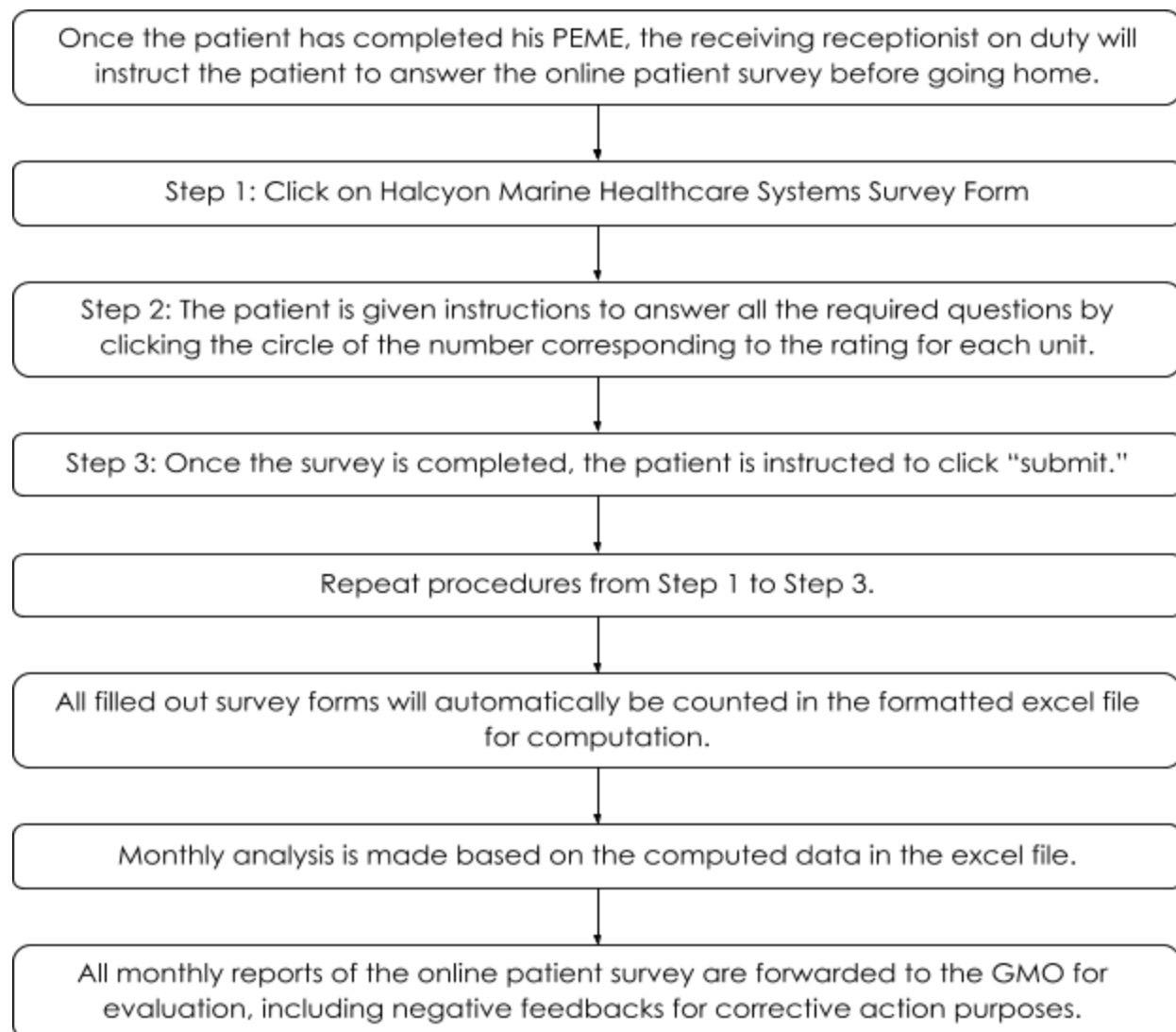
## 6.0 RESPONSIBILITY AND AUTHORITY

- 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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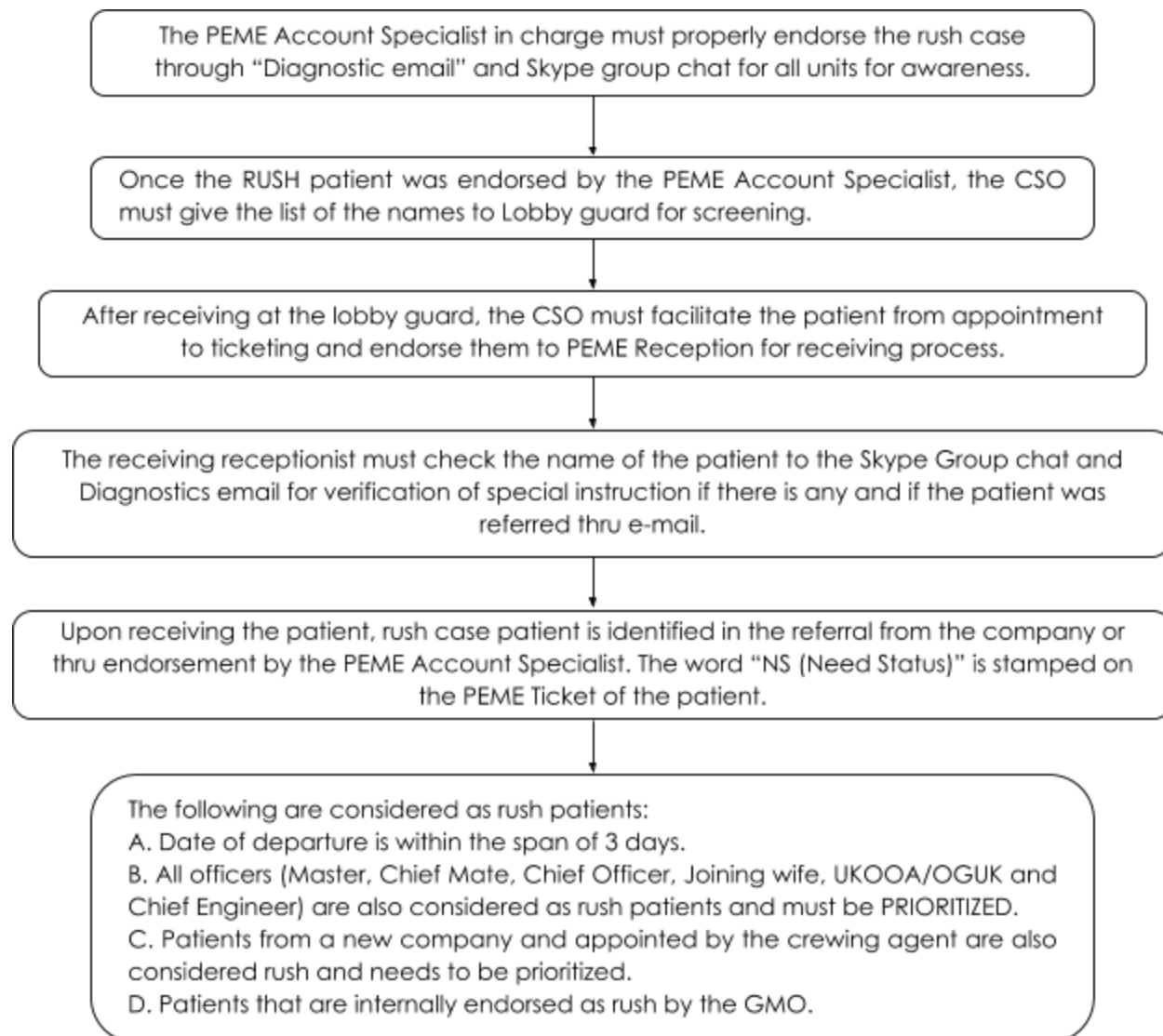
## 7.0 PROCEDURE FOR PATIENT SURVEY




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## 8.0 PROCEDURE ON FACILITATION OF RUSH CASE PATIENTS



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The receptionist who receives the rush case patient will cascade their names & ticket number through Skype in every department and doctors for RUSH facilitation. The Customer Service Officer will monitor the endorsed patient.

Proper coordination and endorsement between each unit is a MUST. Constant monitoring of status via Skype is observed. A unit is not allowed to leave Skype without giving the result of the patient or advising if the results are encoded.


The patient proceeds with his PEME (CSO closely monitors each patient endorsed).

The CSO monitors identifies patients and checks result of tests ensuring all has been done as required in the package.

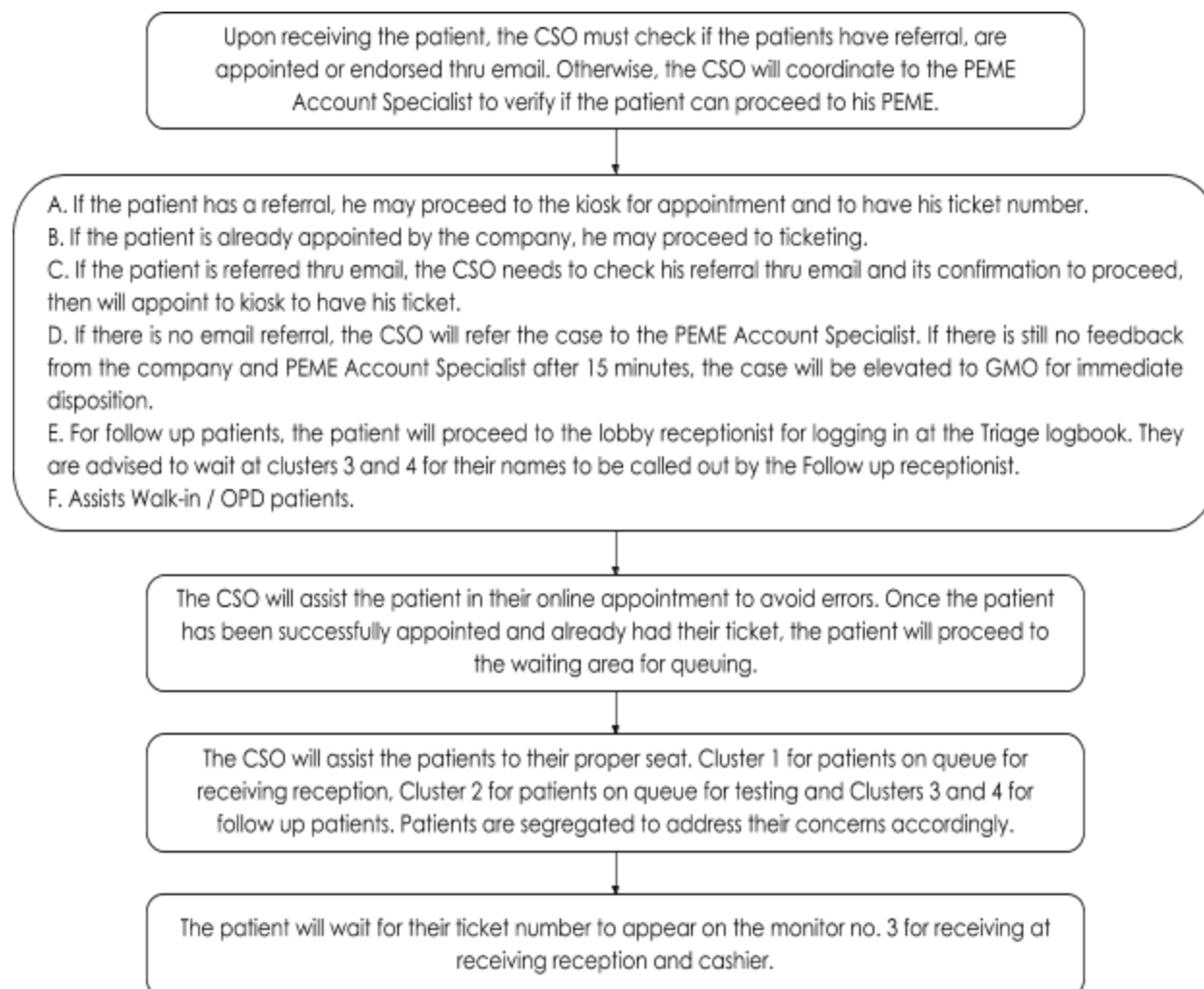
Once the test is completed, the patient should be properly endorsed to the Follow up receptionist for the update. The Follow up receptionist will endorse the medical status to the Follow up MD assigned for updates.

Once with a final status, the patient is endorsed to reception, PEME Account Specialist in-charge and Documentation officer in-charge for special endorsements.


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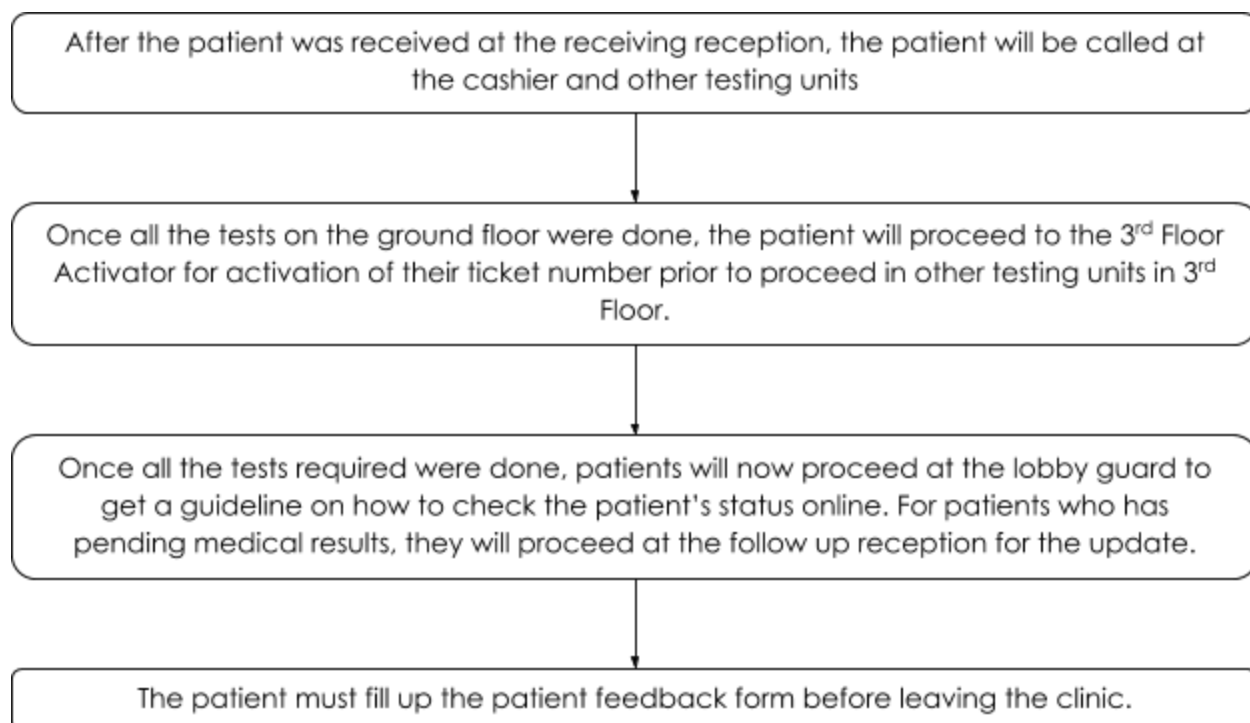
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## 9.0 PROCEDURE ON FACILITATION OF PATIENTS




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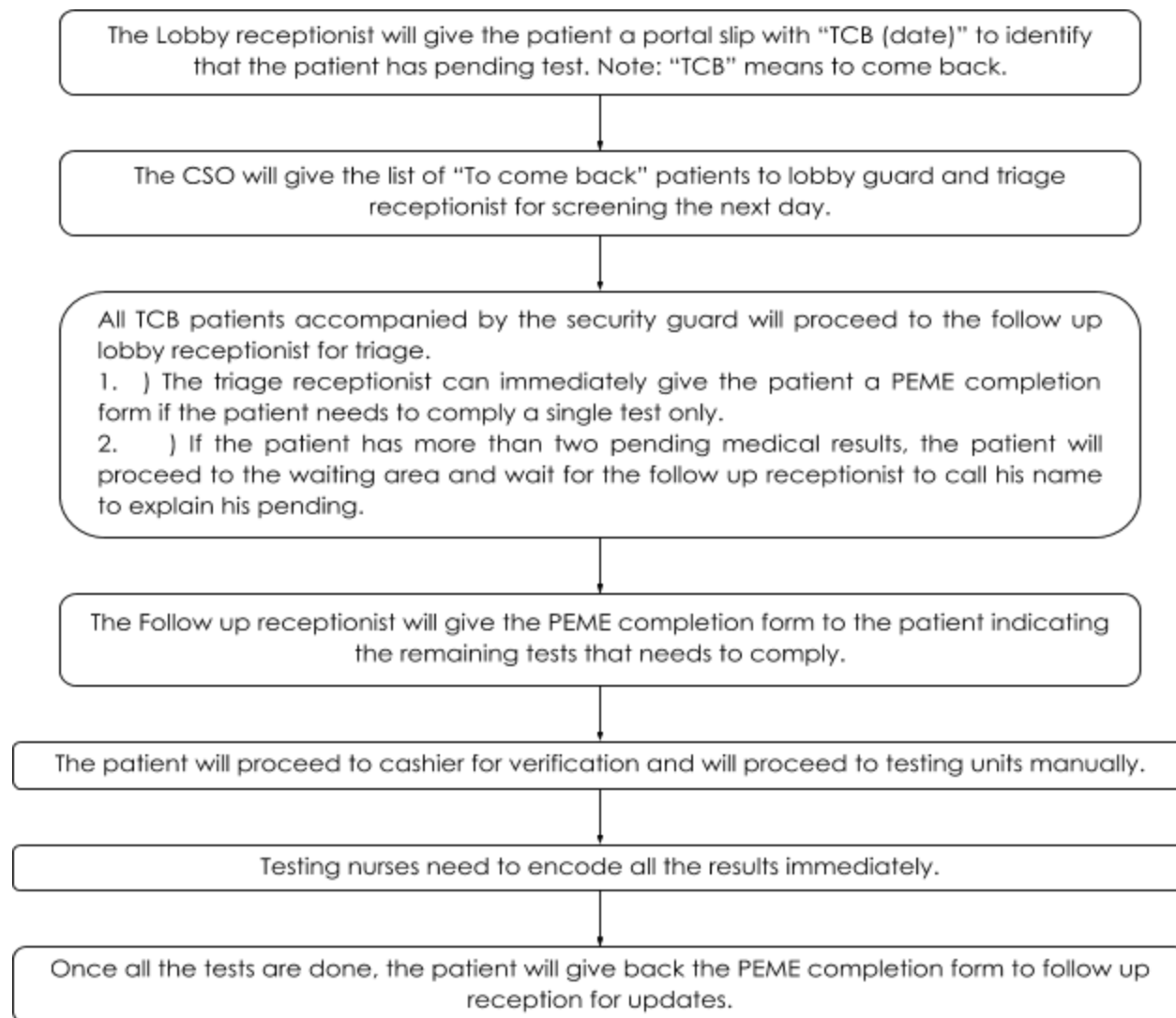
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## 10.0 PROCEDURE ON FACILITATION OF RETURNEE PATIENTS

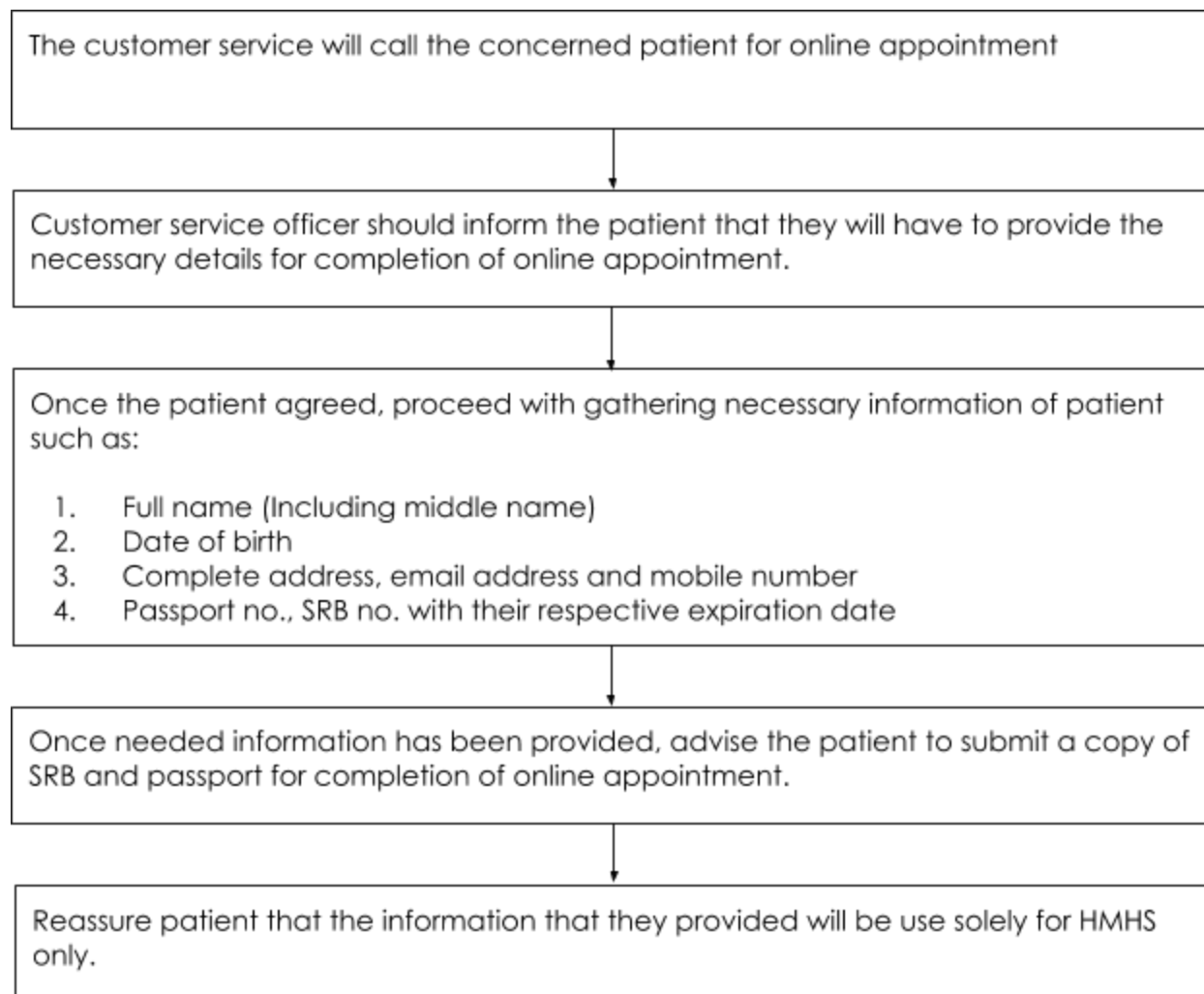


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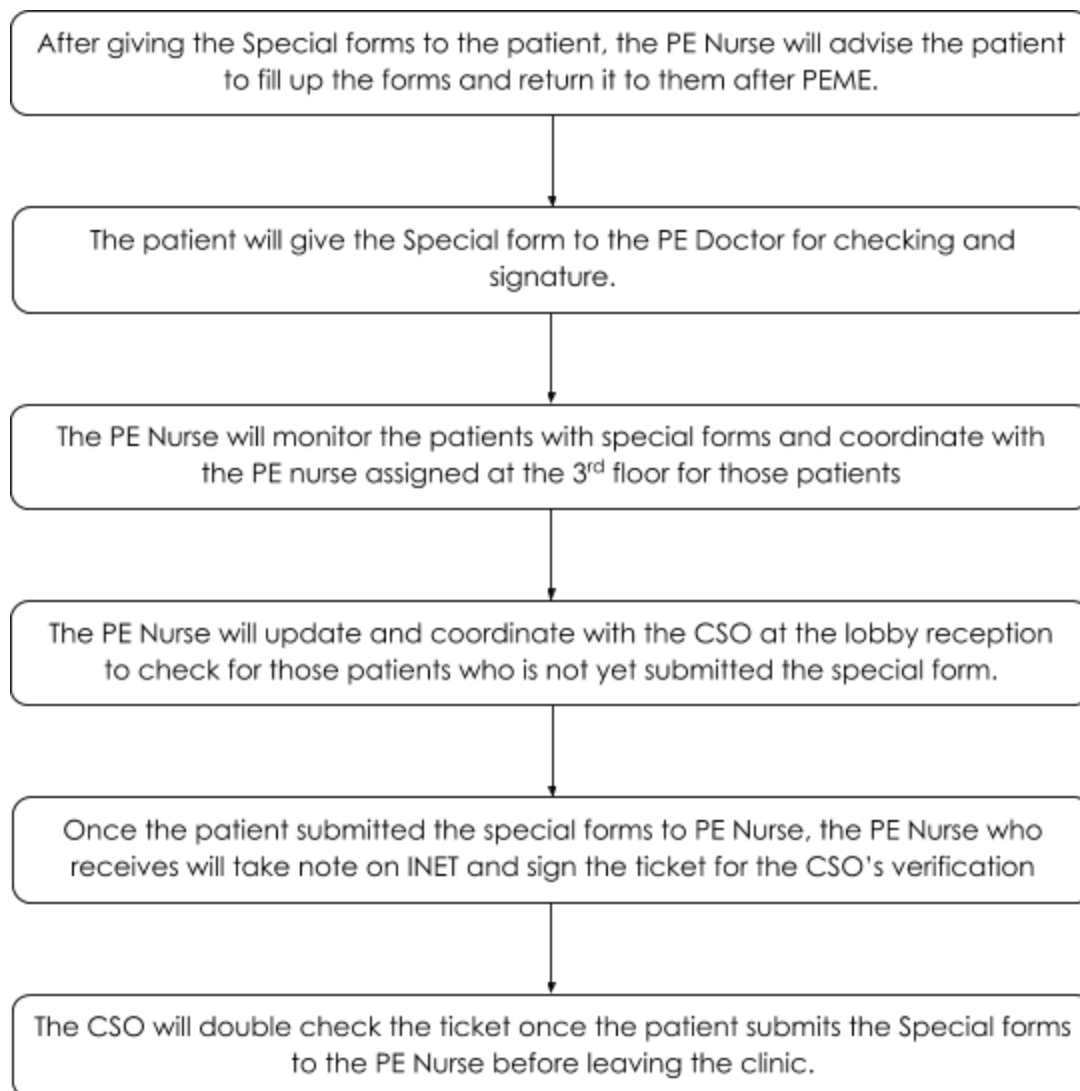
## 11. PROCEDURE ON APPOINTING PATIENT VIA PHONE CALL




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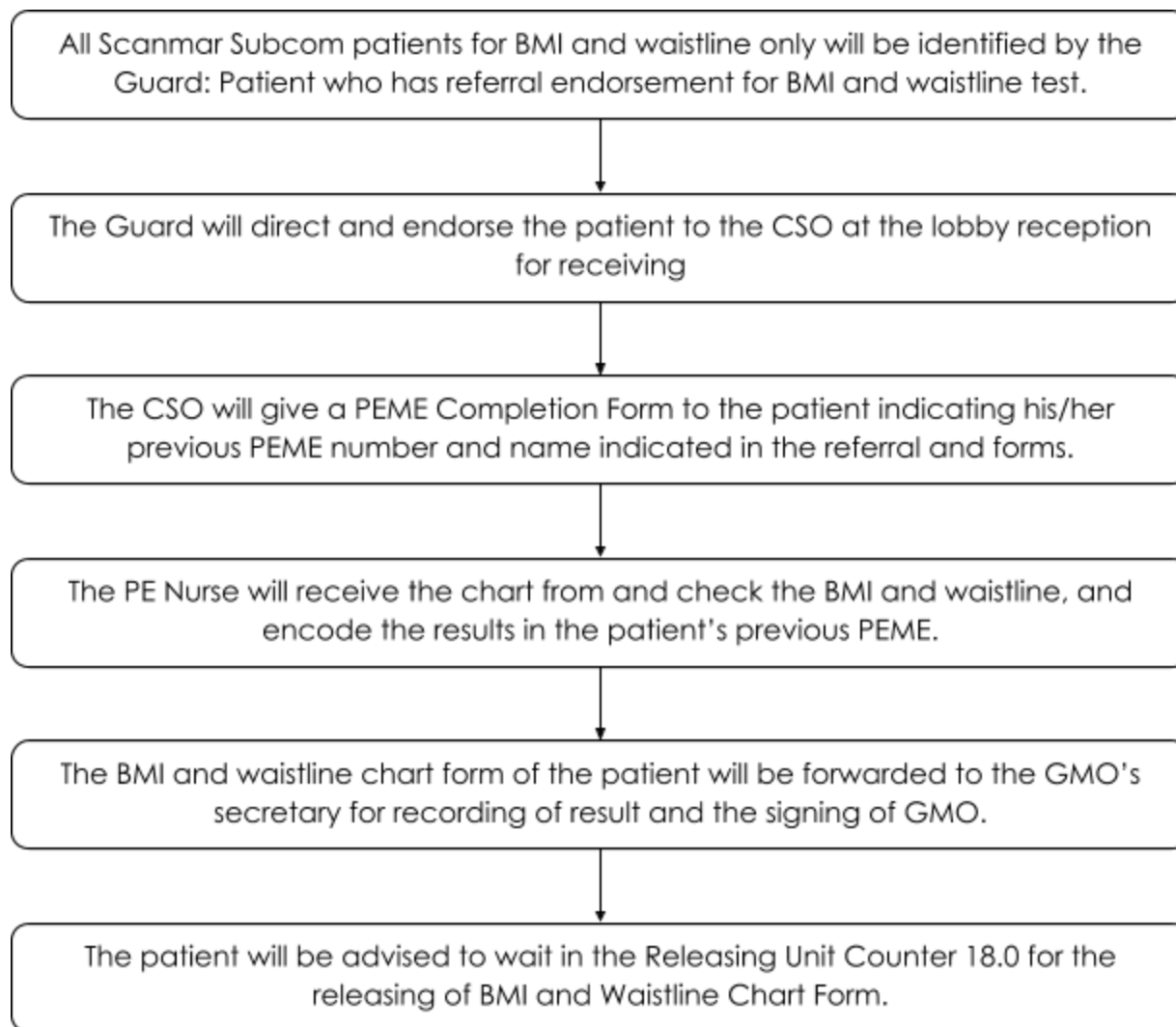
## 12.0 SPECIAL FORMS PROCEDURE




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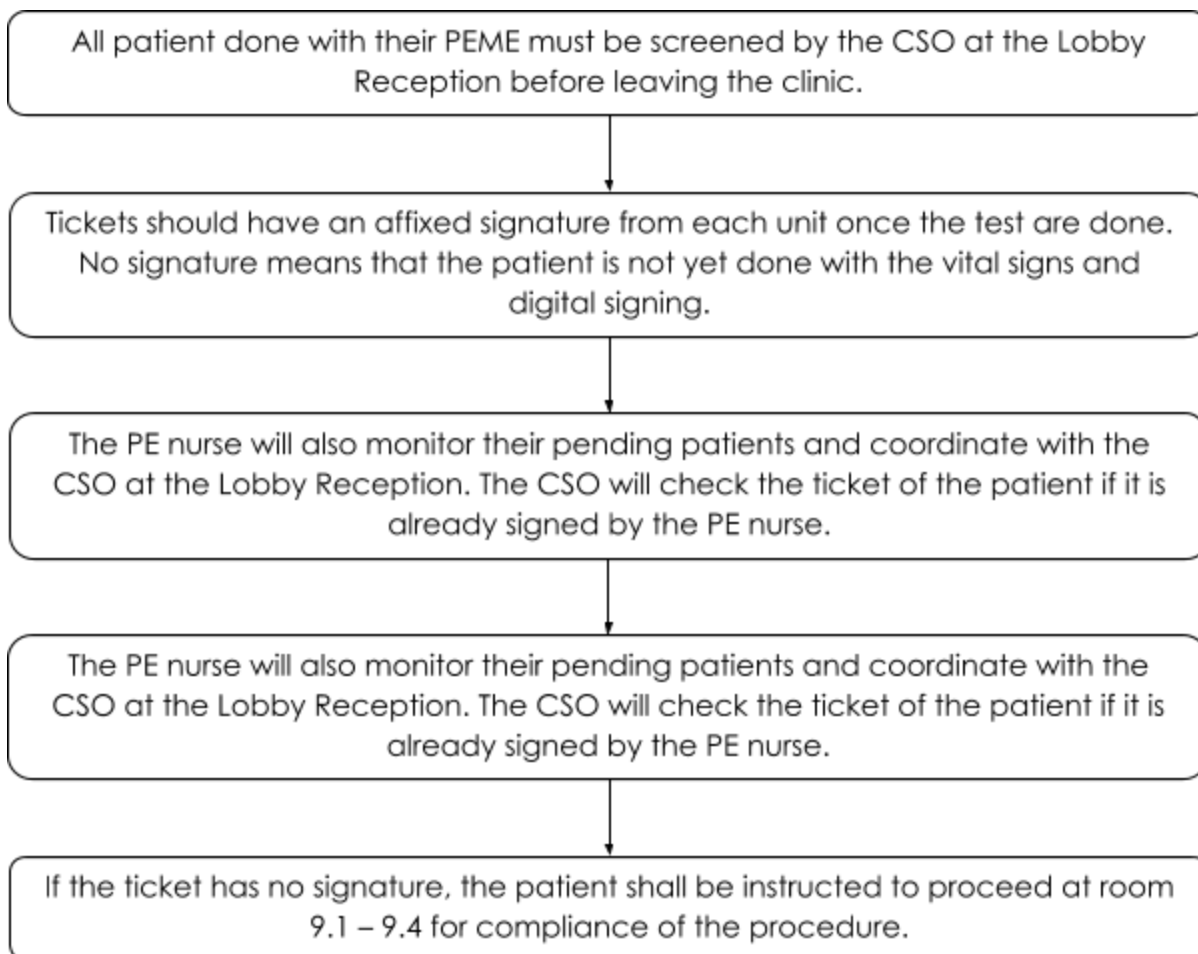
### 13.0 SCANMAR SUBCOM – BMI AND WAISTLINE CHART PROCEDURE




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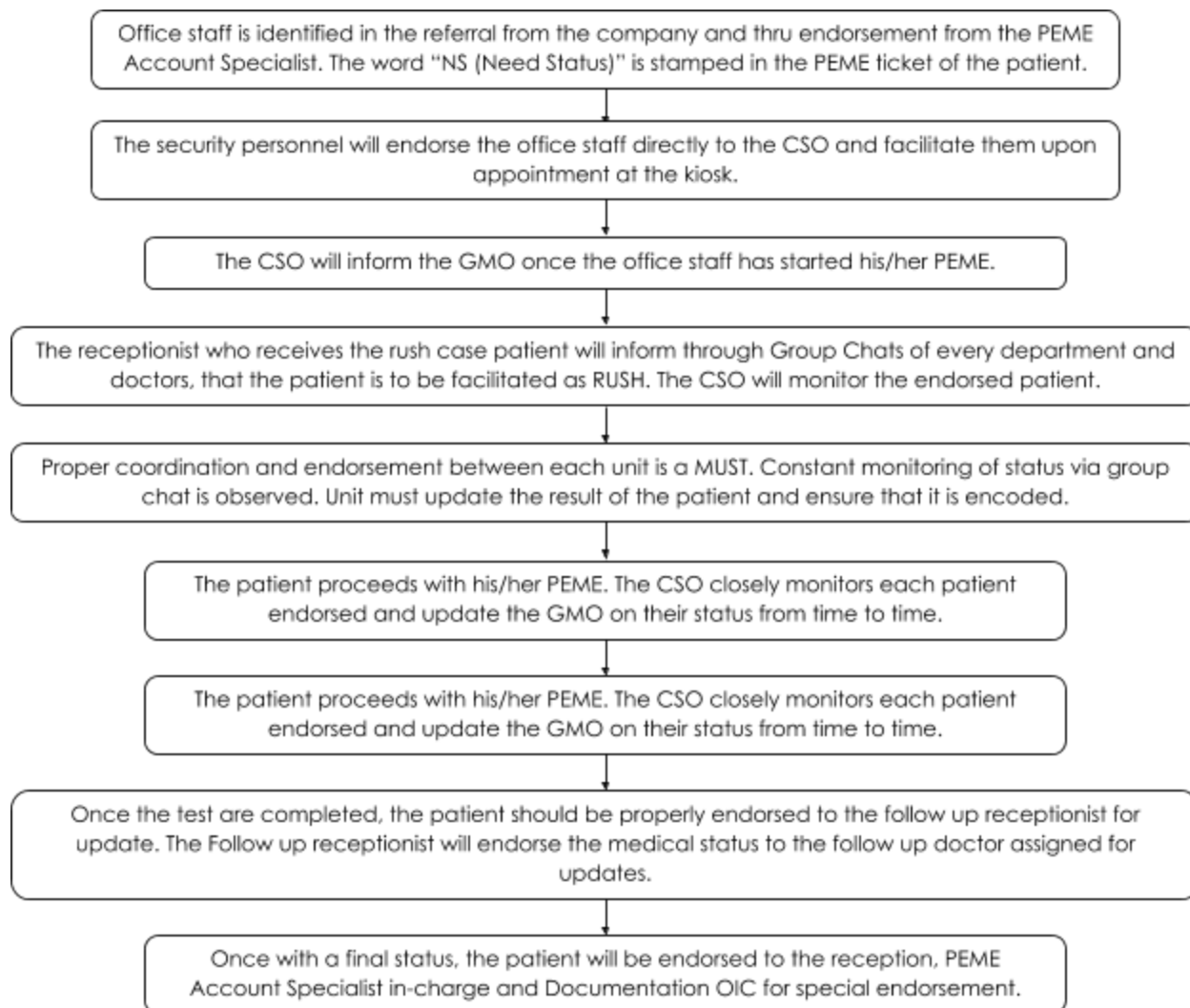
#### 14.0 VITAL SIGNS & DIGITAL SIGNING PROCEDURE




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## 15.0 PROCEDURE ON FACILITATION OF OFFICE STAFFS



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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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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 3<sup>rd</sup> 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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