



Medical Health Record Management

(DOMT.Cs collaboration activities with DOMT 3-1)

June 21, 2021



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June 21, 2021

PROF. EDGARDO S. DELMO
Branch Director
PUP Quezon City Branch

THRU:

PROF. DORIS B. GATAN
Head, Office of the Academic Affairs

PROF. DEMELYN E. MONZON
Head, Office of the Student Affairs and Services


DANILO R. MERCADO JR.
President, Supreme Student Council

Dear Prof. Delmo,

Good day!

The **Distinguished Organization of Management Technologist and Corporate Specialist (DOMT.CS)** of Polytechnic University of the Philippines Quezon City Branch will be upholding a webinar entitled “**Health Records and Management of Polytechnic University of the Philippines Quezon City Branch**” on June 21, 2021 at 1:30 PM- 3:30 PM via Zoom-Cloud Meeting Room and Facebook Live. We have invited Mrs. Julita Cruz-Bayaga, MPM, FMTP



Republic of the Philippines
POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
QUEZON CITY BRANCH
DIPLOMA IN OFFICE MANAGEMENT TECHNOLOGY
WITH SPECIALIZATION IN MEDICAL OFFICE MANAGEMENT



Supervising Administrative Officer Health Information and Management Department as our resource speaker who has great knowledge and a specialist due to years of studying and experience in that topic.

As part of its endeavors, DOMT.CS will help third year DOMT students to meet their needs and organize their webinar led by their professor **Prof. Rosanna Florencia A. Ulep, DMD, MPH** a faculty member of Dental Services Department in PUP Quezon City branch.

The objectives of this event are as follows:

To help our students and others who are interested in medical assistant who helps patients by providing information, services, and assistance. Verifies patient information by interviewing patient, recording medical history, and confirming purpose of visit. Secures patient information and maintains patient confidence by completing and safeguarding medical records; and keeping patient information confidential. To prepare students for a career in medical assistant by gaining a great understanding of the correct use of health information and management.

We are hoping for your warm support. Thank you and God Bless.

JEDDAH RECTO
DOMT 3-1 Group 5 Leader

KAREN FAITH S. JACINTO
President, PUPQC DOMT.CS

Noted by:

PROF. SHERYL MORALES
Adviser, PUPQC DOMT.CS



I. Objective of the Webinar:

The objectives of this webinar are as follows:

- To help our students and others who are interested in a medical assistant who helps patients by providing information, services, and assistance.
- Verifies patient information by interviewing patients, recording medical history, and confirming the purpose of the visit. Secures patient information and maintains patient confidence by completing and safeguarding medical records, and keeping patient information confidential.
- To prepare students for a career as a medical assistant by gaining a great understanding of the correct use of health information and management.

II. Description of the Speaker:

Ma'am **Julita Cruz-Bayaga**, Supervising Administrative Officer HIMD is a graduate of Doctor in Public Administration (For Dissertation) in Polytechnic University of the Philippines Graduate Studies, Master's in Public Management (MPM) she is a former Trainer in Medical Records Management (National Level) and a Co-Author of Dr. Jose N Rodriguez Memorial and a Spearheaded Dr. Jose N Rodriguez Memorial Hospital & Sanitarium Freedom of Information ELECTRONIC HEALTH RECORD (HER) Archiving System Hospital & Sanitarium DATA PRIVACY ACT (DPA) Manual. Ma'am Bayaga has 37 years of experience in government service.

III. Discussion of the Speaker

PHILIPPINE HEALTH RECORD STANDARDS

The Admission and Discharge Record is completed at the time of discharge or as soon as all relevant information is available.

PHILIPPINE HEALTH RECORD STANDARDS

- A Discharge Summary for each patient shall be completed upon patient's discharge.
The discharge summary shall include the following:
 - Discharge Diagnosis
 - Procedures Performed
 - Follow-up Arrangements
 - Therapeutic Orders (Home Medications)
 - Patient Home Instructions



- When a patient is discharged or transferred to another facility, a certified copy of discharge summary shall be issued. When an autopsy is performed, a provisional diagnosis is noted in the health record within 72 hours.
- A Policy is a general guide to decision-making.
- A Procedure is a specific guide to decision-making.
- Health Record Completion
- Health Record Completion

RELEASE OF HEALTH INFORMATION

- The HIMD receives many and varied requests for information contained in the health record.
- The Health Record is a Confidential Document and the patient's right to privacy must be the primary concern in the release of health information.
- Release of health information is a very sensitive issue in several aspects.

GENERAL POLICIES

- The Healthcare Facility shall safeguard all information contained in the health record against loss, destruction, or unauthorized use.
- All information in the health record shall be treated as confidential and shall be disclosed only to authorized individuals.
- It shall be the policy of all healthcare facilities not to use the health record in a way which will jeopardize the interest of the patient.
- The release of information is delegated to the Supervisor in the Health Information Management Service. But in cases where a problem arises beyond his/her control, it shall be referred to the Chief Administrative Officer/ Chief of the Health Care Facility for appropriate action.
- Release of information with clinical value shall be done only with the written consent/ waiver from the patient.
- Where the patient is a minor, a parent consent or that of the legal guardian shall be secured before any information of clinical significance is released.
- The Health Record is the physical property of the healthcare facility.
- In cases where litigation is likely to happen and is intended against the health care facility or any of its staff.
- Request for Medical Certificate or Clinical Information when the patient is still confined shall be referred to attending physician.



CERTIFICATE FOR SERIOUS AND LESS SERIOUS INJURY

(TO BE ESTABLISHED AS ADDITIONAL CERTIFICATE)

- Information of no clinical value can be disclosed by the staff of the Healthcare Facility when there is no hold order from the patient. Information includes the following:
 - Name
 - Address
 - Attending Physician
 - Name of Relative Staying with Patient During Admission
 - Admission and Discharge Dates
- The Health Record shall not be taken out of the healthcare facility premises except on court orders.
- Incomplete Health Record shall be referred to the attending physician before entertaining any request to access and review the health record.
- Verbal request for clinical information shall be discouraged in favor of written requests.

SPECIFIC POLICIES

for Physicians:

- Physicians and members of the Allied Health Profession may review records of patients presently under their care.
- Physicians who are members of the medical staff not members of the team assigned to the patient shall be armed with a written authorization signed by the Patient/ Parent/ Guardian and the Attending Physician before they are given access to the record.
- Insurance company physicians/ verifiers shall present a notarized authorization from the patient or a duly accomplished original insurance waiver, before given access to health record.
- Company physicians who are presently caring for a patient may be given access to the patient's health record only upon presentation of patient's written request.
- Consultants shall have access to record of patients referred to them.
- It shall be the responsibility of the attending physician to inform his/her patient about his health condition.



for Nurses:

- Ward nurses must always see to it that health records are in a secure place away from the patients of the patient's relatives.
- Ward nurses shall be liable to the loss of a patient's health record while the patient is still admitted and these records of discharged patients which are not yet submitted the HIMD.

Other Concerns:

- An insurance verifier shall be required an original copy of the waiver duly notarized before being given access to the health record/information about a patient.
- Researcher from other medical institutions could gain access to health records only after complying with the requirements set by the concerned institution.
- Patient's relative making inquiries about the health status of their patients shall be referred to the attending physician.
- Adjudicatory agencies from the Philippine National Police, National Bureau of Investigation and other law enforcement agencies shall need a written request duly sign by the chief/director of their respective agency before being given access to the record.
- A patient's right to access to their record may not be allowed to prevent misinterpretation of technical medical information which may lead to complaint/litigation. Health information may be released by the healthcare facility without the written authorization of the patient in the following situations:
 - **Court Order.** A hospital or other healthcare facilities shall release health information in response to court orders.
 - **Administrative Agency Order.** A healthcare provider shall release health information when there is an adjudicative order from an administrative agency authorized by law.
 - **Subpoena** in a court proceeding, a party or an administrative agency may issue a **Subpoena, Subpoena Duces Tecum**, or notice to appear covering health information held by a healthcare provider. Where the subpoena is valid, the healthcare facility shall disclose the health information.
 - **Subpoena Duces Tecum** or notice directing the head of the HIMD to appear in court on a specified date and time shall be served within five (5) working days prior to scheduled court hearing.
 - **Arbitration Order.** An arbitration panel may issue an order authorizing the discovery of health information in an arbitration proceeding.



STRICT COMPLIANCE TO THE FOLLOWING RULES AND LAWS

1. RA-10173- DATA PRIVACY ACT OF 2012
2. EO #2, s.2016 – FREEDOM OF INFORMATION ACT
3. DOH MANUAL ON HOSPITAL HEALTH INFORMATION MANAGEMENT MANUAL

HEALTH RECORD IDENTIFICATION SYSTEM

- An **Effective and Efficient Health Record System** depends on how well *HIMD Supervisor* chooses the systems and procedures which shall facilitate handling of health records.
- In the effective management of health record specifically in identifying, the medical record two things are highly considered
- The patient's name is recorded in the following manner: **Last Name**, followed by the **First or Given Name**, and lastly the **Middle Name**.
- The use of a unit number to uniquely identify a patient has a direct influence on the filing system for prompt and timely retrieval of health record.

ALPHABETIC SYSTEM

- **Alphabetic System** is the simplest form of record identification, using the patient's name to identify and file the patient's health record.

TWO MAIN SYSTEMS OF NUMBER THE PATIENT HEALTH RECORD

1. Serial Numbering

Under this method, the patient receives a new number on every Inpatient Admission or Out-patient visit to the healthcare facility.

Unit Numbering

The patient is assigned a unique identification number on his first contact with the healthcare facility, whether it is for an admission, emergency room attendance or outpatient clinic visit including healthcare facility newborn babies shall be assigned on HR.

ACCESSIBILITY AND CONFIDENTIALITY

Health Information of Human Immuno-deficiency Virus (HIV) Patient

- Confidentiality shall encompass all the forms of communication that directly or indirectly lead to the disclosure of information on the identity or health status of any person who undergoes HIV testing or is diagnosed to have HIV.



To safeguard the confidentiality of a person's HIV/AIDS record, protocols and policies shall be adopted by concerned officials, agencies and institutions.

Exceptions and Mandate of Confidentiality

The requirement for medical confidentiality shall be waived in the following instances:

1. When responding to a Subpoena Decus Tecum and Subpoena Ad Testificandum issued by a court with jurisdiction over legal proceedings where the main issue is the HIV status of an individual.
2. When complying with the reporting requirements AIDSWATCH (Sec.39 of IRR on RA 8043);and
3. When informing other health workers directly involved or about to be involved in the treatment or care carry to risk of HIV transmission.

Release of HIV/AIDS Test Result

- The Result of HIV/AIDS testing shall be confidential and shall be released on the following:
- Person who was tested;
- Parent of a minor who was tested;
- Legal guardian of an insane person or orphan who was tested;
- Person authorized to receive said result for AIDSWATCH; and
- A judge of the Lower Court, Justice of the Court of Appeals or Supreme Court Justice who has jurisdiction over the case
 - Health Information on Violence Against Women and Children
 - Confidentiality of Records Under the Voluntary Submission Program

Request for Information from the Media

- Records Subpoenaed by the Court
- Records Subpoenaed by the court
- Procedure in Response to Subpoena Duces Tecum
- Informed Consent for Medical and Surgical Procedure



HANDLING TELEPHONE INQUIRIES

The HIMD receives numerous telephone calls, which may involve requests for information. Prudence must be observed before giving out any form of information. These inquiries may come from the following:

1. A doctor asking information about a patient
2. A patient presently confined at the hospital
3. A former patient of the hospital who wants information about himself/herself
4. A friend or relative of a patient
5. A police officer
6. A government agency (e.g., GSIS, SSS, PHIC, HMO, NBI, PCSO, etc.)

The following documents require specific signatures and must have their legal requirements completed before they can be included in the record:

1. Consent to Involvement in Clinical Trials (Therapeutic)
2. Consent of Recipient to Operation, Transplantation or Grafting of Tissue
3. Informed Consent of Surgery, Anesthesia of Other Procedures
4. Discharge Medical Advance (DAMA)
5. Consent to Release of Patient Medical Information
6. Consent to Remove Organ for Transplant (Living Donor)

Voluntary Sterilization Consent Form

8. Therapeutic Abortion Form

9. Refusal to Permit Blood Transfusion

10. Consent to the Administration of Electro-Convulsive Therapy



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3. A former patient of the hospital who wants information about himself/herself
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6. A government agency (e.g., GSIS, SSS, PHIC, HMO, NBI, PCSO, etc.)

DEALING WITH HIMD CLIENTS

- Different people approach the HIMD to make inquiries or request for information. The procedures for handling such inquiries are as follows:
 - Establish the identity of the requesting party through exhaustive interview.
 - If the person wants to borrow any record, refer to "Handling Request for Records"
 - If the person is requesting information by phone, follow guidelines in "Handling Telephone Inquiries." Otherwise follow "Release of Information Policy."

IV. Conclusion:

The webinar provided a chance for DOMT students and other participants to learn about Medical Health Record Management. It describes the necessity of maintaining patient health records and how to protect an individual's rights based on the conversation. The participants were able to comprehend the information and found it to be more informative.



GANTT CHART

Webinar: Medical Health Care Record Management
Date and Time: June 21, 2021 1:30-8:00 PM
Venue: Zoom Cloud Meeting

Time	Activity	Speaker
1:30 – 1:35PM	Opening Prayer	Audio Visual Presentation
1:35 – 1:37 PM	Philippine National Anthem <i>Lupang Hinirang</i>	Audio Visual Presentation
1:37 – 1:40PM	Opening Remarks	Masters of Ceremony: Ms. Jeddah Recto and Ms. Emerlita Respecia
1:40–1:45PM	Introduction of speaker	Prof. Rosanna Florencia Ulep
1:45 – 2:55PM	Talk (First Part)	Ma'am Julita Cruz-Bayaga
2:55 – 3:05 PM	Ice Breaker	Game Master: Ms. Romina Jane Luciano
3:05 – 5:05PM	Talk (Continuation of First Part)	Ma'am Julita Cruz-Bayaga
5:05 – 5:10 PM	Break	
5:10– 6:10 PM	Talk (Second Part)	Ma'am Julita Cruz-Bayaga
6:10– 7:10 PM	Talk (Last Part)	Ma'am Julita Cruz-Bayaga
7:10 – 7:45PM	Open Forum	Prof. Rosanna Florencia Ulep and Ma'am Julita Cruz-Bayaga
7:45 – 7:50 PM	Awarding of Certificate	Prof. Rosanna Florencia Ulep
7:50– 7:55 PM	Closing Remarks	Prof. Rosanna Florencia Ulep
7:55 – 8:00 PM	PUP Hymn Song	Audio Visual Presentation



OVER-ALL PREPARATIONS

Activity	Start Date	End Date	Duration (Hours)
Concept Paper	May 28, 2021	June 02, 2021	12 hours
Letters	May 29, 2021	June 13, 2021	10 hours
Talking to the Speaker	June 08, 2021	June 15, 2021	14 hours
Technical (Power Point Presentation, Poster, Creating Registration Link and Evaluation Link, Disseminating Zoom Link)	June 14, 2021	June 20, 2021	20 hours
Registration	June 18, 2021	June 21, 2021	48 hours.
Dry Run	June 21, 2021	June 21, 2021	1 hour
Webinar	June 21, 2021	June 21, 2021	8 hours
Evaluation	June 21, 2021	June 21, 2021	8 hours
Distribution of Certificate	June 24, 2021	June 24, 2021	6 hours
Preparation	May 28, 2021	June 24, 2021	25 days
		Total hours:	124 hours



FINANCIAL REPORT

Certificate

Item Name	Quantity	Initial Price	Total Expense
Certificate Frame	2 pcs. (8.5 x11)	Php 85.00	Php 170.00
Oslo	10 sheets/1 pack	Php 15.00	Php 15.00
Print	2 pcs. certificate	Php 6.00	Php 12.00
Paper Bag	1 pc.	Php 45.00	Php 45.00
Total			PHP 242.00

Transportation

Transportation	Reason	Total Expense
From PUP to Marketplace	Buy Certificate	Php 20.00
Lalamove (Booked)	Deliver certificate to speaker	Php 111.00
Total		PHP 131.00

Prize/Ice Breaker

Item Name	Quantity	Contribution per Head	Total Expense
GCash Contribution	5 members	Php 50.00	Php 250.00
Total			PHP 250.00

CD

Item Name	Quantity	Initial Price	Total Expense
CD	1 pc.	Php 70.00	Php 70.00
Total			PHP70.00

Overall Expense	PHP 451.00
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Prepared by:


KAREN FAITH S. JACINTO
President, PUPQC DOMT.CS



V. PHOTO DOCUMENTATION:

Opening Remark

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES
QUEZON CITY BRANCH

IN PARTNERSHIP WITH DENTAL SERVICES DEPARTMENT AND
DISTINGUISHED ORGANIZATION OF MANAGEMENT TECHNOLOGY
AND CORPORATE SPECIALIST

MEDICAL HEALTH RECORD MANAGEMENT

Resource Speaker :

JULITA CRUZ-BAYAGA MPM, FMTF

Monday June 21st | 1:30 Pm PST
Live Streaming via
zoom f LIVE

REGISTER NOW

Pre-Registration link:
<https://tinyurl.com/35ftc2cr>

Organized By: Group 5- DOMT 3-1 and Rosanna
Flores A. Ulep DMD, MPH

All Students of Diploma In Medical Office
Management Technology and Interested
individuals are invited to attend

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

MEDICAL HEALTH RECORD MANAGEMENT

All Students of Diploma In Medical Office Management Technology and
Interested Individuals are invited to attend

June 21, 2021 | 1:30 PM PST

JULITA CRUZ-BAYAGA MPM, FMTF

CLICK HERE TO REGISTER



Recording... You are viewing JULITA CRUZ-BAYAGA's screen View Options

HEALTH RECORD STANDARDS

☐ INTERNATIONAL HEALTH RECORD STANDARD
(JOINT COMMISSION INTERNATIONAL ACCREDITATION STANDARD)

➤ The healthcare facility maintains health records that are documented accurately and in a timely manner are readily accessible, and permit prompt retrieval of information including statistical data.

MEDICAL HEALTH RECORD MANAGEMENT
JULITA CRUZ-BAYAGA

Unmute Start Video Participants 57 Chat 10 Share Screen Pause/Stop Recording Reactions Leave



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**Certificate of Appreciation
(Guest Speaker)**

Republic of the Philippines
Polytechnic University of the Philippines
Quezon City Branch

award this

Certificate of Appreciation

to

JULITA CRUZ-BAYAGA, MPM, FMTP

for her phenomenal and worthy presentation on topic:
"Medical Health Record Management"
Held on this 21st day of June 2021 via Zoom Platform
In Partnership with Dental Services Department and DOMT.Cs

Prof. Edgardo S. Delmo
Director

Prof. Doris B. Gatan
Head, Academic Programs

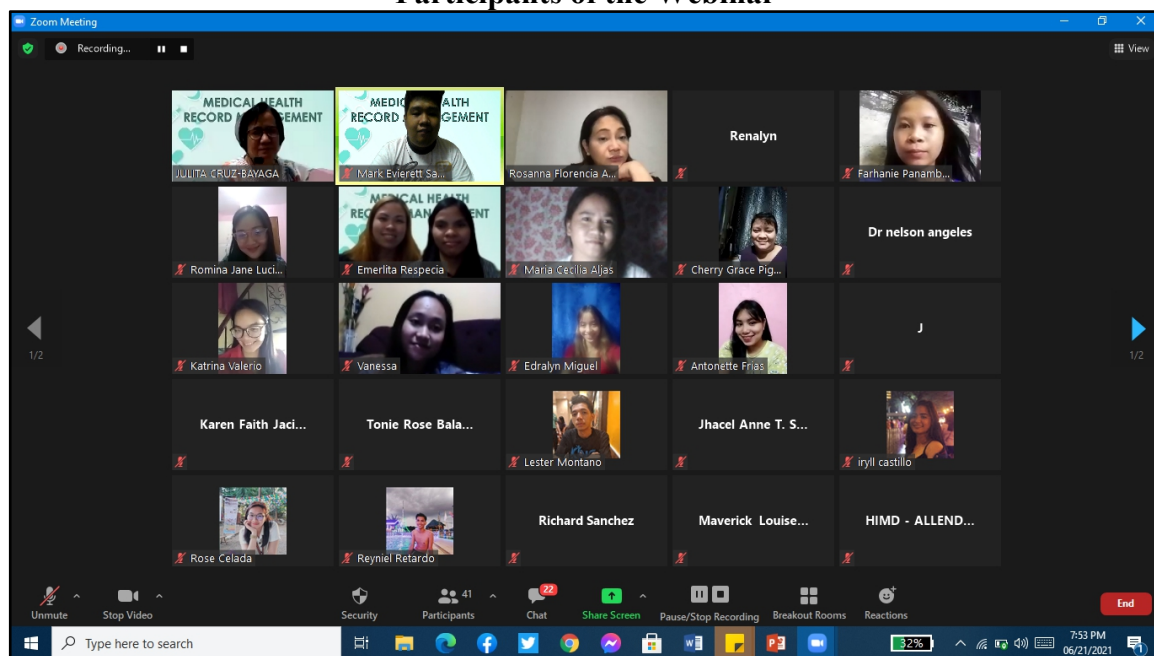
Rosanna Florencia A. Ulep, DMD, MPH
Over-all Committee Chairman



Closing Remark

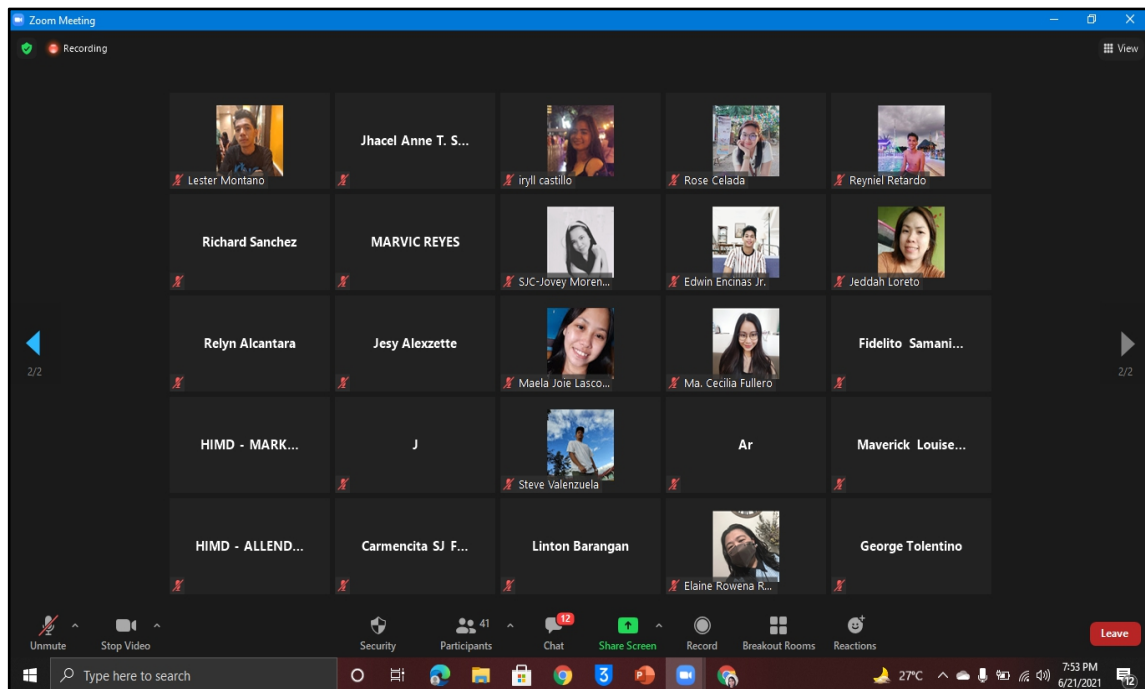


Participants of the Webinar





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