**Summary of Formal Complaints for May 2017**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaint** | **Date Received** | **Action Taken** | **Responsible** | **Status** |
| None | N/A | N/A | N/A | N/A |

**Summary of CSC Complaint from May 2017**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaint** | **Date Received** | **Action Taken** | **Responsible** | **Status** |
| None | N/A | N/A | N/A | N/A |

**Summary of Observation from May 2017**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaint** | **Date Observed** | **Action Taken** | **Responsible** | **Status** |
| Father of patient from Taguig was angry to Ms. Sarenas (Triage Nurse) because of her wrong attitude to him. The father of the patient asked Mr. Abihay (PACU Officer) “bakit ganun si ate? Hindi makausap ng maayos. Maganda naman ang approach ko.” He insisted that when you’re in a Medical Institution you should have better way of communication to the patients. | May 8, 2017 | PACU Officer (Mr. Abihay) apologized to the complainant for what happened. | CRD (Triage) | Complete |
| A Nigerian patient in General OPD was having two (2) days straight fever and suspected for Malarial Disease. The patient wanted to start medication right away, but as per protocol in Department of Health before starting the medication the needs to have laboratory test. The patient get angry and wanted to change his Doctor. | May 10, 2017 | PACU Officer (Ms. Lopez) immediately called Ms. Roldan, CRD QT Officer and she referred Ms. Lopez to the Medical Department and they immediately called Dr. Colobong and she said that she’ll call some resident Doctor to attend the patient. | CRD (Medical Department) |  |
| Around 7am, Senior Citizen, Mr. Miguel Lorza, approached PACU Officer (Mr. Alvarez) lodges complaint regarding the system operated in RITM. As quoted “Panget ang Sistema niyo, Sino ang manager niyo ditto, Gusto ko makausap.” And Added “I pay taxes, Duterte, COA, and so on.” Mr. Lorza said that they’ve come four times for consultation but failed to be attented. | May 11, 2017 | PACU Officer (Mr. Alvarez) apologized for the inconvenience, and invited them to PACU Office for further details. Mr. Alvarez also explained the step by step process but Mr. Lorza refuse to listen.  Ms. Daisy (OIC Nurse) assisted the patient after the conversation in PACU Office.  Mr. Alvarez personally talked to Dr. Iquin (ABC Doctor) regarding the concern of the patient, and Dr. Iquin immediately consulted the patient, Mr. Goyena. The patient suggested to add more consultant in ABC since it’s the longest part of the procedure. | CRD |  |
| Another unknown patient in the waiting area in room 5, Opposed and got mad on why did Mr. Goyena( Patient in ABC) had consulted first since they’ve been arrived at RITM at around 4 am, I invited the patient and his mother to PACU Office to avoid commotion, but the complainant refused. | May 11, 2017 | PACU Officer (Mr. Alvarez) sincerely apologized for what happened and explained the reason behind.  Mr. Alvarez assisted them back to make them feel there is no exceptional treatment. |  | The patient and his mother understood everything and calmed down. |
| Ms. Aparicio(Mother with 3 years old daughter) went to RITM ABC New for ERIG shot, Unfortunately she only have 100php, and was not a member of 4P’s or a PhilHealth. They have no clue about the fees for registration and consultation. PACU Officer(Mr. Alvarez) to SWS they we’re given a note ought to zero the remaining balance and her daughter was consulted and vaccinated. Ms. Aparicio went back to PACD to show gratitude and complained about what Mr. Perez(Staff in Billing) told her as quoted “Pupunta punta ditto tapos walang pera.” |  | PACU Officer (Mr. Alvarez) told Ms. Aparicio that her complain will be elevated. | Billing |  |
| An ARG patient came to triage and asked where is the office of the Hospital Administrator in RITM, Ms. Pangilinan (PACU Officer) asked the patient why do they need the Hospital Administrator, and the patient said that they want to complain the guard in the Balmis building and the new policy about the dress code. And also, the patient expresses that he wants to submit a written letter about what happened.  “This is to submit my written letter of complaint regarding the incident happened a while ago around 10:50am at the Balmis Building inside the RITM Compound. I arrived and courteously told the guard on duty Mr. Monserat and he had me logged in the log book. But when Mr. Monserat noticed that I am wearing a maong shorts, he didn’t allow me to enter the Balmis building so that I can have my ARV refill. Mr. Monserat told me that he was instructed by his OIC in a radio a while ago. I was surprised with the new rules implied. Working in Center for Human Rights Education’s Office, I am aware of my rights as a person and as a patient. I am also giving lectures around region 3 in regards of the different rights of all mankind. I firmly believed that the new ruling regarding the dress code for patient in a health facility is not rights-based approach. There is also no ruling in any other hospital in the Philippines with what the OIC guard wants to imply. I am hoping that your office will take action on this.” | May 25, 2017 | PACU Officer (Ms. Pangilinan) sincerely apologized for what happened and called the attention of the guard’s OIC and asked what happened. Ms. Pangilinan also asked for Mr. Jonathan (Admin QT-officer) Executive Assistant of Sir Villarico(Chief, Admin Division) if Sir Villarico wants to talk to the patient.  Mr. Jonathan immediately went to triage to accommodate the patient to Sir Villarico’s Office.  Sir Villarico immediately apologized to the patient and clarify that there is no rules that forbids the patient to enter any RITM building for wearing shorts/slippers. Sir Villarico also assure the patient that this will not happen again. | Admin (General Services-Security) | The patient went home with his ARV refill, and was glad that we took his complaint seriously. |
| Complainant’s Name: Gemma Gonzaga, Mother of Dermatology Patient.  Around 10:10 A.M. Mr. Claros, OIC in Information Counter came to Public Assistance and Complaint Desk and said that there’s an angry patient in Dermatology due to wrong check of the Triage Nurse-in-charge (Ms. Lopez) in the registration form. Mr. Claros gave to Ms. Pangilinan and Ms. Lopez (PACU Officers) the copy of the registration form of the patient. PACU Officers went to Dermatology Clinic and looked for the patient, and asked Ms. Gonzaga what happened. As per Ms. Gonzaga she’s complaining about the wrong way of delivering words of Mr. Claros upon resolving the problem. | May 31, 2017 | PACU Officers (Ms. Pangilinan and Ms. Lopez) pacified the complainant and apologized to what happened.  Ms. Alba, staff in Information immediately delivered the Medical Chart of patient to the Dermatology Clinic and apologized to the Mother of the patient. | CRD (Triage)  Admin (Information) | The patient was consulted in Dermatology. |

**Summary of Text/E-mail Complaint from May 2017**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Complaint** | **Date Received** | **Action Taken** | **Responsible** | **Status** |
| “Good Afternoon po. Gusto ko lang po itanong bakit po iisang nurse lang ang assigned sa room 4. Para po dun sa mga magpapabakuna. Kagaya ko po no. 62 po ako number 27 lang po ang natatawag. Alas dos nap o ng hapon. Matatapos po ba lahat ng for injection today? Thanks po and more power.” | May 26, 2017 | PACU Officer (Mr. Abihay) contacted Ms. Roldan (CRD- QT Officer) about the incident and Ms. Oliquino, Chief of Nursing Department and Ms. Lor helped the Nurses in the Animal Bite Clinic  PACU Officer (Ms. Pangilinan) apologized in all the patient in Animal Bite Clinic and told them that they already contacted the Nursing Department, and don’t worry because they will add Nurses to vaccination | CRD (Animal Bite Clinic) | The complainant replied “Thank you for immediate response. GodBless” |

**Prepared by:**

Bernadette Beatriz Pangilinan

Johnna Ruth Lopez

Gino Alvarez

Christopher Abihay

**Noted by:**

Glaiza Gaile Erese,RN

**Approved by:**

Dr. Edison Alberto,MD