



REPUBLIC OF THE PHILIPPINES
Department of Health
HEALTH FACILITIES AND SERVICES REGULATORY BUREAU/REGIONAL OFFICE VII
LOGSHEET OF COMPLAINTS

Month of : March

Year : 2019

Date Received	Code Number	Name of Health Facility Being Complained	Address	Ownership	Name of Complainant	Types of Complaint	Assistance Needed	Form of Communication	Action Taken	Date Informed the HF/concerned office	Date HF/concerned office submitted reply	Date released to records section	Date Resolution of the complaint released to records/client	Status	Staff Assigned
03/26/2019	2019-0203	RHU San Francisco Birthing Center	Southern Poblacion, San Francisco	Government	Anonymous	Medical Malpractice (Midwife) Others :	Others :	By Mail	(02/11/2019) Drafted letter to Mayor Arquillano and Midwife Ms. Nudalo (02/22/2019) received response letter from Dr. Almadin noted by Mayor Arquillano and Ms. Nudalo	-	-	-	-	Resolved	bhfs_admin
03/26/2019	2019 0101	Perpetual Succour Hospital	Gorordo Avenue, Lahug, Cebu City	Private	Anonymous	Medical Negligence (Physician) Others :	Others :	By Mail	(01/08/2019) Drafted letter to Facility (01/18/2019) received response letter from Sr. Zeta Caridad Rivero (01/21/2019) drafted letter c/o Atty. Velmonte re: response letter from facility	-	-	-	-	Resolved	bhfs_admin
03/26/2019	2019-0102	Vicente Gullas Memorial Hospital, Inc.	Banilad, Mandaue City, Cebu	Private	Anonymous	Overcharging (Professional Fee) Others :	Others :	By Interview walk-in	(01/30/2019) drafted letter to facility (02/25/2019) received letter from Dr. Letecia Abinuman	1/30/2019	-	-	-	Resolved	bhfs_admin
03/26/2019	2019-0208	Catigbian District Hospital	Pob. Weste, Catigbian, Bohol	Government		Personnel Qualifications Others :	Others :	By Email	(02/19/2019) Drafted 1st letter to facility clo Ms. Saagundo (03/13/2019) received letter from facility	2/19/2019	3/1/2019	-	-	Resolved	bhfs_admin