



DIRECTORS OFFICE

SERVICE NAME: Handling Internal and External Communication

Office or Division:	Directors Office			
Classification:	Simple/Complex			
Type of Transaction:	G2C			
Who may avail:	Hospital personnel, patients, relatives, companion and outside agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directors Office Local Govt. Office		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents the letter/communication Fee posted	Receives and stamps the letter/communication and records in the logbook	None	5 minutes	Executive Secretary
	Classifies type of communication Urgent communications need immediate attention of the Hospital Director (Medical Assistance and others)	None	15-30 minutes	Executive Secretary and Hospital Director
	Gives non-urgent communications to the Hospital Director for notation and proper disposition	None	1 Day	Executive Secretary and Hospital Director

	Releases all communications for appropriate action	None	Maximum of 3 days	Executive Secretary and Hospital Director
Total		None	Maximum of 3 days	



SERVICE NAME: Handling Financial documents

Office or Division:		Directors Office		
Classification:		Simple/Complex		
Type of Transaction:		G2C		
Who may avail:		Hospital management, employees, Phihealth members and Utility companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Directors Office Local Govt. Office		Requesting/Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the financial documents/papers	Receives and records in the logbook	None	5 minutes	Executive Secretary
	Classifies type of financial			
	Urgent financial documents/papers need immediate attention and immediate release	None	15 minutes	Executive Secretary Planning Officer IV Hospital Director
	Non-urgent financial documents/papers for review	None	1-3 day	Hospital Director
	For signing	None	3 rd – 4 th day	Hospital Director
	Releases all financial documents/papers to the different offices	None	4 th day	Executive Secretary
Total		None	4 days	



DIRECTORS OFFICE

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<p>Answer the client feedback form and drop it at the designated suggestion box in front of the Public Assistance Desk.</p> <p>Feedbacks can also be filed via electronic mail: qcghmisystem@gmail.com</p>
<p>How feedbacks are processed</p>	<p>Every Friday, the Public Relations Officer opens the suggestion box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) working days upon receipt of the feedback.</p> <p>All feedbacks and answers of the concerned offices are forwarded to the Hospital Director and is then relayed to the citizen.</p>
<p>How to file a complaint</p>	<p>The complainant shall proceed to the Public Assistance Desk.</p> <p>The Public Assistance Desk Officer (PADO) shall interview the complainant and request for a written complaint.</p> <p>Complaints can also be filed via electronic mail. Make sure to provide the following information:</p> <ul style="list-style-type: none">- Name of Complainant- Contact number of Complainant- Name of person/s being complained- Incident- Evidence

<p>How complaints are processed</p>	<p>The PADO shall receive the written complaint and will forward the complaint to the Hospital Director.</p> <p>The Hospital Director calls the attention of the concerned Division Head.</p> <p>The Division Head will initiate investigation and will submit a report to the Hospital Director.</p> <p>The PADO will give the feedback to the client.</p> <p>For inquiries and follow-up, you may contact: 8-863-0800 local 122</p>
<p>Contact Information of Quezon City General Hospital, PCC, CCB</p>	<p>QCGH: www.qcgh.org qcghmisystem@gmail.com 8-863-0800 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>