



## MEDICAL SOCIAL SERVICE

**SERVICE NAME:** ASSESSMENT FOR ELIGIBILITY ASSISTANCE, COST REDUCTION AND REFERRAL TO EXTERNAL RESOURCES

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	<p>The MSS-Quezon City General Hospital is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>VENERANDA SJ. LEAL, RSW</b>. Also, it has two separate offices, one is within the main lobby of the hospital with the schedule of availability of services from <b>Mondays to Fridays and Holidays, 8:00 a.m to 5:00 p.m., no noon break</b> while at the emergency room premises; the latter operates on a <b>24-hour basis</b>.</p>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Service patients who consulted at the Out-Patient Department and In-patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>✓ MSS Service Card</li> <li>✓ Charge slip or Summary of Statement of Account (SOA)</li> </ul>			<ul style="list-style-type: none"> <li>• Medical Social Service</li> <li>• Cost centers/billing section</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>1.Fill-up in the MSS registry logbook and advised to observe the minimum health protocols (proper wearing of face mask, sanitize hands and cough etiquette)</b>  <i>(Pagsulat ng impormasyon sa MSS logbook at pagpapa-alala ng mga alituntuning pangkalusugan)</i></p>	<p><b>-Patients, relative and/or companion logs their name, address and contact number in the MSS log-book and shall be strictly advised to wear face mask, disinfect their hands and shoes using the alcohol and sanitizing mats provided at the entrance.</b></p> <p><i>(Pagtatala ng pangalan, address at contact number)</i></p>	None <i>(Wala)</i>	3 minutes <i>(tatlong minuto)</i>	Medical Social Worker

	<p><i>ng pasyente, kamag-anak o kasama ng pasyente at mahigpit na pagpapa-alala ng pagsuot ng face mask, paglinis ng kamay at sapatos gamit ang alcohol at basahan na makikita sa may pinto ng opisina.)</i></p>			
<p><b>2.Seek MSS Assistance and observe Physical Distancing.</b></p> <p><i>(Paghingi ng tulong sa MSS at pagpapanatili nang pagkakalayo-layo sa isat-isa)</i></p>	<p><b>-Interviews and evaluates for eligibility assistance.</b> <i>(Pakikipanayam at pagsusuri sa kakayahan ng pasyente o kamag-anak.)</i></p> <p><b>-Issuance of MSS Service Card and orients on the hospital policies and available services.</b> <i>(Pagbibigay ng MSS kard at pagbibigay payo tungkol sa mga polisiya at mayroong serbisyo ng ospital at MSS)</i></p>	None <i>(Wala)</i>	10 minutes (sampung minuto)	Medical Social Worker
<p><b>3.Sanitize hands and returns to MSS for possible re-classification.</b></p> <p><i>(Sanitasyon o paglinis ng mga kamay at pagbabalik sa MSS para sa posibleng re-klasipikasyon)</i></p>	<p><b>-Interview, evaluates and explains the classified amount.</b> <i>(Pagsusuri, ebalwasyon at pagpapaliwanag ng babayaran)</i></p>	None <i>(Wala)</i>	7 minutes (pitong minuto)	Medical Social Worker

	<p><b>-Input the classified amount in the Hospital Information System (HIS).</b> <i>(Paglalagay ng halagang kailangan bayaran sa HIS)</i></p> <p><b>-Stamps, signs and informs patient/relative to pay at the Cash Section.</b> <i>(Tatakan, pirmahan at pagsasabi sa pasyente/kamag-anak na magtungo sa kahera para magbayad)</i></p>			
<p><b>4.Confers to MSS for referral to external resources.</b> <i>(Pagkunsulta sa MSS para sa paghingi ng tulong sa mga serbisyong hindi sakop ng ospital)</i></p>	<p><b>-If services are not available, instruct patient/relative to submit the require documents for referral.</b> <i>(Sa mga serbisyong hindi sakop ng ospital, pagpapayo sa pasyente/kamag-anak na magpasa ng mga kaukulang dokumento para sa reperal)</i></p> <p><b>-Checks the submitted documents and prepares referral</b></p>	None <i>(Wala)</i>	10 minutes <i>(sampung minuto)</i>	Medical Social Worker

	<b>letter or inter-agency referral and files)</b> <i>(Pagsusuri sa ipinasang dokumento at paghahanda ng reperal o inter-agency referral at pagsalansan)</i>			
<b>TOTAL:</b>		None (Wala)	30 minutes <i>(tatlungung minuto)</i>	



**SERVICE NAME: ASSISTANCE FOR MEDICINES, DRUGS, MEDICAL SUPPLIES, LABORATORY AND RADIOLOGIC EXAMINATIONS**

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>VENERANDA SJ. LEAL, RSW</b> . Also, it has two separate offices, one is within the main lobby of the hospital with the schedule of availability of services from <b>Mondays to Fridays and Holidays, 8:00 a.m to 5:00 p.m., no noon break</b> while at the emergency room premises; the latter operates on a <b>24-hour</b> basis.			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Service patients who consulted at the Emergency Room, Out-Patient Department and In-patients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>✓ MSS Service Card</li> <li>✓ Prescription of drugs and medicines</li> <li>✓ Laboratory and Radiology Request Form</li> </ul>			<ul style="list-style-type: none"> <li>• Medical Social Service</li> <li>• Cost centers</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1.Fill-up in the MSS registry logbook and advised to observe the minimum health protocols.</b> <i>(Pagsulat ng impormasyon sa MSS logbook at pagpapaalala ng mga alituntuning pangkalusugan)</i>	<b>-Logs name, address and contact number in the MSS log-book and shall be strictly advised to wear face mask, disinfect their hands and shoes using the alcohol and sanitizing mats provided at the entrance.</b> <i>(Pagtatala ng pangalan, address at contact number ng pasyente, kamag-anak o kasama ng pasyente at mahigpit na pagpapa-alala ng pagsuot ng face mask, paglinis ng kamay at sapatos gamit ang alcohol at basahan na makikita sa my pinto ng opisina.)</i>	None <i>(Wala)</i>	3 minutes <i>(tatlong minuto)</i>	Medical Social Worker

<p><b>2. Presents prescription/request for laboratory/medical supplies and checks availability.</b> <i>(Ipakita ang reseta, laboratoryo o gamit pangmedikal)</i></p>	<p><b>Receives prescriptions, request and charge slip/SOA</b>  <i>(Pagtanggap ng reseta at charge slip/SOA)</i></p>	<p>None <i>(Wala)</i></p>	<p>2 minutes (dalawang minuto)</p>	<p>- Medical Social Worker -Pharmacist on duty  -CSR staff on duty -Medical Technologist on-duty -Radiology staff</p>
<p><b>3.Checks the availability of services</b> <i>(Tingan ang mayroong serbisyong medical)</i></p>	<p><b>Advise to proceed at the hospital concerned area to checks the availability.</b> <i>(Pagsasabi na pumunta sa lugar para tingan ang medikal na panganganilangan ayon sa reseta)</i></p>	<p>None <i>(Wala)</i></p>	<p>4 minutes (apat na minuto)</p>	<p>Medical Social Worker</p>
<p><b>4. Availment of services and observe Physical Distancing.</b> <i>(Pagtanggap ng mga serbisyong medikal at pagpapanatili ng pagkakalayo-layo sa isa't isa)</i></p>	<p><b>If available, MSW will give appropriate discount and input the classified amount in the Hospital Information System (HIS).</b> <i>(Sa mga serbisyong sakop, pagbibigay ng diskwento ayon sa klasipikasyon at paglalagay ng babayaran sa HIS)</i></p> <p><b>If patient could not pay the classified amount, re-classification. Stamps and signs charge slip/SOA, then inform to pay at the cash section.</b>  <i>(Kapag hindi kayang bayaran,</i></p>	<p>Depends on the classification and cost of medical services <i>(Depende sa klasipikasyon at serbisyo)</i></p>	<p>5 minutes (limang minuto)</p>	<p>-Medical Social Worker -Cashier</p>

	<p><i>reklasipikasyon.</i>  <i>Tatakan, pirmahan ang charge slip/SOA at pagpapayo ng pagbabayad sa kahera)</i></p>			
<p><b>5. Sanitize hands and returns to the MSS office for medical assistance.</b></p> <p><i>(Sanitasyon o paglilinis ng mga kamay at pagpunta sa opisina ng MSS para sa tulong pang medical)</i></p>	<p><b>If services are not available, instruct to submit required documents using the referral form to medical team to refer patient to other welfare agencies.</b></p> <p><i>(Sa mga serbisyong hindi sakop, pagpapayo ng pagpasa ng mga kaukulang dokumento para sa reperal sa ibang ahensya)</i></p>	None <i>(Wala)</i>	3 minutes <i>(tatlong minuto)</i>	Medical Social Worker
<p><b>6. Presents referral to medical team and receives the requested documents.</b></p> <p><i>(Ipakita and reperal sa medical team at kuhanin ang dokumentong kailangan)</i></p>	<p><b>Confers with the medical staff.</b></p> <p><i>(Pagkunsulta sa medikal team)</i></p>	None <i>(Wala)</i>		-Medical Social Worker -Attending Physician
<p><b>7.Submits and receives all original documents. Logs and file at the MSS referral logbook.</b></p> <p><i>(Pagpasa at pagtanggap ng mga orihinal na dokumento. Pagtatala sa reperal log-book)</i></p>	<p><b>Receives, checks the documents and prepared referral letter to other welfare agencies for medical assistance.</b></p> <p><i>(Pagtanggap,pagtingin ng mga dokumento at paghahanda ng reperal para sa ibang ahensyang pang medikal)</i></p>	None <i>(Wala)</i>	3 minutes <i>(tatlong minuto)</i>	Medical Social Worker
<b>TOTAL:</b>		None <i>(Wala)</i>	<b>20 minutes</b> <i>(dalawampung minuto)</i>	



**SERVICE NAME: SOCIAL CASE MANAGEMENT PROCESS OF PRESUMED ABANDONED/NEGLECTED SERVICE PATIENTS**

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Presumed Abandoned/Neglected Service Patients at OPD, ER and In-Patient			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>✓ Hospital Record Card</li> <li>✓ Valid ID's (preferably, government issued)</li> <li>✓ MSS Assessment Tool</li> <li>✓ Ward Referral</li> </ul>			<ul style="list-style-type: none"> <li>• Admitting Section</li> <li>• Government agencies</li> <li>• Medical Social Service</li> <li>• Service wards</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>Stays at the OPD/ER/Ward for medical attention and strict observance of physical distancing in compliance with the health and safety protocols.</b>  <i>(Pananatili sa ward para sa kaukulang medikal na pangangailangan at pagsunod sa mga alituntuning medical)</i>	<b>Received ward referral</b> <i>(Pagtanggap ng reperal)</i>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Social Worker
2. <b>For conscious patients; interviews to validate the given data and for unconscious patient, stays at the</b>	<b>During ward visits and interview to evaluates patient</b>	None <i>(Wala)</i>	<i>(Case to case basis)</i>	Medical Social Worker



<p><b>ward, do collateral interviews.</b></p> <p><i>(Kung nakakausap, interbyuhin ang pasyente para makumpirma kung tama ang ibinigay na impormasyon at kung hindi, ang iba pang kamag-anak o kasama ng pasyente ang interbyuhin).</i></p>	<p><b>information, MSW's must use proper PPE's it should be worn at all times. Proper disposal of used PPE and disinfection to reduce risk of infection.</b></p> <p><i>(Sa pagbisita sa ward at interbyu ang MSW's ay kinakailangang magsuot ng tamang PPE's at paglilinis para makaiwas sa pagkahawa).</i></p>			
<p><b>3. Observe hand hygiene and presents MSS ID</b></p> <p><i>(Pagpapanatili o paglilinis ng mga kamay at pagpapa-kita ng ID)</i></p>	<p><b>Categorizes patient if old or new.</b></p> <p><i>(Pagsusuri sa pasyente)</i></p>	<p>None <i>(Wala)</i></p>	<p><i>(Case to case basis)</i></p>	<p>Medical Social Worker</p>
<p><b>4. Observe proper hand hygiene and participates during interview and in the intervention process.</b></p> <p><i>(Pagpapanatili ng kalinisan ng mga kamay at pakikilahok sa interbyu at kaukulang aksyon)</i></p>	<p><b>Identifies patient problem/need and plans for implements treatment plans. Prepares progress report.</b></p> <p><i>(Pagtukoy sa pangangailangan ng pasyente. Pagsasagawa ng treatment plans at progress report)</i></p>	<p>None <i>(Wala)</i></p>	<p><i>(Case to case basis)</i></p>	<p>Medical Social Worker</p>

<p><b>5. Stay at the ward</b> <i>(Pananatili sa Ward)</i></p>	<p><b>MSW's confers with the medical team and proper use of face mask.</b> <i>(Pag-kunsulta sa medical team/ doctor at palagiang pagsusuot ng face mask)</i></p>	<p>None <i>(Wala)</i></p>	<p><i>(Case to case basis)</i></p>	<p>Medical Social Worker</p>
<p><b>6. Participates in the evaluation.</b>  <i>(Pakikilahok sa pagsusuri ng layunin)</i></p>	<p><b>Evaluation of goals if achieved or not</b>  <i>(Ebalwasyon ng layunin kung nakamit o hindi)</i></p>	<p>None <i>(Wala)</i></p>	<p><i>(Case to case basis)</i></p>	<p>Medical Social Worker</p>
<p><b>7. Prepares for discharge and/or institutionalization.</b>  <i>(Pag hahanda sa paglabas o pag-lipat sa ibang institusyon)</i></p>	<p>Termination of the case. Logs and files  <i>(Terminasyon. pagtala at salansan)</i></p>	<p>None <i>(Wala)</i></p>	<p><i>(Case to case basis)</i></p>	<p>Medical Social Worker  Attending Physician</p>
<b>TOTAL:</b>		<p>None <i>(Wala)</i></p>	<p><i>(Case to case basis)</i></p>	



**SERVICE NAME: ASSESSMENT FOR ELIGIBILITY AND COST REDUCTION AT THE MSS-EMERGENCY ROOM OFFICE**

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b>			
	The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>VENERANDA SJ. LEAL, RSW</b> . The office within the ER premises operates from <b>Mondays to Sundays and Holidays.</b> , on a <b>24-hour basis</b> .			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	Service patients who consulted at the Emergency Room			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>✓ Charge slip or Statement of Account (SOA)</li> <li>✓ Hospital card and/or any government issued ID</li> </ul>			<ul style="list-style-type: none"> <li>• Cost Center/ Emergency Room staff</li> <li>• Government agencies</li> <li>• Admitting section</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Presents charge slip/ Statement of Account and strictly wearing of face mask, disinfect hands and shoes using the alcohol and sanitizing mats provided at the entrance.</b>  <i>(Pagpapakita ng charge slip/ SOA at palagiang magsuot ng face mask, paglilinis ng mga kamay at sapatos gamit ang alcohol at basahan na makikita sa my pinto ng opisina).</i>	<b>Receives charge slip o Statement of Account (SOA)</b> <i>(Pagtanggap ng charge slip o SOA)</i>	None <i>(Wala)</i>	1 minute <i>(isang minuto)</i>	Medical Social Worker

<p><b>Observe physical distancing and cough etiquette during interview.</b></p> <p><i>(Pagpapanatili ng pagkakalayo-layo sa isa't isa at pagtakip ng bibig kapag uubo)</i></p>	<p><b>Interviews to evaluates their eligibility for assistance. Informs and orients Patient, relative and/or companion on their participation based on the MSS classification.</b></p> <p><i>(Pag-iinterbyu para matukoy ang kailangang tulong. Pagpapaalam at pagpapaliwanag sa Pasyente, kamag-anak o kasama ang kanilang partisipasyon sa pagbabayad na naayon sa klasipikasyon)</i></p> <p><b>Crisis Intervention (if needed)</b> <i>(Pagpapayo o pagbibigay ng "crisis intervention")</i></p>	<p>None <i>(Wala)</i></p>	<p>5 minutes <i>(limang minuto)</i></p>	<p>Medical Social Worker</p>
	<p><b>Input the classified amount in the Hospital Information System (HIS). If patient could not pay the classified amount, re-classification.</b></p> <p><i>(Paglalagay ng halagang kailangan bayaran sa HIS. Ngunit, kung hindi kayang bayaran, magbibigay ng reklasipikasyon).</i></p>	<p>Depends on the classification and cost of medical services</p> <p><i>(Depende sa klasipikasyon at serbisyo)</i></p>	<p>2 minutes <i>(dalawang minuto)</i></p>	<p>Medical Social Worker</p>

	<p><b>Stamps, signs charge slip/SOA and advise to pay at the cash section.</b></p> <p><i>(Tatakan, pirmahan ang charge slip/SOA at pagpapayo ng pagbabayad sa kahera)</i></p>	<p>Depends on the classification and cost of medical services</p> <p><i>(Depende sa klasipikasyon at serbisyo)</i></p>	<p>2 minutes (dalawang minuto)</p>	<p>Medical Worker    Social Worker</p>
<b>TOTAL</b>			<p><b>10 minutes</b> <i>(sampung minuto)</i></p>	



**SERVICE NAME: CLASSIFICATION OF SERVICE PATIENTS FOR ADMISSION AND  
ISSUANCE OF MSS CARD AT THE MSS EMERGENCY ROOM OFFICE**

<b>Office or Division:</b>	<b>MEDICAL SOCIAL SERVICE (MSS)</b> The MSS-Quezon City General Hospital (QCGH) is an integral part of the hospital in delivering quality public health care through assisting patients for medical social services. At present, the section is directly supervised by its head, <b>VENERANDA SJ. LEAL, RSW</b> . The office within the ER premises operates from <b>Mondays to Sundays and Holidays.</b> , on a <b>24-hour basis</b> .
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Service patients for admission

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>✓ Patient Chart</li> <li>✓ Hospital card and/or any government issued ID</li> </ul>	<ul style="list-style-type: none"> <li>• Admitting section</li> <li>• Government agencies</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>Presents hospital card and/or valid identification card and strictly wearing of face mask, disinfect hands and shoes using the alcohol and sanitizing mats provided at the entrance.</b></p> <p><i>(Pagpapakita ng hospital kard o wastong identipikasyon/ID at pagsusuot ng face mask, Disimpektibo ng mga kamay, sapin sa paa gamit ang alcohol at basahan sa my pintuan).</i></p>	<p><b>Received patient's chart from Admitting Section and take down basic information of patient from the chart.</b></p> <p><i>(Pagtanggap ng chart ng pasyente galling sa admitting section at pagtatala ng mga pangunahing impormasyon ng pasyente mula sa chart).</i></p>	None <i>(Wala)</i>	2 minutes <i>(dalawang minuto)</i>	Medical Social Worker
<p><b>Provide accurate information during interview. Observe</b></p>	<p><b>Conducts interviews patient/ relative or watcher for</b></p>	None <i>(Wala)</i>	5 minutes <i>(limang minuto)</i>	Medical Social Worker

<p><b>physical distancing and cough etiquette.</b></p> <p><i>(Pagbibigay ng tamang impormasyon sa interbyu. Panatilihin ang social distancing at pagtatakip ng bibig kapag uubo).</i></p>	<p><b>eligibility assistance and MSW's strictly use necessary PPE's such as face mask, hair net and face shields during interview.</b></p> <p><i>(pagsasagawa ng interbyu sa kamag-anak o kasama para matukoy na karapat-dapat sa mga tulong at mahigpit na pagsusuot ng PPE's ng mga MSWs).</i></p>			
	<p><b>Classifies and signs patient's chart and returns/endorse to the admitting clerk on-duty.</b></p> <p><i>(Pag-uuri at pagpirma sa chart at pagbabalik nito sa admitting clerk on-duty)</i></p>	None <i>(Wala)</i>	2 minutes <i>(dalawang minuto)</i>	Medical Worker    Social Worker
<p><b>Received and signs MSS Admitted Service Card</b></p> <p><i>(Pagtanggap at pirma sa MSS kard)</i></p>	<p><b>Informs, orients and issuance of MSS Admitted Service Card</b></p> <p><i>(Pagpapabatid at pagbibigay ng MSS kard)</i></p>	None <i>(Wala)</i>	4 minutes <i>(apat na minuto)</i>	Medical Worker    Social Worker
	<p><b>Input patient MSS ID number and classification in the Hospital Information System (HIS).</b></p> <p><i>(Paglagay ng numero ng kard at klasipikasyon sa HIS)</i></p> <p><b>Logs and files</b></p> <p><i>(Pagtala at salansan)</i></p>	None <i>(Wala)</i>	2 minutes <i>(dalawang minuto)</i>	Medical Worker    Social Worker
<b>TOTAL:</b>			<b>15 minutes</b> <i>(sampung minuto)</i>	



## MEDICAL SOCIAL SERVICE (MSS)

### FEEDBACK AND COMPLAINTS MECHANISM

<p><b>HOW TO SEND A FEEDBACK?</b></p>	<p>In line with the section's commitment to provide quality medical service to all patients and their family brought about by their illness. Our patients/clients' feedback are important to us and we value their recommendation/ suggestions to help us better improve our services. In this way, our section enables to know if changes and/or improvements need to be made to our current services and processes that need to be made to meet our patients need. Equally, we are pleased to hear their personal experiences on how the Medical Social Workers treatment in respond with their medical assistance through a written feedback, complaints and recommendation.</p> <p>For patient and relative feedback and complaints, a suggestion box with a secure lock is placed outside the office, where they can place their filled-out feedback/complaint form or the Costumer/patient satisfaction survey. In addition, Medical Social Workers shall explain as part of the patient orientation the detailed processes on this.</p> <p>For the concerns/ follow-up, may directly contact <b>MRS. VENERANDA SJ. LEAL</b>, head through the telephone numbers (02) 8863-0800 local 112-113, cellphone number, 0917-830-8324 and email us, <a href="mailto:qcghmss2016@gmail.com">qcghmss2016@gmail.com</a>.</p>
<p><b>HOW FEEDBACK IS PROCESSED?</b></p>	<p>Every last Tuesday of the month, the head of the Medical Social Service opens the suggestion box to consultates and record all received good and bad feedback including suggestions.</p> <p>All feedbacks and complaints requiring immediate response are forwarded to the concern person and/or section through the use of <b>Request for Action Form (RFA)</b> and they are required to answer within 72 hours/ three (3) days upon receipt of report.</p> <p>The respond of the concern person/office is then relayed to the concern patient through a detail written report of the actions taken by the section.</p>
	<p>The formal complaints procedure is intended to ensure that all complaints received by the section are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.</p>



<p><b>HOW TO FILE A COMPLAINT?</b></p>	<p>The head of the section is in-charge of the feedbacks and complaints from the patient and their relative. She will advise the patient/complainant to filled-out the form, write a letter or appear in person for any clarifications. In addition, Medical Social Workers shall explain as part of the patient orientation the detailed processes of filling a compliant about their dissatisfaction on the services.</p> <p>The MSS head, <b>MRS. VENERANDA SJ. LEAL</b>, will handle all complaints. As head of the office, all complaints are acknowledged in a timely manner, addressed promptly and according to order of urgency, and the complainant is kept informed throughout the process. To follow-up, complainant can contact through the telephone numbers <b>(02) 8863-0800</b> local <b>112-113</b>, cellphone number, <b>0917-830-8324</b> and email us, <a href="mailto:qcghmss2016@gmail.com"><b>qcghmss2016@gmail.com</b></a>.</p>
<p><b>HOW COMPLAINTS ARE PROCESSED?</b></p>	<p>The MSS head opens the suggestion/complaints box every last Tuesday of the month and evaluates each compliant from the patient and/or relative.</p> <p>Upon consolidation and evaluation based on the urgency, she will start to gather facts/investigation and prepare a detailed report/ RFA that will be forwarded to the concern person/office for their explanation.</p> <p>The MSS head with the assistance of lead document controller will create a feedback report after the investigation and shall submit to the Medical Ancillary head for appropriate action. Then, the head will contact the complainant to give feedback or the result of the investigation. All proper documentation is secure and filled.</p> <p>In addition, monthly meeting among the MSS staff will be done to discuss the received complaints, the result of the investigation, respond of the concerned office and how this complaint will help the section improve its services.</p>
<p><b>CONTACT INFORMATION:</b></p>	<p>You can give your feedback and complaints to us and outmost confidentiality of your personal data consistent with the data privacy act shall be observed.</p> <p>Call us at <b>(02) 8863-0800</b> local <b>112-113</b>, cellphone number, <b>0917-830-8324</b> and email address, <a href="mailto:qcghmss2016@gmail.com"><b>qcghmss2016@gmail.com</b></a>.</p>