



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Human Resource Division		<b>POLICY NUMBER:</b> DPOTMH-APP-COMP BEN-P008-(01)	
<b>TITLE/DESCRIPTION:</b>  ON-CALL DUTY PROTOCOL			
<b>EFFECTIVE DATE:</b> March 14, 2025	<b>REVISION DUE:</b> March 13, 2028	<b>REPLACES NUMBER:</b> DPOTMH–D-47-P03-S01	<b>NO. OF PAGES:</b> 1 of 8
<b>APPLIES TO:</b> All Employees of DPOTMH		<b>POLICY TYPE:</b> Administrative	

**PURPOSE:**

1. To augment manpower requirement in cases of upsurge of hospital census, emergency procedure in the special areas and other ancillary departments, admin support group.
2. To establish corresponding remuneration for the services rendered during emergency/ special on-call duty.

**DEFINITIONS:** N/A**RESPONSIBILITY:**

Immediate Head/Supervisor, Employee, HR Staff/Timekeeper, Payroll Head

**POLICY:**

1. The Immediate Head or Supervisor shall plan out and identify the number of personnel to be scheduled for On-Call duty to augment manpower requirement in case of upsurge in the hospital census and emergency procedures in the Special Areas and other ancillary departments.
2. The schedule for on-call duty shall be on the employee's off – day or rest day whereby he/she may be called to report for work at any time.
3. The assignment of the On-Call duty shall be made one (1) week prior to the scheduled days and shall be confirmed by the employee concerned.
4. The schedule of the On-Call duty shall be posted by the Immediate Head/Supervisor in the department's Bulletin Board.
5. The employee shall render the On-Call duty only to his own department or section where he belongs.
6. The employee for on – call duty shall make himself available and accessible for the duration of the on-call duty with cellphone on alert for incoming calls.
7. The employee on On-Call duty shall be given the following remuneration as detailed in Table 1.0.  
On-call/special /emergency allowance rate:  
7.1 If the employee is called to report to the Hospital during his scheduled On-Call duty, the employee shall be given an Overtime Pay for the actual hours rendered up to the duration of the shift The minimum overtime hours shall be up to the end of the scheduled shift of the on-call duty.





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## Illustration:

The employee was called to report at 1:00 am during the scheduled on-call duty from 10 pm to 6 am shift.

The employee shall be paid an Overtime Pay for the actual hours rendered from 1:00 am up to the duration of the shift or a minimum overtime up to 6 am;

Table 1.0 Emergency On – call Allowance Rates

PARTICULARS	AMOUNT	REMARKS		
<b>TRANSPORTATION ALLOWANCE</b>				
Top Management	Php 300.00	One – way trip Rate: Php 150.00/ Company shall provide transportation. Whichever is applicable		
Department Managers	Php 300.00			
Supervisor	Php 300.00			
Rank and File	Php 300.00			
Consultants	Php 300.00			
<b>MEAL ALLOWANCE</b>		<b>(Rates varies depending on the work hours rendered)</b>		
		<b>4 hours and below</b>	<b>4- 8 hours</b>	<b>More than 8 hours</b>
		Php 150.00	Php 300.00	Php 450.00
Top Management	Php 150.00	Amount proposed is equivalent to <b>meal allowance</b> given for official/business travel within Bacolod and other areas of Negros Island		
Department Managers	Php 150.00			
Supervisor	Php 150.00			
Rank and File	Php 150.00			
Consultants	Php 150.00			
<b>OVERTIME PROVISION</b>	<b>ACTUAL</b>	Actual hours rendered; employees must submit OT Authorization covering the approval of the work hours rendered		

- The employee shall swipe-in and swipe-out from the start and end of his actual On-Call duty in the hospital to ensure that his overtime shall be correspondingly paid in the payroll.

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9. The Immediate Head or Supervisor shall submit to Payroll Head, list of employees scheduled on On-Call duty before the payroll cut-off.
10. The Immediate Head or Supervisor shall approve and submit the Overtime Authorization for On-Call duty to HR.
11. The Timekeeper shall validate the On-Call duty based on the actual Attendance Report.
12. The On-Call allowance shall be paid every 7<sup>th</sup> and 22<sup>nd</sup> of the month together with the payroll pay-out by the Payroll Head.
13. In the event that the employee is not available on the scheduled On-Call duty, the employee shall notify his immediate Head one (1) day before. However, if the reason is emergency, the employee shall notify the same at least two (2) hours before.
14. Failure of the employee to respond to calls or to report to the hospital when needed without the required notification as indicated in item #13 shall be subject to disciplinary action.





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## PROCEDURE (SOP):

1. The Immediate Head or Supervisor plans out and identifies the personnel to be scheduled for On-Call duty one (1) week prior to the scheduled duty.
2. The employee confirms his schedule for On-Call duty.
3. The Immediate Head or Supervisor posts the On-Call duty schedule in the department's Bulletin Board.
4. The employee makes himself available and/or accessible during the duration of the scheduled On-Call duty.
5. In the event of failure to report, the employee notifies Immediate Head one (1) day before scheduled on-call duty or in emergency cases, at least two (2) hours before the schedule.
6. The employee swipes-in and swipes-out from the start and end of the actual On-Call duty in the hospital to record his services rendered.
7. The Immediate Head approves and submits the Overtime Authorization to HR before payroll cut-off.
8. The Immediate Head or Supervisor submits to Payroll Head list of employees scheduled on On-Call duty before payroll cut-off.
9. The Timekeeper validates the On-Call duty based on the actual employee's attendance report.
10. The Payroll Supervisor processes payment of the On-Call allowance on the 7<sup>th</sup> and 22<sup>nd</sup> of the month thru HRPIS.





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## WORK INSTRUCTION:

KEY TASK	PERSON RESPONSIBLE
1. Plans out and identifies the personnel to be scheduled for On-Call duty one (1) week prior to the scheduled duty.	Immediate Head or Supervisor
2. Approves and submits the Overtime Authorization to HR before payroll cut-off.	
3. Submits to Payroll Head list of employees scheduled on On-Call duty before payroll cut-off.	
4. posts the On-Call duty schedule in the department's Bulletin Board.	
5. Validates the On-Call duty based on the actual employee's attendance report.	Timekeeper
6. Confirms his schedule for On-Call duty.	Employee
7. Swipes-in and swipes-out from the start and end of the actual On-Call duty in the hospital to record his services rendered	
8. Processes payment of the On-Call allowance on the 7 <sup>th</sup> and 22 <sup>nd</sup> of the month thru HRPIS.	Payroll Supervisor





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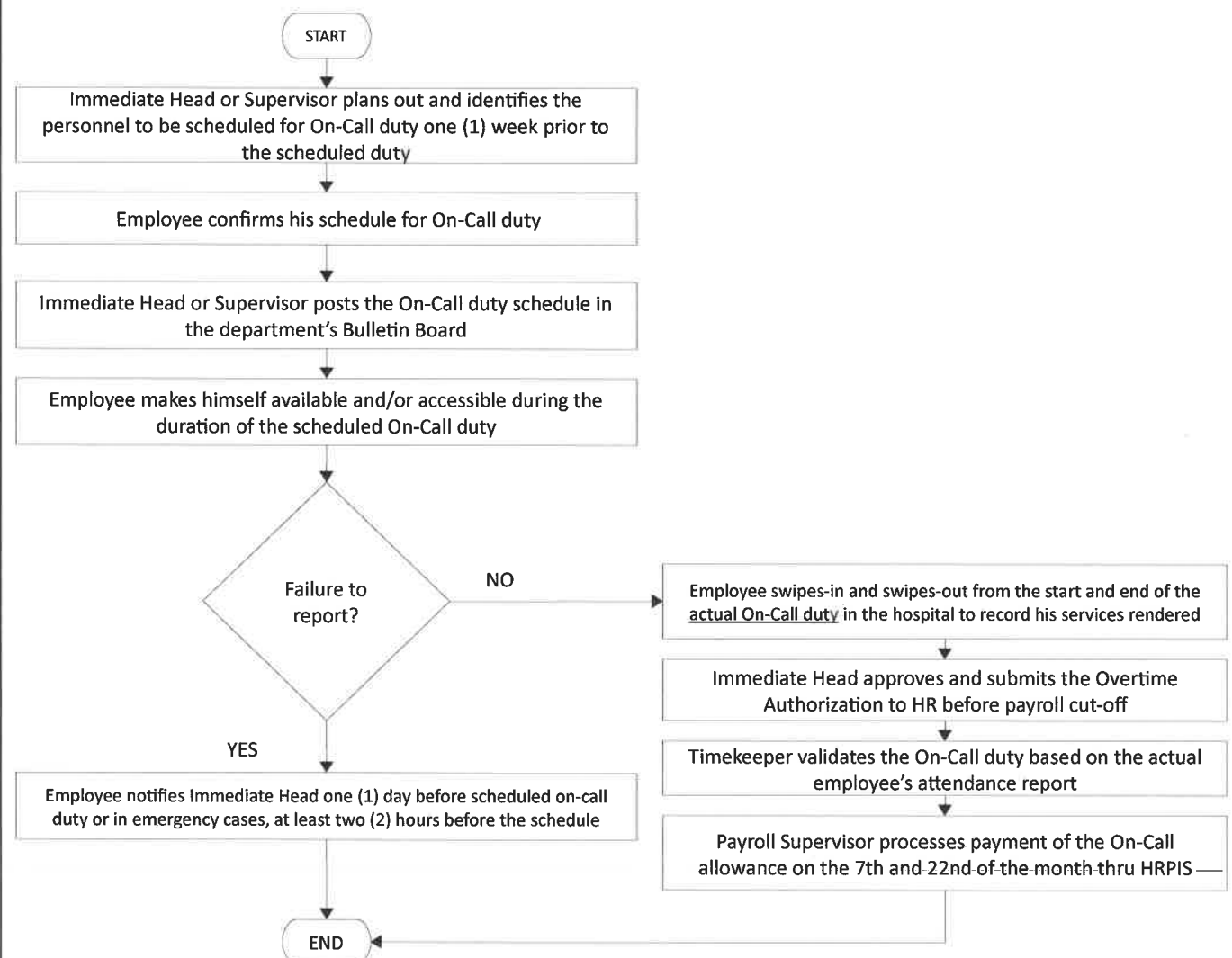
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<b>FORMS:</b> N/A
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> N/A





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APPROVAL:				
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