



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> OFFICE OF THE PRESIDENT		<b>POLICY NUMBER:</b> DPOTMH-MPP-CRCO-P005-(01)	
<b>TITLE/DESCRIPTION:</b>  ONLINE CONCIERGE			
<b>EFFECTIVE DATE:</b> March 5, 2024	<b>REVISION DUE:</b> March 4, 2027	<b>REPLACES NUMBER:</b> N/A	<b>NO. OF PAGES:</b> 1 of 3
<b>APPLIES TO:</b> Corporate Communications, Patient Experience and all other areas concerned		<b>POLICY TYPE:</b> Multi Disciplinary	

## PURPOSE:

Provide clients with a seamless experience the moment they enter Riverside. They have easy access to an office or unit that will handle or refer their concerns and respond or resolve the same in a timely manner.

## DEFINITIONS:

**Portal** - refers to a website or web page providing access or links to other sites.

**QR Code** - Quick Response Code is a machine-readable code consisting of an array of black and white squares, typically used for storing URLs or other information for reading by the camera on a smartphone.

**TAT** - Turnaround time is the amount of time taken to complete a process or fulfill a request. The concept overlaps with lead time and can be contrasted with cycle time.

## RESPONSIBILITY:

Corporate Communications, Patient Experience and all other areas concerned

## POLICY:

### Project Summary:

The RMCI Online Concierge is primarily responsible tending to the needs of patients or clients sent through our online portals and thereafter ensuring stellar services through a reply and resolution with a confident, patient, and helpful attitude, in a prompt and timely manner.

### Need for Online Concierge:

1. This is a requirement set by MPH for implementation in all partner hospitals;
2. Lessen TAT of response services, ensuring a better patient experience; and,
3. Provides an easy and efficient way to send and receive client requests or concerns, and provides an immediate opportunity to address the same.

### Function:

1. Client will access Online Concierge through QR Code.
2. Client concern is received by OC Hub. (TAT for OC Hub starts).
3. OC Hub classifies concern and determines where it should be referred to.
4. OC Hub contacts OC Contact at concerned department and relays concern. (TAT for Service starts).





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5. OC Contact issues order and client concern is attended to.
6. OC Contact informs OC Hub of result. (TAT for Service ends).
7. OC Hub then confirms with client. (TAT for OC Hub ends).

**Personnel needed:**

One personnel dedicated to man the OC Hub (from 9:00 am to 4:00 pm). This person needs to be knowledgeable in hospital operations so that he may make the proper referrals and follow-ups. (\*We will be training one iSkills worker to temporarily take over the current functions of the OC Hub operator).

One person per area to act as contact person to the OC Hub operator.

**PROCEDURE (SOP):** N/A

**WORK INSTRUCTION:** N/A

**WORK FLOW:** N/A

**FORMS:** N/A

**EQUIPMENT:**

1. One PC with internet connection to act as the OC Hub.
2. A mobile phone for the OC Hub and a contact number for each contact person in the various areas.

**REFERENCES:** N/A







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