	Document Code:	DPOTMH-B-6-P01-S01
	Effective Date:	04-01-2022
B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100	Document Type:	Standard Operating Procedure
	Page Number:	1 of 3
	Department/Section:	Admitting Section
DR. PABLO O. TORRE MEMORIAL HOSPITAL	Document Title:	**OPERATION OF THE PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX)**

PURPOSE:

To ensure fast, efficient and accurate transfer of communication to all clients, personnel and consultants and to make sure that pre-recorded messages are played on time.

SCOPE:

Applies to all PABX Operator, Admitting and Information Section Staff of Dr. Pablo O. Torre Memorial Hospital

GENERAL GUIDELINES:

1. Only Authorized Personnel shall be allowed access inside the PABX Room.

2. The PABX shall be operated by both the PABX Operator & Information Staff-on-Duty from 6:00 AM to 10:00 PM.

3. Incoming calls after 10:00 PM shall be coursed through the Information Section.

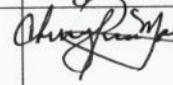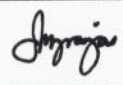4. All pre-recorded messages shall be played timely and with clarity.
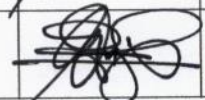
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PROCEDURE:

1. The Automated Attendant accommodates the first five (5) incoming calls and the overflow is answered by the PABX Operator on-Duty.

2. The PABX Operator on-Duty receives incoming calls for the Hospital, Medical Arts Building, Riverside College, Inc., Riverside Bacolod Cancer Care Center and Wound Care Center.

3. The PABX Operator connects all calls of clients to offices, clinics and patients' rooms.

4. If the caller has further inquiries, the PABX Operator connects the calls to the Information Staff-on-Duty.

5. At the end of the 10:00 PM shift, the PABX Operator forwards all calls to the Information Staff-on-Duty by pressing the "CALL FORWARD" and dialing 5896 or *01.

6. Pre-recorded messages shall be played daily:

    6.1 Daily Clean up – every two (2) hours starting 8a.m. to 6p.m.
    6.2 Handwashing – every three (3) hours from 6a.m. to 6p.m.
    6.3 Morning and Evening Prayers – 8a.m. and 8p.m.
    6.4 Three O'clock Prayer and The Angelus – 3p.m. and 6p.m.

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DR. PABLO O. TORRE MEMORIAL HOSPITAL	Document Title:	**OPERATION OF THE PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX)**

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	**CHERRY ROSE M. MACAINAN** Admitting Supervisor		Apr. 20, 2022
Verified:	**MA. VICTORIA J. VARGAS** Chief Risk Manager		5/18/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		May 23, 2022
Reviewed:	**DENNIS C. ESCALONA, MN, FPCHA, FPSQua** Quality Assurance Supervisor		05-23-2022
Recommending Approval:	**JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA** Chief Finance Officer		6/2/2022
	HENRY F. ALAVAREN, MD, FPSMID, FPSQua Total Quality Division Officer		7/1/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		07/01/2022
Approved:	**GENESIS GOLDI D. GOLINGAN** President and CEO		10/27/22

	Document Code:	DPOTMH-B-6-P01-WI01
	Effective Date:	05-31-2022
B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100	Document Type:	Work Instruction
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DR. PABLO O. TORRE MEMORIAL HOSPITAL	Document Title:	**OPERATION OF THE PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX)**

KEY TASKS	PERSON RESPONSIBLE
1. Accommodates the first five (5) incoming calls and the overflow is answered by the PABX Operator on-Duty.	Attendant
2. Receives incoming calls for the Hospital, Medical Arts Building, Riverside College, Inc., Riverside Bacolod Cancer Care Center and Wound Care Center.	PABX Operator on-Duty
3. Connects all calls of clients to offices, clinics and patients' rooms.	
4. Connects the calls to the Information Staff-on-Duty if the caller has further inquiries.	
5. Forwards all calls to the Information Staff-on-Duty by pressing the "CALL FORWARD" and dialing 5896 or *01.	

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DR. PABLO O. TORRE MEMORIAL HOSPITAL		Department/Section:	Admitting Section
		Document Title:	**OPERATION OF THE PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX)**

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	**CHERRY ROSE M. MACAINAN** Admitting Supervisor		April 20, 2022
Verified:	**MA. VICTORIA J. VARGAS** Chief Risk Manager		6/17/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		Jun 21, 2022
Reviewed:	**DENNIS C. ESCALONA, MN, FPCHA, FPSQua** Quality Assurance Supervisor		06-30-2022
Recommending Approval:	**JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA** Chief Finance Officer		6/30/2022
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		7/1/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		07/01/2022
Approved:	**GENESIS GOLDI D. GOLINGAN** President and CEO		10/27/22

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	Effective Date:	05-31-2022
	Document Type:	Flowchart
B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100	Page Number:	1 of 2
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DR. PABLO O. TORRE MEMORIAL HOSPITAL	Document Title:	**OPERATION OF THE PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX)**

FLOWCHART

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                        ┌──────────────┐
                        │    START     │
                        └──────┬───────┘
                               │
                               ▼
        ┌──────────────────────────────────────────────┐
        │ Accommodates the first five (5) incoming      │
        │ calls and the overflow is answered by the     │
        │ PABX Operator on-Duty                         │
        └──────────────────────┬───────────────────────┘
                               │
                               ▼
        ┌──────────────────────────────────────────────┐
        │ Receives incoming calls for the Hospital,     │
        │ Medical Arts Building, Riverside College,      │
        │ Inc., Riverside Bacolod Cancer Care           │
        │ Center and Wound Care Center                   │
        └──────────────────────┬───────────────────────┘
                               │
                               ▼
        ┌──────────────────────────────────────────────┐
        │ Connects all calls of clients to offices,     │
        │ clinics and patients' rooms                   │
        └──────────────────────┬───────────────────────┘
                               │
                               ▼
        ┌──────────────────────────────────────────────┐
        │ Connects the calls to the Information         │
        │ Staff-on-Duty if the caller has further       │
        │ inquiries                                     │
        └──────────────────────┬───────────────────────┘
                               │
                               ▼
        ┌──────────────────────────────────────────────┐
        │ Forwards all calls to the Information Staff-   │
        │ on-Duty by pressing the "CALL                 │
        │ FORWARD" and dialing 5896 or *01              │
        └──────────────────────┬───────────────────────┘
                               │
                               ▼
                        ┌──────────────┐
                        │     END      │
                        └──────────────┘
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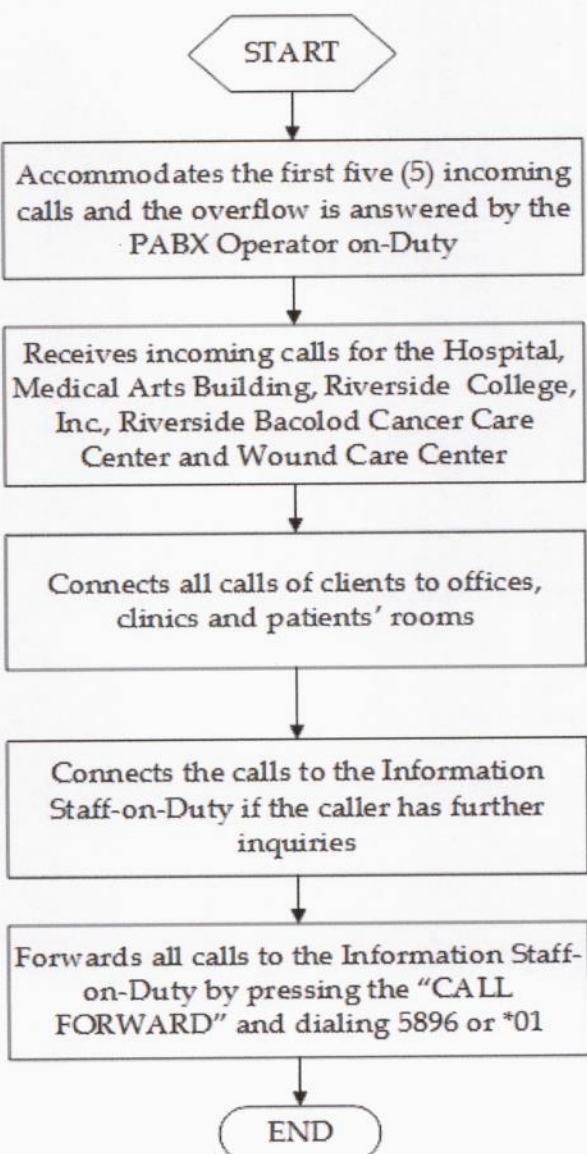|	
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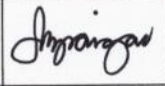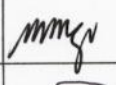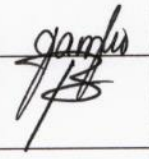
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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	**CHERRY ROSE M. MACAINAN** Admitting Supervisor		April 20, 2022
Verified:	**MA. VICTORIA J. VARGAS** Chief Risk Manager		5/18/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		Jun 21, 2022
Reviewed:	**DENNIS C. ESCALONA, MN, FPCHA, FPSQua** Quality Assurance Supervisor		06-30-2022
Recommending Approval:	**JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA** Chief Finance Officer		6/30/2022
	FREDERIC IVAN L. TING, MD OIC-Total Quality Division		7/1/22
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		07/01/2022
Approved:	**GENESIS GOLDI D. GOLINGAN** President and CEO		10/27/22