

Document Code:	DPOTMH-I-35-P01-S10
Effective Date:	07-30-2022
Document Type:	Standard Operating Procedure
Page Number:	1 of 2
Department/Section:	Wound Care Center
Document Title:	HANDLING PATIENT INQUIRY

PURPOSE:

- 1. To provide guidelines on how to handle patient inquiry.
- 2. To provide information to clients in accordance with Data Privacy Law

SCOPE:

Applies to all Wound Care Center Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

PERSON RESPONSIBLE:

Attending Physician, Wound Care Center Nurses, Wound Care Center Clerks and Cashier

GENERAL GUIDELINES:

- 1. The wound care center strictly adheres to DATA Privacy Act.
- 2. No information shall be released without the prior written consent of the patient.
- 3. Wound care center staff are committed to provide excellent client satisfaction.

PROCEDURE:

- 1. Client proceeds to Wound Care Center for inquiry of services offered, client can also inquire through phone call.
- 2. Wound Care Center Staff provides and gives detail to the client's concerns, regarding the requirements, process, and Phil. Heath availment.



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Page Number:	2 of 2
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Document Type:	Work Instruction
Page Number:	1 of 2
Department/Section:	Wound Care Center
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	KEYTASKS	PERSON RESPONSIBLE
5	Proceeds to Wound Care Center for inquiry of services offered and may also inquires through phone call.	Client
1	Provides and gives detail to the client concerns, regarding the requirements, process and Phil. Heath availment.	Nurse-on-Duty



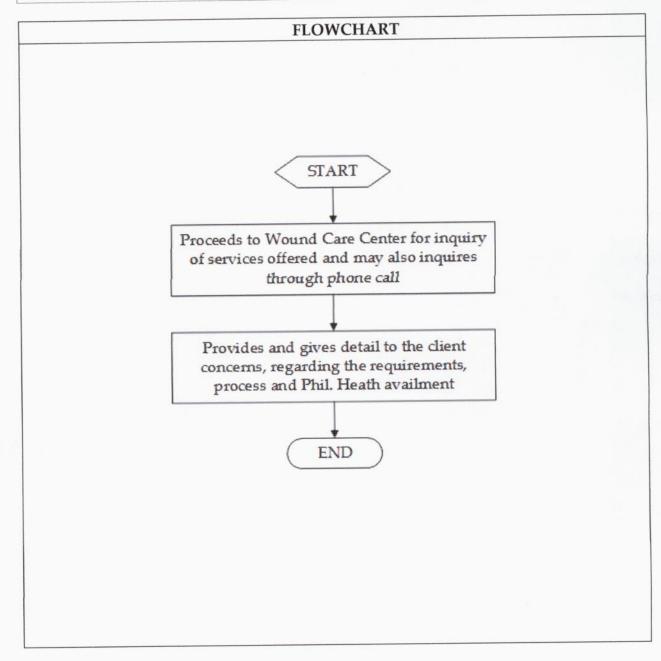
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Page Number:	1 of 2
Department/Section:	Wound Care Center
Document Title:	HANDLING PATIENT INQUIRY





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