 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	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:	<b>HANDLING PATIENT INQUIRY</b>

B.S. Aquino Drive,  
Bacolod City,  
Negros Occidental,  
6100

### **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:**


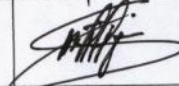
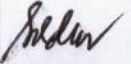


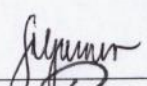

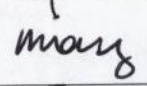

1. The wound care center strictly adheres to DATA Privacy Act.
2. No information shall be released without the prior written consent of the patient.
3. Wound care center staff are committed to provide excellent client satisfaction.


### **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. Health availment.

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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>KONRAD JAN J. ESCOBIA, RN</b> OIC- Department of Emergency Medicine		7/26/22
Verified by:	<b>RICHARD S. MONTILIJAO, RN</b> OIC Policy Development		7/26/2022
	<b>SHALAIN SOCORO L. DURAN, RN</b> Nurse Manager for Operations		7/28/22
	<b>HANNAH KHAY S. TREYES, RN, MN</b> Chief Nurse		7/28/2022
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		7/28/2022
Recommending Approval:	<b>MARIA LIZA C. PERAREN, RN, MAN</b> Nursing Division Officer		7/28/2022
	<b>FREDERIC IVAN L. TING, MD</b> OIC- Total Quality Division		7/28/22
	<b>MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA</b> Vice President – Chief Medical Officer		8-12-22
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		9/13/22


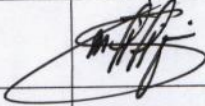
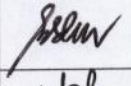


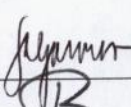

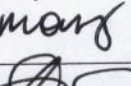
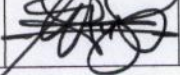
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KEY TASKS	PERSON RESPONSIBLE
1. Proceeds to Wound Care Center for inquiry of services offered and may also inquire through phone call.	Client
2. Provides and gives detail to the client concerns, regarding the requirements, process and Phil. Health availment.	Nurse-on-Duty



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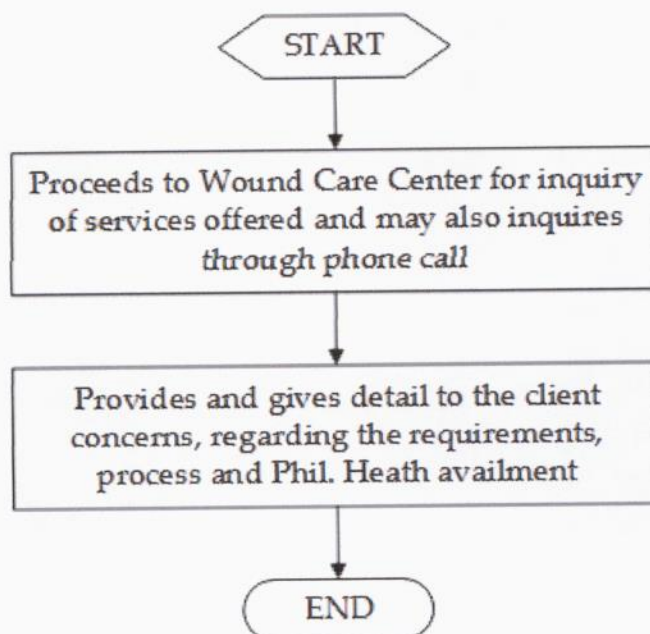



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MEMORIAL HOSPITAL

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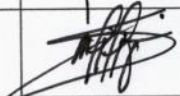



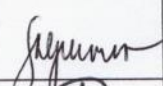

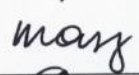
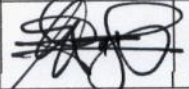
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## FLOWCHART



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