

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-A-1-P01
		G-84-S01
	Effective Date:	03-31-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 4
	Department/Section:	Client Relations and Communication Office
	Document Title:	CLASSIFICATION AND TURN-AROUND TIME FOR THE RESOLUTION OF COMPLAINTS AND CONCERNs

PURPOSE:

To establish the procedures on the Turn-Around Time (TAT for brevity) for resolving concerns and complaints of patients or their folks.

SCOPE:

Applies to all Client Relations and Communication Office staff of Dr. Pablo O. Torre Memorial Hospital

PERSON RESPONSIBLE:

Supervisor of the unit/department/section concerned, Client Experience Office staff and Client Relations and Communication Office staff

GENERAL GUIDELINES:

1. A complaint or a concern is a statement made by a patient or the folks of a patient that a situation is unsatisfactory or unacceptable, or regarding a matter that is important or relevant to them.
2. For the purposes of this document, there are three types or categories of complaints: Minor, Major, and Potentially Litigious.
3. Minor complaints are those that have no or very minimum effect on the treatment of the patient. They are often delivered verbally and can be solved immediately or within the day.
4. Major complaints are those that have or may affect the treatment of the patient, without necessarily causing injury or damage to the patient. These types of complaints may be done verbally but are oftentimes done through a written

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document. Complaints such as these are acted upon immediately and addressed within 2 to 3 days.

5. Complaints that are Potentially Litigious are those cases which oftentimes cause damage or injury to the patient. These complaints are always aired through a written document and will have legal repercussions if not addressed. Potentially Litigious complaints are addressed immediately to within one (1) week of receipt thereof. Resolution thereof usually requires the involvement of the Management Committee and the pertinent Medical Departments.
6. Resolution of the case is achieved upon the successful fulfillment or address of the client's complaint. For Major Complaints and those that are Potentially Litigious, a signed Quit Claim after resolution is expected though not necessary.

PROCEDURE:

1. Upon receipt of a complaint or a concern, the type shall be determined by the office, area, or department involved and the immediate handling or care thereof shall be based on the appropriate policy.
2. The TAT for resolution shall be based upon the type of complaint determined.
3. As soon as the situation will allow, a copy of the Incident Report for the concern or the complaint shall be forwarded to either the Client Experience Office or the Client Relations and Communications Office.
4. The client will then be informed of the receipt of the concern and advised as to the expected time of action or resolution.
5. Both the Client Experience Office and the Client Relations and Communications Office shall monitor the compliance to the TAT for resolution for each unresolved complaint or concern.
6. The receiving office shall then prepare a monthly tally of complaints for reporting purposes. For purposes of documentation and archiving, the Client Relations and

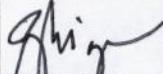
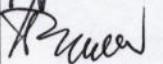
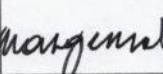
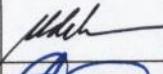
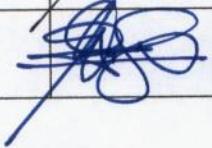
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Communications Office shall forward a copy of their monthly report to the Client Relations Office.

7. For uniformity, the attached Monthly Concerns Report Form shall be used.
8. A compiled copy shall be provided to the Office of the President annually or upon request.

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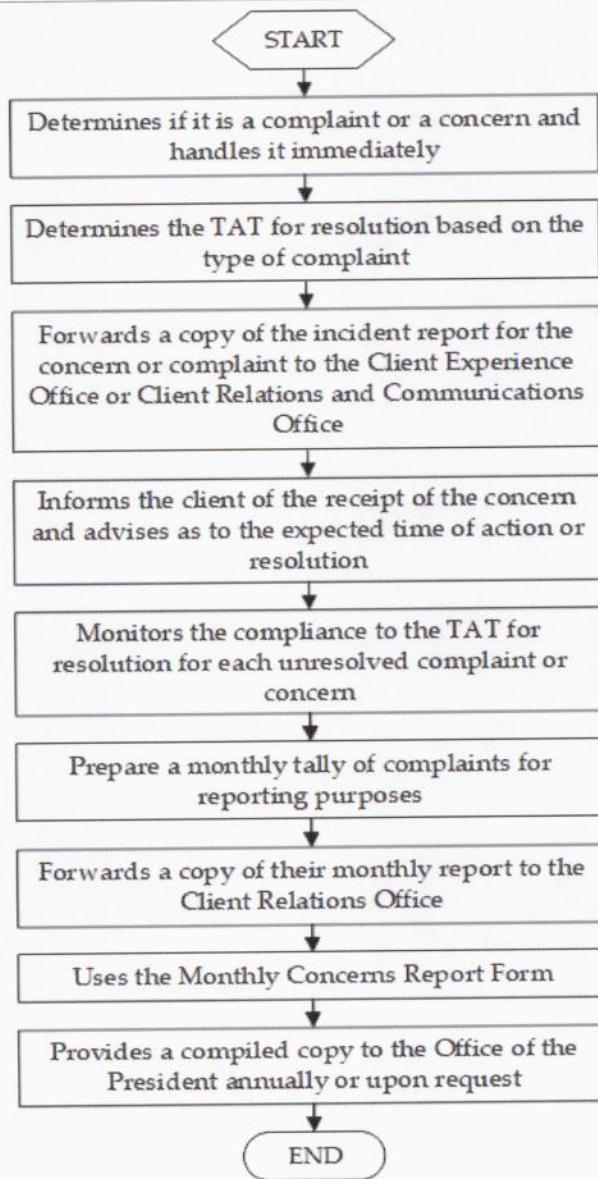


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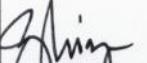
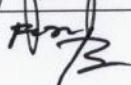
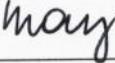
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FLOWCHART



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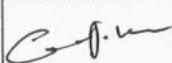
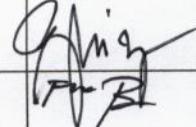
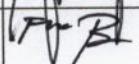
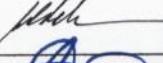
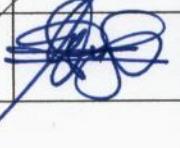
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KEY TASKS	PERSON RESPONSIBLE
1. Determines if it is a complaint or a concern and handles it immediately	Office, area, or department involved
2. Determines the TAT for resolution based on the type of complaint	Client Experience Office and the Client Relations and Communications Office
3. Forwards a copy of the incident report for the concern or complaint to the Client Experience Office or Client Relations and Communications Office	Office, area, or department involved
4. Informs the client of the receipt of the concern and advises as to the expected time of action or resolution	Client Experience Office and the Client Relations and Communications Office
5. Monitors the compliance to the TAT for resolution for each unresolved complaint or concern	Client Experience Office and the Client Relations and Communications Office
6. Prepare a monthly tally of complaints for reporting purposes	Client Experience Office and the Client Relations and Communications Office
7. Forwards a copy of their monthly report to the Client Relations Office	Client Relations and Communications Office
8. Uses the Monthly Concerns Report Form	Client Relations and Communications Office
9. Provides a compiled copy to the Office of the President annually or upon request	Client Relations and Communications Office

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