 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03
	Effective Date:	06-30-2022
	Document Type:	Policy
	Page Number:	1 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

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

PURPOSE:

1. To establish the guidelines during VIP admission and visits.
2. To ensure safety, security and confidentiality of the VIP patients or visitors while inside DPOTMH facility.

LEVEL:

Management Committee, Security Department, CRO, Client Relations, Admitting Section, ER/OPD, NSD Supervisors


DEFINITION OF TERMS:

VIP – refers to government officials, foreign dignitaries, and private individuals as defined Memorandum Circular No. 2009 – 004 of the National Police Commission Amending Memorandum Circular No. 2000 – 008 Entitled Providing the General Guidelines Governing the Detail of PNP personnel or the other private individuals recognized by DPOTMH as VIP.


Protective Security – is the state or quality of being secured or freed from danger and uncertainty. It may also include the various means or devices designed to guard persons and property against broad range of security hazard.

POLICY:

1. The DPOTMH shall provide protective security escort to all VIP during their visit or stay within the facility.
2. The DPOTMH shall allow private protective security escort of VIP government officials defined in this policy.

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100		Document Code:	DPOTMH-F-72-P03
			Effective Date:	06-30-2022
			Document Type:	Policy
			Page Number:	2 of 5
			Department/Section:	Security Department
			Document Title:	VIP VISIT

3. In the event wherein the VIP wish to visit and has sent a letter prior to the visit, the hospital shall automatically reserve and provide available VIP Class private room/suite.
4. According to the Memorandum aforementioned in the exigency of the service, the DPOTMH shall provide detailed protective security personnel to the following personages even in the absence of a written request:
 - 4.1 **The President of the Republic of the Philippines.**
 - 4.2 **The Vice – President of the Republic of the Philippines.**
 - 4.3 **The President of the Senate;**
 - 4.4 **The Speaker of the House of Representatives;**
 - 4.5 **The Chief Justice of the Supreme Court;**
 - 4.6 **Secretary of National Defense; and**
 - 4.7 **The Secretary of Interior and Local Government**
5. The following Hospital Executives are considered VIP which they are identified as the institutions internal delegates and high ranking officers shall also deserve special treatment:
 - 5.1 **The President and CEO**
 - 5.2 **Board of Directors**
 - 5.3 **MPIC Chairman (MVP)**
 - 5.4 **MPIC/MPHHI Officers**
 - 5.5 **International Delegates/Investors**
6. During his/her stay, the hospital shall provide exemplary or special treatment care to the identified VIP, providing the best health service to satisfy his/her treatment and undisturbed comfort.
7. Hospital facilities shall always be ready and operational in case of emergency or immediate treatment.

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03
	Effective Date:	06-30-2022
	Document Type:	Policy
	Page Number:	3 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

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


8. The Total Quality Division personnel shall ensure that all policies, standards and procedures are well observed during the visit and stay.
9. Armed guards and CRO shall observe the highest mode of courtesy during the VIP visit.
10. There shall be at least one (1) able bodied armed security escort to assist the VIP and provide protective security during the rounds within the facility.
11. All CRO and Armed Security guards shall always be on Red alert status and No information protocol shall be enforced.
12. CRO and Armed guards shall observe radio ten codes when communicating and relaying or disseminating information in other post.
13. Good housekeeping and cleanliness in all facilities shall always be observed.

DOCUMENTATION:

New Policy

DISSEMINATION:

Hospital Communicator
Manual of Policies and Procedure


 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03
	Effective Date:	06-30-2022
	Document Type:	Policy
	Page Number:	4 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

REFERENCE:

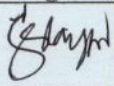
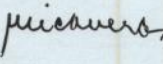

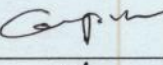


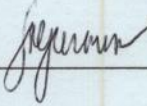
National Police Commission. (2010, January). *Amending Memorandum Circular No. 2000-008 Entitled "Providing the General Guidelines Governing the Detail of PNP Personnel as Protective Security."* <https://www.napolcom.gov.ph/images/pdf/mc%202009-004.pdf>


DPOTMH Policy on Responsible Use of Social Media

DPOTMH Policy on No ID, No Entry

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03
	Effective Date:	06-30-2022
	Document Type:	Policy
	Page Number:	5 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	2LT EVA R. SEDAYON (AGS) PA (RES) Security Specialist		5-30-2022 ESTH
Verified:	CATHERINE C. NICAVERA Head, General Services Department		05-31-2022
	KONRAD JAN J. ESCOBIA, RN ER/OPD Department Manager		6/22/22
	GERONIMO TEOFISTO P. ESTRELLA Client Relations and Communications Manager		6/23/22
	HANNAH KHAY S. TREYES RN, MN Chief Nurse		6/29/22
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		6/29/2022
Recommending Approval:	MARIA LIZA C. PERAREN, RN, MAN Nursing Director		4/30/2022
	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Services Division Officer		
	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer		
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03-S01
	Effective Date:	06-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

PURPOSE:

To outline the procedures involved during visit or admission a VIP.

SCOPE:

Applicable to Management Committee, Security Department, Client Relations, Admitting Section, Nursing Service Division of Dr. Pablo O. Torre Memorial Hospital


PERSON RESPONSIBLE:

Management Committee Members, Security Department personnel, Client Relations staff, Admitting Section staff, NSD Supervisors and Nurses

PROCEDURE:

A. Notification of Arrival:

1. The Client Relations and Communications Office and Medical Services shall disseminate the notification letter to all departments to arrange a program to the VIP visit.
2. The Client Relations and Communications Office team shall identify the following possible needs of the VIP proposed visit, considering:
 - 2.1. Patient and Staff needs of interest
 - 2.2. Timing
 - 2.3. Venue
 - 2.4. Security
 - 2.5. Clinical Issues, including infection risk
3. Security Team on post shall notify to disseminate the information to the incoming relieving CRO/Armed Guard.
4. Admitting section shall immediately reserve a private suite upon receipt of confirmation from the Client Relations and Communications Office prior to arrival date.

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03-S01
	Effective Date:	06-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	2 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

5. The Communications and Client Relations Team shall meet and plan with the Nursing, Medical, Facilities, Engineering and Security Team to establish arrangements during the VIP visit. The following are some of the things to discuss:


- 5.1. Draft Program
- 5.2. Liaising with relevant colleagues and external organizations, and local government officials who to be present and participate to the program.
- 5.3. Arranging media activities (Only approved list of media are allowed to participate the program)
- 5.4. Internal communication of visit

B. Upon Arrival:

1. Upon the arrival of the VIP and all members of his/her party, they shall be welcomed by the designated Management Committee Officer(s) and the Client Relations and Communications team for courtesy call.
2. The Security Team shall ensure the crowd control and smooth flow of traffic of vehicles.
3. Parking space shall be reserved for the VIP guest located at the Doctors Parking Area.
4. Media shall not be allowed to enter immediately to the venue unless permitted by the staff of the VIP and by DPOTMH.
5. Assigned hospital escort armed guard shall monitor and assist the private security of VIP upon arrival and rounds only.
6. All employees are reminded that, as employees and as representatives of DPOTMH, they are expected to behave professionally in accordance with the hospital values at all times, and not bring the hospital into disrepute when overseeing or participating in any visit by a VIP.

C. Upon Arrival if directed to ER:

1. The Ambulance shall be available anytime for on call, immediate response and pick up.

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-F-72-P03-S01
	Effective Date:	06-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	3 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

2. CRO and Armed Security shall assist in facilitating the traffic to ensure the smooth flow of vehicle in the perimeter and in the ER docking area.
3. ER staffs/Nurses and Doctors shall be prepared once the VIP is on his/her way to the hospital.
4. The Minor room at the ER shall be utilized as the VIP temporary emergency treatment area.
5. Private Security Guards shall not be allowed to enter the minor room.

D. Private Room:


1. If the VIP will be admitted to the hospital, he/she shall be immediately accompanied to the reserved private room by the Auxiliary personnel.
2. Protective security escorts which serves as watchers shall present their duty detail order issued by their respective Chief of Police (CP)/ Battalion Commander to the Security Specialist for verification.
3. Family and relatives are allowed to visit as long there is an approved consent from the VIP patient himself.
4. The Nursing Service Office shall have a designated assigned skilled Nurse and Doctor anytime in case of call.

E. VIP Visitor Visits:

1. Only the approved visitors authorized by the VIP shall be allowed to enter and visit.
2. Nurse and Medical staff shall ensure that all appropriate health protocols are followed including infection prevention and control measures. They shall also be observed by the VIP or Celebrity visitor.

F. Confidentiality:

1. Strictly No information shall be enforced, except, for those approved visitors who can enter and visit but they shall likewise abide in all the policies and protocol during the visit.
2. No staff/employee, regardless of the position in the company, shall contact the media. The conduct of the employees shall adhere in accordance to the

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03-S01
	Effective Date:	06-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	4 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

policy on **RESPONSIBLE USE OF SOCIAL MEDIA**. It is our duty to protect the patient's confidentiality at all times. All media call shall be referred to Client Relations and Communications Office.

3. All VIP/Celebrity visitors shall accomplish the Non-Disclosure Agreement (NDA) in compliance to the Data Privacy Act.

G. Management of the Unplanned VIP visits:


1. If a VIP arrives unannounced to visit an inpatient, (e.g. because he/she is a family friend or relative):
2. The Security Team shall immediately inform the Client Relations and Communications Team.
3. The Client Relations and Communication Team shall disseminate the information with regards the visit of the VIP.
4. The Company designated security VIP escort shall immediately proceed to the area and provide assistance to the private security escorts.
5. Ensure, as with any visitor, that the patient and/or his guardian has given his/her consent before the VIP visitor is granted access.

REFERENCE:

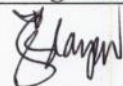
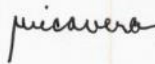





National Police Commission. (2010, January). *Amending Memorandum Circular No. 2000-008 Entitled "Providing the General Guidelines Governing the Detail of PNP Personnel as Protective Security."* <https://www.napolcom.gov.ph/images/pdf/mc%202009-004.pdf>

DPOTMH Policy on Responsible Use of Social Media

DPOTMH Policy on No ID, No Entry

 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-F-72-P03-S01
	Effective Date:	06-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	5 of 5
	Department/Section:	Security Department
	Document Title:	VIP VISIT

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	2LT EVA R. SEDAYON (AGS) PA (RES) Security Specialist		05-20-22 10:54A
Verified:	CATHERINE C. NICAVERA Head, General Services Department		05-31-2022
	KONRAD JAN J. ESCOBIA, RN ER/OPD Department Manager		6/22/22
	GERONIMO TEOFISTO P. ESTRELLA Client Relations and Communications Manager		6/22/22
	HANNAH KHAY S. TREYES RN, MN Chief Nurse		6/29/22
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		6/29/2022
Recommending Approval:	MARIA LIZA C. PERAREN, RN, MAN Nursing Director		6/30/2022
	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Services Division Officer		
	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer		
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		

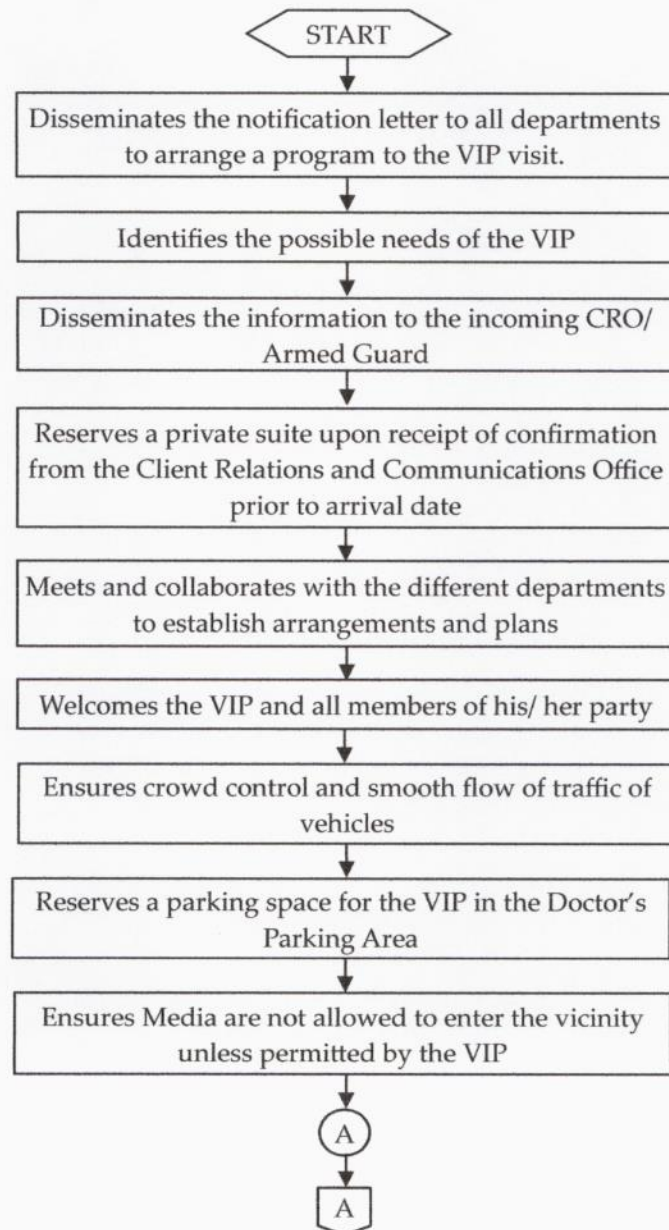


DR. PABLO O. TORRE
MEMORIAL HOSPITAL

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

Document Code:	DPOTMH-F-72-P03-FC01
Effective Date:	06-30-2022
Document Type:	Flowchart
Page Number:	1 of 3
Department/Section:	Security Department
Document Title:	POLICY ON VIP VISIT

FLOWCHART

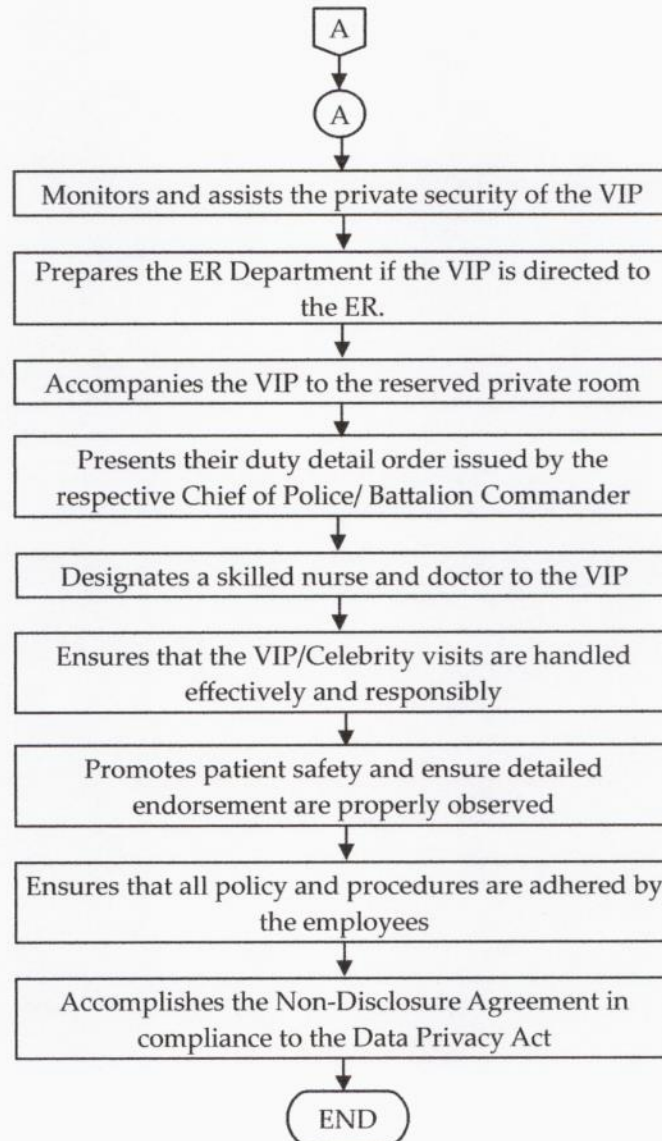





DR. PABLO O. TORRE
MEMORIAL HOSPITAL




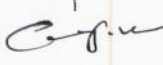



B.S. Aquino Drive,
Bacolod City,
Negros Occidental,
6100


Document Code:	DPOTMH-F-72-P03-FC01
Effective Date:	06-30-2022
Document Type:	Flowchart
Page Number:	2 of 3
Department/Section:	Security Department
Document Title:	POLICY ON VIP VISIT




 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-F-72-P03-FC01
	Effective Date:	06-30-2022
	Document Type:	Flowchart
	Page Number:	3 of 3
	Department/Section:	Security Department
	Document Title:	POLICY ON VIP VISIT

APPROVAL:


	Name/Title	Signature	Date
Prepared by:	2LT EVA R. SEDAYON (AGS) PA (RES) Security Specialist		5-30-22 13/24
Verified:	CATHERINE C. NICAVERA Head, General Services Department		05-31-2022
	KONRAD JAN J. ESCOBIA, RN ER/OPD Department Manager		6/22/22
	GERONIMO TEOFISTO P. ESTRELLA Client Relations and Communications Manager		6/22/22
	HANNAH KHAY S. TREYES RN, MN Chief Nurse		06/29/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		06/29/2022
Recommending Approval:	MARIA LIZA C. PERAREN, RN, MAN Nursing Director		06/30/2022
	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Services Division Officer		
	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer		
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03-WI01
	Effective Date:	06-30-2022
	Document Type:	Work Instruction
	Page Number:	1 of 3
	Department/Section:	Security Department
	Document Title:	POLICY ON VIP VISIT

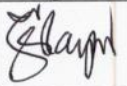
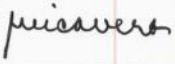




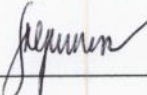
KEY TASKS	PERSON RESPONSIBLE
1. Disseminates the notification letter to all departments to arrange a program to the VIP personage visit.	Client Relations and Communications Office and Medical Services
2. Identifies the possible needs of the VIP.	Client Relations and Communications Office team
3. Disseminates the information to the incoming CRO/ Armed Guard	Security Team on post
4. Reserves a private suite upon receipt of confirmation from the Client Relations and Communications Office prior to arrival date.	Admitting Section
5. Meets and collaborates with the different departments to establish arrangements and plans.	Client Relations and Communications Office team
6. Welcomes the VIP and all members of his/ her party	Management Committee, Client Relations and Communications Office team
7. Ensures crowd control and smooth flow of traffic of vehicles	Security Department Team
8. Reserves a parking space for the VIP in the Doctor's Parking Area	Security Department Team
9. Ensures Media are not allowed to enter the vicinity unless permitted by the VIP	Security Department Team
10. Monitors and assists the private security of the VIP	Security Department Team
11. Be available at all times	Ambulance Driver
12. Prepares the ER Department if the VIP is directed	ER staffs/Nurses and Doctors

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03-WI01
	Effective Date:	06-30-2022
	Document Type:	Work Instruction
	Page Number:	2 of 3
	Department/Section:	Security Department
	Document Title:	POLICY ON VIP VISIT

to the ER.	
13. Accompanies the VIP to the reserved private room	Auxiliary Personnel
14. Presents their duty detail order issued by the respective Chief of Police/ Battalion Commander	Protective Security escorts / watcher
15. Designates a skilled nurse and doctor to the VIP	Nursing Service Division
16. Ensures that the VIP/Celebrity visits are handled effectively and responsibly.	Chief Nurse/Nurse Supervisor
17. Promotes patient safety and ensure detailed endorsement are properly observed.	Chief Nurse/Nurse Supervisor
18. Ensures that all policy and procedures are adhered by the employees.	Total Quality Division
19. Accomplishes the Non-Disclosure Agreement in compliance to the Data Privacy Act	All VIP/Celebrity visitors

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-F-72-P03-WI01
	Effective Date:	06-30-2022
	Document Type:	Work Instruction
	Page Number:	3 of 3
	Department/Section:	Security Department
	Document Title:	POLICY ON VIP VISIT

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	2LT EVA R. SEDAYON (AGS) PA (RES) Security Specialist		5-30-22 ESD
Verified:	CATHERINE C. NICAVERA Head, General Services Department		05.31.2022
	KONRAD JAN J. ESCOBIA, RN ER/OPD Department Manager		6/22/22
	GERONIMO TEOFISTO P. ESTRELLA Client Relations and Communications Manager		6/22/22
	HANNAH KHAY S. TREYES RN, MN Chief Nurse		6/29/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		6/29/2022
Recommending Approval:	MARIA LIZA C. PERAREN, RN, MAN Nursing Director		6/30/22
	ROSARIO D. ABARING, RN, MN, PhD, FPCHA Ancillary Services Division Officer		
	ENGR. NOEL P. GARBO, FPCHA Engineering and General Services Division Officer		
	FREDERIC IVAN L. TING, MD OIC- Total Quality Division		
	MA. ANTONIA S. GENSOLI, MD, FPPS, FPCHA Vice President – Chief Medical Officer		
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		