



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Human Resources Division		<b>POLICY NUMBER:</b> DPOTMH-APP-ORGDEV-P016 (01)	
<b>TITLE/DESCRIPTION:</b>  ORIENTATION FOR ALL EMPLOYEES			
<b>EFFECTIVE DATE:</b> July 31, 2025	<b>REVISION DUE:</b> July 30, 2028	<b>REPLACES NUMBER:</b> N/A	<b>NO. OF PAGES:</b> 1 of 19
<b>APPLIES TO:</b> All Employees of the RMCI (DPOTMH, MRCCC, Una Konsulta)		<b>POLICY TYPE:</b> Administrative	

## PURPOSE:

To ensure smooth job transition and proper adjustment of new employees in the workplace through awareness, familiarization, knowledge of the Human Resources, Departmental, and Hospital wide policies and procedures.

## DEFINITIONS:

**Human Resource and Payroll Integrated System (HRPIS)** – a system designed to monitor the employee's information and wherein updates on the attended seminars or trainings are encoded.

**Incident Report** – refers to a form filled out in order to record unusual events that occurred and pertains to the explanation of the reason for committing a violation.

**Pre-board Orientation** – a required program to orient the newly-hired employees on the necessary company information before their deployment date.

**Onboard Orientation** – an orientation on the necessary company information based on hospital-wide policies discussed by the resource speakers.

**Departmental Orientation** – refers to the orientation on the technical functions and specific information needed by the employee on the designated position and area.

**Management Orientation** – refers to the orientation of the specific topics that are necessary to the functions of employees in the Supervisory and Managerial Level.

**Re-orientation** – an annual orientation of all the employees on the topics from Preboard to Onboard to ensure that all the employees are aware of the company policies.

**MPTA** – Manpower Planning and Talent Acquisition

**TA Staff** – Talent Acquisition Staff

**Resource Speaker** – is a person who is invited to share their knowledge, expertise, or experience on a particular topic during the seminar, orientation or conference.

## RESPONSIBILITY:

Training Specialist, Organizational Development Manager, Department Heads, Manpower Planning and Talent Acquisition section, and Resource Speakers.

## POLICY:

1. Attendance for the Orientation Program shall be required for all newly-hired employees.
2. The Orientation Program for New Employees shall be composed of the Pre-board, Onboard, Management, and Departmental Orientation.
3. All employees shall undergo Re-orientation Program annually.
4. The Pre-board Orientation prior to deployment shall be conducted at least once every week and the Onboard Orientation shall be at least once every two (2) months.





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5. All employees shall have an Orientation and Evaluation checklist signed by the Resource Speakers and should be completed within their probationary period.
6. Completion of the Orientation Checklist shall be part of the basis for the Behavioral Indicator on Responsiveness and Accountability rating during the Introductory Performance Plan and Appraisal rating of the probationary employees.
7. Certificate of Completion shall be issued to the employees upon completion of both the Pre-board Orientation and the Onboard Orientation.

## PREBOARD ORIENTATION

1. MPTA section shall be in-charge of identifying the attendees on the schedule set by the TD Section.
2. Newly hired employees shall not be deployed to his/her assigned section/department if he/she has not yet attended the Pre-board Orientation.
3. Topics for discussion in the Pre-board Orientation shall be the following but not limited to:
  - 3.1. Organizational history and background overview
  - 3.2. Vision, Mission, Core Values statements
  - 3.3. Corporate Structure
  - 3.4. Recruitment and Selection Process
  - 3.5. Payroll
  - 3.6. Compensation and Benefits
  - 3.7. ER/LR Processes and Overview of the Code of Conduct
  - 3.8. Introductory Performance Plan & Appraisals
  - 3.9. HR – Training & Development Processes
  - 3.10. Performance Management Program
  - 3.11. IT Department Salient Processes

## ONBOARD ORIENTATION

1. Training Specialist shall provide a list of employees required to attend the Onboard Orientation to the respective immediate heads at least two (2) weeks before the program.
2. New employees shall undergo the Onboard orientation within their probationary period.
3. Topics for discussion in the Onboard Orientation shall be the following but not limited to:
  - 3.1. 5S System of Good Housekeeping
  - 3.2. Hospital-Wide Policies and Patient Safety
  - 3.3. Infection Prevention and Control



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- 3.4. Product Knowledge
- 3.5. Fire Safety and Disaster Preparedness
- 3.6. Waste Management
- 3.7. Security Matters
- 3.8. Customer Service
- 3.9. Labor Union Matters
4. The immediate head shall confirm the attendance of his/her employee/s to the Onboard Orientation at least one (1) week before the program through the Communicator.
5. If a scheduled employee shall cancel, his/her immediate head shall notify the TD Section at least one (1) day before the program through the Communicator.
6. The schedule for the Onboard Orientation shall be an Official Duty schedule. Hence, attendees who fail to attend the orientation without any prior written notice shall be considered as AWOL (absence without leave).
7. Policy and guidelines on tardiness shall apply (please refer to the *Attendance and Punctuality Provision 1A on Working Hours of the Code of Discipline*).
8. Employees who were scheduled but failed to attend the On-Board Orientation shall only be rescheduled by the TD Section upon the submission of the following:
  - 8.1. Incident Report explaining the reason of absence during the program; and,
  - 8.2. Photocopy of the Leave Authority Form received by the HR-Compensation and Benefits Staff.
9. Training Specialist shall endorse the Incident Report to the ER/LR for disciplinary action.
10. Middle managers shall undergo the Management Orientation together with Pre & Onboard Orientation.
11. Certificate of Attendance shall be issued to all attendees and shall be part of their HRPIS record and employees' 201 file.

## DEPARTMENTAL ORIENTATION

1. The Immediate Head shall orient the newly hired employees according to the standard Departmental Orientation Checklist.
2. New employees shall undergo the Departmental orientation within their probationary period.
3. The Departmental Orientation Checklist must be included in the employee's mini 201 file.
4. The Departmental Orientation topics shall be the following but not limited to:
  - 4.1. Division/Departmental Structure
  - 4.2. Department Tour
  - 4.3. Departmental Function and Aims





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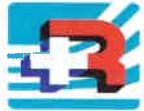


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- 4.4. Team and Management
- 4.5. People and Personalities Overview
- 4.6. Related departments and functions
- 4.7. How the department actually works and relates to others
- 4.8. Protocols and unwritten rules
- 4.9. The workflow
- 4.10. Reporting, communications and management structure
- 4.11. Terminology, jargon, glossary, definitions of local terms
- 4.12. Use and care of issued equipment
- 4.13. Work space or workstation
- 4.14. Stationary and supplies
- 4.15. Local departmental amenities, pantry, washrooms, etc.
- 4.16. Local security, time and attendance, sickness, absenteeism, holidays, etc.
- 4.17. Local emergency procedures
- 4.18. Job Description – duties, authority, scope, area/coverage/territory
- 4.19. Expectations, standards, current priorities
- 4.20. How the job roles fits into the service or production process
- 4.21. Use of job specific equipment, tools, etc.
- 4.22. Consumables
- 4.23. Handling and storage
- 4.24. Appropriate
- 4.25. Clinical training – sub-categories as appropriate
- 4.26. Service training – sub-categories as appropriate
- 4.27. Job specific health and safety training
- 4.28. Job Specific administration processing, etc.
- 4.29. Performance reporting
- 4.30. Performance evaluation
- 4.31. Training needs analysis method and next steps
- 4.32. Initial training plans after induction
- 4.33. Training support, assistance, mentor support
- 4.34. Start of one-to-one coaching
- 4.35. Training review times and dates
- 4.36. Development of personal objectives and goals
- 4.37. Opportunities of self-driven development
- 4.38. Corporate Events





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## 4.39. Initial induction de-brief and feedback

### BASIC MANAGEMENT ORIENTATION

1. The newly hired Middle Managers which are composed of the Supervisors and Managers shall attend the Basic Management Orientation aside from the Pre-board, Onboard, Departmental and Re-orientation.
2. The newly hired Middle Managers shall attend the overview of the Basic Management Orientation during the Pre-board Orientation.
3. Newly hired Middle Managers shall undergo the full Basic Management Orientation on Internal Processes within their probationary period.
4. The Basic Management Orientation on Internal Processes shall be composed of the topics necessary for the Supervisory and Managerial positions as listed below:
  - 4.1. HR Processes
  - 4.2. Total Quality
  - 4.3. IT Services
  - 4.4. Facilities
  - 4.5. Materials Requisition
  - 4.6. Accounting
  - 4.7. Assets
  - 4.8. Budget

### RE-ORIENTATION

1. TD Staff shall provide a list of employees required to attend the Re-orientation to the respective immediate heads at least two (2) weeks before the program.
2. All employees are required to attend the annual Re-orientation Program.
3. The Re-orientation Program shall be composed of the following topics:
  - 3.1. Pre-board Orientation topics (for all employees)
  - 3.2. Onboard Orientation topics (for all employees)
  - 3.3. Basic Management Orientation on Internal Processes topics (for Middle managers)







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## **PROCEDURE (SOP):**

### **PRE-BOARD ORIENTATION**

1. Training Specialist sets the schedule and venue for the Pre-board Orientation and informs the MPTA Section through the Communicator.
2. TA Staff identifies the attendees and endorses the list to the Training Specialist at least one (1) day before the program.
3. Training Specialist prepares the logistics and other necessary materials for the program.
4. Training Specialist conducts the Pre-board Orientation.
5. Attendees evaluates the Pre-board Orientation after the program through evaluation form provided by the Training Specialist.
6. The Training Specialist submits the Evaluation Summary Report to the Organizational Development Manager.
7. Training Specialist provides a list of absentees to the MPTA Section for rescheduling.
8. The TA Staff reschedules the latecomers, if there is any.
9. The Training Specialist schedules new employees at the Supervisory or Managerial level to undergo the Basic Management Orientation on Internal Processes.
10. The Basic Management Orientation on Internal Processes will be composed of topics for Supervisors and Managers which is necessary for the position and will not be part of the Pre-board Orientation.
11. The newly-hired employee complies the completion of Basic Management Orientation according to the checklist provided.





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## ONBOARD ORIENTATION

1. Training Specialist sets the schedule and venue for the Onboard Orientation and identify the attendees, which is then endorsed to the respective immediate heads.
2. Training Specialist informs all the resource speakers regarding the schedule and venue of the Onboard Orientation.
3. The Immediate Head confirms the employees' attendance to the Onboard orientation at least one (1) week before the program through the Communicator.
4. The Training Specialist prepares the logistics and other necessary materials for the program.
5. Training Specialist, in cooperation with the resource speakers, conducts the Onboard Orientation.
6. The employee evaluates the Onboard Orientation.
7. The new-hired employee complies the completion of Onboard Orientation according to the checklist provided.
8. The Training Specialist submits the Evaluation Summary Report to the Organizational Development Manager.
9. The Training Specialist submits the List of absentees to the respective Immediate Heads.
10. Employees who failed to attend the Onboard Orientation on their schedule will submit the following to the TD Section:
  - 10.1. Incident Report explaining the reason of absence during the program; and,
  - 10.2. Photocopy of the Leave Authority Form received by the HR-Compensation and Benefits Staff.
11. Training Specialist reschedules the absentees and latecomers, if there is any.
12. The Training Specialist endorses incident Report to the ER/LR for disciplinary action.
13. Training Specialist issues the Certificate of Completion to employees who have attended the Onboard Orientation and a copy to the ER/LR for 201 filing.

## DEPARTMENTAL ORIENTATION

1. The Immediate Head of the newly hired employee sets a schedule for the new employee's Departmental Orientation upon hiring.
2. The Immediate Head facilitates and coordinates the orientation of the employee and ensure that the departmental information is according to the standard checklist.
3. The new hired employee complies the completion of Departmental Orientation according to the checklist provided.
4. Once completed, the employee submits the Departmental Orientation Checklist to the immediate head for filing in the mini 201 and attachment to the IPPA.





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## RE-ORIENTATION

1. Training Specialist sets the schedule and venue for the Re-orientation and identify the attendees, which is then endorsed to the respective immediate heads.
2. Training Specialist informs all the resource speakers regarding the schedule and venue of the Re-orientation.
3. The Immediate Head confirms the employees' attendance to the Re-orientation at least one (1) week before the program through the Communicator.
4. The Training Specialist prepares the logistics and other necessary materials for the program.
5. Training Specialist, in cooperation with the resource speakers, conducts the Re-orientation.
6. Employee evaluates the Re-orientation.
7. The Newly hired employee complies in the completion of the Re-orientation according to the checklist provided.
8. The Training Specialist submits the Evaluation Summary Report to the Organizational Development Manager.
9. The Training Specialist submits the List of absentees to the respective Immediate Heads.
10. Employees who failed to attend the Re-orientation on their schedule will submit the following to the TD Section:
  - 10.1. Incident Report explaining the reason of absence during the program; and,
  - 10.2. Photocopy of the Leave Authority Form received by the HR-Compensation and Benefits Staff.
11. Training Specialist reschedules the absentees and latecomers, if there is any.
12. The Training Specialist endorses the Incident Report to the ER/LR for disciplinary action.
13. Training Specialist issues the Certificate of Completion to employees who have attended the Re-orientation and a copy to the ER/LR for 201 filing.







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<b>WORK INSTRUCTION:</b>	
<b>KEY TASKS</b>	<b>PERSON RESPONSIBLE</b>
<b>PRE-BOARD ORIENTATION</b>	
1. Sets the schedule and venue for the Pre-board Orientation and identify the attendees, and endorse to the respective immediate heads.	Training Specialist
2. Prepares the logistics and other necessary materials for the program.	
3. Conducts the Pre-board Orientation.	
4. Submits the Evaluation Summary Report to the OD Manager.	
5. Provides a list of absentees to the MPTA Section for rescheduling.	
6. Schedules new employees at the Supervisory or Managerial level to undergo the Basic Management Orientation.	
7. Reschedules the absentees and latecomers, if there is any.	Manpower Planning and Talent Acquisition Staff
8. Identifies the attendees and endorses the list to the Training Specialist at least one (1) day before the program.	
9. Evaluates the Pre-board Orientation after the program.	Newly hired Employee





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KEY TASKS	PERSON RESPONSIBLE
<b>ONBOARD ORIENTATION</b>	
1. Sets the schedule and venue for the Onboard Orientation and identify the attendees, which endorse to the respective immediate heads.	Training Specialist
2. Informs all the resource speakers regarding the schedule and venue of the Onboard Orientation.	
3. Prepares the logistics and other necessary materials for the program.	
4. Submits the Evaluation Summary Report to the OD Manager.	
5. Submits the List of absentees to the respective Immediate Heads.	
6. Reschedules the absentees and latecomers, if there is any.	
7. Endorses the Incident Report to the ER/LR for disciplinary action.	
8. Issues the Certificate of Completion to employees who have attended the Re-orientation and a copy to the ER/LR for 201 and mini 201 filing.	
9. Confirms the employees' attendance to the Re-orientation at least one (1) week before the program through the Communicator.	Immediate Head
10. Conducts the Onboard Orientation.	Resource Person
11. Evaluates the Onboard Orientation.	New Hired Employees
12. Complies the completion of Onboard Orientation according to the checklist provided.	





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KEY TASKS	PERSON RESPONSIBLE
<b>DEPARTMENT ORIENTATION</b>	
1. Sets a schedule for the new employee's Departmental Orientation.	Immediate Head
2. Orients the employee of the departmental information according to the standard checklist.	
3. Complies the completion of Departmental Orientation according to the checklist provided.	Newly Hired Employee
4. Submits the Departmental Orientation Checklist to the immediate head for filing in the mini 201.	

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KEY TASKS	PERSON RESPONSIBLE
<b>RE-ORIENTATION</b>	
1. Sets the schedule and venue for the Re-orientation and identify the attendees, which endorse to the respective immediate heads.	Training Specialist
2. Informs all the resource speakers regarding the schedule and venue of the Re-orientation.	
3. Confirms the employees' attendance to the Re-orientation at least one (1) week before the program through the Communicator.	Immediate Head
4. Prepares the logistics and other necessary materials for the program.	Training Specialist
5. Conducts the Re-orientation.	Training Specialist and Resource Speaker
6. Evaluates the Re-orientation.	
7. Complies in the completion of the Onboard Orientation according to the checklist provided.	Newly hired Employees
8. Submits the Evaluation Summary Report to the OD Manager.	Training Specialist
9. Submits the List of absentees to the respective Immediate Heads.	
10. Reschedules the absentees and latecomers, if there is any.	
11. Endorses incident Report to the ER/LR for disciplinary action.	
12. Issues the Certificate of Completion to employees who have attended the Re-orientation and a copy to the ER/LR for 201 and mini 201 filing.	





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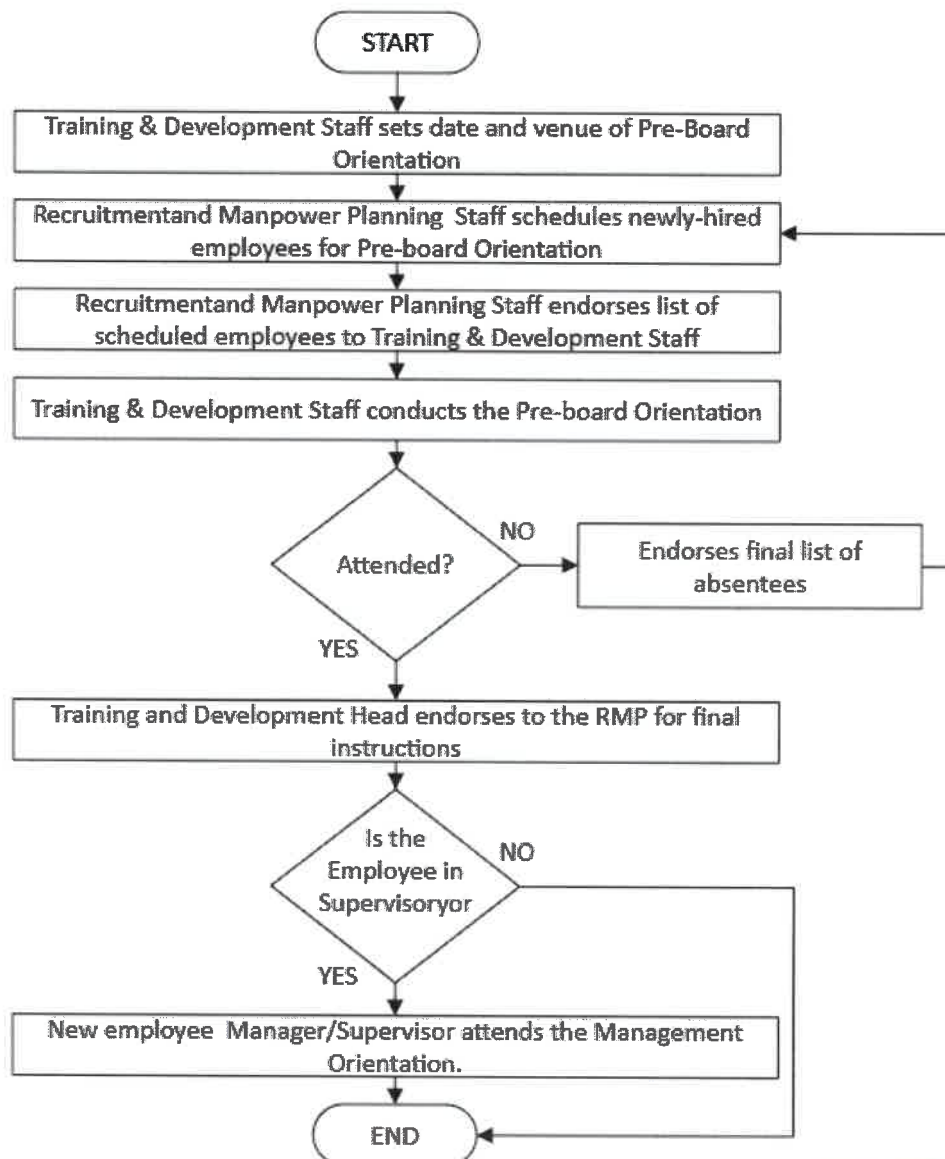
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## WORK FLOW: PRE BOARD ORIENTATION



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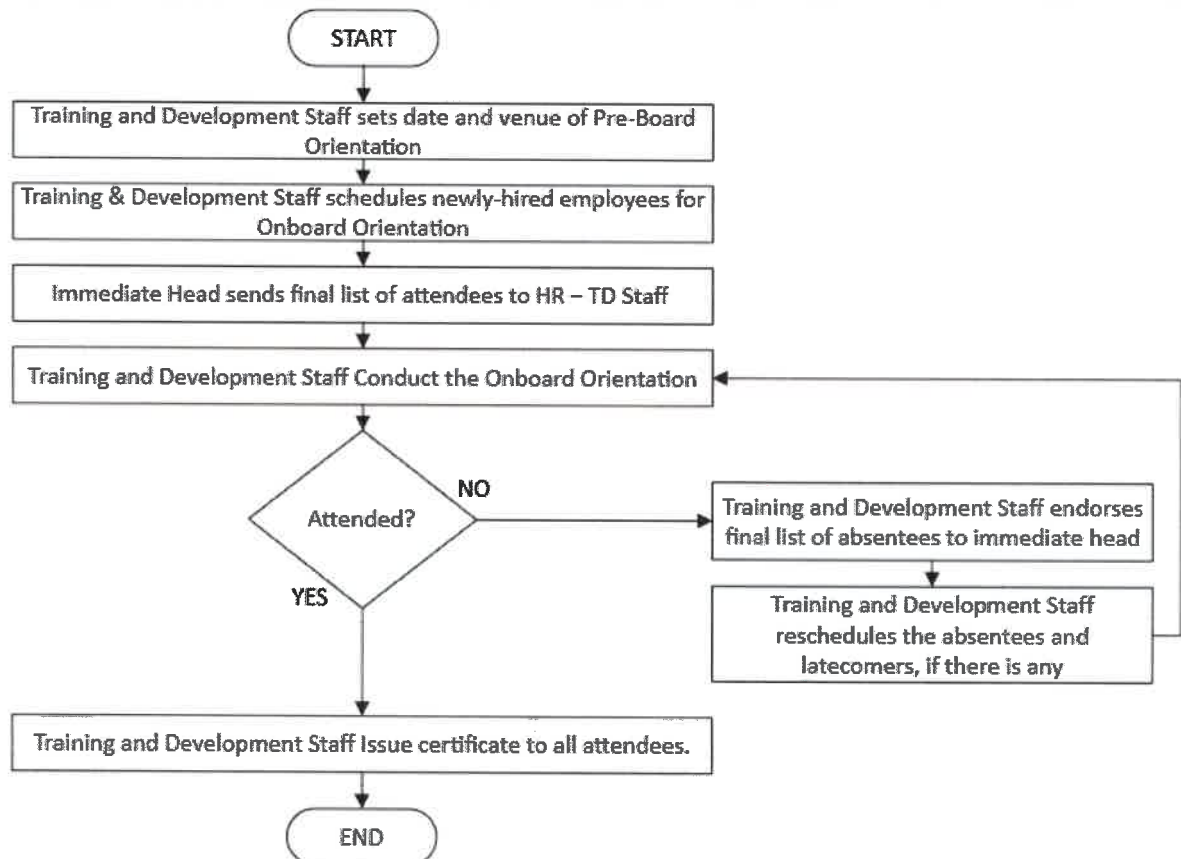
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## ONBOARD ORIENTATION



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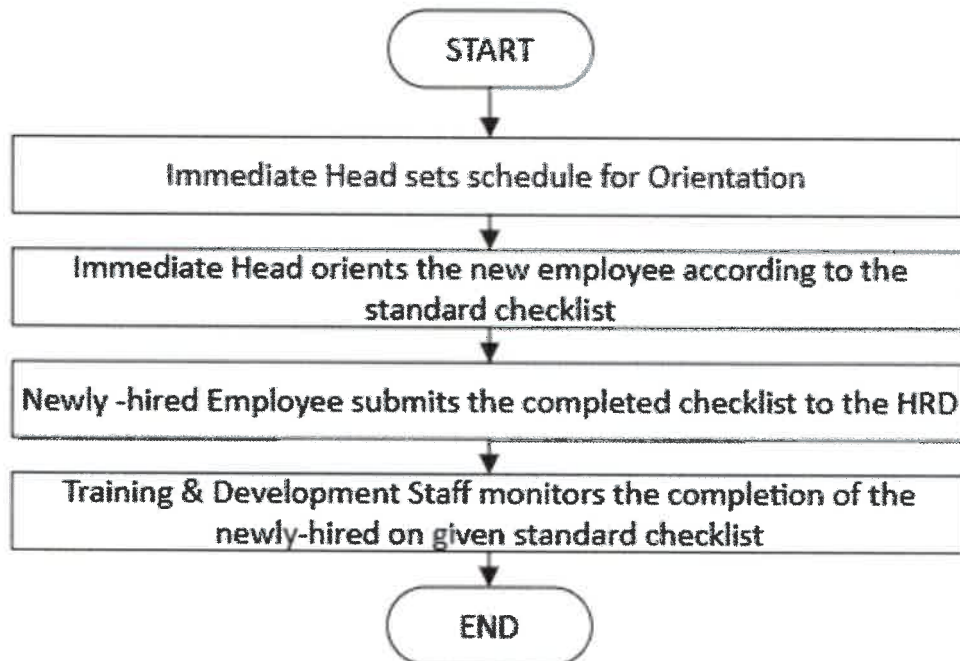
# RIVERSIDE MEDICAL CENTER, INC.



**METRO PACIFIC HEALTH**  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Human Resources Division		<b>POLICY NUMBER:</b> DPOTMH-APP-ORGDEV-P016 (01)	
<b>TITLE/DESCRIPTION:</b>  ORIENTATION FOR ALL EMPLOYEES			
<b>EFFECTIVE DATE:</b> July 31, 2025	<b>REVISION DUE:</b> July 30, 2028	<b>REPLACES NUMBER:</b> N/A	<b>NO. OF PAGES:</b> 15 of 19
<b>APPLIES TO:</b> All Employees of the RMCI (DPOTMH, MRCCC, Una Konsulta)		<b>POLICY TYPE:</b> Administrative	

## DEPARTMENTAL ORIENTATION



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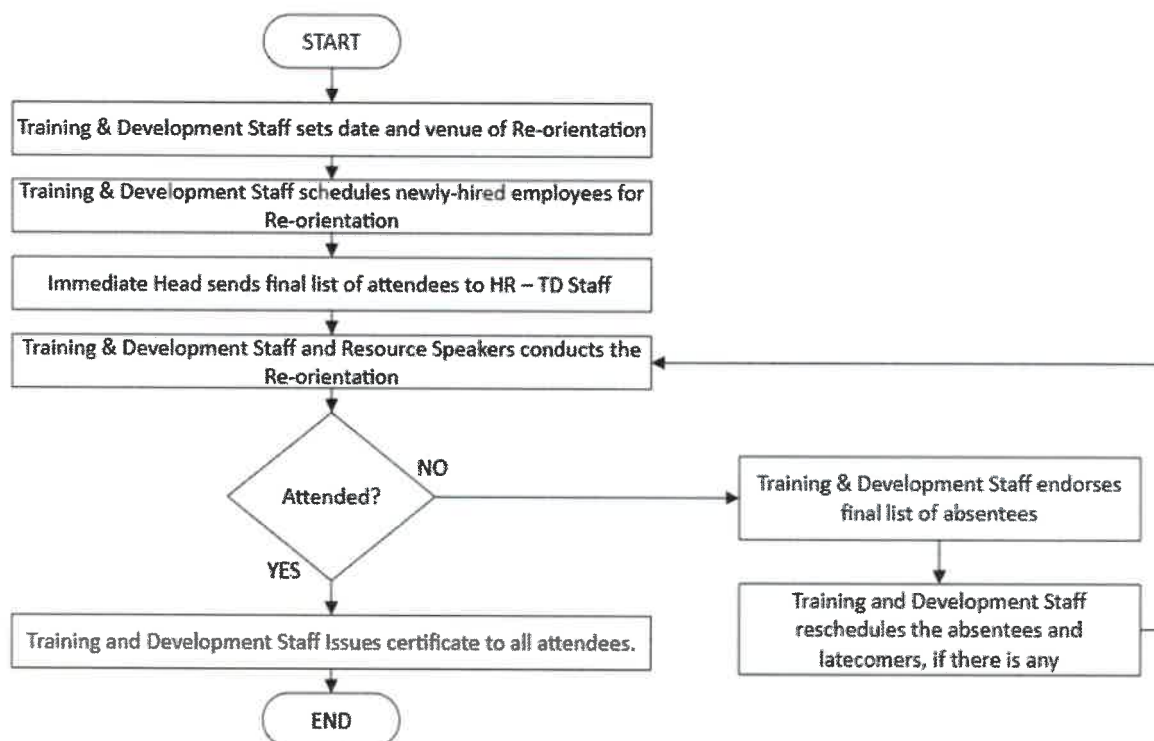
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## RE-ORIENTATION



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<b>FORMS:</b> 1. ORGDEV-F010 (01)-Training Evaluation Tool
<b>EQUIPMENT:</b> N/A
<b>REFERENCES:</b> PhilHealth Benchbook, DOLE



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