



DR. PABLO O. TORRE
MEMORIAL HOSPITAL

RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Engineering and General Services		POLICY NUMBER: DPOTMH-MPP-SECU-P003-(01)	
TITLE/DESCRIPTION: VIP VISIT PROTOCOL			
EFFECTIVE DATE: October 31, 2023	REVISION DUE: October 30, 2026	REPLACES NUMBER: DPOTMH-F-72-P03	NO. OF PAGES: 1 of 14
APPLIES TO: Top Management, Security, CRO, Client Relations, MSD, NSD, All Departments		POLICY TYPE: Multi Disciplinary	

PURPOSE:

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

DEFINITIONS:

VIP-A person of great importance or influence, especially a dignitary who commands special treatment; refers to high rank government officials, foreign dignitaries, and private individuals as defined Very Important Person and Entitled Providing the General Guidelines Governing the Detail of Government personnel or the other private individuals who is recognize by RMCI as VIP.

Celebrity/ies- a condition of fame and broad public recognition of a person or group as a result of the attention given to them by mass media. A person who is well known and gets lots of public attention, or attention from other people by means of their talent and skill.

Protective Security-refers to preventive measures taken to protect the security-sensitive activities of public agencies and companies against espionage, sabotage, terrorist offenses and other crimes that might threaten their operations. 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.

Admission-This term refers only to VIP's with attending Physicians that seeks medical/Surgical treatment at DPOTMH.

RESPONSIBILITY:

Top Management, Security, CRO, Client Relations, NSD, MSD, All Departments

POLICY:

1. The RMCI shall provide protective security escort to all entitled VIP during their visit or admitted within the facility if necessary.
2. The RMCI shall allow private protective security escort of VIP to the high ranking government officials stated approved Memorandum Circular No. 2013-006 / MC. No. 2009-004 defined in this policy.
3. In the event wherein a VIP personage wish to visit the locality; the hospital shall automatically reserve and provide available VIP Class private room/suite.
4. According to the Memorandum No. 2009-004 aforementioned in the exigency of the service, we shall detail protective security personnel to the following personages even in the absence of a written request letter are as follows:



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- ✓ **The President of the Republic of the Philippines**
- ✓ **The Vice – President of the Republic of the Philippines**
- ✓ **The President of the Senate**
- ✓ **The Speaker of the House of Representatives**
- ✓ **The Chief Justice of the Supreme Court**
- ✓ **Secretary of National Defense**
- ✓ **The Secretary of Interior and Local Government Officials**

5. The following Hospital Executives are considered Very Important Person (VIP) and shall also deserve special treatment:
 - ✓ **The President and CEO**
 - ✓ **Board of Directors**
 - ✓ **MPIC Chairman (MVP)**
 - ✓ **MPIC/MPH Officers**
 - ✓ **International Delegates/Investors/ Stakeholders**
 - ✓ **Member of the Executive Committee**
 - ✓ **Chief Medical Officer (CMO)**
 - ✓ **Chief Operating Officer (COO)**
6. During his/her stay, hospital shall provide exemplary or special treatment care to the identified VIP personage, 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.
8. Armed guards and CRO shall observe the highest mode of courtesy during the VIP personage visit.
9. 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.
10. All CRO and Armed Security guards shall always be on Red alert status and No information protocol shall be enforced.
11. CRO and Armed guards shall observe radio ten codes when communicating and relaying/disseminate information in other or near post.
12. Good housekeeping and cleanliness to all facilities shall always be observed.



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PROCEDURE (SOP):

A) Notification of Arrival:

- a) The Office of Client Relations and Corporate Communications and Medical Services shall disseminate the notification letter to all departments to facilitate/arrange to the VIP personage visit.
- b) The Client Relations and Corporate Communications team shall identify the following possible needs of the VIP proposed visit, considering:
 - ✓ Patient and Staff needs of interest
 - ✓ Timing
 - ✓ Venue
 - ✓ Security
- c) Infection control and Nursing Service Division shall identify the Clinical Issues, including infection risk.
- d) Security Team on post shall notify to disseminate the information to the incoming relieving CRO/Armed Guard.
- e) Admitting section shall immediately reserve a private room upon receipt of confirmation from the communications and client relations office prior to arrival date;
- f) The Communications and Client Relations team meets to the nursing, medical, facilities, and security team to establish arrangements during the VIP visit.

B) Upon Arrival:

- ✓ On the arrival of the VIP, all members of his or her party shall meet the designated Mancom Officers, Client Relations and Corporate Communications Officer and Security Specialist.
- ✓ Security Team shall ensure the crowd control and smooth flow of traffic vehicle.
- ✓ Parking space shall be reserve for the guest VIP located at the Doctors Parking Area.
- ✓ Security Team prohibits the media from entering the venue immediately unless permitted by the staff of the VIP personage and by RMCI.
- ✓ Assigned hospital escort armed guard shall monitor and assist private security of VIP personage during upon arrival and rounds only.
- ✓ All employees are reminded that, as employees and as representatives of RMCI, they are expected to behave professionally in accordance with hospital values at all times and not bring the hospital into disrepute when overseeing or participating in any visit by a VIP.



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C) Upon Arrival if directed to ER:

- The Ambulance vehicle shall be available anytime for on-call immediate response and pick-up.
- CRO and Armed Security shall assist traffic to ensure the smooth flow of vehicles on the perimeter and in the ER docking area.
- ER staffs/Nurse and Doctors shall prepare once the VIP is on his or her way to the hospital.
- Minor room at the ER shall be utilized as the VIP's temporary emergency treatment area.
- Private Security Guards are prohibited to enter the minor room.

D) Private room:

- In the event that a VIP personage is admitted to the hospital, he or she shall be immediately accompanied to his or her reserved private room by his or her personal medical officer(s) and assisted by auxiliary personnel.
- Protective security escorts, who will serve as watchers, shall present their duty detail order issued by their respective CP (Chief of Police)/Battalion Commander to the Security Specialist for verification.
- Family and relatives are allowed to visit the VIP patient as long as with his/her approved consent.
- Nursing Service Office designates a skilled Nurse and Doctor to cater VIP's medical needs.

E) VIP Visitor Visits:

- Only approved visitors authorized by the VIP personage shall be allowed to enter and visit.
- Nurse and Medical staff shall ensure that all appropriate health protocols are followed including infectious prevention and control are observe by the VIP or Celebrity visitor if necessary.

F) Confidentiality:

- Strictly No information shall be enforced, except for those with approved consent.
- Visitors can enter and visit and shall abide all the policies and protocol during and after the visit.
- No staff/employee regardless of the position in the company shall contact the media. The conduct of the employee shall adhere in accordance with the policy on **RESPONSIBLE USE OF SOCIAL MEDIA** handling guidance and our duty to protect the patient confidentiality at all times. All media call shall be referred to Client Relations and Communications Office.



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

An NDA creates the legal framework to protect ideas and information from being stolen or shared with competitors or third parties. Breaking a Non – Disclosure Agreement triggers a host of legal ramifications, including lawsuits, financial penalties, and even criminal charges.

G) Management of the Unplanned VIP visits:

- If a VIP arrives unannounced to visit an inpatient, the following shall be observed:
- Security Team shall immediately inform the Client Relations and Corporate Communications.
 - Client Relations and Corporate Communications shall disseminate the information with regards the visit of the VIP.
 - Company designated security escort shall immediately proceed to the area and provide assistance to the VIP's private security escorts.
 - As with any visitor, the patient or his guardian ensures that the VIP visitor has the consent before being given access.



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WORK INSTRUCTION:

KEY TASK	PERSON RESPONSIBLE
1. Prepares program and disseminates information to all department.	Client Relations and Corporate Communications
2. Arranges the venue and program needs.	
3. Liaises to the local government offices who will participate the program.	
4. Arranges approved list of media attendees.	
5. Ensures VIP/Celebrity visits are handled effectively and responsibly.	Chief Nurse/Nurse Supervisor
6. Promotes patient safety and ensure detailed endorsement are properly observed.	
7. Ensures staff nurses are adhered with the standard policies and procedures.	
8. Takes appropriate actions if the policy has not been adhered to.	
9. Process and reserve private room for VIP.	Armed Guards/CRO
10. Secures perimeter and manage vehicle traffic.	
11. Assists and escort the VIP.	
12. Observes military courtesy in high ranking public official VIP.	
13. Coordinates to the Medical and Nursing Services.	
14. Strict implementation of policy and screening prior to entry in the hospital.	
15. Conducts proper roving inspection on hospital floors.	



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16. Prepares equipment and facility needed by the established program for VIP.	Facilities
17. Ensures schedule of cleaning and garbage collection in the room are well followed.	
18. Ensures the VIP private room are complete with amenities and operational before the accommodation.	
19. Facilitates the floor plan and design of the venue.	Engineering
20. Conducts maintenance and inspection of the reserve private room.	
21. Always wear company badge or I.D at all times inside the hospital premises.	Staff/Employees
22. Acts in accordance with all policies to maintain staff/employee, patient and visitors confidentiality.	
23. Ensures all policy and procedures are adhere by the employees.	Total Quality Division
24. Conducts Assessment for improvement for future purposes.	
25. Creates SOP for VIP in need of emergency care.	MSD and NSD



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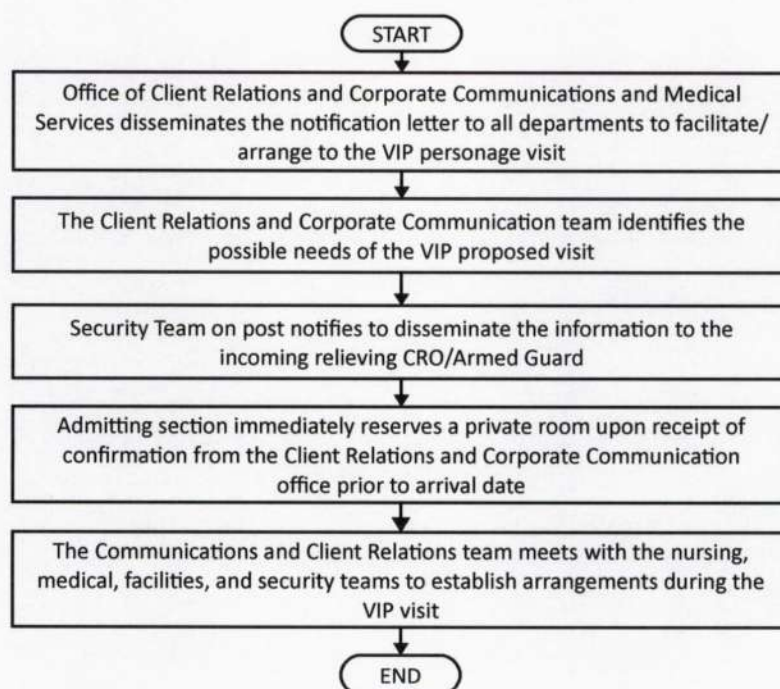


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WORK FLOW:

Notification of Arrival





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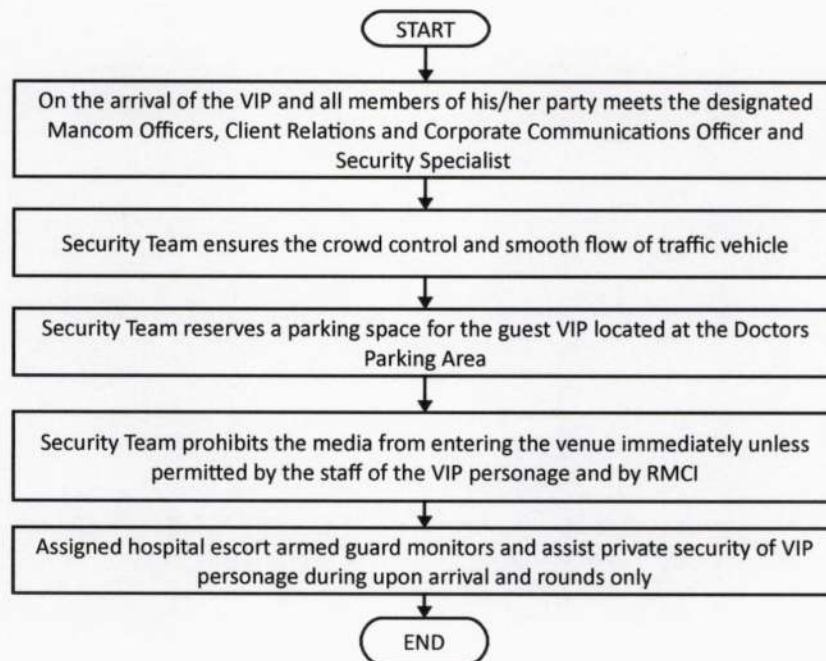
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Upon Arrival





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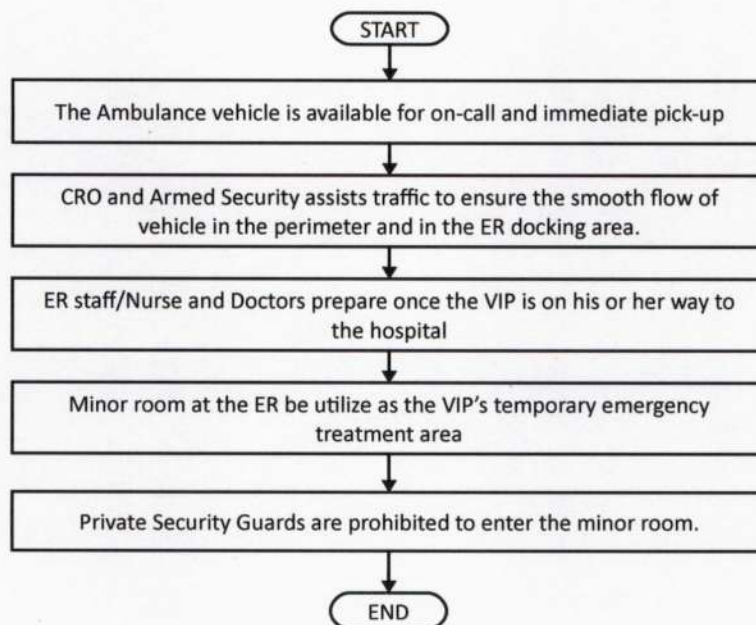
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Upon Arrival if Directed to ER





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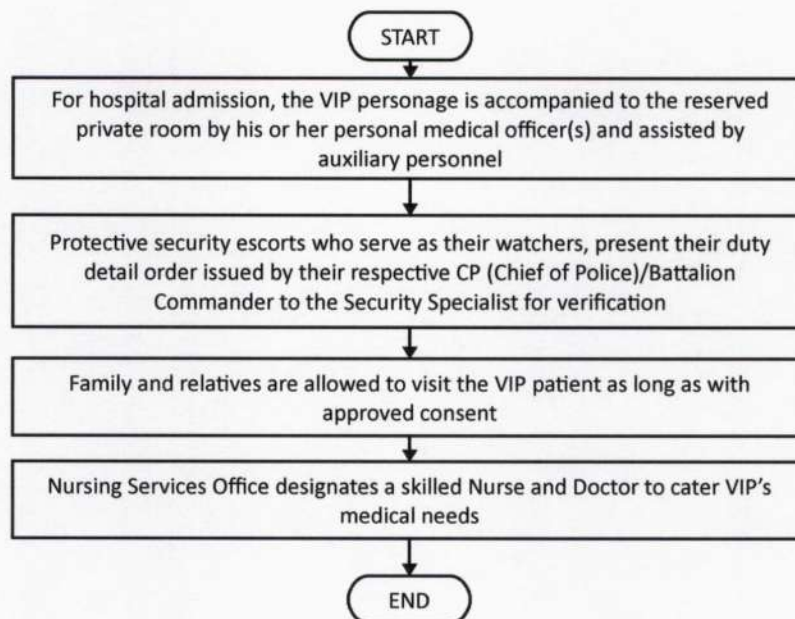
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Private Room





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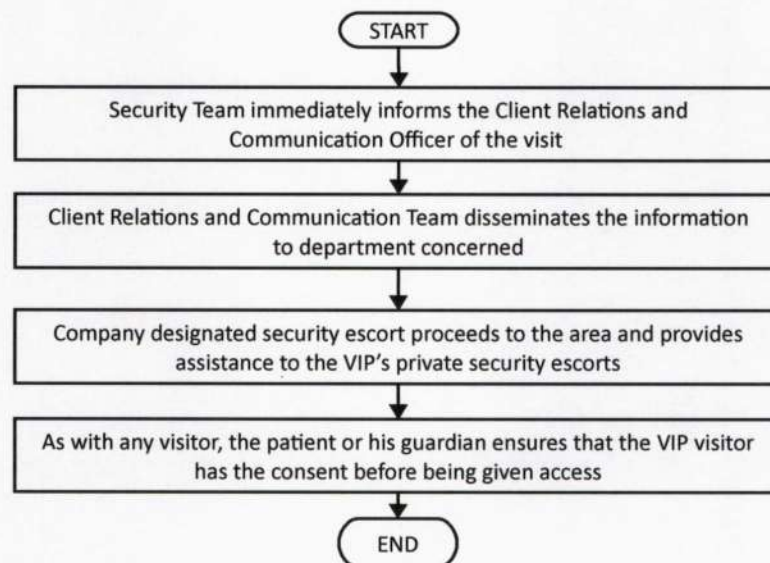
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Management of the Unplanned VIP Visits





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FORMS: NDA (Non-Disclosure Agreement)

EQUIPMENT: N/A

REFERENCES:

1. <https://www.napolcom.gov.ph/images/pdf/mc%202009-004.pdf>
2. http://communicator2.rivermedcenter.net/communicator/assets/attachments_bulletins/TQD-QA-P005_-RESPONSIBLE_USE_OF_SOCIAL_MEDIA.pdf
3. http://communicator2.rivermedcenter.net/communicator/assets/attachments_bulletins/3cbd1587028684d0e42dc12af7771aff.pdf
4. DPOTMH-MPP-SECU-P006-NO ID, NO ENTRY POLICY
5. DPOTMH-HW-P03-No Name Posted Outside Patients Room Policy
6. RA. 5487 (Private Security Agency Law) Rule VII
7. Memorandum Circular No. 2013-006



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APPROVAL:				
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