

Medical Service: First Aid and Hospital Referral

Office or Division		Rehabilitation Sheltered Workshop (RSW) / Protective Services Division		
Classification		Simple		
Type of Transaction		Government to Government		
Who may Avail		All Service/ project workers		
A. First Aid and Hospital Referral				
Checklist of Requirements		Where to Secure		
WFP, MDP		Administrative Office		
Cash Advance for the Workshop activity		Special Disbursement Activity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Medical record	1. Review of Medical Record of patient (If any).	None	2 minutes	<i>Nurse</i> RSW
2. Initial Physical Examination	2.1 Conduct of initial physical examination, temperature, pulse, blood pressure and respiratory rate.	None	10 minutes	<i>Nurse/ Resident</i> <i>Doctor</i> RSW
	2.2 Physical consultation with resident doctor	None	15 minutes	<i>Nurse/ Resident</i> <i>Doctor</i> RSW
	2.3 Prescription of medicine.	None	5 minutes	<i>Resident Doctor</i> RSW
3. Need further hospital referral	3.1 Preparation of running record	None	5 minutes	<i>Doctor/Nurse</i> RSW
	3.2 Deployment of vehicles/ ambulance with nurse.	None	5 Minutes	<i>Driver</i> RSW

4. Feedback Reporting	4. Preparation of feedback report by nurse	None	20 minutes	<i>Nurse RSW</i>
TOTAL		None	57 minutes	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p><u>For Visitors/Customers/Applicant</u></p> <p>A “Customer Satisfaction Feedback Form” is given by the Security Guard on duty to visitor/customer upon entry at RSW gate. Guard on Duty to explain the content of the slip to be dropped inside the RSW suggested box</p> <p><u>For Project Workers</u></p> <p>A weekly kumustahan after the flag ceremony are being facilitated by social workers to address grievance and concerns in the operation of the center.</p>
How feedbacks are processed	<p>The Integrity Management Program Committee of the Center shall review every quarter all feedback to be raise during the Senior Staff Meeting for the RSW management to address. Any decision and action to be undertaken shall be discussed in the General Staff Meeting (GSM) as one of the agenda.</p>
How to file a complaint	<p>Complaints may directly be raised by concern individual to the Center Head for appropriate action while other venue for complain could be reported directly through Regional Director at DSWD FO , Legarda or Office of the Secretary. Complain or through the following mechanism.</p> <ol style="list-style-type: none"> 1. Complain may be deposited at RSW Suggested Box” 2. Complain could be emailed at 3. Complain could be in written address directly at RSW, Escopa III,Project IV, Quezon City.
How complaints are processed	<p>Complain that are within the control of the center shall deliberated during senior staff meeting and General Staff Meeting for appropriate action.</p> <p>Complainant will be inform on the action if possible by all means.</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>