



DEPARTMENT OF HEALTH  
DR. JOSE RIZAL MEMORIAL HOSPITAL  
LAWAAN, DAPITAN CITY  
TELEFAX; (065) 213-6421  
Website: [www.djrmh.doh.gov.ph](http://www.djrmh.doh.gov.ph)  
Email: [dohdjrmh@gmail.com](mailto:dohdjrmh@gmail.com)



Certificate Number: AJA16.0979

## DOH RCS Certificate of Compliance

CERTIFICATION OF COMPLIANCE  
for DOH Anti-Red Tape Act Report Card Survey  
(a transition initiative of DOH to RA 11032 EODB-EGSD)

I, **MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE**, Filipino, of legal age, **Medical Center Chief I**, of the **Dr. Jose Rizal Memorial Hospital** with office address located at **Lawaan, Dapitan City, Zamboanga del Norte**, being responsible and accountable in ensuring compliance with the salient provisions of the Republic Act No. 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, Providing Penalties Therefor, and a transition to RA 11032 EODB-EGSD and the requirements of the report card survey hereby attest and affirm that the **Dr. Jose Rizal Memorial Hospital** has already complied or/and addressed deficiencies and key findings identified during the RCS (incognito) Inspection conducted on **June 24-27, 2019** by the **DOH-Zamboanga City Medical Center** designate ARTA researcher.

Table 1. Exit Call Result

ARTA SUB-AREAS		REMARKS
<i>NOTE: These are all based on researcher's observation during incognito inspection. All data gathered from inspection and respondents' interview are yet to be encoded to generate an ARTA RCS report of findings, which shall be communicated by the FICT-Usec</i>		
<b>A. Citizen's Charter</b>		
/	Citizen's Charter (CC) is posted at the main entrance or most conspicuous place	Their charter is posted at the most conspicuous place. It can be seen outside the OPD building and per unit/department of the hospital.
/	CC components are complete for all frontline services (based on the posted CC in the facility not the CC submitted to FICT-Usec or facility's website)	
/	The posted CC is consistent with the CC submitted to FICT-Usec and facility's website	The submitted CC was not uniform with the charter posted. Nonetheless, charter posted was commendable because these were neatly printed and were all in a uniformed template displayed visibly in all their respective area of services.
/	Procedure for filing complaints and feedback mechanism were posted (either indicated in the CC or posted separately)	
/	No additional requirements (document/fee/steps) were imposed other than listed in the CC	Though there were no indicated additional requirements. In the Radiology department's charter, there was a "none or N/A" indicated in the fees component but a client responded that she paid for her services. This, I believe is a typographical error. Hence, when crafting a charter, it is safe to indicate the fees or if too many to mention indicate, "refer to table of



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		fees".
/	All frontline services offered have respective Citizen's Charter/service standards	Though Malasakit Center is a new program for DOH, it would be better if this also has Citizen's Charter.
<b>B. Anti-Fixer Campaign</b>		
/	"Anti-fixing campaign" material/s available	The facility has an "ARTA Corner" for each unit/department.
<b>C. Public Assistance And Complaints Desk</b>		
X	PACD installed	During incognito PACD was not yet visible to the clients.  The facility may also look into putting or situating PACD at the entrance of OPD.
X	PACD attended by a courteous/polite and knowledgeable personnel at all times (observing rotation of breaks and adherence to official business hour)	There was no PACD during incognito.
<b>D. No Noon Break Rule</b>		
X	No Noon Break policy complied in all services/frontline service units/departments	Only Family Medicine Unit did not observe the No Noon Break Rule, where no ROD was on duty between 12:00 noon to 1:00pm.
X	PACD personnel adheres to "No Noon Break" policy	During incognito PACD was not installed and there were no personnel attending the counter/desk. Lights were also turned off.
<b>E. No Hidden Cost</b>		
/	All transaction costs/fees were posted at the frontline service unit/s, visible to clients	
/	Issues official receipt for payment of frontline service availed	
<b>F. ID/Nameplates</b>		
X	All frontline employees wear easy to read ID/Nameplates	During the incognito observation, there were some personnel and a doctor, (CSR female staff, Radiology male staff, Triage male staff, OPD Nurse, Famed Doctor, female Security Guard) not wearing their ID/Nameplates.
/	Appropriate use of frontline service provider's nameplates in all transaction windows/counters	At the OPD where "steps signboard" were situated, name plates may also be posted.
<b>G. Frontline Service Provider &amp; Security Guard</b>		
/	No discourteous frontline service provider	
/	No discourteous security guard	
/	Adheres to "first come, first serve" system	
/	Adheres to official working hours in processing of transactions and attended to clients who are within the premises of the surveyed facility prior to the end of official working hours	
/	No security or service provider mentioned or announced regarding "cut off" time	
<b>H. Physical Set-Up</b>		
/	Use of queueing system	
/	Visible directional signage	
/	Accessible frontline service unit (s)	
/	Properly labeled service unit (s)	
/	Clean frontline service (s)	
/	Well-lit frontline service unit(s)	



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I. Basic Facilities		
/	Clean comfort room/s	
/	Convenient waiting area	However, it was observed that almost all the benches inside the Triage Area are almost broken or almost damaged.
/	Special lanes for persons with disability, pregnant women, and senior citizens	
/	Facilities for PWDs	
J. Display of Posters		
/	With displayed "No Noon Break" poster	
/	With displayed No Smoking Poster	
/	With displayed Contact Center ng Bayan poster"	
/	No "cut off" time poster/leaflets/or any materials posted	For laboratory result releasing time, the facility must make sure that result is available on that day and this is indicated in the charter.

Table 2

KEY FINDINGS	ACTION TAKEN	MEANS OF VERIFICATION
1. No PACD installed.  <i>During incognito PACD was not yet visible to the clients. The facility may also look into putting or situating PACD at the entrance of OPD.</i>	PACD implementation date was on June 26, 2019.  Our daily census for OPD clients since January this year has increased almost three times from our daily census from previous years. In our current physical setup, the OPD entrance is not the best strategic for strategic place to be PACD kiosk/area. Thus, we have situated it in our old admission area near our OPD waiting area.	Photos of our PACD Kiosk situated in front of our OPD waiting area (Annex "A")
2. PACD not attended by a courteous/polite and knowledgeable personnel at all times (observing rotation of breaks and adherence to official business hour)  <i>There was no PACD during incognito.</i>	PACD implementation date was on June 26, 2019	<ul style="list-style-type: none"><li>Schedule of Duties for PACD Personnel from June to November 2019 (Annex "B-B6")</li><li>Hospital Order No. 206 series of 2019 entitled "Establishment of Public Assistance and Complaints Desk in Dr. Jose Rizal Memorial Hospital" (Annex "C")</li></ul>
3. PACD personnel do not adhere to "No Noon Break" policy  <i>During incognito PACD was not installed and there were no personnel attending the counter/desk. Lights were also turned off.</i>		



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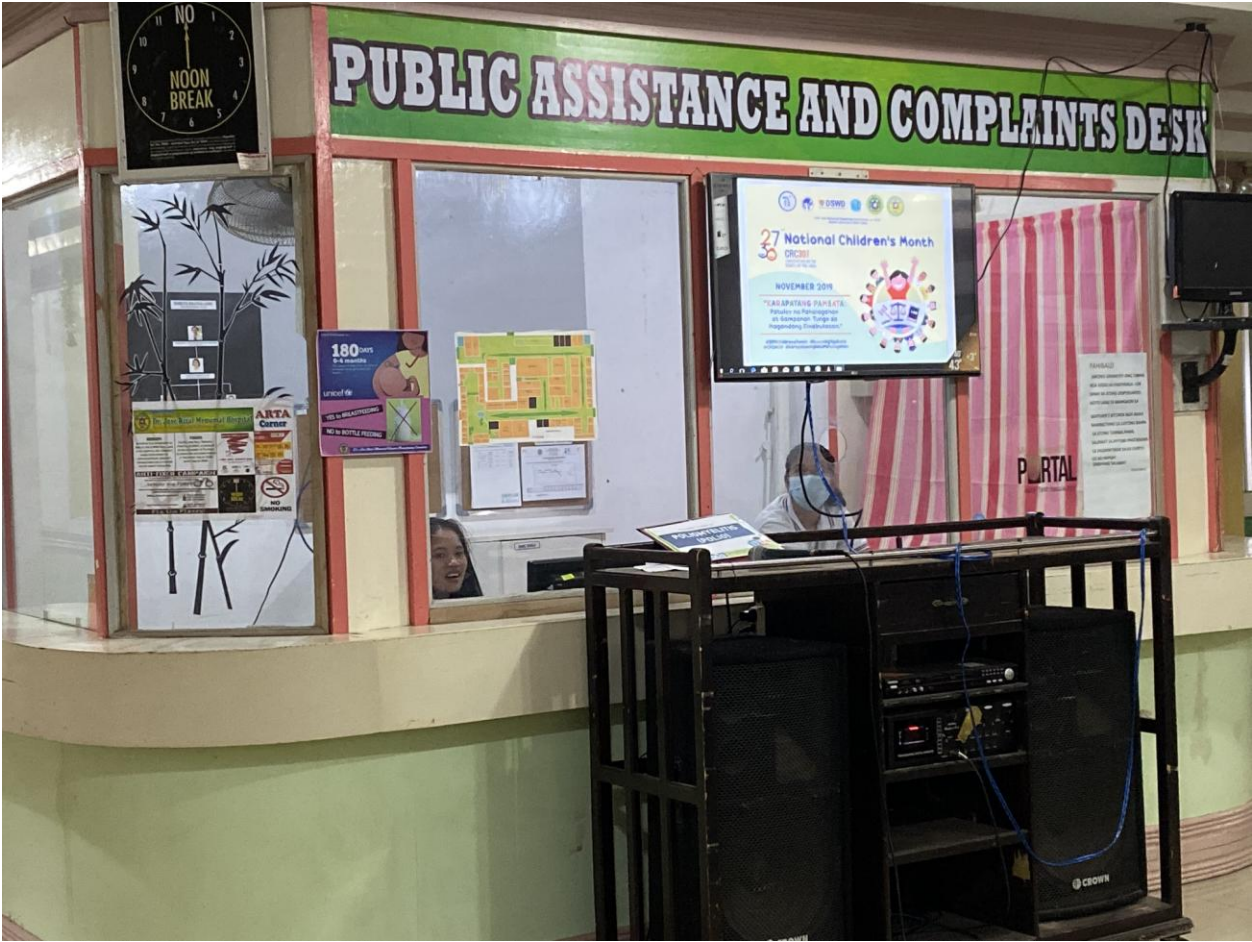
KEY FINDINGS	ACTION TAKEN	MEANS OF VERIFICATION
4. No Noon Break policy not complied  <i>Only Family Medicine Unit did not observe the No Noon Break Rule, where no ROD was on duty between 12:00 noon to 1:00pm.</i>	Observance of No Noon Break policy fully implemented in the OPD with medical doctors duty hours from 8AM to 5PM.	List of Patients seen during lunch break recorded in the OPD logbook (from November 27-28, 2019) (Annex "D")
5. Some frontline employees do not wear easy to read ID/Nameplates  <i>During the incognito observation, there were some personnel and a doctor, (CSR female staff, Radiology male staff, Triage male staff, OPD Nurse, Famed Doctor, female Security Guard) not wearing their ID/Nameplates.</i>	<b>Nursing Service Staff (OPD &amp; All Nursing Staff)</b> Called the attention of the staff during monthly meeting and reminded to wear Hospital ID all the time during duty hours.  <b>Radiology Male Staff</b> The Radiology Section conducted a meeting and part of their agenda is to require all staff to wear ID at all times when on duty.  <b>Female Security Guard (Outsourced)</b> As to our outsourced personnel from Golden Buddha Investigation and Security Agency, a letter was sent to Ms. Miravilla, General Manager thru Ms. Elis, OIC-Dipolog Branch and a memorandum was issued requiring the security and janitorial personnel to always wear their uniform and company ID for proper identification.	Excerpt of OPD Minutes of Monthly Meeting (Annex "E") Excerpt of Nursing Service Minutes of Meeting (Annex "F")  Excerpt of Radiology Section Minutes of Meeting (Annex "G")  Copy of sent letter and issued memorandum (Annex "H" & "I")

This certification is being issued to declare that all information stated herein is true and correct which can be verified with the available records of the **Dr. Jose Rizal Memorial Hospital**.

*Maria Dinna C. Viray-Pariñas*  
MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE  
*for* Medical Center Chief I *J. Paray 11/22/19*

# ANNEX "A"

PUBLIC ASSISTANCE AND COMPLAINTS DESK IN FRONT OF THE OPD WAITING AREA



# ANNEX "B"



**DR. JOSE RIZAL MEMORIAL HOSPITAL**  
PUBLIC ASSISTANCE AND COMPLAINTS DESK  
June 1 – 30, 2019

NAME	22 SAT	23 SUN	24 MON	25 TUE	26 WED	27 THU	28 FRI	29 SAT	30 SUN
<b>Marcillones, Clarebelle M.</b>							PM		
<b>Dampayla, Marites S.</b>					RD				
<b>Olinan, John Ian L.</b>					AM				
<b>Adasa, Sheena Fae P.</b>					PM	RD			
<b>Gako-Abad, Jurryville R.</b>						AM			
<b>Elumbaring, Floyd Jervis L.</b>						PM	RD		
<b>Amit-Chua, Charisse L.</b>							AM		
<b>Escote, Neva Jean O.</b>					8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm		

Prepared by:

*marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Noted by:

*6/26/19*  
**MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I

Concurred by Members:

**Adasa, Sheena Fae P. – Nurse II** *[Signature]*  
**Amit-Chua, Charisse L. – Administrative Officer IV** *[Signature]*  
**Dampayla, Marites S. – Administrative Assistant II** *[Signature]*  
**Escote, Neva Jean O. – Job Order** *[Signature]*  
**Gako-Abad, Jurryville R. – Nurse II** *[Signature]*  
**Olinan, John Ian L. – Engineering Assistant** *[Signature]*  
**Salaveria, Kristina A. – Nutritionist Dietitian III** *[Signature]*

**LEGEND**

**AM** – Morning Shift (8 am – 12 noon)

**PM** – Afternoon Shift (1 pm – 5 pm)

**RD** – Reliever of the Day

# ANNEX "B1"



## DR. JOSE RIZAL MEMORIAL HOSPITAL PUBLIC ASSISTANCE AND COMPLAINTS BOOK July 1 – 31, 2019

NAME	1 MON	2 TUE	3 WED	4 THU	5 FRI	6 SAT	7 SUN	8 MON	9 TUE	10 WED	11 THU	12 FRI	13 SAT	14 SUN	15 MON
Marcillones, Clarebelle M.	RD			AM					PM	RD					AM
Dampayla, Marites S.	AM			PM	RD					AM					PM
Olinan, John Ian L.	PM	RD			AM					PM	RD				
Adasa, Sheena Fae P.		AM			PM			RD			AM				
Gako-Abad, Jurryville R.		PM	RD					AM			PM	RD			
Elumbaring, Floyd Jervis L.			AM					PM	RD			AM			
Amit-Chua, Charisse L.			PM	RD					AM			PM			RD
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm

NAME	16 TUE	17 WED	18 THU	19 FRI	20 SAT	21 SUN	22 MON	23 TUE	24 WED	25 THU	26 FRI	27 SAT	28 SUN	29 MON	30 TUE	31 WED
Marcillones, Clarebelle M.			PM	RD					AM					PM	RD	
Dampayla, Marites S.	RD			AM					PM	RD					AM	
Olinan, John Ian L.	AM			PM			RD			AM					PM	RD
Adasa, Sheena Fae P.	PM	RD					AM			PM	RD					AM
Gako-Abad, Jurryville R.		AM					PM	RD			AM					PM
Elumbaring, Floyd Jervis L.		PM	RD					AM			PM			RD		
Amit-Chua, Charisse L.			AM					PM	RD					AM		
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm

Prepared by:

*Clarebelle M. Marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Noted by:

*Maria Dinna C. Viray-Parinas*  
**MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I

Concurred by Members:

Adasa, Sheena Fae P. – Nurse II *[Signature]*  
Amit-Chua, Charisse L. – Administrative Officer IV *[Signature]*  
Dampayla, Marites S. – Administrative Assistant II *[Signature]*  
Escote, Neva Jean O. – Job Order *[Signature]*  
Gako-Abad, Jurryville R. – Nurse II *[Signature]*  
Olinan, John Ian L. – Engineering Assistant *[Signature]*  
Salaveria, Kristina A. – Nutritionist Dietitian III *[Signature]*

### LEGEND

AM – Morning Shift (8 am – 12 noon)  
PM – Afternoon Shift (1 pm – 5 pm)  
RD – Reliever of the Day



# DR. JOSE RIZAL MEMORIAL HOSPITAL

PUBLIC ASSISTANCE AND COMPLAINTS DIVISION

August 1 – 31, 2019

# ANNEX "B2"

NAME	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU
Marcillones, Clarebelle M.		AM					PM	RD					AM		
Dampayla, Marites S.		PM			RD			AM					PM	RD	
Olinan, John Ian L.					AM			PM	RD					AM	
Adasa, Sheena Fae P.					PM	RD			AM						PM
Gako-Abad, Jurryville R.	RD					AM			PM			RD			AM
Elumbaring, Floyd Jervis L.	AM					PM	RD					AM		PM	RD
Amit-Chua, Charisse L.	PM	RD					AM					PM	RD		
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	Absent	Absent	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm

NAME	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
Marcillones, Clarebelle M.	PM			RD		H		AM			H			PM	RD	
Dampayla, Marites S.				AM		O		PM			O	RD			AM	
Olinan, John Ian L.						L	RD				L	AM	PM		PM	
Adasa, Sheena Fae P.					AM	I					I	PM	RD			
Gako-Abad, Jurryville R.					PM	D					D		AM			
Elumbaring, Floyd Jervis L.	RD			PM	RD	A	AM				A			RD		
Amit-Chua, Charisse L.	AM					Y	PM	RD			Y			AM		
Escote, Neva Jean O.	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm		8am-11am 12nn-5pm	8am-11am 12nn-5pm				8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	

Prepared by:

*Clarebelle M. Marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Approved by:

*Yeno E. Pesquera*  
**YENO E. PESQUERA**  
Computer Maintenance Technologist II/ARTA Focal Person

Concurred by Members:

Adasa, Sheena Fae P. – Nurse II *Sheena*  
Amit-Chua, Charisse L. – Administrative Officer IV *Charisse*  
Dampayla, Marites S. – Administrative Assistant II *Marites*  
Elumbaring, Floyd Jervis L. – Administrative Aide III *Floyd*  
Escote, Neva Jean O. – Job Order *Neva*  
Gako-Abad, Jurryville R. – Nurse II *Jurryville*  
Olinan, John Ian L. – Engineering Assistant *John*

Noted by:

*Maria Dinna C. Viray-Parinas*  
**MARIA DINNA C. VIRAY-PARINAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I *Maria* 7/23/19

## LEGEND

AM – Morning Shift (8 am – 12 noon)  
PM – Afternoon Shift (1 pm – 5 pm)  
RD – Reliever of the Day

# ANNEX "B3"



## DR. JOSE RIZAL MEMORIAL HOSPITAL PUBLIC ASSISTANCE AND COMPLAINTS DESK September 1 – 30, 2019

NAME	1 SUN	2 MON	3 TUE	4 WED	5 THU	6 FRI	7 SAT	8 SUN	9 MON	10 TUE	11 WED	12 THU	13 FRI	14 SAT	15 SUN
Marcillones, Clarebelle M.			RD	AM		AM			PM	RD			AM		
Dampayla, Marites S.				PM	RD				AM	PM			PM		
Olinan, John Ian L.		RD			AM					AM	RD				
Adasa, Sheena Fae P.		AM			PM	RD					AM				
Gako-Abad, Jurryville R.		PM									PM	RD			
Elumbaring, Floyd Jervis L.			AM			PM			RD			AM			
Amit-Chua, Charisse L.			PM	RD								PM	RD		
Escote, Neva Jean O.		8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm		

NAME	16 MON	17 TUE	18 WED	19 THU	20 FRI	21 SAT	22 SUN	23 MON	24 TUE	25 WED	26 THU	27 FRI	28 SAT	29 SUN	30 MON
Marcillones, Clarebelle M.								PM				PM			RD
Dampayla, Marites S.	RD			AM				RD							AM
Olinan, John Ian L.	AM		PM		RD				PM		PM				
Adasa, Sheena Fae P.	PM	RD			AM					PM	RD				
Gako-Abad, Jurryville R.		AM		RD	PM				AM	RD		AM			
Elumbaring, Floyd Jervis L.		PM	RD					AM				RD			PM
Amit-Chua, Charisse L.			AM	PM					RD	AM	AM				
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm

Prepared by:

*Clarebelle M. Marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Approved by:

*Yeno E. Pesquera*  
**YENO E. PESQUERA**  
Computer Maintenance Technologist II/ARTA Focal Person

Concurred by Members:

Adasa, Sheena Fae P. – Nurse II *on leave*  
Amit-Chua, Charisse L. – Administrative Officer IV *off*  
Dampayla, Marites S. – Administrative Assistant II *off*  
Elumbaring, Floyd Jervis L. – Administrative Aide III *off*  
Escote, Neva Jean O. – Job Order *off*  
Gako-Abad, Jurryville R. – Nurse II *off*  
Olinan, John Ian L. – Engineering Assistant *off*

Noted by:

*Maria Dinna C. Viray-Pariñas*  
**MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I *8/29/19*

### LEGEND

**AM** – Morning Shift (8 am – 12 noon)  
**PM** – Afternoon Shift (1 pm – 5 pm)  
**RD** – Reliever of the Day



**DR. JOSE RIZAL MEMORIAL HOSPITAL**  
PUBLIC ASSISTANCE AND COMPLAINTS DESK  
Revised Schedule for October 1 – 31, 2019

**ANNEX "B4"**

NAME	1 TUE	2 WED	3 THU	4 FRI	5 SAT	6 SUN	7 MON	8 TUE	9 WED	10 THU	11 FRI	12 SAT	13 SUN	14 MON	15 TUE
Marcillones, Clarebelle M.			AM					PM	RD					AM	
Dampayla, Marites S.			PM	RD					AM					PM	RD
Olinan, John Ian L.	RD			AM						RD	PM				AM
Adasa, Sheena Fae P.				PM			RD			AM					PM
Gako-Abad, Jurryville R.	PM	RD					AM			PM	RD				
Elumbaring, Floyd Jervis L.		AM					PM	RD			AM				
Amit-Chua, Charisse L.	AM	PM	RD					AM	PM					RD	
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm

NAME	16 WED	17 THU	18 FRI	19 SAT	20 SUN	21 MON	22 TUE	23 WED	24 THU	25 FRI	26 SAT	27 SUN	28 MON	29 TUE	30 WED	31 THU
Marcillones, Clarebelle M.		PM	RD					AM					PM	RD		
Dampayla, Marites S.			AM					PM	RD					AM		
Olinan, John Ian L.			PM			RD			AM						RD	PM
Ajero, Nenuco Gary C.	RD					AM			PM	RD			AM		AM	
Gako-Abad, Jurryville R.	AM					PM	RD			AM					PM	RD
Elumbaring, Floyd Jervis L.	PM	RD					AM			PM			RD			AM
Amit-Chua, Charisse L.		AM					PM	RD						PM		
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm

Prepared by:

*marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Concurred by Members:

Ajero, Nenuco Gary C. – Nurse II  
Amit-Chua, Charisse L. – Administrative Officer IV  
Dampayla, Marites S. – Administrative Assistant II  
Elumbaring, Floyd Jervis L. – Administrative Aide III  
Escote, Neva Jean O. – Job Order  
Gako-Abad, Jurryville R. – Nurse II  
Olinan, John Ian L. – Engineering Assistant

Approved by:

*[Signature]*  
**YENO E. PESQUERA**  
Computer Maintenance Technologist II/ARTA Focal Person

Noted by:

*[Signature]*  
**MARIA DINNA C. VIRAY-PARINAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I

10/18/19  
@ 2:45 pm

**LEGEND**

**AM** – Morning Shift (8 am – 12 noon)  
**PM** – Afternoon Shift (1 pm – 5 pm)  
**RD** – Reliever of the Day

# ANNEX "B5"



## DR. JOSE RIZAL MEMORIAL HOSPITAL PUBLIC ASSISTANCE AND COMPLAINTS DIVISION November 1 – 30, 2019

NAME	1 FRI	2 SAT	3 SUN	4 MON	5 TUE	6 WED	7 THU	8 FRI	9 SAT	10 SUN	11 MON	12 TUE	13 WED	14 THU	15 FRI
Marcillones, Clarebelle M.	H						PM	RD					AM		
Dampayla, Marites S.	O				RD		AM	AM					PM	RD	
Olinan, John Ian L.	L							PM			RD	PM		AM	
Ajero, Nenuco Gary C.	I				PM	RD					AM			PM	RD
Gako-Abad, Jurryville R.	D			PM		AM					PM	RD			AM
Elumbaring, Floyd Jervis L.	A			AM		PM	RD					AM			PM
Amit-Chua, Charisse L.	Y			RD	AM								RD		
Escote, Neva Jean O.				8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm

NAME	16 SAT	17 SUN	18 MON	19 TUE	20 WED	21 THU	22 FRI	23 SAT	24 SUN	25 MON	26 TUE	27 WED	28 THU	29 FRI	30 SAT
Marcillones, Clarebelle M.			PM	RD		AM	AM					PM	RD		
Dampayla, Marites S.			RD	AM	PM		PM								
Olinan, John Ian L.			AM		RD					AM			PM	RD	
Ajero, Nenuco Gary C.					AM					PM	RD			AM	
Gako-Abad, Jurryville R.						RD				AM				PM	
Elumbaring, Floyd Jervis L.										RD	PM	RD			
Amit-Chua, Charisse L.				PM		PM	RD					AM	AM		
Escote, Neva Jean O.			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	

Prepared by:

*Clarebelle M. Marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Approved by:

*Yeno E. Pesquera*  
**YENO E. PESQUERA**  
Computer Maintenance Technologist II/ARTA Focal Person

Concurred by Members:

Ajero, Nenuco Gary C. – Nurse II *on-leave*  
Amit-Chua, Charisse L. – Administrative Officer IV *on-leave*  
Dampayla, Marites S. – Administrative Assistant II *on-leave*  
Elumbaring, Floyd Jervis L. – Administrative Aide III *on-leave*  
Escote, Neva Jean O. – Job Order *on-leave*  
Gako-Abad, Jurryville R. – Nurse II *on-leave*  
Olinan, John Ian L. – Engineering Assistant *on-leave*

Noted by:

*Maria Dinna C. Viray-Pariñas*  
**MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I

### LEGEND

**AM** – Morning Shift (8 am – 12 noon)  
**PM** – Afternoon Shift (1 pm – 5 pm)  
**RD** – Reliever of the Day

# ANNEX "B6"



**DR. JOSE RIZAL MEMORIAL HOSPITAL**  
PUBLIC ASSISTANCE AND COMPLAINTS DESK  
December 1 – 31, 2019

NAME	1 SUN	2 MON	3 TUE	4 WED	5 THU	6 FRI	7 SAT	8 SUN	9 MON	10 TUE	11 WED	12 THU	13 FRI	14 SAT	15 SUN
Marcillones, Clarebelle M.			AM			PM			RD			AM			
Dampayla, Marites S.			PM	RD					AM			PM	RD		
Olinan, John Ian L.				AM					PM	RD			AM		
Ajero, Nenuco Gary C.				PM	RD					AM			PM		
Gako-Abad, Jurryville R.		RD			AM					PM	RD				
Elumbaring, Floyd Jervis L.		AM			PM	RD					AM				
Amit-Chua, Charisse L.		PM	RD			AM					PM	RD			
Escote, Neva Jean O.		8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm		

NAME	16 MON	17 TUE	18 WED	19 THU	20 FRI	21 SAT	22 SUN	23 MON	24 TUE	25 WED	26 THU	27 FRI	28 SAT	29 SUN	30 MON	31 TUE
Marcillones, Clarebelle M.		PM	RD					AM	H	H					H	H
Dampayla, Marites S.			AM					PM	O	O	RD				O	O
Olinan, John Ian L.			PM	RD					L	L	AM				L	L
Ajero, Nenuco Gary C.	RD			AM					I	I	PM	RD			I	I
Gako-Abad, Jurryville R.	AM			PM	RD				D	D		AM			D	D
Elumbaring, Floyd Jervis L.	PM	RD			AM				A	A		PM			A	A
Amit-Chua, Charisse L.		AM			PM			RD	Y	Y					Y	Y
Escote, Neva Jean O.	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm	8am-11am 12nn-5pm			8am-11am 12nn-5pm			8am-11am 12nn-5pm	8am-11am 12nn-5pm				

Prepared by:

*Clarebelle M. Marcillones*  
**CLAREBELLE M. MARCILLONES**  
Computer Maintenance Technologist I

Concurred by Members:

Ajero, Nenuco Gary C. – Nurse II  
Amit-Chua, Charisse L. – Administrative Officer IV  
Dampayla, Marites S. – Administrative Assistant II  
Elumbaring, Floyd Jervis L. – Administrative Aide III  
Escote, Neva Jean O. – Job Order  
Gako-Abad, Jurryville R. – Nurse II  
Olinan, John Ian L. – Engineering Assistant

Approved by:

*Yeno E. Pesquera*  
**YENO E. PESQUERA**  
Computer Maintenance Technologist II/ARTA Focal Person

Noted by:

*Maria Dinna C. Viray-Parinas*  
**MARIA DINNA C. VIRAY-PARIÑAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I

## LEGEND

**AM** – Morning Shift (8 am – 12 noon)  
**PM** – Afternoon Shift (1 pm – 5 pm)  
**RD** – Reliever of the Day

# ANNEX "C"



**DEPARTMENT OF HEALTH**  
**DR. JOSE RIZAL MEMORIAL HOSPITAL**  
LAWAAN, DAPITAN CITY  
TELEFAX; (065) 213-6421  
Website: [www.djrmh.doh.gov.ph](http://www.djrmh.doh.gov.ph)  
Email: [dohdjrmh@gmail.com](mailto:dohdjrmh@gmail.com)



Certificate Number: AJA16.0979

## HOSPITAL ORDER No. 206s. 2019

**FOR :** **ALL CONCERNED PERSONNEL**  
This Hospital

**SUBJECT :** **Establishment of Public Assistance/Complaints Desk (PACD) in  
Dr. Jose Rizal Memorial Hospital**

Pursuant to Section 9h of the Republic Act No. 11032 known as "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485, Otherwise known as the Anti-Red Tape Act of 2007, and for other purposes", a Public Assistance / Complaints Desk (PACD) is hereby created for the said purpose composed of the following personnel to be in charge of its operation, to wit:

<b>Team Leader :</b>	<b>Ms. Clarebelle M. Marcillones</b>	- Computer Maintenance Technologist I
<b>Regular Members:</b>	<b>Ms. Jurryville R. Gako-Abad</b>	- Nurse II
	<b>Ms. Sheena Fae P. Adasa</b>	- Nurse II
	<b>Ms. Charisse L. Amit-Chua</b>	- Administrative Officer IV
	<b>Mr. Floyd Jervis L. Elumbaring</b>	- Administrative Aide III
	<b>Engr. John Ian L. Olinan</b>	- Engineering Assistant
	<b>Ms. Marites S. Dampayla</b>	- Administrative Assistant II
<b>Temporary Member:</b>	<b>Ms. Nova Jean Escote</b>	- Laborer

Under this order, the team shall be under the direct supervision of the ARTA Team Leader, Mr. Yeno E. Pesquera, Computer Maintenance Technologist II. The above-named personnel are directed to familiarize themselves to the citizen's charter of the hospital's frontline services and the location map. Further, the PACD shall temporarily occupy the old Admitting Section near the OPD waiting area.

This order retroactively takes effect on June 24, 2019.

Signed on July 8, 2019 in Dapitan City.

*Maria Dinna C. Viray-Parinas*  
**MARIA DINNA C. VIRAY-PARINAS, MD, FPAFP, MHA, CSEE**  
Medical Center Chief I 7/8/19

Cc: The Regional Director  
Bulletin  
File

A copy of this order was sent thru email to the following recipients:

1. Rhodora C. Molina, MD, DFM- CMPS I
2. Ms. Adora J. Tambasen- Nurse V
3. Mr. Roe Omar M. Icao, CPA – Supervising Administrative Officer/Pres. SKDJRMH
4. Mr. Yeno E. Pesquera – CMT II/ARTA Team Leader

ANNEX "D"

OPD LOGBOOK FOR  
PATIENT ATTENDED  
DURING  
11:30AM – 1:00PM

LIST OF PATIENTS  
ATTENDED DURING  
LUNCHBREAK  
(NOV. 27-29, 2019)

DATE	NAME OF PATIENT	TIME (IN-OUT)	DOCTOR
11-27-2019	1. Wong, Zhehan	11:00 AM – 12:00 PM	Dr. Thagor
	2. Munier, David Lynn	12:00 PM – 12:10 PM	Dr. Thagor
11-28-2019	1. Aguilan, Nilda	12:02 PM – 12:10 PM	Dr. Thagor Eileen H. Adrainem, RN, MN License No. 0179564 DJRM
			Dr. Thagor Eileen H. Adrainem, RN, MN License No. 0179564 DJRM
11-29-2019	1. Villagonzalo, Knadalyn	11:37 AM – 11:45 AM	Dr. Santos
	2. Palagot, Charmen	11:30 AM – 12:15 PM	Dr. Santos
	3. Aquino, Gino	12:10 PM – 12:30 PM	Dr. Santos
	4. Inorn, Kolora	12:35 PM – 12:40 PM	Dr. Santos
	5. Kahikom, Beda	1:05 PM – 1:10 PM	Dr. Alcala
	6. Palomita, Lemmy	12:30 PM – 12:40 PM	Dr. Villagomez
	7. Boman, Berto	12:40 PM – 12:50 PM	Dr. Santos
	8. Aspio, Ramon	12:10 PM – 12:20 PM	Dr. Alcala
	9. Mendon, Ramon	12:40 PM – 12:46 PM	Dr. Alcala
			Dr. Thagor Eileen H. Adrainem, RN, MN License No. 0179564 DJRM

- Christmas decoration

- ↳ retrieve the old x-mas decor.

- ↳ putting of christmas decor will be after the 1st as suggested by. main luncheon.

- Polio immunization

- ↳ there will be an immunization for polio this coming Nov. 26-27, 2019.

- ↳ there will NDF assigned in the NPO

- ↳ to pin area for immunization

- ↳ all children below 5 yrs. old must be entered for the said immunization and just follow the NPO flow.

- reminder: - to always follow the NPO schedule

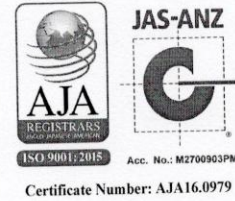
- if there will be suspected measles; designe just enter; etc. inform lang NPO doctor.

- please wear your ID (with photo) during duty hours.

Time ended: 5PM



DEPARTMENT OF HEALTH  
DR. JOSE RIZAL MEMORIAL HOSPITAL  
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Email: [dohdirmh@gmail.com](mailto:dohdirmh@gmail.com)



November 15, 2019

## NURSING SERVICE GENERAL MEETING

Meeting started at 2:40 pm with a prayer led by Ms. Maria Esperanza Ganados..

The meeting of the previous minutes was read by Ms. Grethel May Bajamunde.

Ms. Hamoy clarified about the linens that according to Ms. Maribel Padillo – Linen in Charge, when she was assigned in the linen room no more lost linen found.

Ms. Hamoy reiterated regarding pull-out of personnel from special areas that if possible shall be minimized to prevent lapses in the area caused by unfamiliarity and lack of orientation. But in cases where there is no other means of sufficient staffing, then it shall be now the discretion of the supervisor-on duty on the staff distribution.

The approval of the previous minutes was approved by Mr. Nenuco Gary Ajero and it was seconded by Ms. Rose Meghan Dayrit.

### AGENDA:

#### 1. Internal Quality Audit (IQA)

Ms. Hamoy informed the body about the upcoming IQA this coming November 18 – 22, 2019.

She reminded to prepare the respective areas and to update the necessary documents especially the risk management and swot analysis and 201 file.

To check also the E-cart and make it sure no expired medicines and supplies included.

She reiterated to wear the ID at all times because it was a finding during the conduct of Report Card Survey in our hospital last June 24-27, 2019 that there were some personnel, CSR female staff, Triage Male Staff and OPD Nurse, not wearing their ID/ Nameplates.

Quality objective Turnaround Time in ER was already approved. She suggested the Wards, ASCU, LRDR and NSCU to craft a new quality objectives referring to Discharge Turnaround Time.

#### 2. DISCHARGE TURNAROUND TIME IN ALL UNITS/AREAS

Ms. Hamoy discussed the Discharge Record Monitoring of the Nursing Service made by Mr. Yeno Pesquerra as of October 2019. (referred to Ms. Hamoy's output)

Ms. Dayrit informed the body regarding the delays of discharge, as reflected in the Discharge Record Monitoring, that it cannot be all attributed to the Nursing Service.

Ms. Hamoy encouraged the body to achieve the <4 hours discharge turnaround time. She also shared the rating of the Nursing Service during their last MANCOM referring to discharge process that as of July – 70.15%, August – 72.95% and September – 63.54% still failed. She added that Dr. Pariñas asked for justification due to lowest rating in September, and answered that it was the time during the different hospital activities were conducted. (civil service sportsfest, cheerdance)

list a year ahead to HR. Dr. Llagas also suggested to post the next month's schedule one (1) month ahead for use as guide to leave schedules.

3. Maám Billones presented the Radiology ARTA findings concerning the "not wearing of ID" and the topographical error in our posted Charter regarding the radiology procedure schedule of fees.

Dr. Llagas reminded and obliged all staff to wear ID's at all times when on duty and asked Maám Christie to do the daily checking of ID's.

Maám Christie informed the group that the posted charter was already revised and indicated the word "Applicable Fees" in it.

4. Marc Gregor Baguinaon asked Dr. Llagas if the request of Dr. Lustre is acceptable to deck to Dr. Lustre those CT scan patients with ultrasound results that he performed. Dr. Llagas answered that it should not be that way because it would be unfair to the other Radiologists. Dr. Llagas further said that he will bring this matter to Dr. Geronimo as being the Senior Consultant Radiologist.

Maám Christie imposed to all Radiologic Technologists that the sending of Radiology images shall not be endorsed to the next shift, instead sending of images shall be done by the of Radiologic Technologist who performed the procedures to avoid confusion and mistakes.

### III. ADJOURNMENT

Meeting was adjourned at 5: 31 PM.

Prepared by:

John Michael L. Guanzon, RRT  
Radiologic Technologist II

Approved by:

Christie Noelle C. Billones, RRT  
Radiologic Technologist III

# ANNEX "H"



**DEPARTMENT OF HEALTH**  
**DR. JOSE RIZAL MEMORIAL HOSPITAL**  
LAWAAN, DAPITAN CITY  
TELEFAX: (065) 213-6421  
Telephone: (065) 908-8037  
Website: [www.djrmh.doh.gov.ph](http://www.djrmh.doh.gov.ph)  
Email: [dohdjrmh@gmail.com](mailto:dohdjrmh@gmail.com)



Certificate Number: AJA16.0979

November 18, 2019

**MS. AIDA L. MIRAVILLA**

General Manager  
Golden Buddha Investigation and Security Agency  
Marcos Drive, Caputatan, Putik, Zamboanga City

**Thru: MS. DAISY T. ELIS**  
OIC-Dipolog Branch

Mesdames:

This is in relation to the ARTA inspection findings during the conduct of Report Card Survey in our hospital last June 24-27, 2019 which was discussed during our ManCom on November 13, 2019. During the incognito observation, there was a female Security Guard not wearing her ID/Nameplate. With this, I would like to request you to require all our security and janitorial personnel to always wear their proper uniform, Company IDs/Nameplates during their tour of duty for proper identification.

Hoping for your cooperation.

Thank you and God Bless.

Truly yours,

**ROE OMAR M. ICABO, CPA**  
Supervising Administrative Officer

*[Signature]*  
11-18-19



DEPARTMENT OF HEALTH  
DR. JOSE RIZAL MEMORIAL HOSPITAL  
Lawaan, Dapitan City  
Telefax: (065) 213-6421  
Website: [www.djrmh.doh.gov.ph](http://www.djrmh.doh.gov.ph)  
Email: [dohdjrmh@gmail.com](mailto:dohdjrmh@gmail.com)



Certificate Number: AJA16.0979

## MEMORANDUM

TO: **SECURITY GUARDS & JANITORIAL PERSONNEL**  
Golden Buddha Investigation and Security Agency

FROM: **ROE OMAR M. ICAO, CPA**  
Supervising Administrative Officer

SUBJECT: **WEARING OF PROPER UNIFORM & COMPANY ID**

This has reference to the ARTA inspection findings during the conduct of Report Card Survey in our hospital last June 24-27, 2019. During the incognito observation, there was a female Security Guard not wearing her ID.

Relative thereto, this Office requires you to always wear your proper uniform and company ID during your tour of duty for proper identification.

For your compliance.