

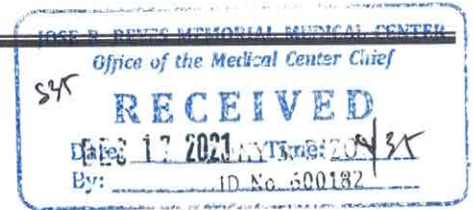


REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF HEALTH  
**JOSE R. REYES MEMORIAL MEDICAL CENTER**  
**LEGAL UNIT**

San Lazaro Compound, Rizal Avenue, Sta. Cruz, 1003 Manila, Philippines  
☎ 711-9491 Local 375



Email: jrmmmc.legal@gmail.com



Accomplishment Report for CY 2021

I. Highlight of Accomplishment (with photos, if applicable)

1. Conducted Data Privacy Awareness for new employees and old employees who have not attended/ missed the previous data awareness (MAY 4-6, 2021 via Zoom)



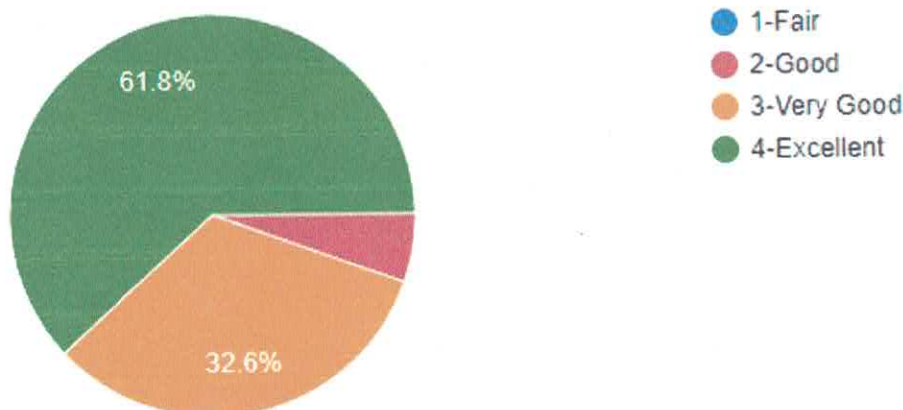


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## OVERALL EVALUATION OF THE PROGRAM



## 2. Revision of Privacy Notice of the hospital



JOSE R. REYES MEMORIAL MEDICAL CENTER  
**PRIVACY NOTICE**  
(PAUNAWA)



**WE COLLECT INFORMATION FROM YOU WHEN YOU FILL OUT A FORM, RESPOND TO A SURVEY OR ENTER INFORMATION THROUGH ANY OF OUR SOCIAL MEDIA PLATFORMS. THE COLLECTED INFORMATION MAY BE USED TO ENABLE US TO QUICKLY PROCESS YOUR TRANSACTIONS TO PROVIDE QUALITY HEALTHCARE SERVICES.**

**YOUR PERSONAL INFORMATION IS CONTAINED BEHIND SECURED NETWORKS AND MAY ONLY BE ACCESSED BY A LIMITED NUMBER OF PERSONS WHO HAVE SPECIAL ACCESS RIGHTS TO SUCH SYSTEMS, AND ARE REQUIRED TO KEEP THE INFORMATION CONFIDENTIAL. WE IMPLEMENT A VARIETY OF SECURITY MEASURES WHENEVER A USER ENTERS, SUBMITS, OR ACCESSES INFORMATION TO MAINTAIN THE SAFETY OF YOUR PERSONAL INFORMATION.**

**WE TREAT YOUR PERSONAL INFORMATION CONFIDENTIAL AND DISCLOSE THEM TO OTHERS ONLY IF NECESSARY TO COMPLY WITH A LEGAL OBLIGATION, WHERE ALLOWED/REQUIRED BY LAW, OR AS NECESSARY TO PROTECT THE INTEREST OF THIS INSTITUTION.**

**THIS PRIVACY NOTICE HAS BEEN FORMULATED TO BETTER SERVE THE PATIENTS AND CLIENTS OF JRRMMC ON THE UTILIZATION OF THEIR PERSONAL INFORMATION AS INDICATED IN REPUBLIC ACT NO. 10173, OTHERWISE KNOWN AS THE DATA PRIVACY ACT OF 2012.**

**IF THERE ARE OTHER CONCERNS/ QUESTIONS/ CLARIFICATION, YOU MAY CONTACT US THROUGH 8711-9491 LOCAL 375 AND LOOK FOR OUR DESIGNATED DATA PROTECTION OFFICER.**



Email: jrmmc.legal@gmail.com

### 3. 100% Resolution Rate of Customer Complaints

Office of the President  
of the Philippines  
Malacañang

8888 CITIZENS' COMPLAINT CENTER

DR. EMANUEL F. MONTANA JR.  
Medical Center Chief II  
Jose R. Reyes Memorial Medical Center  
Department of Health  
San Lazaro, Sta. Cruz, Manila

Re: Resolution Rate of the 8888 HOTLINE as of August 31, 2021

TO: The 8888 Citizens' Complaint Center (8888 CCC) was created under RA 10918, as amended, to provide a government agency, specifically named 8888 CCC, with other institutions of the Government to monitor and respond to the complaints of citizens in the Department of Health in the Department for the year of 2021. The resolution of all concerns referred for government agencies and offices to the 8888 CCC is expected to be 100%.

Please be informed that there were **26 citizens' concerns** referred to your office as of August 31, 2021. Of this number, **26 tickets or 100%** were acted upon. We would like to commend your efforts in ensuring that all citizens' concerns referred to your office are acted upon on time.

It is noted that there were **26 citizens' concerns** referred to your office as of August 31, 2021. Of this number, **26 tickets or 100%** were acted upon. We would like to commend your efforts in ensuring that all citizens' concerns referred to your office are acted upon on time.

We hope for your assistance in ensuring that the concerns are acted upon as soon as possible and effect delivery through the 8888 HOTLINE.

The 8888 Citizens' Complaint Center can be accessed through 8888-8111 from 8:00 AM to 5:00 PM on weekdays.

Thank you and we look forward to your continued partnership in the fight against our health and safety.

Very Truly Yours,  
**DR. BERNARDO D. CASANAVE**  
Head, 8888 Citizens' Complaint Center

Very Truly Yours,  
**DR. EMANUEL F. MONTANA JR.**  
Medical Center Chief II  
Jose R. Reyes Memorial Medical Center  
Department of Health  
San Lazaro, Sta. Cruz, Manila

## II. Best Practices

- 0% pending administrative case
- Immediate action on giving legal opinion and contracts review.

## III. Issues & Concerns

- We did not receive any response from the NPC regarding our request for a Resource Speaker to conduct Seminar on Breach Response and Cyber Security Measures
- Several procurement issues and/or concerns which require immediate response are referred to the Legal Unit for our comment/opinion

## IV. Recommendations

- Trainor/s to attend training/workshop on Breach Response and Cyber Security Measures
- Continuous procurement trainings and/or capacity development activities to keep up with the recent changes in RA 9184 and its Revised IRR

Prepared by:

  
**ATTY. RUELA MENDOZA**  
Attorney IV, Legal Unit