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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: jrmmc.legal@gmail.com

## Accomplishment Report for CY 2022

*Jr. Reyes*  
 18 July 2022

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

- Complaints closed

Reference No./Channel of Concern	Actual Date of Receipt from Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
P20220122-892-16	January 22, 2022	ESC	Closed complaint in the portal	January 25, 2022
P20220212-764-3	February 12, 2022	Billing Department	Closed complaint in the portal	February 15, 2022
G20220222-672-7	February 22, 2022	MSWD	Closed complaint in the portal	February 24, 2022
W20220322-666-34	March 22, 2022	MSWD	Closed complaint in the portal	March 24, 2022
P20220413-776-19	April 13, 2022	JRRMMC EA	Closed complaint in the portal	April 18, 2022
P20220421-387-13	April 21, 2022	Surgery	Closed complaint in the portal	April 22, 2022
P20220507-894-6-1	May 7, 2022	Surgery	Closed complaint in the portal	May 11, 2022
P20220511-351-11	May 11, 2022	MMD	Closed complaint in the portal	May 13, 2022
W20220511-812-12	May 11, 2022	Dialysis	Closed complaint in the portal	May 16, 2022
P20220527-764-13	May 27, 2022	Ophthalmology	Closed complaint in the portal	May 30, 2022
SMS-G-20220603-887-24	June 3, 2022	HR	Closed complaint in the portal	June 7, 2022
G20220608-772-3	June 8, 2022	Pharmacy/ Radio	Closed complaint in the portal	June 10, 2022
P20220608-892-13	June 8, 2022	Medical Oncology	Closed complaint in the portal	June 10, 2022
SMS-G-20220621-877-28	June 21, 2022	IM	Closed complaint in the portal	June 23, 2022
P20220627-792-14	June 27, 2022	Neurology	Closed complaint in the portal	June 30, 2022
W20220628-36-5	June 28, 2022	Radiology	Closed complaint in the portal	June 29, 2022
SMS-G-20220702-843-1	July 2, 2022	HRMDD	Closed complaint in the portal	July 4, 2022
P20220711-62-18	July 11, 2022	Behavioral Medicine Department	Closed complaint in the portal	July 14, 2022
W20220711-749-65	July 11, 2022	>Pharmacy Department >Pathology and Laboratory Department	Closed complaint in the portal	July 13, 2022
SMS-G-20220719-843-13	July 19, 2022	HRMDD	Closed complaint in the portal	July 21, 2022
P20220720-907-12	July 20, 2022	Billing Department	Closed complaint in the portal	July 22, 2022
G20220723-898-14	July 23, 2022	HRMDD	Closed complaint in the portal	July 26, 2022
P20220724-111-9-3	July 24, 2022	MSWD	*Closed complaint in the portal *Contact the complainant thru phone call	July 27, 2022



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PCC-CAM-08-07-2022-091	August 9, 2022	OB-Gyne	Resolution	August 11, 2022
W20220813-36-42	August 13, 2022	ESC	Closed complaint in the portal	August 16, 2022
W20220815-796-76	August 15, 2022	HR	Closed complaint in the portal	August 16, 2022
G20220823-387-5-1	August 23, 2022	MSWD	Closed complaint in the portal	August 25, 2022
CS-2022-08-26-00251	August 26, 2022	IM	Resolution	September 1, 2022
G20220827-909-7	August 27, 2022	CCU	Closed complaint in the portal	August 31, 2022
PCC-CYR-08-27-2022-043	August 31, 2022	ENT	Resolution	September 2, 2022
P20220831-792-8	August 31, 2022	HR	Closed complaint in the portal	September 2, 2022
SMS-G-20220901-877-12	September 1, 2022	HR	Closed complaint in the portal	September 2, 2022
G20220907-907-11	September 7, 2022	Surgery	Closed complaint in the portal	September 8, 2022
P20220908-899-3	September 8, 2022	NCGH-Pharmacy	Closed complaint in the portal	September 9, 2022
P20221004-415-1	October 4, 2022	Neurology Department	Closed complaint in the portal	October 5, 2022
W20221004-923-34	October 4, 2022	PETRU	Closed complaint in the portal	October 7, 2022
P20221005-387-8	October 5, 2022	HRMDD	Closed complaint in the portal	October 7, 2022
W20221006-497-41	October 6, 2022	ENT-HNS	Closed complaint in the portal	October 10, 2022
SMS-G-20221010-843-43-3	October 10, 2022	MSWD	Closed complaint in the portal	October 13, 2022
W20221013-856-49	October 13, 2022	Out-Patient Department	Closed complaint in the portal	October 14, 2022
P20221018-765-1	October 18, 2022	Medical Records	Closed complaint in the portal	October 20, 2022
SMS-G-20221027-797-2	October 27, 2022	HRMDD	Closed complaint in the portal	October 27, 2022
P20221028-164-6	October 28, 2022	CMPS	Closed complaint in the portal	October 28, 2022
P20221103-428-1	November 3, 2022	OB-GYNE	Closed complaint in the portal	CLOSED November 4, 2022
W20221115-824-27-3	November 15, 2022	MSWD	Closed complaint in the portal	November 17, 2022
P20221116-367-5	November 16, 2022	Security Guard Unit	Closed complaint in the portal	November 17, 2022
WG-DAVE-22-2022-051	November 22, 2022	MSWD	Closed complaint in the portal	November 17, 2022
G20221125-128-11	November 25, 2022	Orthopedic Department	Closed complaint in the portal	November 29, 2022
P20221103-428-1	November 3, 2022	OB-GYNE	Closed complaint in the portal	November 4, 2022
W20221115-824-27-3	November 15, 2022	MSWD	Closed complaint in the portal	November 17, 2022
W20221216-749-4	December 16, 2022	OUT PATIENT DEPARTMENT	Closed complaint in the portal	December 16, 2022
SMS-G-20221217-760-1	December 17, 2022	HR/CMPS	Closed complaint in the portal	December 20, 2022
SMS-G-20221219-94-6	December 19, 2022	HRMDD	Closed complaint in the portal	December 20, 2022
W20221229-745-10	December 29, 2022	PHILHEALTH DEPARTMENT	Closed complaint in the portal	January 3, 2023



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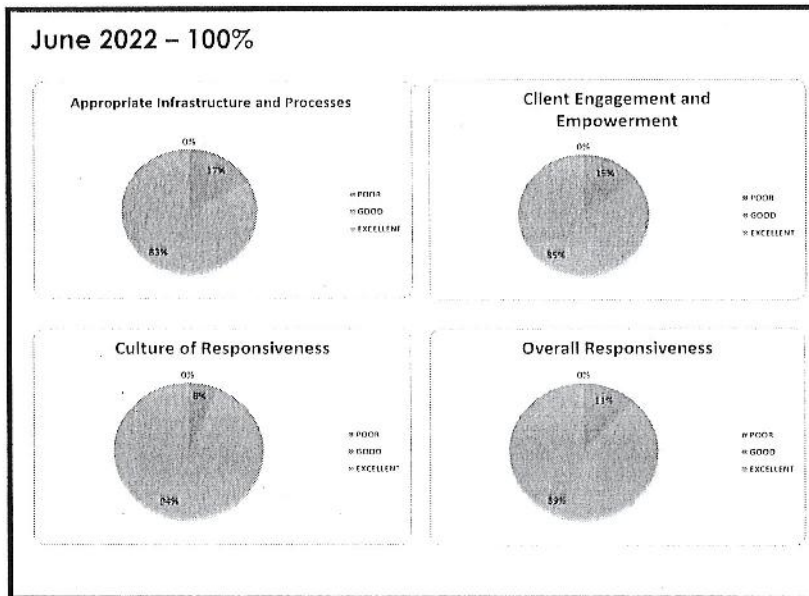
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- Conducted Customer feedback survey through Customer Satisfaction Survey form

Based on previous Customer Satisfaction Survey of JRRMMC

January – 100%  
February – 99.78%  
March – 99.92%  
April – 99.92%  
May – 99.77%

Base on adopted standardized client responsiveness form in line with Administrative Order No. 2020-0003



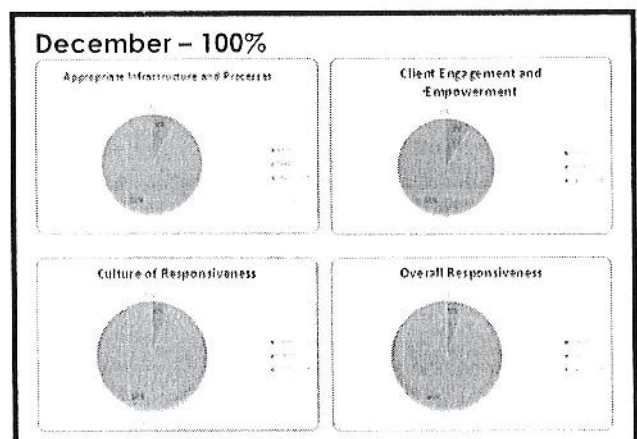
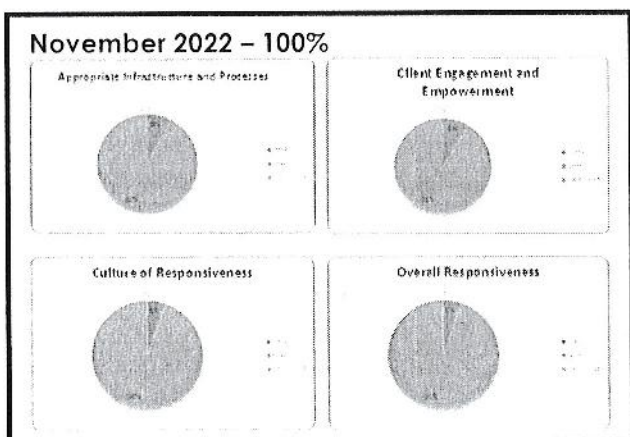
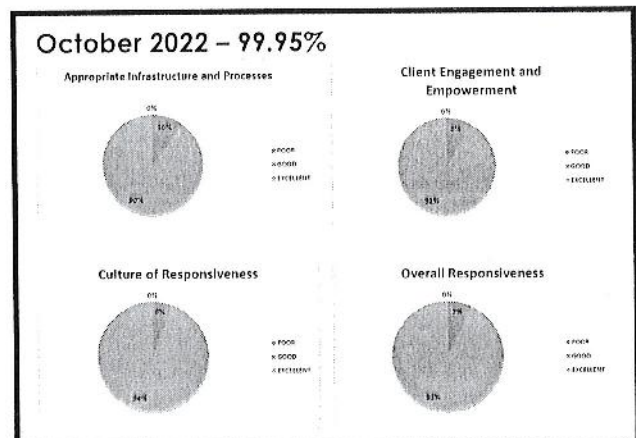
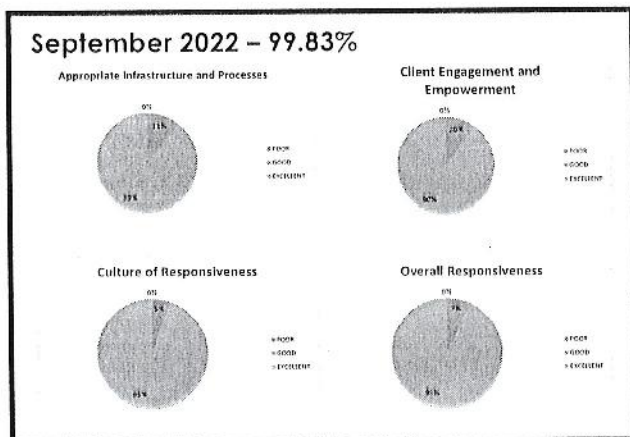
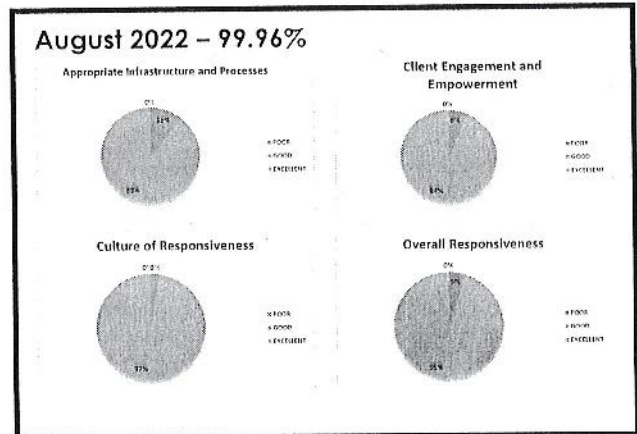
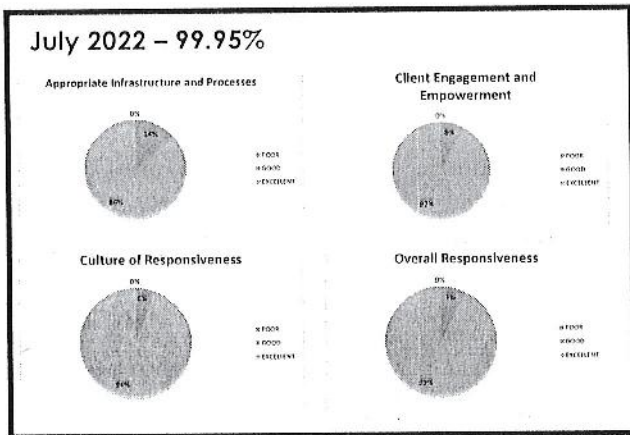


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## II. Best Practices

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

Prepared by:

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