



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH

JOSE R. REYES MEMORIAL MEDICAL CENTER
LEGAL UNIT

ACCOMPLISHMENT REPORT

CALENDAR YEAR 2023



San Lazaro Compound, Rizal Avenue
Sta. Cruz, 1003 Manila, Philippines



8711-9491
Local 375



legal@jrrmmc.gov.ph



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH

JOSE R. REYES MEMORIAL MEDICAL CENTER
LEGAL UNIT

Highlight of Accomplishments
(with photos, if applicable)

COMPLAINTS CLOSED

8888

Section 1 of 8

Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
P20230104-900-2	January 4, 2023	HRMDD	Closed complaint in the portal	January 5, 2023
P20230106-894-5	January 6, 2023	HRMDD	Closed complaint in the portal	January 10, 2023
W20230111-746-2	January 11, 2023	HRMDD	Closed complaint in the portal	January 11, 2023
P20230117-899-15	January 17, 2023	OBSTRETICS AND GYNCOLOGY DEPARTMENT	Closed complaint in the portal	January 20, 2023
W20230120-863-27	January 20, 2023	MEDICAL ONCOLOGY	Closed complaint in the portal	January 25, 2023
G20230124-128-1	January 24, 2023	NUCLEAR MEDICINE DEPARTMENT	Closed complaint in the portal	January 25, 2023
P20230204-785-7	February 4, 2023	NEUROLOGY DEPARTMENT	Commendation	February 6, 2023



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Section 2 of 8

Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
W20230213-843-7	February 13, 2023	OPHTHALMOLOGY DEPARTMENT	Closed complaint in the portal	February 14, 2023
P20230301-128-4	March 1, 2023	MEDICAL SOCIAL WORK DEPARTMENT	Closed complaint in the portal	March 6, 2023
G20230305-771-3	March 5, 2023	NUCLEAR MEDICINE DEPARTMENT	Closed complaint in the portal	March 8, 2023
P20230309-893-6	March 9, 2023	NATIONAL CENTER FOR GERIATRIC HEALTH	Closed complaint in the portal	March 13, 2023
P20230328-903-2	March 28, 2023	MEDICAL SOCIAL WORK DEPARTMENT	Closed complaint in the portal	March 29, 2023
EML-040123-844-002	April 1, 2023	EMERGENCY SERVICES COMPLEX	Commendation	April 3, 2023
P20230411-367-3	April 11, 2023	NEUROLOGY DEPARTMENT	Closed complaint in the portal	April 14, 2023



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Section 3 of 8

Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
W20230418-280-5	April 18, 2023	HRMDD	Closed complaint in the portal	April 20, 2023
P20230419-890-5-1	April 19, 2023	EMERGENCY SERVICES COMPLEX	Closed complaint in the portal	April 24, 2023
W20230428-94-25	April 28, 2023	HRMDD	Closed complaint in the portal	May 3, 2023
W20230512-824-11	May 12, 2023	HRMDD	Closed complaint in the portal	May 16, 2023
G20230524-892-1	May 24, 2023	NATIONAL CENTER FOR GERIATRIC HEALTH	Closed complaint in the portal	May 26, 2023
W20230525-843-2	May 25, 2023	HRMDD	Closed complaint in the portal	May 26, 2023
W20230526-950-8-1	May 27, 2023	OBSTRETICS AND GYNOCLOGY DEPARTMENT AND HRMDD	Closed complaint in the portal	June 6, 2023



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Section 4 of 8

Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
P20230602-890-2	June 2, 2023	NATIONAL CENTER FOR GERIATRIC HEALTH	Closed complaint in the portal	June 5, 2023
EML-060423-94-001	June 4, 2023	PATHOLOGY DEPARTMENT	Closed complaint in the portal	June 6, 2023
P20230605-134-1	June 5, 2023	NEUROLOGY DEPARTMENT	Closed complaint in the portal	June 7, 2023
EML-062123-280-005	June 21, 2023	NEUROLOGY DEPARTMENT	Closed complaint in the portal	June 26, 2023
W20230629-280-2	June 29, 2023	HRMDD	Closed complaint in the portal	July 3, 2023
W20230725-956-25	July 25, 2023	HRMDD	Closed complaint in the portal	July 28, 2023
W20230726-98-6	July 26, 2023	EMERGENCY SERVICES COMPLEX	Closed complaint in the portal	July 31, 2023



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Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
G20230816-892-9	August 16, 2023	UROLOGY	Closed complaint in the portal	August 18, 2023
G20230818-415-3	August 18, 2023	UROLOGY	Withdrawal Of Complaint Relative to Ticket Number G20230816-892-9	August 22, 2023
W20230824-843-2	August 24, 2023	DERMATOLOGY DEPARTMENT	Closed complaint in the portal	August 30, 2023
SMS-G-20230827-877-1	August 27, 2023	Medical Records	Closed complaint in the portal	August 31, 2023
G20230906-315-10	September 6, 2023	PHARMACY	Closed complaint in the portal	September 8, 2023
P20230909-534-6	September 9, 2023	HRMDD	Closed complaint in the portal	September 13, 2023
P20230910-209-9	September 11, 2023	EMERGENCY SERVICES COMPLEX	Closed complaint in the portal	September 13, 2023



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Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
W20230916-843-1	September 16, 2023	HRMDD	Closed complaint in the portal	September 20, 2023
W20230927-948-30	September 27, 2023	OPD	Closed complaint in the portal	October 2, 2023
W20231002-948-5	October 2, 2023	FMO	Closed complaint in the portal	October 4, 2023
P20231020-776-4	October 20, 2023	EMERGENCY SERVICES COMPLEX	Closed complaint in the portal	October 23, 2023
W20231021-844-10	October 21, 2023	RADIOLOGY	Closed complaint in the portal	October 25, 2023
P20231110-901-2	November 10, 2023	NATIONAL CENTER FOR GERIATRIC HEALTH	Closed complaint in the portal	November 14, 2023
P20231114-838-5	November 14, 2023	SURGERY	Closed complaint in the portal	November 15, 2023



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Section 7 of 8

Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
P20231115-62-3	November 15, 2023	SURGERY	Request For Cancellation of Ticket Reference Number P20231114-838-5	November 16, 2023
P20231129-56-6	November 29, 2023	ONCOLOGY	Closed complaint in the portal	December 1, 2023
EML-120423-799-005	December 4, 2023	DEPARTMENT OF PATHOLOGY	Closed complaint in the portal	December 5, 2023
W20231205-843-34	December 5, 2023	NURSING SERVICE	Closed complaint in the portal	December 7, 2023
W20231205-943-26	December 5, 2023	HRMDD	Closed complaint in the portal	December 11, 2023
W20231210-824-7	December 10, 2023	ORTHOPAEDIC SURGERY	Closed complaint in the portal	December 13, 2023
W20231217-280-5	December 17, 2023	CCU	Closed complaint in the portal	December 19, 2023



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Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division/Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
W20231218-827-6	December 18, 2023	FMO	Closed complaint in the portal	December 19, 2023
P20231220-428-9	December 20, 2023	FMO	Closed complaint in the portal	December 22, 2023
W20231228-917-19	December 28, 2023	FMO	Closed complaint in the portal	December 29, 2023
W20231229-828-12	December 29, 2023	FMO	Closed complaint in the portal	January 2, 2024



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COMPLAINTS CLOSED

CART

Section 1 of 3

Reference No./Channel of Concern	Actual Date of Receipt from the Originating Office/Source	Appropriate Facility/Office/Division /Unit Endorsed to	Action taken by the concerned office	Date of Action Taken
CS-2023-04-19-00030	APRIL 19, 2023	OPHTHALMOLOGY	Closed complaint in the E-mail	APRIL 25, 2023
CTN 2023-0330-0410	MAY 17, 2023	OB-GYNE SECURITY	Closed complaint in the E-mail	MAY 24, 2023
CS-2023-05-17-00096	MAY 17, 2023	CCU	Closed complaint in the E-mail	MAY 17, 2023
CS-2023-07-19-00512	JULY 19, 2023	MEDICAL SOCIAL WORK DEPARTMENT	Request for assistance closed in the E-mail	JULY 25, 2023
PACE-CAM-07-26-2023-023	AUGUST 3, 2023	EMERGENCY SERVICE COMPLEX	Closed complaint in the E-mail	AUGUST 3, 2023
CS-2023-08-15-01080	AUGUST 15, 2023	MEDICAL SOCIAL WORK DEPARTMENT	Request for assistance closed in the E-mail	AUGUST 23, 2023



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COMPLAINTS CLOSED

CART

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PACE-CAM-08-16-2023-031	AUGUST 22, 2023	DEMM-MCGH	Closed complaint in the E-mail	AUGUST 24, 2023
CS-2023-08-23-01202	AUGUST 23, 2023	HIMD MEDICAL RECORDS	Closed complaint in the E-mail	AUGUST 29, 2023
CS-2023-09-04-01284	SEPTEMBER 4, 2023	NEUROLOGY	Closed complaint in the E-mail	SEPTEMBER 6, 2023
CS-2023-09-20-01647	SEPTEMBER 20, 2023	ORTHOPAEDIC SURGERY	Closed complaint in the E-mail	SEPTEMBER 20, 2023
CS-2023-09-27-01871	SEPTEMBER 28, 2023	DEMM-NCGH	Closed complaint in the E-mail	SEPTEMBER 29, 2023
PACD-2023-10-04-00049	OCTOBER 4, 2023	MEDICAL SOCIAL WORK DEPARTMENT	Request for assistance closed in the E-mail	OCTOBER 10, 2023



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PACD-2023-10-11-00106	OCTOBER 12, 2023	MEDICAL SOCIAL WORK DEPARTMENT	Request for assistance closed in the E-mail	OCTOBER 16, 2023
PACD-2023-10-23-00201	OCTOBER 25, 2023	SECURITY	Closed complaint in the E-mail	OCTOBER 27, 2023
OVP 2023-CRU-0056995	NOVEMBER 9, 2023	SURGERY DEPARTMENT	Closed complaint in the E-mail	NOVEMBER 14, 2023



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**CONDUCTED CUSTOMER FEEDBACK
SURVEY THROUGH CUSTOMER
SATISFACTION SURVEY FORM**

JANUARY	100%
FEBRUARY	100%
MARCH	100%
APRIL	100%
MAY	100%
JUNE	100%
JULY	100%
AUGUST	100%
SEPTEMBER	100%
OCTOBER	99.96%
NOVEMBER	100%
DECEMBER	100%



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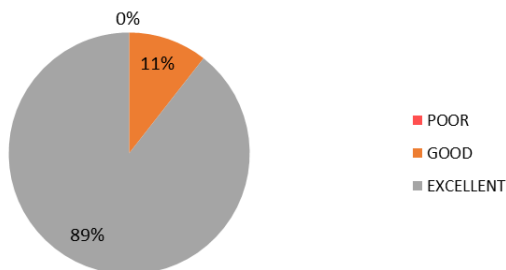
Highlight of Accomplishments

(with photos, if applicable)

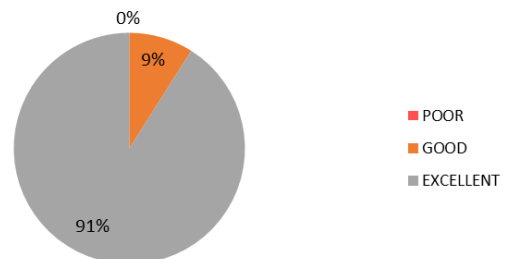
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

JANUARY 2023 (100%)

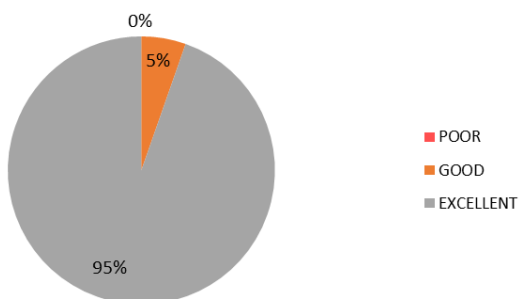
Appropriate Infrastructure and Processes



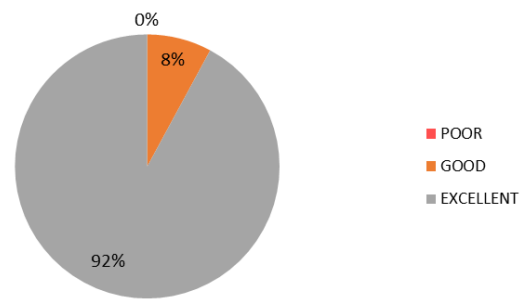
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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DEPARTMENT OF HEALTH

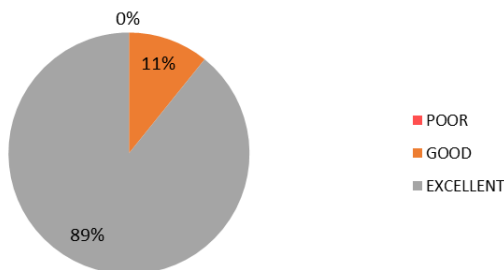
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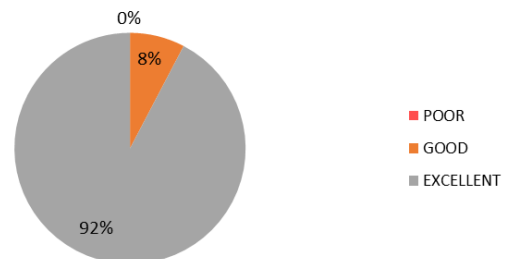
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

FEBRUARY 2023 (100%)

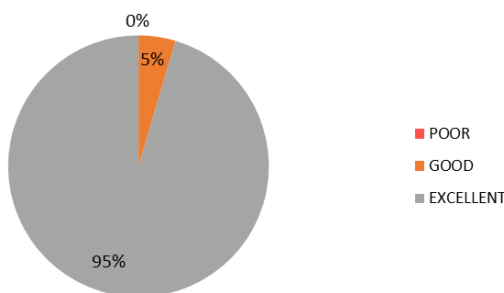
Appropriate Infrastructure and Processes



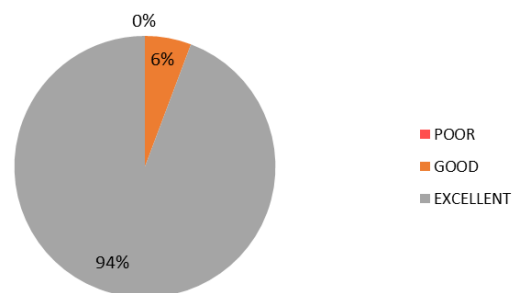
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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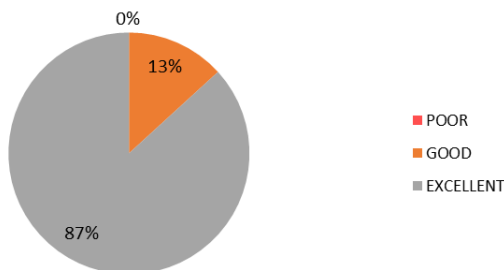
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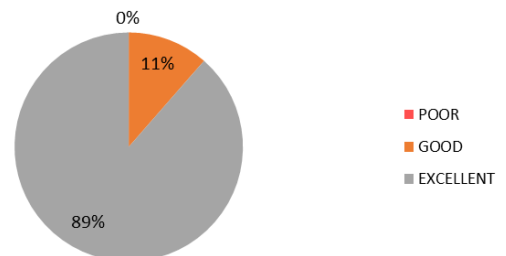
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

MARCH 2023 (100%)

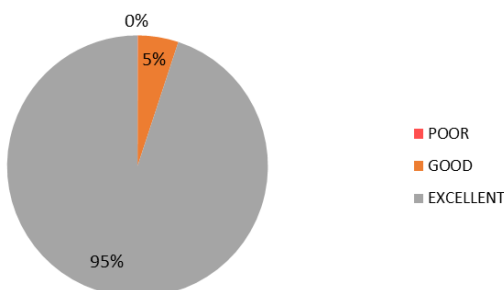
Appropriate Infrastructure and Processes



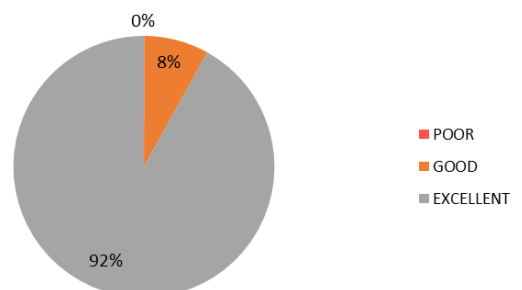
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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DEPARTMENT OF HEALTH

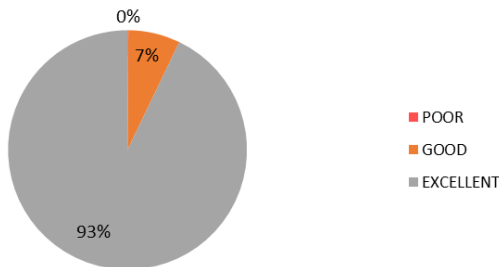
JOSE R. REYES MEMORIAL MEDICAL CENTER LEGAL UNIT

Highlight of Accomplishments (with photos, if applicable)

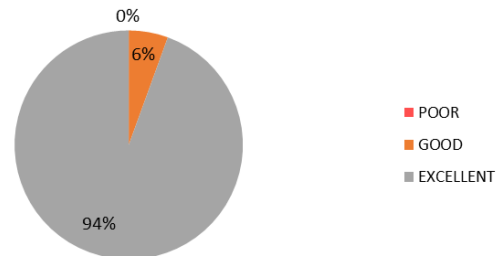
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

APRIL 2023 (100%)

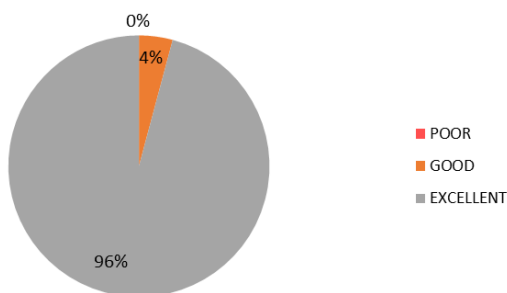
Appropriate Infrastructure and Processes



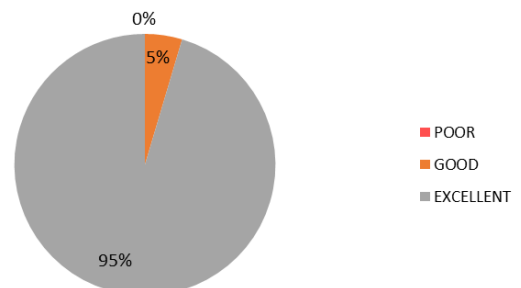
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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DEPARTMENT OF HEALTH

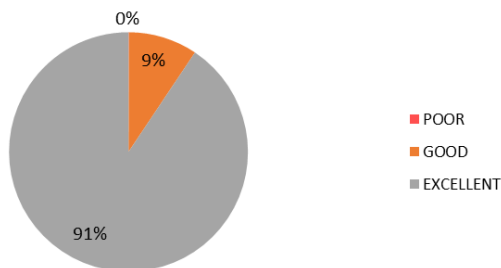
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Highlight of Accomplishments
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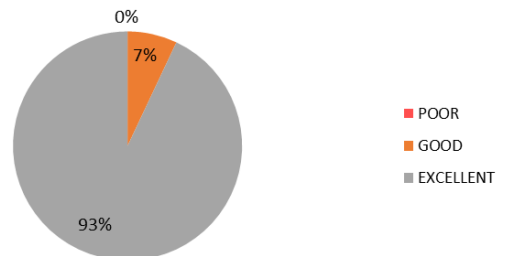
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

MAY 2023 (100%)

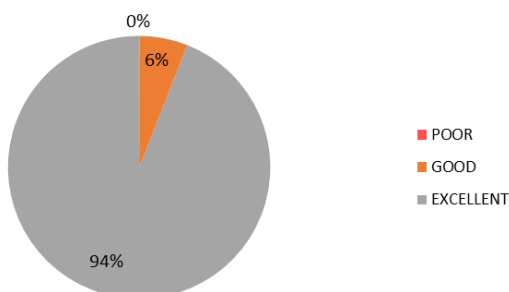
Appropriate Infrastructure and Processes



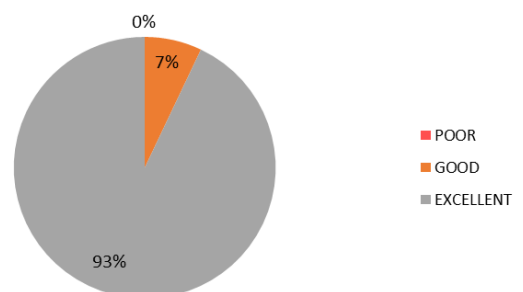
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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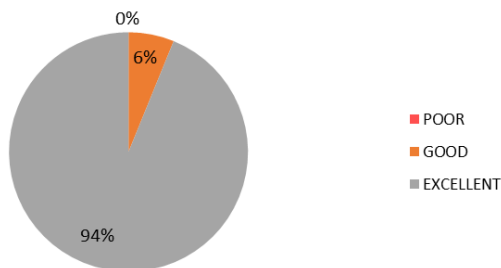
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Highlight of Accomplishments (with photos, if applicable)

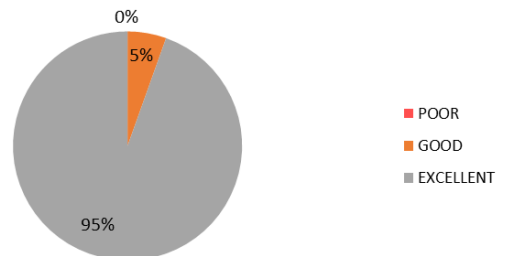
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

JUNE 2023 (100%)

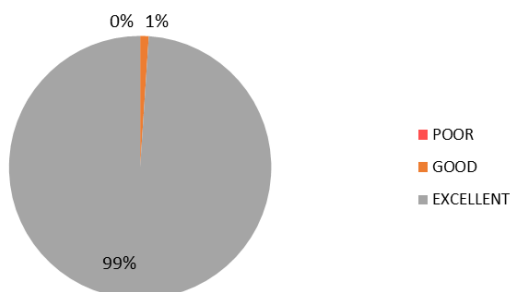
Appropriate Infrastructure and Processes



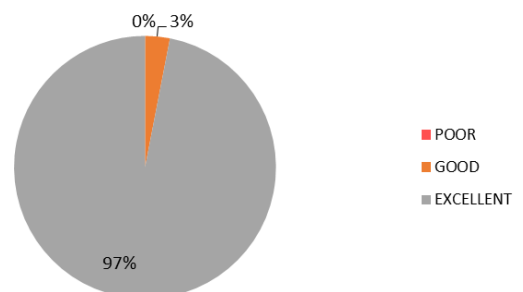
Client Engagement and Empowerment



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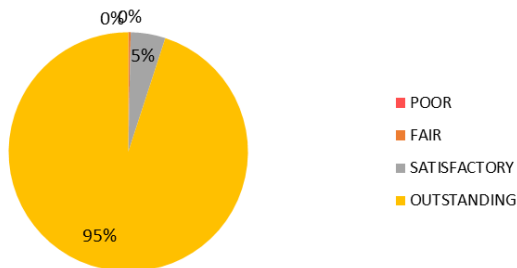
Highlight of Accomplishments

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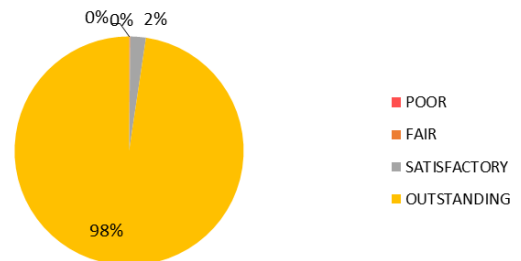
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

JULY 2023 (100%)

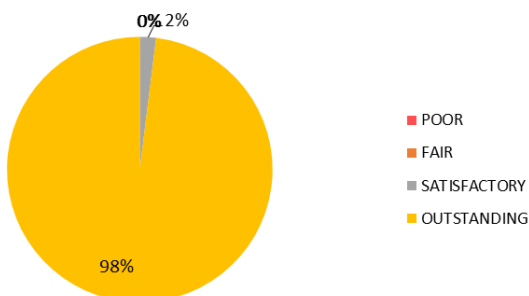
Appropriate Infrastructure and Processes



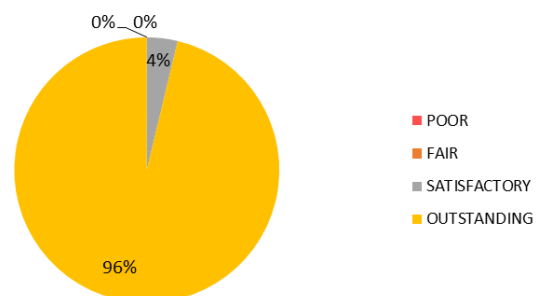
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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DEPARTMENT OF HEALTH

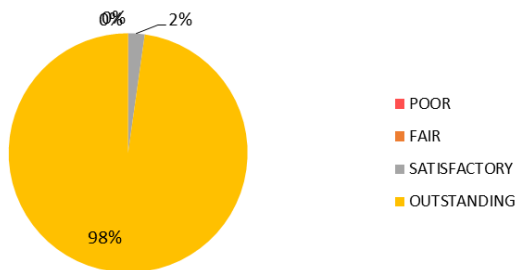
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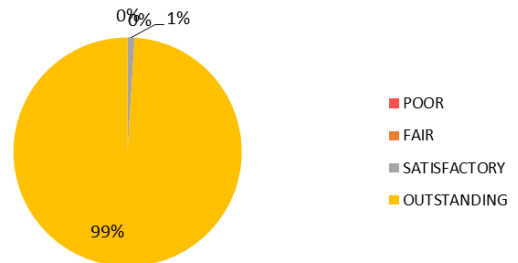
**ADOPTED STANDARDIZED CLIENT
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AUGUST 2023 (100%)

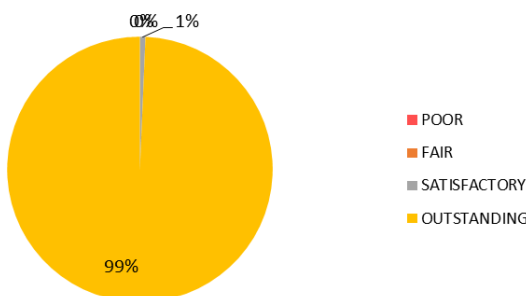
Appropriate Infrastructure and Processes



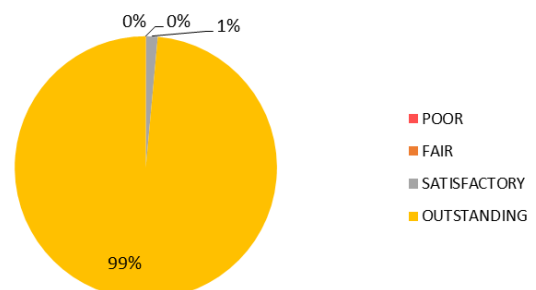
Client Engagement and Empowerment



Culture of Responsiveness



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REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH

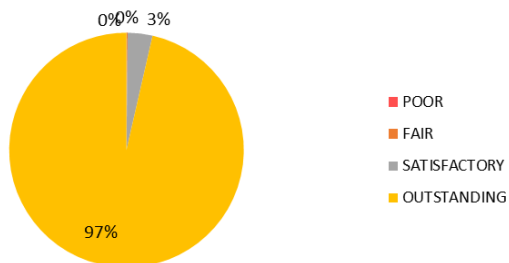
JOSE R. REYES MEMORIAL MEDICAL CENTER LEGAL UNIT

Highlight of Accomplishments (with photos, if applicable)

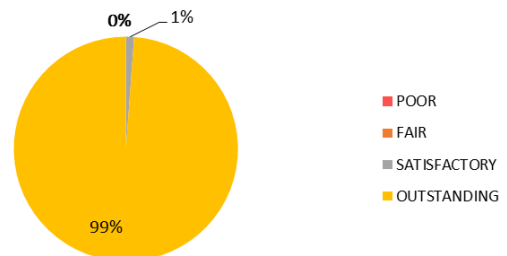
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

SEPTEMBER 2023 (100%)

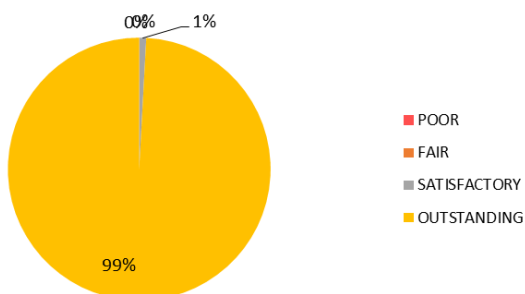
Appropriate Infrastructure and Processes



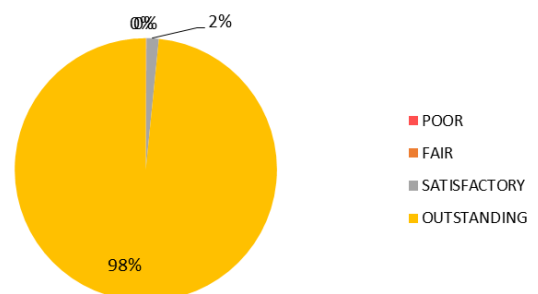
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH

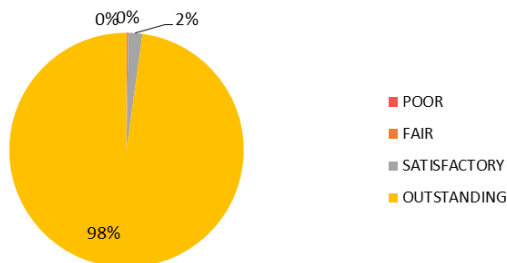
JOSE R. REYES MEMORIAL MEDICAL CENTER LEGAL UNIT

Highlight of Accomplishments (with photos, if applicable)

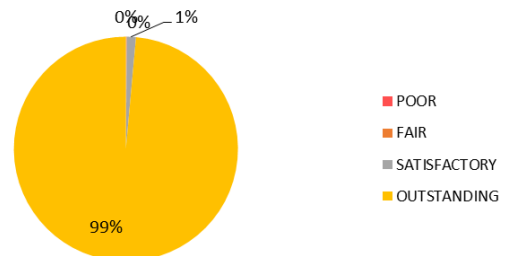
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

OCTOBER 2023 (99.96%)

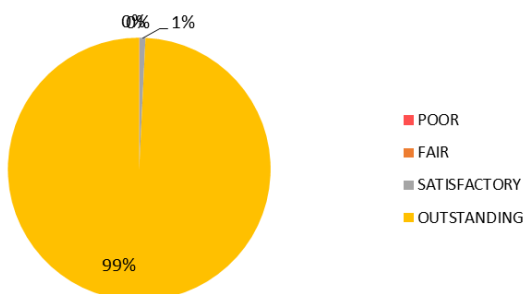
Appropriate Infrastructure and Processes



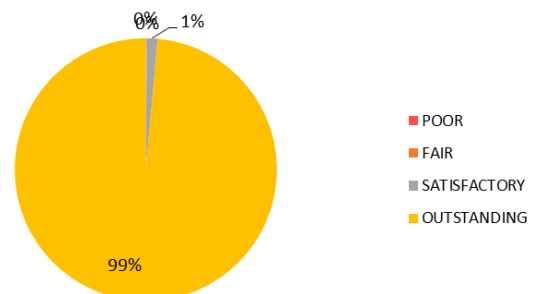
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH

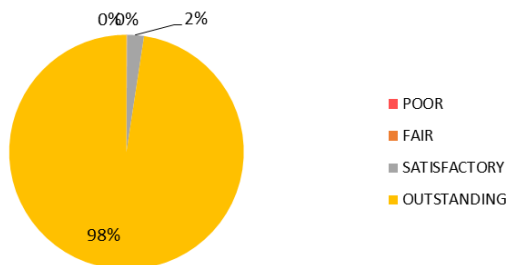
JOSE R. REYES MEMORIAL MEDICAL CENTER LEGAL UNIT

Highlight of Accomplishments (with photos, if applicable)

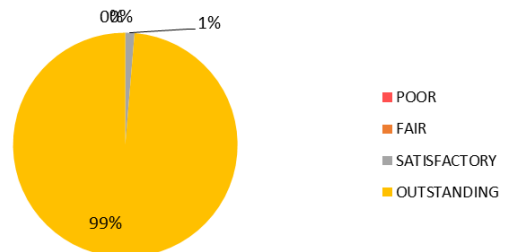
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

NOVEMBER 2023 (100%)

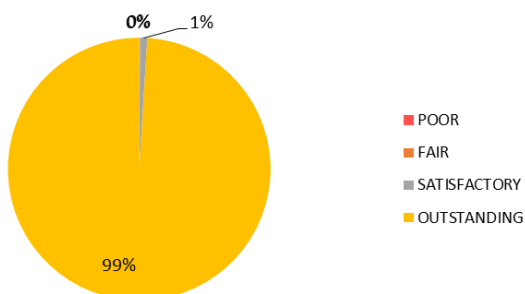
Appropriate Infrastructure and Processes



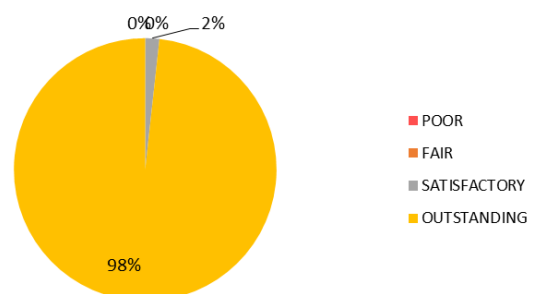
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





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DEPARTMENT OF HEALTH

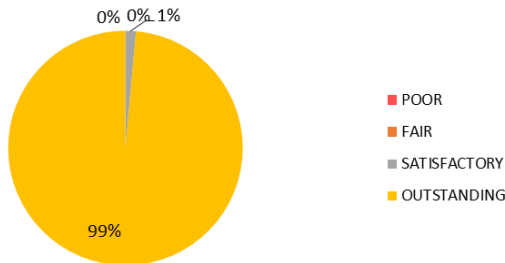
JOSE R. REYES MEMORIAL MEDICAL CENTER
LEGAL UNIT

Highlight of Accomplishments
(with photos, if applicable)

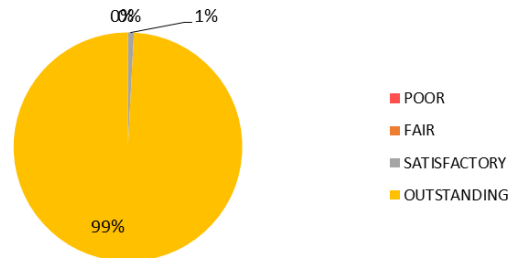
**ADOPTED STANDARDIZED CLIENT
RESPONSIVENESS FORM IN LINE WITH
ADMINISTRATIVE ORDER NO. 2020-0003**

DECEMBER 2023 (100%)

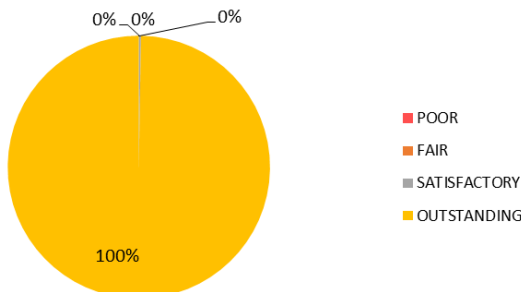
Appropriate Infrastructure and Processes



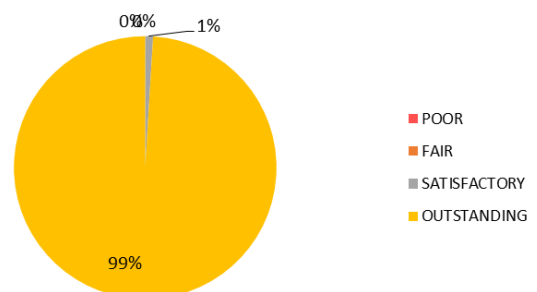
Client Engagement and Empowerment



Culture of Responsiveness



Overall Responsiveness





REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF HEALTH

JOSE R. REYES MEMORIAL MEDICAL CENTER
LEGAL UNIT

BEST PRACTICES

- ➔ 0% pending administrative cases
- ➔ Immediate action on giving legal opinion and contracts review

Prepared by:

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