



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

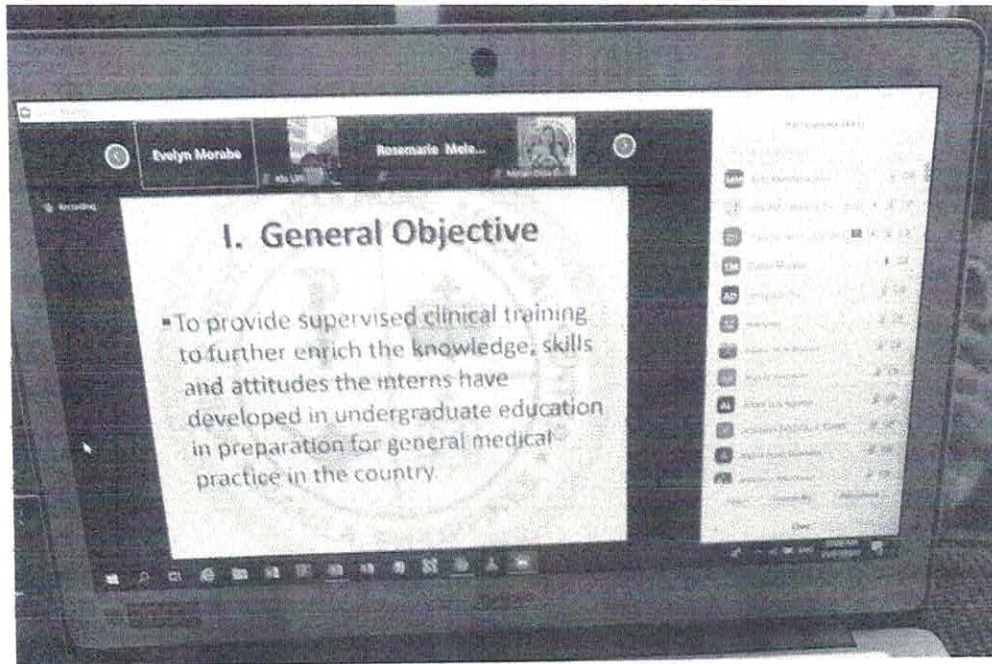
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OCT 07 2020
ROSERINE E. ALE
JOSE R. REYES MEMORIAL MEDICAL CENTER
LEGAL UNIT

Email: jrmmc.legal@gmail.com

Accomplishment Report for 3rd Quarter of 2020

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

- Conducted Online Data Privacy Awareness for post graduate interns regular batch 2020-2021 last July 24, 2020



- Complaint Closed Reported on Hotline 8888 complaints (received through JRRMMC 8888 portal)
 - July 13, 2020 - Ticket number P2020713-414-2
 - July 23, 2020 - Ticket number P20200723-313-1
 - August 13, 2020- Ticket number P20200813-793-17
 - September 20, 2020 - Ticket number PG20200920-773-1



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- Conducted Customer feedback survey through Customer Satisfaction Survey form
 - July 2020 - 99.25%
 - August 2020 - 99.34%
 - September 2020 - 99.85%

Average: 99.78

- Immediate action on giving legal opinion, review of contracts and memorandum of agreement.

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EMM
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Medical Center Chief II

OCT 07 2020