

Best Practices at LHIO Calamba

by Caroline Rafa

The LHIO Calamba has been consistent in its efforts to improve its processes. It is using the Universal Counter Form (UCF) which serves as queuing number, transaction request and referral slip. The UCF assures clients that they are provided with the services they need. At the same time, it makes it easier for the Frontline Officer to anticipate what the client needs as the form enumerates the type of transaction the clients require, be it payment, amendment, enrolment, submission of documents, or referral to other officers for other transactions.

The UCF is also a monitoring tool that enables the client and the LHIO Head to verify the time-duration of the transaction as stated in the PhilHealth Citizen's Charter. The back part of the form provides a reminder of all the services rendered at the frontline.

The LHIO has also set up an Advisory Board last 2014 to answer the feedback of clients who did not indicate contact details. Disposition and action taken is indicated in the Board as a standard procedure to inform the clients that all feedbacks are acted upon accordingly.

Further, the LHIO made an audio-video presentation material of the PhilHealth Citizen's Charter which is being played in the lobby. Likewise, a summary of the services provided by the LHIO is printed in tarpaulin with catchy icons to grab clients' attention. This summary is also printed in fliers for distribution to clients. This innovation was a product of the Quality Improvement Team last March 3, 2015.

In addition, the LHIO has a highly-industrialized/urbanized catchment area with several industrial parks where turnover and hiring of employees from one company to another, are prevalent. This trend prompted these companies to instead send the member data records (MDRs) of employees to the email addresses of employers to reduce the consumption of paper and toners. This move is also a way of forwarding the documents in a fast and efficient manner, without having to wait for the company representatives to pick-up the MDRs of their newly-hired employees. (END)