



|   |                         |                      |                 |
|---|-------------------------|----------------------|-----------------|
|  | <h1>QUALITY MANUAL</h1> | Document Code:       | 2017.QM.CDQ.001 |
|   |                         | Page No.:            | 1 of 3          |
|   |                         | Issue No.:           | 1               |
|   |                         | Revision No.:        | 0               |
|   |                         | Date Prepared:       | 01 August 2022  |
|   |                         | Date of Effectivity: | 01 OCT 2022     |
| <h2>Annex 4.3 Process Map<br/>Medical Services Management</h2>                    |                         |                      |                 |

| SOURCE OF INPUTS<br><small>(PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)</small> | INPUTS<br><small>(MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)</small> | ACTIVITIES  | OUTPUTS<br><small>(MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)</small>  | RECEIVER OF OUTPUTS<br><small>(SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)</small> |
|--|---|---|---|--|
| 1.a. Riding public   | Medical Emergencies and other health issues<br>Including passengers   | Immediate medical care & attention during medical emergencies & other health issues   | Quick Response & Resolution of Medical Issues & Medical emergencies   | Passengers and Safety & Security Division  |
| 1. b. Safety & Security Division   | Medical reimbursement claims by passengers  | Assessment of Medical reimbursement Claims by passengers  | Resolution of Medical Reimbursement claims  | Passengers and Public Relations Division   |
| 2.LRTA Employees   | Medical Emergencies and Other Health Issues   | <ul style="list-style-type: none"> <li>• Immediate medical care &amp; attention during medical emergencies &amp; other health issues</li> <li>• Provide consistent, pro-active &amp; caring preventive medical care &amp; guidance for employees</li> </ul> | <ul style="list-style-type: none"> <li>• Quick Response &amp; Resolution of Medical Issues &amp; Medical emergencies</li> <li>• Employees informed &amp; updated on their health status, and become more conscious self-care</li> </ul> | LRTA Employees   |

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"



|   |                       |                      |                 |
|---|-----------------------|----------------------|-----------------|
|  | <b>QUALITY MANUAL</b> | Document Code:       | 2017.QM.CDQ.001 |
|   |                       | Page No.:            | 2 of 3          |
|   |                       | Issue No.:           | 1               |
|   |                       | Revision No.:        | 0               |
|   |                       | Date Prepared:       | 01 August 2022  |
|   |                       | Date of Effectivity: | 01 OCT 2022     |
| <b>Annex 4.3 Process Map<br/>Medical Services Management</b>                      |                       |                      |                 |

| SOURCE OF INPUTS<br><small>(PREDECESSOR PROCESSES e.g. at providers (internal or external) at customers, at other relevant interested parties)</small> | INPUTS<br><small>(MATTER, ENERGY INFORMATION, e.g. in the form of materials, resources, requirements)</small> | ACTIVITIES   | OUTPUTS<br><small>(MATTER, ENERGY INFORMATION, e.g. in the form of product, service, decision)</small>  | RECEIVER OF OUTPUTS<br><small>(SUBSEQUENT PROCESSES, e.g. at customers (internal or external), at other relevant interested parties)</small> |
|--|---|--|---|--|
| 3. Human Resource Management Division  | Health Screening of Applicants & Employees and evaluation Of employees returning to work                      | <ul style="list-style-type: none"> <li>Assessment &amp; evaluation of illness Free applicants</li> <li>Assessment &amp; Evaluation of Returning to work employees</li> </ul> | <ul style="list-style-type: none"> <li>Hiring of healthy, illness free Applicants</li> <li>Healthy and fully recovered Employees returning to work</li> </ul> | <ul style="list-style-type: none"> <li>Applicants, HRMD</li> <li>Employees, Internal Offices</li> </ul>                                      |
| 4. Employees; Internal offices; Random passengers  | Preventive Screening Antigen Test for COVID   | Antigen Testing of Employees & Random Passengers   | Screening out COVID positive employees & passengers and clearing COVID Negative individually  | Internal offices employees, passengers   |

|  |   |
|--|---|
| <b>Controls and Check Points:</b><br><small>(Possible controls and check points to monitor and measure performance)</small>  |   |
| <ul style="list-style-type: none"> <li>Work Accomplishment Report for Nurses</li> <li>Work Accomplishment Report for Doctors</li> <li>Performance Rating Matrix for Doctors and Nurses</li> <li>Quarterly Accomplishment Report</li> <li>Patient's Record Logbook</li> </ul> | <ul style="list-style-type: none"> <li>Applicant's Verification of Medical Certificate</li> <li>Fit To Work Certificate Issuances</li> <li>COVID19 Antigen Testing Data</li> <li>Received Passenger Reimbursement Claims Documents</li> <li>Various Issued Memoranda</li> </ul> |

Documents that do not bear fresh LRTA's official document stamp



are considered "Uncontrolled"



# QUALITY MANUAL

## Annex 4.3 Process Map Medical Services Management

|                      |                 |
|----------------------|-----------------|
| Document Code:       | 2017.QM.CDQ.001 |
| Page No.:            | 3 of 3          |
| Issue No.:           | 1               |
| Revision No.:        | 0               |
| Date Prepared:       | 01 August 2022  |
| Date of Effectivity: | 01 OCT 2022     |

Prepared by:

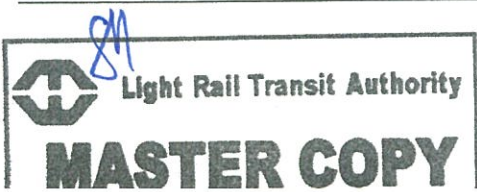
  
EDGAR P. COMANDAO, M.D.  
OIC, Medical Services Chief

Reviewed by:

  
DOMINIC F. KABIGTING  
Officer-in-charge, Administrative Department,  
Management Representative, QMS Core Team

Approved by:

  
ATTY. JOSE JOBEL BELARMINO  
OIC, Deputy Administrator of Admin, Finance & AFCS,  
Concurrent Manager, Legal Department



Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"

