

Date : **November 1, 2024**
To : **Angiele Navarro**
Position : **Authorization**
From : **Human Resources**
Thru : **Jonah Marie C. Dano**
Subject : **DISCIPLINARY ACTION**

This is to inform you of the decision regarding the following infraction/s:

INFRACTION AND REMEDIAL ACTION PER OFFENSE

Rules on Proper Conduct and Decorum **Written Warning to Dismissal**
Section 23 – Neglect of Duty - Failure to implement policies and procedures

Date violation committed: **October 10, 2024**

Place where violation committed: **9th floor ACCT, Bohol Street, Cebu Business Park, Cebu City**

Upon weighing all the pieces of evidence at hand as well as accounts from witness/es, the following are our findings:

- ***This is already the second instance that you have violated the Rules on Proper Conduct and Decorum, specifically Section 23 – Neglect of Duty – Failure to implement policies and procedures.***
- ***You committed a critical error by saving a documentation for a different patient to an incorrect account.***
- ***It is evident that you failed to implement the correct process and procedures as outlined in your department’s Standard Operating Procedure (SOP).***

- Culpable of violating the infraction/s as stated**
 Not-culpable of violating the infraction/s

With this, you are then sanctioned:

- | | |
|--|--|
| <input type="checkbox"/> Coaching | <input checked="" type="checkbox"/> Final Written Warning |
| <input type="checkbox"/> Documented Verbal Warning | <input type="checkbox"/> Suspension |
| <input type="checkbox"/> Written Warning | From: |

If you are suspended, you shall start reporting for work the day immediately after the end of your suspension or on the schedule (and shift) provided by your immediate superior.


PHOEBE JOY A. SORINGA
HR – Employee Relations


ALFREDO CAMARILLO, JR.
Director of Operations


Angie Orongan Navarro
Received by (SIGNATURE OVERPRINTED NAME):
Date/Time: 11/01/2024 @ 1:43AM

Date : **10/18/2024**
To : **Angiele Navarro**
Position : **Authorization**
From : **Human Resources**
Thru : **Jonah Marie Dano**
Subject : **NOTICE OF INFRACTION**

This is to inform you that the following incident has been brought to our attention. Kindly see below for the following offense/s you allegedly committed:

ALLEDGE INFRACTION AND REMEDIAL ACTION PER OFFENSE

Rules on Proper Conduct and Decorum, Written Warning to Dismissal
 Section: 23 Neglect of Duty – Failure to implement policies and procedures.

Date violation committed: 10/10/2024

Place where violation committed: 9TH Floor, Ayala Center Cebu Tower, Bohol Avenue, Cebu Business Park

DETAILED DESCRIPTION OF THE INCIDENT (briefly describe how the offense was allegedly committed):

Angiele committed 1 critical error for this week when working on order SO **28479164**. This result is after multiple discussions of each QA error and its corresponding action plan which she acknowledged and committed to follow accordingly and confident that she would not get any QA critical errors moving forward. She also has a copy of the Initial auth QA guidelines and all available QRG's.

Name	Audit Count	Average of Score	Critical	Major	Minor
Angie Navarro	13	92.08	2	1	0

Critical Errors

Row Labels	Count
Failed to correctly credit adjust/complete adjustment in timely manner/failed to select correct credit adjustment reason	1
Failed to correctly recalculate/re-key/manual convert to purchase	1
Grand Total	2



The initial date of approval is 10/03/2024 which she correctly logged without error. However, she did not notice that the date of service is showing as 09/27/2024 and this is a purchase item. In this case, Angiele could have rekeyed the order to modify the date of service matching its initial date of

NOTE: Please don't forget to provide proof (if there's any) as supporting document for the incident report.

approval, but she failed to do so. This negligence will result to a claim denial or not receiving payments since date of service is not covered which she is also well-aware of.

In view of the evidence presented against you, you are hereby required to submit a written explanation within **five (5) calendar days** from the receipt of this notice. In the event that you are found guilty of the said charge(s), the Company may impose an appropriate penalty, including the termination of your employment.

Your refusal, neglect, or failure to comply with the instructions stated above within the required period shall be construed as a waiver of your right to present your side and therefore management shall be constrained to resolve your case based on official records.


Jonah Marie Dano
IMMEDIATE SUPERIOR
(Signature Overprinted Name)
Position: Team Lead

10/18/2024
Date of Time

Received by:


ANGIELLE NAVARRO
EMPLOYEE (Signature Overprinted Name)

10/28/2024
Date/Time

NOTE: Please don't forget to provide proof (if there's any) as supporting document for the incident report.



EMPLOYEE'S WRITTEN EXPLANATION FORM

Date/Time: 10/07/24
To (Immediate Superior): Jona Marie Dano
Position: Authorization Specialist

This is in response to This is in response to the QA score, I think I forgot to check if the SO was already rekeyed and credit adjust or not but, I already fix the problem. I reviewed the critical error and I must double check before logging the SO.

Angelic B. Navarro
(Employee's signature over printed name)

iGROW COACHING FORM

Full Name: Navarro, Angiele	Date: 10/28/2024
Employee No.: 4482	Immediate Supervisor: Jonah Marie Dano

Issue / Goal - What is the issue and goal of the coaching session?

Angiele incurred critical error for Week October 7-11, 2024.

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Angie Navarro	13	92.08	2	1	0

Critical Errors

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Failed to correctly recalculate/re-key/manual convert to purchase	1
Grand Total	2



Goal: To get a detailed explanation as to what happened and why she still incurred critical errors and to get her action plan.

Reality / Options – Root Cause Analysis and Agent’s Feedback

I missed to check the actual date of the sales order after I logged the authorization. I thought that the date of service will be covered by its approval span dates. I always make sure that my focus is only on the sales order whenever I start working, no distractions and no unnecessary conversations that are not work-related.

Way Forward – Action Plan and Setting Proper Expectations

Moving forward, I’ll double check the logged approval always match with the details in the sales order, especially the details that will result to claim denials if one information is different from the approval. I’ll review every detail before releasing the sales order to avoid double work. I’ll make sure to avoid engaging in non-work-related stuff during working hours.

She is committed to the above action plan and is committed to follow accordingly. Her quality audit will be next reviewed on October 15, 2024, to check whether action plan is being followed. Otherwise, a write-up under Section 23 of the Rules or Proper Conduct and Decorum will be issued.

Employee Signature:	Date: 10/28/2024
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Supervisor Signature: <i>Gray</i>	Date: 10/28/2024
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