

3.1.5.4 Cheerfully sends off the patient to the Hospital lobby and thank him for choosing PSH as his Hospital of choice.

3.2 Other functions:

3.2.1 Regularly assists QA nurse in the daily distribution and collection of Customer Care Feedback forms within the shift and gathers back before end-of-shift endorsement.

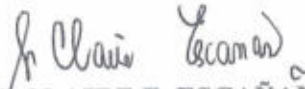
3.2.2 Regularly communicates with and updates Head nurses and Supervisor about customer feedback in their respective Units.

3.2.3 Offers creative suggestions that will improve our services and delight customers.

3.2.4 Attends to all hospital meetings and other hospital activities.

This certification is issued upon her request for whatever legal purpose it may serve her best.

Issued this 31st day of March, 2025, Cebu City, Cebu, Philippines.



SISTER CLAIRE E. ESCAÑAN, SPC, RN, MSN
Director of Nursing Service/ Chief Nursing Officer
PRC License Number / Registration Number: 0316461
Valid until June 16, 2027
Perpetual Succour Hospital of Cebu, Inc.
Gorordo Avenue, Lahug, Cebu City, Philippines
Telephone Number (+63 32) 233-8620
Mobile Number (+63) 9279319182
Email Address: cesca09an@yahoo.com.ph

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PERPETUAL SUCCOUR HOSPITAL OF CEBU, INC.

P.O. Box 790, Cebu Central Post Office

Cebu City

6000 Cebu

Philippines

CERTIFICATION

To Whom It May Concern:

This is to certify that **MS. KIRSTIE CLAIRE MEDALLO, BSN** is presently employed in Perpetual Succour Hospital of Cebu, Inc., Cebu City (a 372-bed capacity institution) assigned in the Medical-Surgical, Obstetrics and Gynecology, Pediatrics and Communicable Unit as a Nursing Assistant from July 27, 2020 up to present.

Medical-Surgical, Obstetrics & Gynecology, Pediatrics & Communicable Unit

July 27, 2020 up to present

Number of Hours rendered: 40 hours per week

NURSING ASSISTANT

A BSN graduate responsible for rendering nursing care to patients as stipulated in her job description and acts as a liaison between the patients, significant others and the hospital to ensure fast, comfortable and quality health care in her assigned unit/s.

Reports to the Section Head.

JOB DESCRIPTION

1. Regularly reports for duty on time for prayer and endorsement in the assigned Unit.
2. Actively participates in the Nursing rounds and conducts her/his own objective assessment of each patient and environment.
3. Receives patients' assignment from Charge Nurse/ Section Head.

3.1 Customer Care Nurse in the Wards

3.1.1 Admission of Patients

3.1.1.1 Actively participates in the admission of patients in coordination with the Primary Nurse.

3.1.1.2 Coordinates with the Primary nurse for needed assistance regarding written orders for diagnostics and nursing interventions to be done.

- 3.1.1.3 Reviews patient's case and profile including ER assessment sheets and doctors orders.
- 3.1.1.4 Warmly welcomes patient and significant others with a smile and "Peace be with you, Good"
- 3.1.1.5 Introduces self politely to make them comfortable with her/his presence.
- 3.1.1.6 Orients the patient and family to the hospital room, equipment's and gadgets, visiting hour policies, Patients' Rights and responsibilities, and the Pastoral Health care services.
- 3.1.2 Bedside Nursing
 - 3.1.2.1 Performs basic Nursing procedures like bed making, comfort care, and other basic nursing procedures in coordination with the Primary Nurse.
 - 3.1.2.2 Conducts oneself in a confident and professional manner even when stressed and/or focused on individual tasks
 - 3.1.2.3 Delights the customer/client by coordinating regularly with the Charge nurse or Head nurse for the immediate resolution of any problem.
 - 3.1.2.4 Assists the Primary Nurse for fast and smooth delivery of other nursing care as ordered by the Attending Physician.
 - 3.1.2.5 Provides compassionate care to patients and clients and maintains positive, cooperative relationships with other healthcare team.
 - 3.1.2.6 Performs other functions delegated by the Head nurse or Supervisor.
- 3.1.3 Assisting and Follow up of Diagnostic/Interventional Procedures
 - 3.1.3.1 Assists the Primary Nurse and prepares assigned patients for fast and smooth services as ordered by the Attending Physician with the proper understanding and rationale of the procedure.
 - 3.1.3.2 Wheels patient and endorses properly to the different diagnostic centers and follows up to transport back patients to his/her room.
- 3.1.4 Managing Comfort Rounds
 - 3.1.4.1 Conducts regular rounds of patients within the shift to check whether patient is comfortable with the room, air-conditioning unit, washroom and other facilities and amenities, equipments, bed, pillows, linen services and the nursing services.
- 3.1.5 Assisting in Patient Discharge
 - 3.1.5.1 Explain billing to patients according to PHIC policies, when discussing insurance with patients. Implement appropriate collection actions and assist financially responsible persons in arranging payment.
 - 3.1.5.2 Facilitates referral to Financial Services for payment sources for uninsured or charity patients.
 - 3.1.5.3 Informs attending physician of patient financial hardship. Update the billing system to reflect the insurance status of the patient. Provides timely and effective customer service to internal customers. Assists with departmental coverage as requested