



Republic of the Philippines  
SUPREME COURT  
Manila

SUPREME COURT OF THE PHILS.  
OFFICE OF ADMINISTRATIVE SERVICES  
**RECEIVED**  
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*Medical and Dental Services*

30 June 2020

**TO : ATTY. MARIA CARINA M. CUNANAN**  
Deputy Clerk of Court and  
Chief Administrative Officer

**RE : SUBMISSION OF SC MDS POST QUARANTINE GUIDELINES**

Dear Atty. Cunanan,

May we respectfully submit the SC Clinic Post – Quarantine Guidelines to ensure the observance of safety and social distancing protocol.

Notice will be placed prominently on the doors of the Clinic to inform employees of the changes.

For your information.

Respectfully submitted,

**PRUDENCIO P. BANZON, JR. M.D.**  
Senior Chief Staff Officer  
Medical and Dental Services



## **PROPOSED POST-QUARANTINE CLINIC PROTOCOL**

### **I. INTRODUCTION OF APPOINTMENT SYSTEM FOR NON-EMERGENCY CONSULTATION, TREATMENT, REFILL, AND PERSONAL INQUIRIES**

1. An appointment system shall be established to control the number of patients in the clinic at any one time, to provide proper social distancing, reduce unnecessary waiting time in the clinic area, and provide time for cleaning and disinfection to reduce the risk of transmission of infection.
2. A free online consultation system using Facebook and Viber has been established by the SC Medical and Dental Services to provide consultation services for employees during the quarantine period, and thereafter;
3. The employee simply has to go to SC MDS FB page and request a consultation. One of the Clinic doctors will respond as soon as possible.
4. Follow up may be done through FB or thru Viber depending on the patient's preference.
5. Records of each consultation will be recorded in the patient's charts and on the FB page for future reference.
6. Data privacy and data security shall be strictly enforced during and after each consultation.

### **II. SCHEDULING OF APPOINTMENTS FOR NON-EMERGENCY CONSULTATION AND TREATMENT**

- A. Unless an emergency, scheduling of all appointments shall be made thru the various Clinic landlines, to manage the number of patients inside the Clinic and reduce waiting time;
- B. Walk-in emergency consultation shall be entertained, and shall be handled accordingly.
- C. In all cases, the following shall be noted:
  1. Exposure to a COVID-19 positive, probable or suspect patient;
  2. Presence of cough and/or colds;
  3. Presence of fever;
  4. Shortness of breath or difficulty of breathing;
- D. The Clinic Doctor and /or Nurse shall note these symptoms in the patient Clinic chart;



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- E. Each patient bring their own face mask, tissue paper, ballpen, and hand sanitizers upon consultation for the protection of both patients and staff;
- F. Time slots may be provided by the caller so that doctor and employee can choose a convenient time of consult;
- G. Patients with non-emergency ailments are encouraged to avail of telemedicine consultation or thru phone;

### III. TRIAGE AREA

- A. Vital signs, of all patients coming in for the consultation or testing procedures shall be taken down by the Nurse on duty.

### IV. MEDICAL CONSULTATIONS

- A. Non-emergency cases will be scheduled through the Clinic landlines.
- B. Emergency cases shall be attended immediately.
- C. Patient consultations shall be limited to 15 to 20 minutes to limit exposure and transmission.

### V. SECTION PROTOCOLS

#### A. DENTAL CONSULTATION/TREATMENT

1. Dental personnel shall work in a shifting schedule (1 dentist and 1 dental aide) to attend to patients.
2. The Dental staff shall practice hygiene all the time.
3. Dental personnel and patients must maintain physical distancing of 2 meters apart (except during treatment process).
4. Only one treatment area shall be used, the other treatment area is not functional. This is to ensure that aerosol production will be confined in a small area.
5. Unnecessary visits to the dental clinic is discouraged.
6. The patient will have to fill up the screening questionnaire and their necessary forms prior to consultation via link.
7. Patients will also be screened via telephone or video call for urgency of care and possible treatment options.



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8. URGENT DENTAL CARE focuses on the management of conditions that require immediate attention to relieve severe pain and/or risk of infection and to alleviate the burden on hospital emergency departments. These should be treated as minimally invasive as possible. These include severe dental pain from pulpal infection, pericoronitis or third-molar pain, surgical post-operative osteitis, dry socket dressing changes, tooth fracture resulting in pain or causing soft tissue trauma, dental trauma with avulsion/luxation, dental treatment required prior to critical medical procedure, final crown/bridge cementation if the temporary restoration is lost, broken or causing gingival inflammation, and biopsy of abnormal tissue.
9. Other urgent dental care cases include extensive dental caries or defective restoration causing pain (Manage with interim restorative techniques when possible), suture removal, denture adjustment on radiation/oncology patients, denture adjustment or repairs when function impeded, replacing temporary filling on endo access openings in patients experiencing pain, and snipping or adjustment of an orthodontic wire or appliances piercing or ulcerating the oral mucosa.
10. ELECTIVE PROCEDURES and NON-URGENT CASES are not allowed until further notice. Elective and non-urgent dental procedures included but are not limited to initial or periodic oral examinations and recall visits, including routine radiographs, routine dental cleaning and preventive therapies, orthodontic procedures other than those to address acute issues (e.g. pain, infection, trauma) or other issues critically necessary to prevent harm to the patient, extraction of asymptomatic teeth, restorative dentistry including treatment of asymptomatic carious lesions, aesthetic dental procedures.
11. The patient shall wear mask and wash their hands before entering the Clinic. Hand sanitizer and/or alcohol shall be provided on the side of the door and table.
12. After consultation or treatment, a sufficient amount of time shall be imposed between patient visits to provide ample time to clean and disinfect the treatment area to receive another patient.
13. For NON-EMERGENCY CASE, the patient shall be given detailed home care instructions and medicines.
14. If a dependent is with an employee/companion, they shall not be allowed to get inside the dental clinic and will wait in the designated waiting area.
15. Proper disposal of dental supplies and disposable PPEs shall be strictly implemented.



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## **B. LABORATORY SECTION**

1. All requests for Laboratory testing shall be scheduled with the Medical Technologist on duty, and shall be accommodated on the next available date, unless it is an emergency case.
2. The Laboratory Section shall only accommodate one patient at a time inside the room.
3. Laboratory results shall be released to the Reception where they can be picked up at the designated times.
4. The Medical Technologist shall wear the proper PPE at all times for safety.

## **C. PHYSICAL THERAPY SECTION**

1. Old patients and new referrals shall secure their schedules through phone calls only. In cases of new doctor's referrals who are already in the clinic, they may physically make their appointments at the reception area only.
2. Patients with urgent and acute health conditions that require PT treatment shall be
3. PT sessions shall be limited per day, one patient per therapist per session only.
4. Patient shall inform therapist in case he/she cannot make it for possible rescheduling, if late, therapist shall have the discretion to cancel schedule.
5. Physical therapy management shall be limited to non-contact management only. All modalities using contact gel may be given as deemed appropriate, as well as those that use equipment such as traction and external weights provided said equipment shall be subject to sanitation before and after use.
6. Strictly NO massage and assisted exercises shall be performed.
7. Use of paraffin wax bath shall be temporarily prohibited in line with safety and hygiene concerns.
8. Home instructions and home exercise programs shall be highly recommended to limit clinic visits of patients. Handouts or online exercise videos shall be given as needed.
9. Clinic Physical Therapists shall be required to wear appropriate PPE and gloves at all times.
10. Likewise, proper sanitation and hygiene of all treatment areas and equipment shall be strictly observed.



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#### D. PSYCHOLOGY SECTION

1. Maximum referral for psychological exam shall be 4 for the day; 2 in the morning and 2 in the afternoon.
2. Maximum referral for psychiatric counseling shall be 4 each for Monday and Thursday; 2 in the morning and 2 in the afternoon.
3. In case of referral for disability or if there is an urgent referral for diagnostic and/ or assessment procedure, referring doctor shall notify the psychologist at least 2 or 3 days in advance so she can arrange prior schedules. Otherwise, such a referral shall be accommodated on the next available date.
4. Any walk-in employee who wish to talk to the psychologist for pep talk/advice, can have access to the room if there is no testing.
5. Likewise, if his/her case is such that it needs psychiatric intervention and said day falls on the day the psychiatrist is around, he/she can be accommodated provided the psychiatrist has no patient.
6. Scheduling for psychological or psychiatric consultations and other inquiries may be made over the phone.
7. For walk-in inquiries, the psychologist can talk to any employee or outsider who wish to see her for schedule or anything, in the waiting area provided there are no patients/visitors/employees seated.
8. Request and/or referral for psychiatric evaluation made only on said day shall be accommodated if a scheduled patient fails to come. Otherwise, such a referral can be scheduled on the nearest available schedule. On the other hand, if such referral needs immediate psychiatric attention, internal arrangement shall be made to accommodate the same on the day referred.
9. Any request/referral for evaluation outside Metro Manila shall be attended to once the threat of infection (Covid-19) is controlled, unless the case is deemed an emergency.
10. All employees and outsiders for testing and counseling are required to provide and wear their own face mask and bring their own hanky, tissue, hand sanitizer or alcohol.

#### E. NUTRITION SECTION

1. For new referrals, assessment shall be done via phone call unless physical assessment needs arises. Old patients shall secure their schedules through phone calls only.
2. In case the patient is already in the clinic, the Nutritionist shall be the one to accommodate the patient at the reception area for assessment and appointment purposes.





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3. For rescheduling and cancellation of the appointment, the patient shall inform the Nutritionist ahead of time to make necessary adjustment. A lead time of 10 minutes shall be given for late patients. Otherwise, the appointment shall be rescheduled.
4. Maximum consultation time shall be limited to 1 hour depending on the need of the patient.
5. Maximum patient consultation per day shall be limited to 4 patients to give the Nutritionist time to disinfect the area after each patient.
6. Assessment and inquiry via phone call shall always be accommodated unless consultation is on-going.

**F. PHARMACY SERVICE (MEDICINE REFILL)**

1. Medicine Refill Request Forms shall be available at the door of the Clinic daily.
2. The request form shall include the following: date of request, name of patient, office, contact no., medicines for refill, and signature.
3. Patients on maintenance medications shall fill out a form and indicate the maintenance medicines they need refilled.
4. Patients shall drop the forms in a designated dropbox outside the Clinic doors.
5. Requests for refills shall be entertained from 8:00 – 11:00 am only.
6. Refill of maintenance medications shall be good for 15 days only.
7. The pharmacist shall be in charge of collecting these refill request forms and preparing the medicine packs.
8. Patients shall pick up their medicine packs from 2:00 to 4:00 pm only.
9. At the designated time, the pharmacist shall distribute the medicine packs to the patients, give instructions, and have the RIS signed by the patients.

**G. AMBULANCE SERVICE**

1. The Ambulance Driver and all accompanying medical personnel shall wear the appropriate PPE to prevent infection when transporting patients.
2. The Ambulance Driver shall inquire the diagnosis of the patient prior to conduction to properly prepare the ambulance for transport.
3. All requests for non-emergency medical transport shall be coursed through the Head of the SC MDS for approval.
4. The ambulance shall be cleaned and disinfected after every use.



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**VI. EMPLOYEES WITH FEVER AND NON-SPECIFIC SYMPTOMS**

- A. Patients with fever and other symptoms, who are feeling sick are requested not to report to work and instead inform their offices of their condition.
- B. They are requested to isolate at home and monitor their symptoms.
- C. They are advised to consult with the Clinic through the SC MDS FB page or through landlines regarding laboratory testing, treatment, and follow up.

Prepared by:

**JOSE NOEL D. MENDOZA, MD**

Supervising Judicial Staff Officer

SC Medical and Dental Services