

*Handwritten mark*



# Office of the Governor – Guam Medical Referral Office

P.O. Box 2950 Hagåtña, Guam 96932

Telephone: (671) 475-9350/353/428

Facsimile: (671) 472-7557

2009 JAN 23 PM 4:11  
*Handwritten squiggly mark*

**FELIX PEREZ CAMACHO**  
THE HONORABLE GOVERNOR OF GUAM

**MICHEAL W. CRUZ M.D.**  
THE HONORABLE LIEUTENANT GOVERNOR

January 15, 2009

To: Governor of Guam  
Lt. Governor of Guam  
Speaker's Office  
Office of the Public Auditor

From: Director, Guam Medical Referral Office

Subject: Quarterly Report

Attached is the first (1) quarter October, November, and December, 2008 Quarterly report of activities as required to be submitted at the end of the month.

This report is only for the Philippines, Honolulu, and Los Angeles, California. Any reference to the Guam office is incorporated in the Governor's Office report. Please note that this report includes those already scheduled to depart.

Please note that the outsourcing contract of the Philippines, Honolulu and Los Angeles offices, have officially been signed by the governor on June 24, 2008. Full implementation of outsourcing took effect on July 1, 2008.

Please feel free to contact me should you need any further assistance on this matter by calling our office at 475-9353/9350.

Office of the Speaker  
**Judith T. Won Pat, Ed. D.**  
Date 1/15/09  
Time 11:30 -  
Received by [Signature]  
30-09-0071

*[Signature]*  
Peter Alecxis Ada

Cc: Chief(s) of Staff: J. George Bamba and Carlotta Leon Guerrero  
BBMR  
BIT  
GMRO Copy

0072



**Government of Guam**  
**Report for the month of October, November, December, 2009**  
**Budget Digest**

**GUAM**

<b>A5400 Account code</b>	<b>Appropriation Classification</b>	<b>FY 2009 Expenditures &amp; Encumbrances</b>
	<b>PERSONNEL SERVICES</b>	
111	Regular Salaries/Increments	0
112	Overtime/Special Pay	0
113	Benefits	0
	<b>OPERATIONS</b>	
230	Contractual services:	0
233	Office space rental:	0
240	Supplies & materials:	0
250	Equipment:	0
270	Workers compensation	0
271	Drug testing	0
280	Sub-recipient/sub grant	0
290	Miscellaneous	0
	<b>UTILITIES</b>	
361	Power	0
362	Water/sewer	0
363	Telephone/toll	0
450	<b>CAPITAL OUTLAY</b>	0

Note: The Guam office operation and budget are under the Governor's office budget submission

**Government of Guam**  
**Quarterly Report October, November, December, 2009**  
**Budget Digest**

**PHILIPPINES**

<b>A5400 Account code</b>	<b>Appropriation Classification</b>	<b>FY 2009 Expenditures &amp; Encumbrances</b>
	<b>PERSONNEL SERVICES</b>	
111	Regular Salaries/Increments	0
112	Overtime/Special Pay	0
113	Benefits	0
	<b>OPERATIONS</b>	
230	Contractual services:	\$42,556.80
233	Office space rental:	0
240	Supplies & materials:	0
250	Equipment:	0
270	Workers compensation	0
271	Drug testing	0
280	Sub-recipient/sub grant	0
290	Miscellaneous	0
	<b>UTILITIES</b>	
361	Power	0
362	Water/sewer	0
363	Telephone/toll	0
450	<b>CAPITAL OUTLAY</b>	0
	<b>TOTAL APPROPRIATIONS</b>	<b>\$42,556.80</b>

**Notation**

Amount expended for <b>Oct, Nov, Dec</b>	\$14,185.60
Number of <b>patients</b> sent to Philippines for <b>Oct, Nov, and Dec, 2009</b>	202
Number of <b>Escorts</b> sent to Philippines for <b>Oct, Nov, and Dec, 2009</b>	223

**Government of Guam**  
**Quarterly Report October, November, December, 2009**  
**Budget Digest**

**LOS ANGELES**

<b>A5400 Account code</b>	<b>Appropriation Classification</b>	<b>FY 2009 Expenditures &amp; Encumbrances</b>
	<b>PERSONNEL SERVICES</b>	
111	Regular Salaries/Increments	0
112	Overtime/Special Pay	0
113	Benefits	0
	<b>OPERATIONS</b>	
230	Contractual services:	\$48,707.89
233	Office space rental:	0
240	Supplies & materials:	0
250	Equipment:	0
270	Workers compensation	0
271	Drug testing	0
280	Sub-recipient/sub grant	0
290	Miscellaneous	0
	<b>UTILITIES</b>	
361	Power	0
362	Water/sewer	0
363	Telephone/toll	0
450	<b>CAPITAL OUTLAY</b>	
	<b>TOTAL APPROPRIATIONS</b>	<b>\$48,707.89</b>

**Notation**

Amount expended for Oct, Nov, and Dec	\$16,235.96
Number of <b>Patients</b> sent to Los Angeles for <b>Oct, Nov, and Dec, 2009</b>	64
Number of <b>Escorts</b> sent to Los Angeles for <b>Oct, Nov, and Dec, 2009</b>	83

**Government of Guam**  
**Quarterly Report October, November, December, 2009**  
**Budget Digest**

**HONOLULU**

<b>A5400 Account code</b>	<b>Appropriation Classification</b>	<b>FY 2009 Expenditures &amp; Encumbrances</b>
	<b>PERSONNEL SERVICES</b>	
111	Regular Salaries/Increments	0
112	Overtime/Special Pay	0
113	Benefits	0
	<b>OPERATIONS</b>	
230	Contractual services:	\$56,170.40
233	Office space rental:	0
240	Supplies & materials:	0
250	Equipment:	0
270	Workers compensation	0
271	Drug testing	0
280	Sub-recipient/sub grant	0
290	Miscellaneous	0
	<b>UTILITIES</b>	0
361	Power	0
362	Water/sewer	0
363	Telephone/toll	0
450	<b>CAPITAL OUTLAY</b>	0
	<b>TOTAL APPROPRIATIONS</b>	<b>\$56,170.40</b>

**Notation**

Amount expended for **Oct, Nov, and Dec**

\$18,723.4

Number of **Patients** sent to Hawaii for **Oct, Nov, and Dec, 2009**

41

## ESTIMATED COST PER PATIENT

<b>Site</b>	<b>1stQuarter Expenditure</b>	<b>Number of Patients Served</b>	<b>Total Cost per patient for the quarter</b>
<b>Honolulu</b>	\$18,723.46	41	\$456.66
<b>Los Angeles</b>	\$16,235.96	64	\$235.86
<b>Philippines (Outsourced)</b>	\$14,185.60	202	\$70.22

**Note:** *This figure is estimated because BBMR has not yet closed its books for the quarter.*

# **Department: Guam Medical Referral Office**

## **Subject: Duties and Responsibilities**

1. Receive and accept applications, medical referral documents, travel itinerary by walk ins, faxed information or documentations from medical facilities and phone ins.
2. Log in Patient Referral information and other pertinent information which will be forwarded to the receiving and servicing Guam Medical Referral Office.
3. Assist families in the following areas:
  - a. Make hotel reservation upon request.
  - b. Make medical appointment and reconfirm the appointment prior to departure.
  - c. Inform the patient, patient's designated escort or family of any notices.
4. Coordinate if necessary with Naval Hospital for military medivac which includes patients' families.
5. Coordinate if necessary with airlines for clarification of itinerary.
6. Coordinate with foreign consulate office
7. Assist patient who may be required to travel to a foreign medical institute who are undocumented.
8. Assist patient who may be needing emergency of the issuance of passport.
9. Coordinate with all GMRO as frequent as possible on what has to be done regarding the patient.
10. Prepare a budget for the entire year's operation.
11. Prepare a monthly report for the legislature, the Public Auditors Office, Governor's Office, Lt. Governor's Office and both Chiefs of Staff of the Governor's Office. Such report shall include but not limited to the number of patients being referred to each state or country. It shall also include the number of escorts, the receiving medical facility, and HMO information, the cost per patient from the operation of the office and services on a quarterly basis.
12. Receive monthly, quarterly and annual reports from all satellite offices to include non arrivals, late pick ups, non registered patients who arrived unscheduled and other problems encountered and such reports are included to the Governor, Lt. Governor, the Chairman of the committee on Health and Speaker of the Guam Legislature and the Office of the Public Auditor.
14. Attend meetings relative to patient affairs and to include air ambulance service.
15. To receive information relative to patients who have expired while on medical treatment.
16. To assist patient and their immediate families with other government services relative to their referral off island. (I.e. Tax Returns expedite medical information as needed by receiving medical facility).



## PHILIPPINES

### I. SCOPE OF WORK

The Guam Medical Referral Office, a division of the Office of the Governor of Guam, requires the professional services of a firm / individual to Medical Referral office in Philippines.

1. Offeror should maintain an office within the Philippines, area consistent with the following requirements'

- a. Establish a central location where the medical referral office will be located.
- b. Install necessary telephone line, facsimiles and other instruments to be used in communicating with patients, physicians, hospitals, HMO's, lodging, and other facilities and entities necessary to perform the services.
- c. Obtain necessary office equipment, supplies, materials and furniture for the office operations.
- d. Maintain records of patients, patient related activities administrative matters.
- e. Obtain mobile communication equipment needed for efficient office operations.
- f. Office facility must be in compliance with all applicable laws rules and regulations including but not limited to the ADA and HIPPA.
- g. All discarded medical records must be properly disposed of in accordance with HIPPA.
- h. Staff should communicate at least every three (3) days with the patient/ families and each visit with copies transmitted to the office.

2. Should have available appropriate vehicles for transportation of patients and escorts between the airport, lodging facilities and/ or medical facilities keeping aware of the mobility and requirements of each particular patient and their escorts.

Transportation services shall include:

- a. Transportation upon arrival at the respective airport, to lodging and/ or medical facilities.
- b. Transportation to fill medical prescriptions at pharmacists and drug stores.

c. Transportation to the airport for the return trip to Guam.

3. Assist in facilitation scheduling appointments for referred patients with appropriate physicians, hospitals, or other medical facilities.
4. Coordinate reservations for patients and escorts at various affordable lodging and facilities.
5. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give GMRO further advice, should there be any changes.
6. Provide briefing packages to patients upon arriving in Los Angeles explaining the type of services offered by the Guam Medical Referral Office and the detailed itinerary of the patient.
7. Ensure that patient's escorts are provided the utmost courtesies and are meet at the airport's arrival extension on time.
8. Provide monthly report with information as follows:
  - a. Name of patient
  - b. Gender and Age
  - c. Date of referral
  - d. Date Assisted
  - e. Name of Accepting Medical Center
  - f. Health Provider
  - g. Number of Escorts
  - h. Departure Date
9. Offeror must maintain training and compliance with HIPPA.
10. Offeror must ensure and maintain professionalism at all times.
11. In the event the patient shall expire while under the care of the offeror, the offeror shall assist the deceased family in coordinating the transport of the deceased to Guam.

## LOS ANGELES

### I. SCOPE OF WORK

The Guam Medical Referral Office, a division of the Office of the Governor of Guam, requires the professional services of a firm / individual to Medical Referral office in Los Angeles, California.

1. Offeror should maintain an office within the Los Angeles, California, area consistent with the following requirements'

- a. Establish a central location where the medical referral office will be located.
- b. Install necessary telephone line, facsimiles and other instruments to be used in communicating with patients, physicians, hospitals, HMO's, lodging, and other facilities and entities necessary to perform the services.
- c. Obtain necessary office equipment, supplies, materials and furniture for the office operations.
- d. Maintain records of patients, patient related activities administrative matters.
- e. Obtain mobile communication equipment needed for efficient office operations.
- f. Office facility must be in compliance with all applicable laws rules and regulations including but not limited to the ADA and HIPPA.
- g. All discarded medical records must be properly disposed of in accordance with HIPPA.
- h. Staff should communicate at least every three (3) days with the patient/ families and each visit with copies transmitted to the office.

2. Should have available appropriate vehicles for transportation of patients and escorts between the airport, lodging facilities and/ or medical facilities keeping aware of the mobility and requirements of each particular patient and their escorts.

Transportation services shall include:

- a. Transportation upon arrival at the respective airport, to lodging and/ or medical facilities.
- b. Transportation to fill medical prescriptions at pharmacists and drug stores.

c. Transportation to the airport for the return trip to Guam.

3. Assist in facilitation scheduling appointments for referred patients with appropriate physicians, hospitals, or other medical facilities.
4. Coordinate reservations for patients and escorts at various affordable lodging and facilities.
5. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give GMRO further advice, should there be any changes.
6. Provide briefing packages to patients upon arriving in Los Angeles explaining the type of services offered by the Guam Medical Referral Office and the detailed itinerary of the patient.
7. Ensure that patient's escorts are provided the utmost courtesies and are meet at the airport's arrival extension on time.
8. Provide monthly report with information as follows:
  - a. Name of patient
  - b. Gender and Age
  - c. Date of referral
  - d. Date Assisted
  - e. Name of Accepting Medical Center
  - f. Health Provider
  - g. Number of Escorts
  - h. Departure Date
9. Offeror must maintain training and compliance with HIPPA.
10. Offeror must ensure and maintain professionalism at all times.
11. In the event the patient shall expire while under the care of the offeror, the offeror shall assist the deceased family in coordinating the transport of the deceased to Guam.

## HAWAII

### I. SCOPE OF WORK

The Guam Medical Referral Office, a division of the Office of the Governor of Guam, requires the professional services of a firm / individual to Medical Referral office in Hawaii.

1. Offeror should maintain an office within the Hawaii, area consistent with the following requirements'

- a. Establish a central location where the medical referral office will be located.
- b. Install necessary telephone line, facsimiles and other instruments to be used in communicating with patients, physicians, hospitals, HMO's, lodging, and other facilities and entities necessary to perform the services.
- c. Obtain necessary office equipment, supplies, materials and furniture for the office operations.
- d. Maintain records of patients, patient related activities administrative matters.
- e. Obtain mobile communication equipment needed for efficient office operations.
- f. Office facility must be in compliance with all applicable laws rules and regulations including but not limited to the ADA and HIPPA.
- g. All discarded medical records must be properly disposed of in accordance with HIPPA.
- h. Staff should communicate at least every three (3) days with the patient/ families and each visit with copies transmitted to the office.

2. Should have available appropriate vehicles for transportation of patients and escorts between the airport, lodging facilities and/ or medical facilities keeping aware of the mobility and requirements of each particular patient and their escorts.

Transportation services shall include:

- a. Transportation upon arrival at the respective airport, to lodging and/ or medical facilities.
- b. Transportation to fill medical prescriptions at pharmacists and drug stores.

- c. Transportation to the airport for the return trip to Guam.
3. Assist in facilitation scheduling appointments for referred patients with appropriate physicians, hospitals, or other medical facilities.
4. Coordinate reservations for patients and escorts at various affordable lodging and facilities.
5. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give GMRO further advice, should there be any changes.
6. Provide briefing packages to patients upon arriving in Los Angeles explaining the type of services offered by the Guam Medical Referral Office and the detailed itinerary of the patient.
7. Ensure that patient's escorts are provided the utmost courtesies and are meet at the airport's arrival extension on time.
8. Provide monthly report with information as follows:
  - a. Name of patient
  - b. Gender and Age
  - c. Date of referral
  - d. Date Assisted
  - e. Name of Accepting Medical Center
  - f. Health Provider
  - g. Number of Escorts
  - h. Departure Date
9. Offeror must maintain training and compliance with HIPPA.
10. Offeror must ensure and maintain professionalism at all times.
11. In the event the patient shall expire while under the care of the offeror, the offeror shall assist the deceased family in coordinating the transport of the deceased to Guam.

## POINTS OF CONTACT FOR UNDOCUMENTED PATIENTS

1. Continental Air Micronesia (ask for IES Office)—Tel: 647-6440 Fax: 646-3850
- 2/ Philippine Consulate's Office (6<sup>th</sup> Floor ITC Bldg. Tel: 646-4620 or 30  
Fax: 649-1868

PI Consulate Office (Emergency After hours) 488-4630

3. Social Worker's Office at GMH: 647-2440
4. Guam Passport Office: Tel: 635-8974 Fax: 633-2643

### Passport Requirements:

1. Certification of Emergency from the attending physician
2. And old copy of a passport AND a certified copy of both patients' birth certificate
3. Family must call a licensed photographer to take a 2 x 2 picture of the patient at the hospital.

*Note: The patient must be a direct admit... Once the patient is discharged from the hospital, then this patient does not qualify as an undocumented emergency referral.*

Cost: \$193.00 inclusive of processing, to expedite, courier

Allow 5 to 10 working days if there are no complications

Someone must be given a written authorization to pick up the new issued passport once it arrives. Must have receipt to have passport released.

5. Family must get a certification form from the Passport Office that the patient did apply for a US Passport and is being processed. Family must also arrange that the new Passport is sent to the patient immediately in the Philippines.

**Note: DHL will not deliver an official document such as a passport to a foreign country.**

- 
1. **CORTEL: Foreign Affairs: 8-011 (632) 834-3145 or 46**
  2. **Bureau of Immigration 8-011 (632) 879-6085 ask to speak to Beck or Ria Make sure you send them a copy of all the documents and follow up with them. Their fax number is 8-011 (632-879-6084 or 852-3017. This is very very important to be followed very closely. Attn: Ferdinand Sampol**
  3. **VISA: 632-834-3707**  
**Arrival and Departure in Manila: 632-789-6081**  
**Head of Office: Romeo Manipol**  
**Staff: Jennifer Argame 832-2936**  
**Supervisor: Romeo Manipol or his deputy Mrs. Seneca 632-2536**
- 

**IT is very important that you follow up very closely with the Bureau of Immigration. Make sure you know exactly whom you are talking to, date and time.**

**They will only give you a verbal approval if the patient would be allowed to enter the Philippines. Make sure that you do get the name and phone number of the person who gave the approval. Give that name to the escort of the patient, just in case anything happens.**