



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

FELIX PEREZ CAMACHO
THE HONORABLE GOVERNOR OF GUAM

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

April 15, 2009

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

2009 APR 15 PM 4:13

From: Director, Guam Medical Referral Office

Subject: Quarterly Report

Attached is the second (2nd) quarter January, February, and March, 2009. 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.

Peter Alexis Ada

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

BBMR

BIT

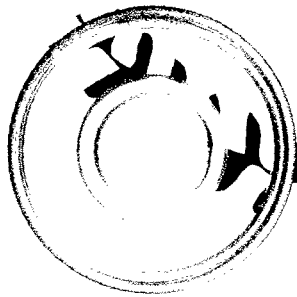
GMRO Copy

Enclosure

30-09-0460
Office of the Speaker
Judith T. Won, Pat, Ed. D.
Date 4/15/09
Time 3pm
Received by [Signature]

Office of the Speaker
Judith T. Won, Pat, Ed. D.
Date 4/15/09
Time [Signature]
Received by 3pm

Guam Medical Referral Office



2nd Quarter Report
-January
-February
-March

Government of Guam
Report for the month of January, February, & March 2009
Budget Digest

GUAM

A5400 Account code	Appropriation Classification	FY 2009 Expenditures & Encumbrances
	PERSONNEL SERVICES	
111	Regular Salaries/Increments	0
112	Overtime/Special Pay	0
113	Benefits	0
	OPERATIONS	
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
	UTILITIES	
361	Power	0
362	Water/sewer	0
363	Telephone/toll	0
450	CAPITAL OUTLAY	0

<p>Note: The Guam office operation and budget are under the Governor's office budget submission</p>

Government of Guam
Quarterly Report January, February, & March, 2009
Budget Digest

HONOLULU

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

Notation

Amount expended for Jan, Feb, and Mar, 2009	\$18,723.46
Number of Patients sent to Hawaii for Jan, Feb, Mar, 2009	69
Number of Escorts sent to Hawaii for Jan, Feb, Mar, 2009	75
Total expended for Hawaii patients only for the 2nd quarter	\$56,170.40

Government of Guam
Quarterly Report January, February, & March, 2009
Budget Digest

PHILIPPINES

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

Notation

Amount expended for Jan, Feb, Mar, 2009	\$14,185.60
Number of patients sent to Philippines for Jan, Feb, and Mar, 2009	209
Number of Escorts sent to Philippines for Jan, Feb, and Mar, 2009	267
Total expenditure for Philippines patients only for the 2nd quarter	\$42,556.80

Government of Guam
Quarterly Report January, February, and March, 2009
Budget Digest

LOS ANGELES

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

Notation

Amount expended for Jan, Feb, & Mar, 2009	\$16,235.96
Number of Patients sent to Los Angeles for Jan, Feb, and Mar, 2009	54
Number of Escorts sent to Los Angeles for Jan, Feb, and Mar, 2009	62
Total expended for Los Angeles patients only for the 2nd quarter	\$48,707.89

ESTIMATED COST PER PATIENT

Site	2ndQuarter Expenditure	Number of Patients Served	Total Cost per patient for the quarter
Honolulu	\$18,723.46	69	\$271.35
Los Angeles	\$16,235.96	54	\$300.66
Philippines (Outsourced)	\$14,185.60	209	\$67.87

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).

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.

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.