



Office of the Governor of Guam

P.O. Box 2950 Hagåtña, Guam 96932
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Felix P. Camacho
Governor

Michael W. Cruz, M.D.
Lieutenant Governor

2009 AUG 24 AM 9:23

TRANSMITTAL

August 21, 2009

Honorable Judith Won Pat
Speaker
I Mina' Trenta Na Liheslaturan Guåhan
Thirtieth Guam Legislature
155 Hesler Street
Hågatña, Guam 96910

Hafa Adai Speaker Won Pat,

Attached is the transmittal of the Office of the Governor Guam Medical Referral Office
Activities and Expenditures Report for 3rd Quarter, Fiscal Year 2009 which was received by
the Governor's Central Files Office on June 30, 2009 and inadvertently filed in the Governor's
Chronological file in lieu of forwarded to your office. Please accept my humble apologies for its
late submission.

Should you have any questions or concerns, please contact our office at 475-9403.

Senseramente,

Viki Lindlau
Special Assistant, Central Operations

cc: Doris F. Brooks, Public Auditor

30-09-1025
Office of the Speaker
Judith T. Won Pat, Ed. D.

Date 8/21/09
Time 4:53 PM
Received by [Signature]



Office of the Governor – Guam Medical Referral Office

P.O. Box 2950 Hagåtña, Guam 96932

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FELIX PEREZ CAMACHO
THE HONORABLE GOVERNOR OF GUAM

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

AUG 21 2009

Honorable Judith Won Pat
Speaker
I Mina' Trenta Na Liheslaturan Guåhan
Thirtieth Guam Legislature
155 Hesler Street
Hagåtña, Guam 96910

Dear Speaker Won Pat:

Hafa Adai yan Saludas! Transmitted herewith is the Office of the Governor Guam Medical Referral Office's Activities and Expenditures Report for the period ending **3rd Quarter, Fiscal Year 2009** and pursuant to Public Law 29-113, Chapter VII, Section 26.

Please note that the report covers the Philippines, Honolulu and Los Angeles Medical Referral Offices as submitted by the outsourced contractor and verified and concurred by the Guam Medical Referral Office.

The attached submittal is provided in hard copy with the electronic format forthcoming via email. The report will be posted shortly on our website <http://www.gmro.guam.gov/>.

Should you require additional information, please contact our office at 475-9353/9350. *Si Yu'os Ma'ase.*

Sincerely,


Agusto B. Allague
Special Assistant, Constituent Services

cc: Public Auditor, Doris F. Brooks

Attachment



Office of the Governor – Guam Medical Referral Office

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Facsimile: (671) 472-7557

FELIX PEREZ CAMACHO
THE HONORABLE GOVERNOR OF GUAM

cc: Gov.
COS

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

keep
Central Files



June 30, 2009

To: The Honorable Speaker Judith T. Won Pat

Attached is the 3rd Quarter 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

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.

Agusto B. Aflague
Special Assistant, Constituent Affairs

Cc: Governor of Guam
Lt. Governor of Guam
Senator Frank B. Aguon, Jr.
Doris Flores Brooks, Public Auditor

Enclosure

CFI0609 02746

Government of Guam
Report for the month of April, May & June 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

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

Government of Guam
Report for the month of April, May & June 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	NIL
	TOTAL APPROPRIATIONS	\$42,556.80

Notation

Amount expended for April, May, June only	\$14,185.60
Number of Patients sent to Philippines for April, May and June	224
Amount spent per patient in Philippines for April, May and June	\$63.33
Number of Escorts sent to Philippines for April, May, and June	315
Number of patients sent to Philippines for Cumulative 2009	433

Government of Guam
Report for the month of April, May & June, 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	NIL
	TOTAL APPROPRIATIONS	\$48,707.89

Notation

Amount expended for April, May, June only	\$16,235.96
Number of Patients sent to Los Angeles for April, May, and June	48
Amount spent per patient in Los Angeles for April, May, June	\$338.25
Number of Escorts sent to Los Angeles for April, May, and June	65
Number of patients sent to Los Angeles for Cumulative 2009	102

Government of Guam
Quarterly Report April, May & June, 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 April, May, June only	\$18,723.46
Number of Patients sent to Honolulu for April, May and June	60
Amount spent per patient in Honolulu for April, May and June	\$312.06
Number of Escorts sent to Honolulu for April, May, and June	43
Number of patients sent to Honolulu for Cumulative 2009	129

ESTIMATED COST PER PATIENT

Site	3rd Quarter Expenditure	Number of Patients Served	Total Cost per patient for the quarter
Honolulu	\$18,723.46	60	312.06
Los Angeles	\$16,235.74	48	338.25
Philippines (Outsourced)	\$14,185.60	224	63.33

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.

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.
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 - 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.
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