



EXECUTIVE ORDER NO. 41
Series of 2019

INSTITUTIONALIZATION AND ESTABLISHMENT OF “AKING KALUSUGAN ATING PANGALAGAN HEALTH UNIFIED BODY” OTHERWISE KNOWN AS “AKAP HUB” IN THE PROVINCE OF OCCIDENTAL MINDORO, CREATING A COMMITTEE THEREFOR, PROVIDING FOR ITS COMPOSITION AND FOR OTHER PURPOSES

WHEREAS, Article XIII, Section 11 of the Philippine Constitution provides that *“The State shall adopt an integrated and comprehensive approach to health development which shall endeavour to make essential goods, health and other social services available to all the people at affordable cost. There shall be priority for the needs of the under-privileged, sick, elderly, disabled, women, and children. The State shall endeavour to provide free medical care to paupers”*;

WHEREAS, Section 2 (b) of Republic Act No. 11223 otherwise known as “Universal Health Care Act” provides that *“it is the policy of the State to protect and promote the right to health of all Filipinos and instill health consciousness among them. Towards this end, the State shall adopt: A health care model that provides all Filipinos access to a comprehensive set of quality and cost-effective, promotive, preventive, curative, rehabilitative and palliative health services without causing financial hardship, and prioritizes the needs of the population who cannot afford such services”*;

WHEREAS, the people of Occidental Mindoro, particularly the poor and indigent families, have long been deprived of a quality but affordable health care services owing to lack of available specialists, modern medical equipment and facilities, and the lack of financial capacity to shoulder the heavy cost of hospitalization and medical care services;

WHEREAS, the tedious and lengthy procedure and process of availing health care benefits and privileges from the government adds up to the predicament of the poor families needing medical attention for any of its members;

WHEREAS, considering the above-mentioned predicament, it becomes imperative for the Provincial Government of Occidental Mindoro to give life to the constitutional precept of giving easy access to free and quality medical care for its constituents, particularly the poor, marginalized and indigent families through collaborative efforts of the different government agencies with a unified vision and purpose.

NOW THEREFORE, I, EDUARDO B. GADIANO, Governor of Occidental Mindoro, by virtue of the powers vested in me by law, do hereby institutionalize and establish the **“AKING KALUSUGAN ATING PANGALAGAN HEALTH UNIFIED BODY (AKAP HUB)”** and creating a committee therefor, as follows:



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Section 1. COMPOSITION. The AKAP HUB Committee shall be composed of the following:

Chairperson	:	EDUARDO B. GADIANO Governor
Members	:	Chairperson-SP Committee on Health Provincial Health Officer Provincial Social Welfare and Development Officer Representative from DSWD Representative from Philhealth Representative from PCSO Representative from DOH Representative from Red Cross Chief of Hospital-Occidental Mindoro Provincial Hospital Chief of Hospital-Abra de Ilog Community Hospital Chief of Hospital-San Sebastian District Hospital Chief of Hospital-Sta. Cruz Community Hospital Chief of Hospital-San Jose District Hospital Chief of Hospital-Lubang District Hospital Chief of Hospital-Paluan Community Hospital

AKAP HUB FOCAL PERSON: Mr. Ryan Gadiano Sioson

Section 2. FUNCTIONS, VISION AND MISSION

The “Aking Kalusugan Ating Pangalagaan-Health Unified Body” otherwise known as “AKAP-HUB” has for its slogan “Gobyerno, Ka-AKAP mo”. It is composed of six (6) agencies namely: Department of Health-Medical Assistance to Indigent Patients (DOH-MAIP), Philhealth,



Philippine Charity Sweepstakes Office (PCSO), Provincial Social Welfare and Development Office (PSWDO), Department of Social Welfare and Development (DSWD) and Red Cross which are all put together inside a hub in each of the seven (7) government hospitals in the province.

Section 2.1. Functions of AKAP HUB

- a.) To process medical benefits as payment to hospital bills and related expenses.
- b.) To assess, evaluate and determine patient's needs for specific social services to be provided.
- c.) To provide assistance to the needs of patient adaptable to hospital situation subject to limitations, policies, rules and regulations.

Section 2.2. Features of AKAP HUB

- **One-Stop Shop**- Key agencies that provide financial assistance addressing the hospitalization expenses of indigent clients are put together in a hub inside every government hospital of the province.
- **Accessible**- There is no need to go separately to the six government offices to seek assistance and undergo the same process of interviews and evaluation. Six (6) government agencies are housed in a hub inside every government hospital and each utilizes only one form as basis for assessment.
- **No Cash Assistance**- No monetary or cash assistance. The assistance shall be paid or given directly to the service provider.
- The programs of each agency involved in the AKAP HUB are subject to their respective guidelines.
- **Non-partisan**- Eligible patients as assessed by the medical social worker do not need any endorsement from any party or official in availing services from the Hub.

Section 2.3. Vision and Mission

VISION

Professional health and social services as part of the comprehensive health care delivery system are made accessible to patients and their families.

MISSION

A-id to patients and families is available in the form of medicines, hospitalization, laboratory and diagnostic services.

K-ey agencies such as DSWD, PSWD, Philhealth, PCSO, DOH and Red Cross are put together in a hub inside every government hospital in the province.

A-dvocate patients' rights and shared responsibility between patients and service providers.

P-ractice inclusive, emphatic and respectful care and services to patients and their families.



Section 3. PROGRAMS AND SERVICES

1. PHILHEALTH

PCARES

The Philhealth Customer Assistance, Relations and Empowerment Staff or P-CARES are registered nurses deployed by Philhealth to accredited health care institutions (HCIs) nationwide to assist members and their dependents in availing benefits.

Responsibilities of P-CARES

- a. Provide members, dependents and other clients with assistance during admission, confinement and discharge thus ensuring that they are equipped with essential information about membership, eligibility, benefits, and how much can be availed. As may be authorized, issue pertinent forms that may take the place of required documents for benefit availment;
- b. Conduct surveys at the HCI level in aid of policy information;
- c. Perform tasks in support of the NBB policy implementation, point-of-service enrolment, and other priority projects of Philhealth that may require provision of services to members at the point-of-benefit availment;
- d. Liaise between the member, the hospital, Philhealth and other stakeholders to ensure benefits are availed and customer experience at the HCI level is well documented;
- e. Verify benefit eligibility of patients thru the use of appropriate IT systems in case the Health Care Institution Portal is not available or is not functioning well;
- f. Inform members about quality standards they are entitled to while availing Philhealth benefits;
- g. P-CARES conduct ward and OPD classes.

Limitations:

The P-CARES are deployed to empower members at the point-of-benefit availment. Philhealth management restricts utilizing P-CARES for functions, such as but not limited to:

- a. Receiving of applications for membership and accreditation;
- b. Collecting premium contributions;
- c. Assisting HCI's in screening benefit claim documents;
- d. Processing benefit claims for the HCI (e.g., giving/filling out of claim forms, photocopying of claim attachments);



- e. Assessing the HCI portal;
- f. Orientation of hospital employees;
- g. Asking other HCI (i.e. diagnosis); and
- h. Facilitating compliance with HCI's RTH or denied claims

2. DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD)- SOCIAL WELFARE AND ASSISTANCE DESK TEAM (SWADT) MIMAROPA REGION

Provides Medical Assistance to help patient shoulder the following:

- Hospitalization expenses;
- Cost of medicines, other medical treatment or
- Procedures such as implants, laboratory procedures including but not limited to computerized tomography (CT) scan, electrocardiogram (ECG), echocardiogram (2D Echo), magnetic resonance imaging (MRI) and;
- Provision of assistive device.

Limitations:

- Birthing is not covered, unless the patient suffered from complications during delivery, subject to the assessment of the social worker.
- The client shall not be entitled to in-patient financial assistance except for instances when the drug or treatment is not available in the hospital or covered by the Philhealth.
- Other medical expenses such as professional fees may be covered.

3. PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO)

The PCSO has conceptualized and established the Individual Medical Assistance Program (IMAP) to attend the financial needs of all individuals with health-related problems through the provision of financial/medical assistance. Specifically, through the IMAP, patients receive assistance for hospitalization expenses and purchase of specialized medicines, chemo drugs, dialysis solutions, implants and other medical needs, surgical supplies, have access to expensive laboratory/diagnostic procedures. The amount of assistance is based on the classification system established under the program.

All Filipino patients with health and physical problem can avail the following programs:

1. Individual Medical Assistance Program (IMAP)
2. PCSO- At Source Ang Processing (ASAP) Desk

Eligible patients shall meet the following criteria:

- a. Family is within the current poverty threshold.



b. Patient is confined in charity ward
c. Patient who is confined in pay and private ward by reason beyond his/her control
such as:

- Emergency cases
- Non-availability of charity ward
- Communicable diseases which need isolation
- Intensive care unit cases
- Maternity with complications

Documentary Requirements

1. For In-patient

- Statement of Account (SOA)
- Promissory note
- Personal letter addressed to the General Manager
- Clinical Abstract duly signed by the attending physician with license number (original)
- Valid ID of the patient or the client to be interviewed (immediate family)

2. For CT Scan

- Request duly signed by the attending physician with license number (original)
- Statement of Account (SOA)
- Promissory note
- Personal letter addressed to the General Manager
- Medical certificate or clinical abstract signed by the attending physician with license number (original)
- Valid ID of the patient or the client to be interviewed (immediate family)

4. PHILIPPINE NATIONAL RED CROSS

The Philippine National Red Cross facilitates the availment of blood product free of charge for patients identified as indigents.

- Receives and reviews referral documents, validates data and determine if requested blood can be provided.
- Interviews the patient/family in need of assistance
- Forward request to Red Cross agency head who receives and approves recommendation
- Notifies the patient/family of the approved action

5. PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT OFFICE

1. Medical Assistance

a. Hospitalization (within and outside the province)- assistance to individuals/families to support their medical treatment and other expenses incurred during patient's hospital confinement which may vary depending on the category and type of ailments.



b. Medicines and Laboratory Expenses

Needed medicines of patients confined in any Provincial Government managed hospitals shall be provided through the hospital or loan from PGOM contact pharmacy (with MOA). No cash assistance will be given for the purchase of medicines except for former rebels.

Laboratory fees shall be on the account of the hospital. Laboratories administered by private clinics should be paid by the family of the patient.

c. Fees for laboratory tests, diagnostic procedures, blood

The actual amount of the test, diagnostic procedure and blood transfusion shall be provided by the provincial government managed hospital but not exceeding Php 2,000.00. The expenses shall be paid to the hospital or to the diagnostics facility. When assistance is not sufficient for all the needed laboratories, the family shall provide for the needed counterpart.

Section 4. POLICIES AND PROCEDURES

GENERAL POLICIES:

- The AKAP HUB shall be well-organized, properly directed and staffed with qualified professionals.
- The AKAP HUB shall implement policies and procedures pertaining to social service and community networking activities.
- Patient's rights shall be observed and confidentiality of records shall be maintained.
- The AKAP HUB shall provide services to all patients/individuals regardless of creed, gender, religion, socio-economic status and cultural differences.
- The AKAP HUB shall have adequate space with privacy to interview patients, equipment and supplies to facilitate the efficient and effective operation of functions assigned to it.

POLICY ON ADMISSION

1. Assessment and intake interview using the standard tool of AKAP HUB (every agency) is conducted by the AKAP HUB per agency personnel to ensure proper patient/family assessment.
2. Request for AKAP HUB assistance is processed within 24 hours after the submission of complete documentary requirements.

POLICY ON PATIENT PRIVACY AND CONFIDENTIALITY OF INFORMATION

1. The patient's right to privacy while staying in the hospital shall be respected at all times.
2. All records must be preserved after the intake interview has been terminated as these records can be used for future reference and as a source of relevant information.
3. Since patient records are privileged files, a request should be made when records or documents have to be shared with other AKAP HUB personnel for legitimate purposes.



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4. "No papers at Office Table/Desk" shall be practiced by every AKAP HUB personnel for confidentiality of patient's information.
5. Use of Uni-FORM shall be observed.
6. There shall be no sharing of client's information verbally through informal talks or chitchat. Proper case consultation shall be conducted as scheduled and as needed.
7. Interview or intervention for confidential cases or matters shall be conducted in the counselling room. Should there be no available room yet, the management shall be conducted on a one-on-one basis or without the presence of other clients.

Section 5. PERSONNEL OF AKAP HUB

The personnel of AKAP HUB shall be lead by Mr. Ryan Gadiano Sioson as Focal Person and in-charge of the over-all operation of the seven (7) AKAP HUBs of the province. In the initial stage of its operation, it shall be composed of the following personnel:

- 1 Medical Social Worker per hospital who shall act as the AKAP HUB Supervisor
- 1 AKAP HUB Triager and Clerk per hospital
- 1 AKAP HUB Database Manager/IT per hospital
- Philhealth Cares/Philhealth Representative per hospital
- DSWD-SWADT and PSWDO Social Worker per hospital
- PCSO IMAP and ASAP Desk Personnel per hospital
- Red Cross Focal Person

Section 6. Funding Requirements

The budget necessary for the operation and maintenance of the AKAP HUB shall be sourced from the funds of AKAP HUB or from the funds of the agencies involved, when necessary.


Section 7. Meetings

The Committee created shall meet as often as may be necessary.

Section 8. Effectivity

This Order shall take effect immediately.

Done in the Provincial Capitol, Mamburao, Occidental Mindoro, this 7th of October 2019.


EDUARDO B. GADIANO
Governor