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GMRO 3rd Quarter Report - FY 2017

BENJAMIN CRUZ <speaker@senatorbjcruz.com> Mon, Jul 31, 2017 at 4:37 PM
To: 34th Guam Legislature Clerks <clerks@guamlegislature.org>
Cc: Rennae Meno <rennae@guamlegislature.org>

7/31/2017	7/31/2017	Office of the Governor of Guam	GMRO's 3rd Quarter (FY 2017).*	34-17-801

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OFFICE OF SPEAKER BENJAMIN J.F. CRUZ

Committee on Appropriations and Adjudication

I Mina'trentai Kuattro na Liheslaturan Guåhan

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Speaker Benjamin J.F. Cruz

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EDDIE BAZA CALVO
Governor

RAY TENORIO
Lieutenant Governor

Office of the Governor Of Guam.

July 31, 2017

The Honorable Benjamin J.F. Cruz
Speaker
The 34th Guam Legislature
155 Hesler Place, Suite 107
Hagatna, Guam 96910

Dear Speaker Cruz:

Pursuant to Section 20 of Chapter 13 of Public Law 33-66, attached are the reports for the third quarter of Fiscal Year 2017:

For (a), number of referred patients served, data is attached.

For (b), number of patient escorts or accompanying family members served, data is attached.

For (c), average cost per patient referral incurred during that quarter, data is attached.

For (d), actual office expenditures for the quarter, including fuel costs, there is no data available. The professional services contract for the operation of the medical referral offices did not require this information to be reported. In the future, however, it shall be made a requirement of any medical referral office IFB and contract that vendor office expenditures and fuel costs be tracked, collected and reported as required by PL 33-66.

For (e), the data and information are attached.

Should you have any question, please feel free to contact our office.

Si Yu'os ma'ase.

Evelyn Claros
Staff Assistant

cc: Honorable Eddie B. Calvo, Governor of Guam
M. Calvo, Chief of Staff
R. Ramsey, Deputy Chief of Staff

Guam Medical Referral Office
Office of the Governor

Quarterly Report
3rd Quarter - FY 2017

Location	April	May	June	Total
PI - Patients	34	39	41	114
PI - Escorts	45	41	41	127
LA - Patients	29	45	48	122
LA - Escorts	43	65	64	172
HNL - Patients	28	28	24	80
HNL - Escorts	21	16	27	64

Guam Medical Referral Office
Office of the Governor

Quarterly Report
3rd Quarter - FY 2017

Section 20 of Chapter 13 of Public Law No. 33-66

(c) Average cost per patient referral incurred during that quarter

Location	April	May	June	Avg/Qtr
PI - Monthly Expenses (Avg Cost per patient)	$616.18	$537.18	$510.98	$554.78
LA - Monthly Expenses (Avg Cost per patient)	$797.41	$513.89	$513.89	$608.40
HNL - Monthly Expenses (Avg Cost per patient)	$561.61	$561.61	$655.21	$592.81

The average cost per patient is determined by the monthly cost for each site divided by the number of patients for each month.

SECTION I
SCOPE OF SERVICES

HONOLULU AREA

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 provide a Medical Referral Office in Honolulu.

1. Provider shall maintain an office within the Honolulu area consistent with the following requirements:

   a. Establish a central location where the Medical Referral Office will be located.

   b. Install and maintain necessary 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 office operations.

   d. Maintain record of patients and patient related activities and administrative matters.

   e. Obtain mobile communications 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 HIPAA.

   g. All discarded medical records must be properly disposed of in accordance with HIPAA.

   h. Staff should communicate at least every three (3) days with the patient/ families and each visit should be documented with copies transmitted to the Office.

2. Provider must ensure the strict compliance of the Governor's Customer Service Policy in each office.

3. Provider shall 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 drugstores.

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

4. Secure accommodations nearest to the destination hospital.

5. Liaise with referring doctor/doctor's office/hospital or Public Health, as needed.

6. Liaise with a foreign consulate, if necessary.

7. Coordinate with Naval Hospital, if necessary, for medical evacuation of retirees, veterans and their families.

8. Assist with emergency issuance of passports, if necessary.

9. Process required paperwork for travel to a foreign medical institute, if undocumented.

10. Assist in the facilitation and scheduling of appointments for referred patients with the appropriate physicians, hospitals, or other medical facilities.

11. Coordinate reservations for patients and escorts at various affordable lodging and facilities.

12. 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.

13. Provide briefing package to patients upon arriving in Honolulu explaining the type of services offered by the Guam Medical Referral Office.

14. Ensure that patients and escorts are provided the utmost courtesies and are met at the Airport's arrival section on time.

15. Schedule complimentary Recreational/Morale/Physical Fitness activities at least once a week for patients and escorts including the transportation and guidance to and from all sponsored activities.

16. Provide monthly report to the Guam Medical Referral Office – Office of the Governor on or before the tenth (10^{th}) day of the preceding month, 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. Insurance Provider
    g. Number of Escorts
    h. Departure Date

17. Provide a brochure of service deliverables and contact information.

18. Provide an information package of the destination hospital and surrounding area.

19. Provider must maintain training and compliance with HIPAA.

20. In the event a patient should expire while under the care of the Provider, the Provider shall assist the deceased family in coordinating the transport of the deceased to Guam.

LOS ANGELES AREA

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 provide a Medical Referral Office in Los Angeles.

1. Provider shall maintain an office within the Los Angeles area consistent with the following requirements:

    a. Establish a central location where the Medical Referral Office will be located.

    b. Install and maintain necessary 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 office operations.

d. Maintain record of patients and patient related activities and administrative matters.

e. Obtain mobile communications 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 HIPAA.

g. All discarded medical records must be properly disposed of in accordance with HIPAA.

h. Staff should communicate at least every three (3) days with the patient/ families and each visit should be documented with copies transmitted to the Office.

2. Provider must ensure the strict compliance of the Governor's Customer Service Policy in each office.

3. Provider shall 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 drugstores.

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

4. Secure accommodations nearest to the destination hospital.

5. Liaise with referring doctor/doctor's office/hospital or Public Health, as needed.

6. Liaise with a foreign consulate, if necessary.

7. Coordinate with Naval Hospital, if necessary, for medical evacuation of retirees, veterans and their families.

8. Assist with emergency issuance of passports, if necessary.

9. Process required paperwork for travel to a foreign medical institute, if undocumented.

10. Assist in the facilitation and scheduling of appointments for referred patients with the appropriate physicians, hospitals, or other medical facilities.

11. Coordinate reservations for patients and escorts at various affordable lodging and facilities.

12. 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.

13. Provide briefing package to patients upon arriving in Los Angeles explaining the type of services offered by the Guam Medical Referral Office.

14. Ensure that patients and escorts are provided the utmost courtesies and are met at the Airport's arrival section on time.

15. Schedule complimentary Recreational/Morale/Physical Fitness activities at least once a week for patients and escorts including the transportation and guidance to and from all sponsored activities.

16. Provide monthly report to the Guam Medical Referral Office – Office of the Governor on or before the tenth (10^{th}) day of the preceding month, 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. Insurance Provider
    g. Number of Escorts
    h. Departure Date

17. Provide a brochure of service deliverables and contact information.

18. Provide an information package of the destination hospital and surrounding area.

19. Provider must maintain training and compliance with HIPAA.

20. In the event a patient should expire while under the care of the Provider, the Provider shall assist the deceased family in coordinating the transport of the deceased to Guam.

MANILA AREA

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 provide a Medical Referral Office in Manila.

1. Provider shall maintain an office within the Manila area consistent with the following requirements:

   a. Establish a central location where the Medical Referral Office will be located.

   b. Install and maintain necessary 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 office operations.

   d. Maintain record of patients and patient related activities and administrative matters.

   e. Obtain mobile communications 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 HIPAA.

   g. All discarded medical records must be properly disposed of in accordance with HIPAA.

   h. Staff should communicate at least every three (3) days with the patient/ families and each visit should be documented with copies transmitted to the Office.

2. Provider must ensure the strict compliance of the Governor's Customer Service Policy in each office.

3. Provider shall 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 drugstores.

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

4. Secure accommodations nearest to the destination hospital.

5. Liaise with referring doctor/doctor's office/hospital or Public Health, as needed.

6. Liaise with a foreign consulate, if necessary.

7. Coordinate with Naval Hospital, if necessary, for medical evacuation of retirees, veterans and their families.

8. Assist with emergency issuance of passports, if necessary.

9. Process required paperwork for travel to a foreign medical institute, if undocumented.

10. Assist in the facilitation and scheduling of appointments for referred patients with the appropriate physicians, hospitals, or other medical facilities.

11. Coordinate reservations for patients and escorts at various affordable lodging and facilities.

12. 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.

13. Provide briefing package to patients upon arriving in Manila explaining the type of services offered by the Guam Medical Referral Office.

14. Ensure that patients and escorts are provided the utmost courtesies and are met at the Airport's arrival section on time.

15. Schedule complimentary Recreational/Morale/Physical Fitness activities at least once a week for patients and escorts including the transportation and guidance to and from all sponsored activities.

16. Provide monthly report to the Guam Medical Referral Office – Office of the Governor on or before the tenth (10^{th}) day of the preceding month, 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. Insurance Provider
g. Number of Escorts
h. Departure Date

17. Provide a brochure of service deliverables and contact information.

18. Provide an information package of the destination hospital and surrounding area.

19. Provider must maintain training and compliance with HIPAA.

20. In the event a patient should expire while under the care of the Provider, the Provider shall assist the deceased family in coordinating the transport of the deceased to Guam.