OFFICE OF THE GOVERNOR OF GUAM
Medical Referral Assistance Office

35GL-19-1178
Speaker Tina Rose Muña Barnes

OCT 31 2019
Time 12:05 ( )AM (X)PM
Received By:

October 29, 2019

The Honorable Tina Muna Barnes
Speaker
The 35th Guam Legislature
163 Chalan Santo Papa
Hagatna, Guam 96910

Dear Speaker Muna Barnes,

Pursuant to Section 20 of Chapter 13 of Public Law 33-36, attached are the reports for the third quarter of Fiscal Year 2019.

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

For (b), number of patient escorts of 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 requirements of any medical referral office IFB and contract that vendor office expenditures and fuel costs be tracked, collected and reported as required by P.L. 33-36.

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

Should you have any questions, please feel free to contact our office at 475-9363

Si Yu'os Ma'ase,

Darlean Salas
Program Coordinator IV
Medical Referral Assistance Office

Cc: Honorable Governor Lourdes A. Leon Guerrero
Anthony Babauta, Chief of Staff
Jon Jr. Calvo, Deputy Chief of Staff

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Guam Medical Referral Assistance Office
Office of the Governor

Quarterly Report

4th Quarter-FY 2019

(a) Number of referred patients served;

(b) Number of patients escorts or accompanying family members served;

Location	July	August	September	Total
(a)**PI**- Patients	10	11	4	25
(b)**PI**- Escorts	15	14	9	38
(a)**CA**- Patients	41	30	33	104
(b)**CA**- Escorts	55	40	44	139
(a)**HI**- Patients	26	39	47	112
(b)**HI**- Escorts	27	32	40	99
Tot. Patients & Escorts/Mo.	174	166	177	517

Guam Medical Referral Assistance Office

Office of the Governor

Quarterly Report

4th Quarter-FY 2019

Section 20 of Chapter 13 of Public Law No. 33-36

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

Location	July	August	September
PI- Monthly Expenses (Avg Cost per patient)	No expenditures	No expenditures	No expenditures
LA- Monthly Expenses (Avg Cost per patient)	$564.02	$770.83	$222.36
HI- Monthly Expenses (Avg Cost per patient)	$604.81	$403.20	$140.40

The average cost per patient is determined by the monthly cost per region divided by the number of patients service 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.

Annex
A

RESPONSIBILITIES and FUNCTIONS UNDER MOU:

I. Scope of Work National Capital Region, Republic of the Philippines

The Guam Medical Assistance Referral Office ("MRAO") , an agency within the Office of the Governor of Guam, requires St. Luke's Medical Center ("PHILMD") to provide a Medical Referral Office in National Capital Region (NCR) of the Republic of the Philippines and provide services to the cities of Caloocan, Las Piñas, Malabon, Mandaluyong, Marikina, Muntinlupa, Navotas, Pasay, Pasig, Parañaque, San Juan, Taguig, Valenzuela, and Pateros, and excluding the political subdivisions designated Bulacan, Cavite, Rizal and Laguna and all areas not within the political subdivision known as or designated the National Capital Region.

1. PHILMD shall maintain an office in Guam and Philippines consistent of the following requirements:

a. Establish a location where the medical referral office will be located. Said office will be open during Government of Guam hours of operation and staffed by at least one full time employee; i.e. an employee with no less than forty hours per week presence in the office.

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 records of patients and patient related activities and administrative matters.

e. Obtain mobile communications equipment needed for efficient officer 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. PHILMD must ensure strict compliance with the Governor's Customer Service Policy in each office.

3. Shall have available through ownership or lease an appropriate vehicle, described as a van or mini-bus, no older than two model years, for two transportation of patients and escorts between airport(s) and 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 pharmacies and drugstores.

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

d. Round trip ground transportation for medical appointments and lodging within National Capital Region of Republic of the Philippines.

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

5. Perform initial patient intake to coordinate patient ad escort reservations for affordable lodging in subject areas, to include ground transportation.

6. Assist in reconfirming the patient's appointments and reservations prior to departure from Guam and must give MRAO further advice, should there be any changes.

7. Provide briefing package approved by MRAO to patients upon arriving in Philippines explaining the type of services offered by the Guam Medical Referral Office.

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

9. Provide monthly report to the MRAO, on or before the tenth (10th) day of the following month, with information as follows:

a. Name of Patient

b. Gender and Age

c. Date of Referral

d. Date of Assisted

e. Name of Accepting Medical Center

f. Insurance Provider

g. Number of Escorts

h. Departure Date

10. PHILMD must maintain training and compliance with HIPAA.

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