



OFFICIAL DIGITAL NEWSLETTER OF THE PHILIPPINE CHARITY SWEEPSTAKES OFFICE

# PCSO

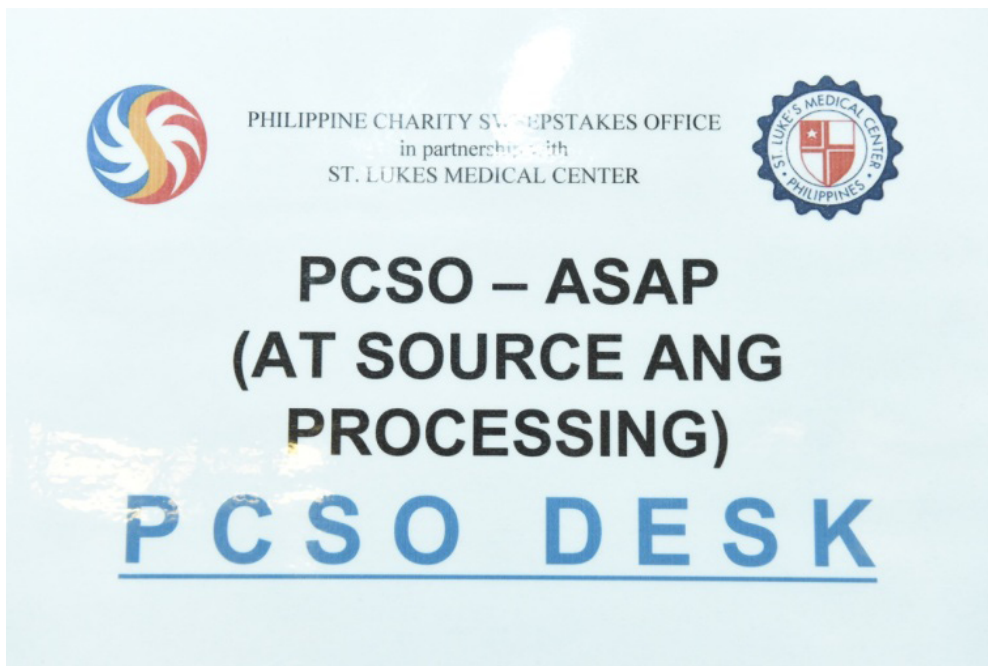
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AUGUST | 2015

## ASAP Program brings PCSO closer to Filipinos

by Queenie Balita/Leila Valencia (photos by Eric delos Reyes)



Aimed at bringing services closer to Filipinos, the **Philippine Charity Sweepstakes Office (PCSO)** implemented the “**At Source Ang Processing**” (**ASAP**) Program this year. Under the program, PCSO Help Desks will be available at partner hospitals to ensure that requests for the PCSO’s Individual **Medical Assistance Program (IMAP)** are attended faster and become more accessible to indigent patients seeking medical-related and healthcare-related assistance. This program expedites the provision of services by partner agencies, and facilitates the processing of requests in PCSO.

### St. Luke’s Medical Center as first partner hospital



PCSO Chairman Erineo S. Maliksi shakes hands with St. Luke’s Medical Center (SLMC) President and CEO Dr. Edgardo R. Cortez. With them are (L-R): SLMC’s Ricardo Joaquin V. Sison (Vice-President and Supply Chain Management Head), Zuellig Pharmacy’s Atty. Ana Peralta (Corporate Lawyer) and Marlene Gallardo (Assistant Vice-President), and PCSO officials Atty. Mabel V. Mamba (Board Member), Atty. Jose Ferdinand M. Rojas II (Vice-Chairman and General Manager), Atty. Francisco G. Joaquin III and Betty B. Nantes (Board Members), and Dr. Larry R. Cedro (AGM for Charity)

To officially kick-off the program, PCSO signed a Memorandum of Agreement (MOA) with the St. Luke’s Medical Center on April 22, 2015. Under the agreement, PCSO Help Desks will be available at St. Luke’s Hospitals in Global City and Quezon City to process the patients’ requests for IMAP. The Help Desks will be manned by SLMC Social Workers who were trained by PCSO in the evaluation and processing of IMAP.

## PCSO Help Desk implementation in SLMC Global City

In St. Luke’s Global City, the PCSO ASAP Program was implemented on May 7, 2015. It is under the supervision of the hospital’s Medical Social Services Department (MSSD). The PCSO Help Desk is available for both private and indigent patients of the hospital. It is located at the Medical Social Services Department of St. Luke’s Global City.



Patients waiting at the Medical Social Services Department of SLMC Global City

### Social Workers of the PCSO ASAP Desk

Presently, two employees were trained by PCSO and are now serving as social workers of the PCSO Help Desk. In addition, an employee is being trained to add to the pool of PCSO Help Desk social workers. The two social workers are MSSD Manager Kim Urmatam and Medical Social Worker Rommel Songcayaon.

According to Social Worker Songcayaon, when they started to implement the PCSO ASAP desk, three to five patients per day line up to seek assistance for their medical needs. In July, the number of patients has increased to a minimum of 10 to 20 patients per day because more and more patients learn about the PCSO desk. As of July 2015, an estimate of 114 patients received assistance through the PCSO ASAP desk in St. Luke’s Global City. Songcayaon also noted that the top three cases which patients seek help for are hospitalization, chemotherapy drugs, and medicines.

## Additional PCSO Help Desks

From only one hospital, PCSO has partnered with more hospitals to establish more ASAP desks. PCSO ASAP desks will soon be available at the following hospitals: *Justice Abad Santos General Hospital, Ospital ng Muntinlupa, Quirino Memorial Medical Center, Philippine Children’s Medical Center, Rizal Medical Center, East Avenue Medical Center, Jose B. Reyes Memorial Medical Center, Las Piñas General Hospital and Satellite Trauma Center, National Children’s Hospital, National Kidney and Transplant Institute, Lung Center of the Philippines, and Amang Rodriguez Memorial Medical Center.*

Soon, PCSO ASAP Help Desks will be available at these hospitalstomakethePCSOIMAPprocessingfasterandmore accessible to patients, thereby continuously upholding its mandate of providing quality health- and medical-related services for Filipinos nationwide.

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