

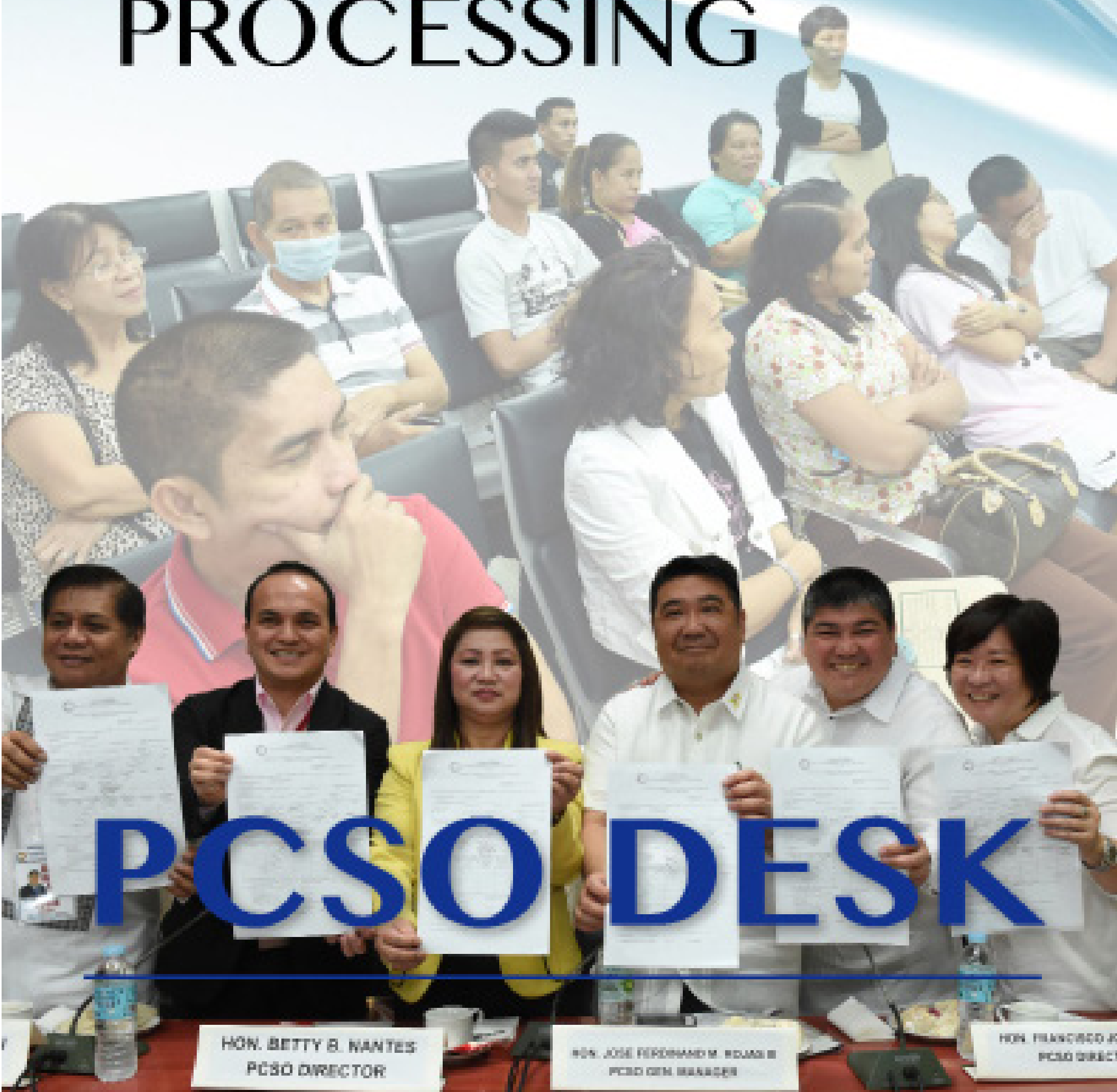


PCSO

Charitable-Adaptable-Responsible-Engaging-Services

...through innovative gaming

PCSO - ASAP AT SOURCE ANG PROCESSING



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PCSO ASAP Program: bringing PCSO closer to Filipinos

Queenie Balita and Leila Valencia

Convenience—this is what most people aspire for in today’s busy world. Like people, agencies think of ways to consider convenience, to efficiently deliver quality services for their clients.

This has been the aim of the **Philippine Charity Sweepstakes Office (PCSO)** in establishing the **PCSO “At Source Ang Processing” (ASAP) Program** to partner hospitals, which was launched last year for patients who need access to PCSO’s Individual Medical Assistance Program (IMAP).

As of February 29, 2016, **a total of 22 hospitals already have ASAP desks available in their hospitals** (see table 1). Through the ASAP program, patients of partner hospitals who want to seek medical- and healthcare-related assistance do not need to go to the PCSO Extension Office at the Lung Center of the Philippines to file their requests; instead, social workers from partner hospitals receive these requests which are sent to PCSO for evaluation.

Hospitals with PCSO ASAP desks as of March 1, 2016	
Government Hospitals	Private Hospitals
1. Amang Rodriguez Memorial Medical Center	12. UERM Memorial Medical Center
2. Jose B. Reyes Memorial Medical Center	13. FEU – Dr. Nicanor Reyes Medical Foundation Medical Center
3. Dr. Jose Fabella Memorial Hospital	14. Manila Doctors Hospital
4. San Lazaro Hospital	15. Cardinal Santos Medical Center
5. National Children’s Medical Center	16. De Los Santos Medical Center
6. Las Pinas Satellite and General Hospital	17. MCU – FDTM Foundation, Inc.
7. Ospital ng Muntinlupa	18. Metropolitan Medical Center
8. Rizal Medical Center	19. Hospital of the Infant Jesus
9. East Avenue Medical Center	20. St. Luke’s Medical Center – Quezon City
10. Quirino Memorial Medical Center	21. St. Luke’s Medical Center – Global City
11. Philippine Heart Center	22. Asian Hospital and Medical Center

Table 1. List of hospitals with PCSO ASAP desks as of March 1, 2016

To know more about the ASAP desks, we visited four hospitals and talked to their social workers. Through our visit, we have learned that while ASAP desks focus on the welfare of patients, there are still improvements that PCSO could consider to make it more effective in the future.

University of the East Ramon Magsaysay Memorial Medical Center (UERMMMC)

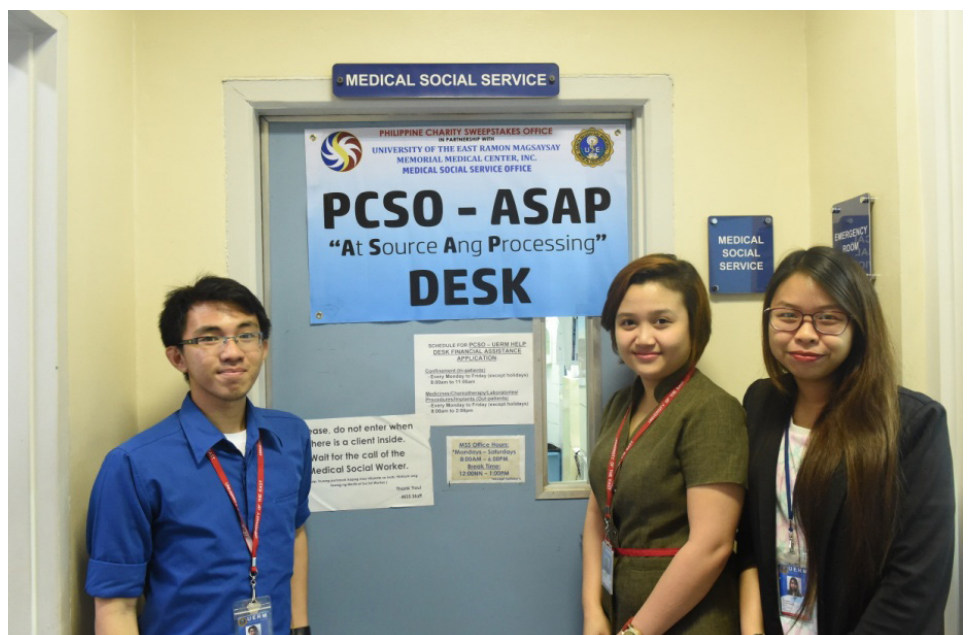
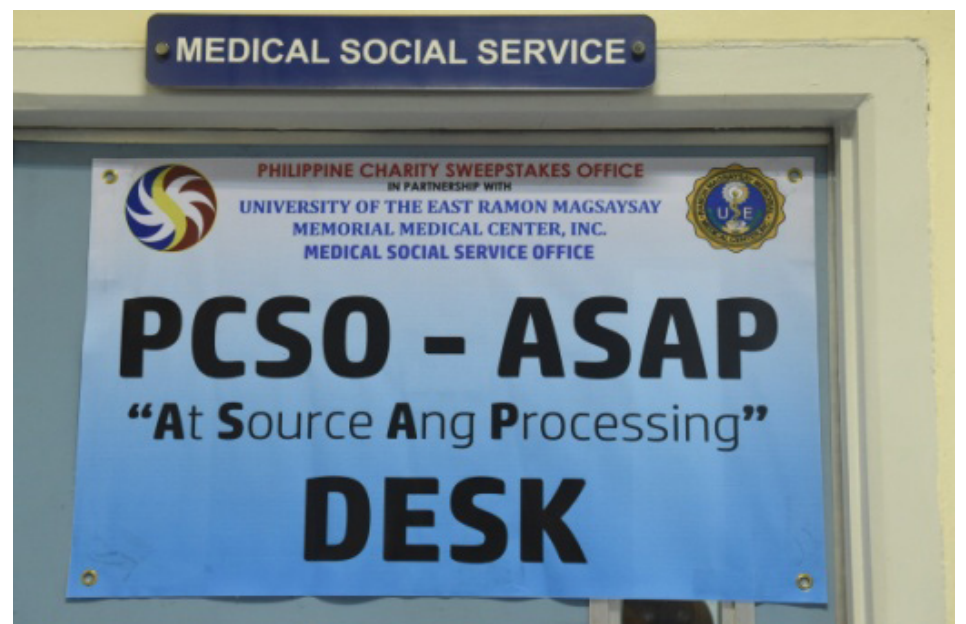
Aurora Boulevard, Doña Imelda, Quezon City
Private Hospital

Patience, hard work, and compassion—these are the essential values that social workers of UERMMMC’s Medical Social Services Department live by. UERMMMC’s ASAP desk is currently manned by three social workers, including their supervisor, Senior Social Worker Jennifer Secretario. During the interview, she confessed that it took weeks for them to adjust before managing the ASAP desk efficiently; however, because of their hard work in learning the basics, and their compassion to help people especially indigent patients, the PCSO ASAP desk in UERMMMC has been operating smoothly.

Patients of ASAP desk. According to Secretario, around 10 to 15 patients or their family members line up per day at the ASAP desk to seek medical assistance. Since its inception on January 13, 2016, more than 180 requests were already processed, in which more than 140 were already approved. She shared that the most common requests by patients were chemotherapy drugs and other medicines. She also added that **it only takes a day for PCSO to approve the requests for hospitalization**, making ASAP desk successful in its aim of fast tracking processing of requests.

Advantage and disadvantage of ASAP program. In so far as patients are concerned, Secretario noted that the ASAP desk really makes it convenient for patients or their family members since they do not need to queue up early in the morning at the LCP. While there is an advantage, Secretario mentioned that they have additional workload. “Nasa amin ‘yung burden ngayon para mag-process, pero siguro pinangakuan naman naminsa oath taking na even lumaki burden naming, responsibility naming social workers na tumulong sa mga tao,” she shared.

All in all, Secretario commended the PCSO for launching the ASAP program since it really helps patients who need fast and reliable



UERMMMC Senior Social Worker Jennifer Secretario (center), and Medical Social Workers Marvin Aaronn Eud (left) and Rachele Karmina Rosales pose in front of the Medical Social Service Department where the PCSO ASAP desk is located. (photo by Eric delos Reyes)

medical services. “Dahil sa PCSO ASAP desk, ‘yung mga patients naming hindi na nahihirapan... pati relatives ng patients hindi na nahihirapan pumunta sa Lung Center para humingi ng assistance... sana mag-improve pa... and mag-develop pa ang project na ito para marami pa tayong matulungan,” she said.



Patient's Corner

Patient: **Elmerio Roncales, 47 years old**
Address: **barangay Addition Hills, Quezon City**
Case: **has malignant neoplasm of the right kidney**
Assistance needed: hospitalization

During the interview, Mercedita, wife of Elmerio, teared up because of her gratitude to the PCSO's assistance on her husband's hospitalization fee. According to Mercedita, she did not know where she would get the payment for his husband's hospitalization since Elmerio is the only one working for their family. She was grateful because through the PCSO ASAP desk, she was able to file the requirements for the assistance without going to the LCP. According to Mercedita, her request amounting to Php 20,000 was approved the day after she filed her request to PCSO.



Cristina Bombane (center) with Mercedita Roncales (2nd from left) and UERMMMC social workers (photo by Eric delos Reyes)

Patient: Allan Bombane
Address: Laguna
Case: stroke
Assistance needed: Hospitalization

UERMMMC Cashier Head Cristina Bombane learned the ASAP desk through her colleagues who helped her file a request to PCSO for her husband Allan who had a stroke last January 27, 2016. Being the breadwinner of the family, Cristina was thankful to PCSO since financial assistance amounting to Php 25,000.00 was granted by PCSO. “Hindi ko ine-expect na dito lang sa UERMMMC ako makakakuha ng tulong mula sa PCSO,” she added.

Cardinal Santos Medical Center (CSMC)
Greenhills West, San Juan City
Private Hospital

Like UERMMMC, CSMC had to undergo adjustments to manage the ASAP desk. Social Service Department Head Portia Gomez Esquillo said that while the program has a positive effect on patients, she noted the lack of manpower in their department to efficiently manage the ASAP desk.



CSMC Social Service Head Portia Gomez Esquillo (center), and Social Workers Regen Bangcaya (left) and Ma. Lourdes Fatima Layug pose in front of the PCSO ASAP desk signage at CSMC. (photo by Eric delos Reyes)

Patients of ASAP desk. On the average, ten patients per day seek assistance at the ASAP desk in CSMC. Chemotherapy drugs and hospitalization are the usual requests of patients processed by three social workers. Since January 25, 2016, 115 requests were processed in which 76 were already approved. The usual requests of their patients are mostly for chemotherapy drugs. **Advantage of ASAP program.** According to Esquillo, an ASAP desk is advantageous to PCSO social workers since they do not need to worry about the authenticity of patients CSMC refers to PCSO since these patients were screened and evaluated thoroughly by their social workers.

Patient's Corner
Patient: **Conchita Valdecañas, 76 years old**
Address: **Balang, Bataan**
Case: **Lung Cancer**
Assistance needed: chemotherapy drugs

During our visit, Yolanda Gallardo, 73, cousin of Conchita, went to the ASAP desk in CSMC to finally receive the transmittal of PCSO's approval for chemotherapy drugs which Conchita needed for the treatment. For Yolanda, PCSO's help is valuable to them since they could not produce the amount needed to buy chemotherapy drugs. Because of the ASAP desk, Yolanda was able to get the Php 93,000.00 assistance to buy the chemotherapy drugs of Conchita without having to line up early in the morning at the PCSO Extension Office at the LCP.

East Avenue Medical Center (EAMC)
East Avenue, Diliman, Quezon City
Government Hospital

EAMC proves that the partnership between government institutions bears good fruit since the ASAP desk at their hospital has been successfully running since the second week of December. Although more workload were given to the Medical Social Work Department (MSWD), they gladly accepted it since the welfare of the patients



EAMC Medical Social Work Department Chief Magda Irene Eclarino (5th from left), Social Welfare Officer Kathlea Iringan (4th from right), PCSO employees Leila Valencia and Queenie Balita (standing), and EAMC social workers take a photo at the EAMC MSWD Office in Quezon City. (photo by Archie Sopenasky)

is considered at the ASAP desk. When we visited EAMC, we were gladly assisted by MSWD Chief Magda Irene Eclarino and Social Welfare Officer Kathlea Iringan.

Patients of ASAP desk. According to Iringan, approximately 25 to 30 patients visit the ASAP desk to seek medical assistance everyday. Since its inception, 917 requests for various medical-related assistance were already processed in which around 80% (734 cases) were approved. Usually, patients seek assistance for chemotherapy drugs, medicines, and laboratory procedures like CT Scan and MRI.

Trust for PCSO. Unlike other hospitals that wait for Guarantee Letters which signify the approval of PCSO to the patients' requests, EAMC does not wait for PCSO's approval to help the patients. Instead, they process requests of patients, refer them to PCSO, and discharge confined patients, run laboratory procedures, and give necessary medicines to patients, through promissory notes. Iringan believes that as a government hospital, it is their obligation to help the marginalized sector of the society. *"May trust naman kami sa PCSO na ina-approve nila 'yung mga requests kaya kahit wala pang GL, tinutulungan na namin 'yung patients to avoid overstaying and backlogs at para makapag-accommodate kami ng iba pang patients,"* Iringan shares.

Truly, **EAMC MSWD Chief Eclarino is grateful to PCSO for not only putting up the ASAP desk but also for the assistance it has been giving EAMC.** *"We would like to thank PCSO for all its help kasi since before, marami na itong naitulong sa EAMC not only sa mga pasyente, but also sa hospital like equipment dahil sa Endowment Fund,"* she said.

Patient's Corner

Patient: Adelfa Lagat
Address: Quezon City
Case: Breast Cancer
Assistance needed: chemotherapy drugs



EAMC Social Welfare Office Kathlea Iringan talks to Efren Lagat of Quezon City who seeks medical assistance for his wife Adelfa's maintenance medicines. (photo by Archie Sopenasky)

Efren Lagat already experienced falling in line as early as 5:00 am at the PCSO Extension Office at the LCP to seek assistance from PCSO for his wife Adelfa. When his friend shared that there is a PCSO ASAP desk at EAMC, he tried to seek assistance at the EAMC. After experiencing filing his request at the ASAP desk in EAMC, he said that it is better to have a PCSO desk inside the hospital. *"Mas okay 'tong ASAP desk kasi hindi na kailangan pumunta ng maaga sa LCP para pumila... mas mabilis pang natatapos 'pag dito sa ASAP desk,"* he shared.

Philippine Heart Center (PHC) East Avenue, Quezon City Government Hospital



PHC Social Workers take a photo at their office in Quezon City. (photo by Archie Sopenasky)

At the Philippine Heart Center, Social Services Department Social Worker Fely Yupo is the go-to person for all ASAP desk questions. During our visit, she gladly assisted us at her office.

Patients of ASAP desk. The ASAP desk at the PHC was only established on February 22, 2016. Since its launching, Yupo said that they have already assessed 220 patients for evaluation by PCSO social workers. They process a daily maximum of 20 requests, mostly hospitalization cases. Yupo also mentioned that the duration of the approval of requests by PCSO depends on the case. On the average, it takes two to three days to approve requests below Php 100,000.00, while it takes more than three days to approve requests with higher than Php 100,000.00.

Advantage of ASAP desk. According to Esquillo, the ASAP desk is advantageous to patients since they or their family members do not need to go to the LCP to seek assistance since **the partner hospital serves as the mediator between patients and PCSO.**

All in all, Yupo believes that the ASAP desk is convenient for the families of patients. Although social workers were given more

workload, she said she is glad to accept more work as long as the welfare of patients and their families is considered.

Patient's Corner

Patient:

**Eileen Alcantara,
22 years old
Tondo, Manila
Papillary
Carcinoma
Radioactive
Iodine (RAI)**

Address:

Case:

Assistance needed:



PHC Social Worker Fely Yupo verifies the documents given by Erlin Alcantara for her daughter's RAI. (photo by Archie Sopenasky)

Erlin's filing of request for her daughter Eileen's medicine was hassle-free because of the ASAP desk at the Philippine Heart Center. Through the ASAP desk, she was able to file the documents needed to process her request. After seeking assistance at the ASAP desk, she is hopeful that PCSO would approve her request as soon as possible.

In just a year, the PCSO ASAP desk has proven to be effective in giving patients and their families the convenience of seeking medical assistance from PCSO. Through the invaluable support of its partner hospitals, PCSO, as the indispensable charity arm of the Philippine government, will continuously think of ways to deliver quality services effectively to all Filipinos nationwide.

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1 Batangas	Int.B., Morada St., Brgy. I, Lipa City, Batangas
2 Cavite	Municipal Hall, Kawit, Cavite
3 Laguna	East Gate, Alonte Sports Arena, Brgy. Zapote, Biñan City, Laguna
4 Palawan	City Coliseum, Brgy. San Pedro, National Highway, Puerto Princesa
5 Quezon	Trade and Investment Center, Brgy. Isabang, Tayabas City
6 Rizal	G/F GSO Bldg., Cainta Municipal Hall Compound, Cainta Rizal
7 Oriental Mindoro	Centro ng Kabataan Compound, Brgy. Sta. Isabel, Calapan City
8 Marinduque	New Adm. Bldg. Capitol Compound, Brgy. Santol, Boac, Marinduque
9 Occidental Mindoro	Brgy. San Jose, Occidental Mindoro
10 Romblon	G/F Provincial Hospital Compound, Odiongan, Romblon

B. BICOL REGION	
BRANCHES	ADDRESSES
11 Albay	G/F of Capitol Annex Building, Legazpi City
12 Sorsogon	Dr. Fernando B. Duran Sr. Hospital, Macabog, Sorsogon City
13 Cam Sur	Jesse M. Robredo Coliseum, Naga City
14 Cam Norte	Provincial Capitol Compound F. Pimentel Ave., Daet, Camarines Norte
15 Masbate	Masbate Provincial Hospital Compound, Masbate Road, Masbate City

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A. NORTHERN LUZON	
BRANCHES	ADDRESSES
16 Isabela	Old RHU Bldg., Africano St., Cauayan City, Isabela
17 Pangasinan	North Wing, Legislative Bldg., Brgy. Anonas, Urdaneta City, Pangasinan
18 Cagayan	Brgy. Palca, Naruangan, Tuao, Cagayan
19 Benguet	PPC Bldg., Post Office Loop, Upper Session Road, Baguio City, Benguet
20 La Union	Legislative Bldg., San Juan, La Union
21 Mountain Province	Municipal Hall, Bontoc, Mountain Province
22 Ilocos Norte	Municipal Trial Court Building, Barangay 3, San Ildefonso, San Nicolas, Ilocos Norte
23 Ilocos Sur	Candon City Hall, National Highway, Brgy. Calaoa-an, Candon City, Ilocos Sur

B. CENTRAL LUZON	
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24 Bataan	New Hermosa Public Market and Trade Center, Brgy. Palihan, Hermosa, Bataan
25 Bulacan	Provincial Capitol Compound, Malolos City, Bulacan
26 Nueva Ecija	Old Capitol Compound, Burgos Avenue, Cabanatuan City, Nueva Ecija
27 Nueva Vizcaya	Ground Floor, Municipal Bldg., Bayombong, Nueva Vizcaya
28 Pampanga	2nd Floor, Marina Arcade Bldg., Brgy. Dau, Mabalacat City, Pampanga
29 Tarlac	Marcos Type Bldg., Hospital Drive, Barangay San Vicente, Tarlac City, Tarlac
30 Zambales	2nd Floor, James L. Gordon Ave. Market & Mall, Gordon Ave., Olongapo City, Zambales

VISAYAS DEPARTMENT

BRANCHES	ADDRESSES
31 Cebu	Ground Floor, PCSO Bldg., S. Osmeña St., North Reclamation Area, Cebu City
32 Iloilo	Iloilo Sports Complex, Magsaysay Village, La Paz, Iloilo City
33 Leyte	For transfer in Leyte Provincial Social Welfare Development Office (LPSWD), J. Romualdez St., Tacloban City
34 W. Samar	Calbayog Convention Center, Brgy. Capoocan, Calbayog City
35 N. Samar	Provincial Capitol Complex, Brgy. Dalakit, Catarman, Northern Samar
36 Bohol	New Capitol Compound, C. Marapao St., Tagbilaran, Bohol
37 Negros Occidental	Paglaum Sports Complex, Hernaez St., Bacolod City
38 Negros Oriental	Gov. Mariano F. Perdiges Memorial Stadium, Capitol Area, Dumaguete City
39 Capiz	Ground Floor, Capiz Provincial Capitol, Magallanes St., Roxas City
40 Aklan	Annex Bldg., Capitol Compound, Brgy. Estancia, Kalibo, Aklan
41 Antique	San Jose Trade Town, Brgy. Dalipe, San Jose de Buenavista, Antique
42 Southern Leyte	City Wharf Building, Demetrio Agbao., Maasin City, Southern Leyte

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44 Davao Oriental	Capitol Hill, Mati, Davao Oriental (formerly PENR Office)
45 Misamis Oriental	ABAP Bldg., Cor. Corales Ave. and Mabuhay St., Cagayan de Oro City
46 South Cotabato	General Santos City Hospital Compound, E. Fernandez St., Lagao, General Santos City
47 Zamboanga del Sur	CGHR Bldg., Villalobos St., Zone IV, Zamboanga City
48 Zamboanga del Norte	Old Provincial Hospital Bldg., Biasong, Dipolog City
49 Agusan del Norte	City Hall Basement, Doongan, Butuan City 8600
50 Surigao del Norte	Surigao del Norte Sports Complex, Rizal St., Surigao City 8400
51 Bukidnon	Provincial Capitol Compound, Malaybalay City, Bukidnon
52 Misamis Occidental	Agora Bus Terminal Complex, Ozamiz City