



OFFICE OF VICE SPEAKER TELENA CRUZ NELSON

THE COMMITTEE ON EDUCATION, AIR TRANSPORTATION, AND STATISTICS, RESEARCH, AND PLANNING
I MINA'TRENTAI SINGKO NA LIHESLATURAN GUÅHAN | 35th GUAM LEGISLATURE

May 13, 2020

TRANSMITTED VIA EMAIL

darlean.salas@guam.gov

Darlean SN Salas
Program Coordinator IV
Medical Referral Assistance Office
Ufisinan I Maga'hågan Guåhan
Office of the Governor of Guam

Re: Freedom of Information Act Request

Håfa Adai Ms. Salas,

We have received some concerns from constituents about difficulties associated with transiting patients from Guam. One such issue calls into question whether states or countries that quarantine incoming passengers will accept a negative result after COVID-19 testing on Guam. This has been of particular concern for transiting patients who must attend appointments within a set number of days after arriving at their destination. Another issue brought to our attention was that transiting patients may have difficulties acquiring lodging due to the COVID-19 outbreak.

Pursuant to the Sunshine Reform Act, we respectfully request the following information:

- Agreements between the Guam Medical Referral Office and states or countries regarding quarantine procedures for transiting patients from Guam; and
- Procedure for transiting patients from Guam to acquire lodging within a reasonable distance from the medical facilities.

Documents may be submitted via email to senatortcnelson@guamlegislature.org. I appreciate your consideration. Should you have any questions, please contact me via email at senatortcnelson@guamlegislature.org or by phone call at (671)989-7696. *Si Yu'os Ma'åse'!*

Senseramente,

Vice Speaker Telena C. Nelson

UFISINAN I MAGA'HÅGA
OFFICE OF THE GOVERNOR

LOURDES A. LEON GUERRERO
MAGA'HÅGA • GOVERNOR



JOSHUA F. TENORIO
SIGUNDO MAGA'LÅHI • LIEUTENANT GOVERNOR

May 19, 2020

VIA ELECTRONIC MAIL: senatortcnelson@guamlegislature.org

Honorable Telen Cruz Nelson
Vice Speaker
I Mina'Trentai Singko Na Liheslaturan Guåhan
173 Aspinall Ave
Suite 202A Ada Plaza Center
Hagåtña, Guam 96910

Dear Vice Speaker Nelson:

I am writing in response to your request for information dated May 13, 2020, addressed to Darlean Salas, in which you seek:

- **“Agreements between the Guam Medical Referral Office and states or countries regarding quarantine procedures for transiting patients from Guam; and**
- **Procedure for transiting patients from Guam to acquire lodging within a reasonable distance from the medical facilities.”**

The following are our responses to your requests:

- *The Office of the Governor has no responsive documents relative to your first request.*
- *Enclosed are documents relative to your second request.*

Please let me know if you have any questions or concerns.

Respectfully,

A handwritten signature in black ink, appearing to read "Janela Carrera", written over a white background.

Janela Carrera
Director of Communications

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 (10th) 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 (10th) 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 and 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.