



PHILHEALTH CIRCULAR
 No. 17, s-2006

TO : ALL ACCREDITED INSTITUTIONAL HEALTH CARE PROVIDERS AND ALL OTHERS CONCERNED

SUBJECT : Submission of Memorandum of Agreement (MOA) of Hospitals with Outsourced Services

The Corporation is mandated to ensure that quality health care services are provided to all members and dependents of the National Health Insurance Program through accreditation. To meet the accreditation standards set by the Corporation outsourcing of hospital services is resorted. This entails lesser expense in terms of purchasing equipment and other overhead expenses.

In order to implement the outsourcing of services, secondary (level 2) and tertiary (level 3 and 4) hospitals should submit to PhilHealth a copy of the MOA executed between the hospital and the "outsourced service unit" within a month upon the commencement of the service and every renewal of accreditation.

It should be clearly understood that since it is the hospital that is granted accreditation, it is the one responsible for the actions or inactions of the outsourced service unit.

The basic provision of the contract signed by the two parties (the hospital and the "outsourced service unit") shall include among others the following agreements:

1. Provision that the "outsourced service unit" is the hospital's service extension and that it will provide the client the quality of service and safety measures at all times;
2. Outsourced service unit's acknowledgement of the Corporation's right to inspect the "outsourced service unit" including pertinent records for validation of conformity to the requirements of PhilHealth;
3. The validity of the contract which shall cover the entire accreditation period of the hospital.
4. Only a maximum of 3 hospitals can have a MOA with an "outsourced service unit"; and
5. Only the accredited hospital can claim for reimbursement of services to the Corporation provided by the outsourced service unit.

In addition to the basic provisions mentioned above, the following agreements shall be included in the MOA depending on the outsourced service/s offered:

For the Outsourced Dialysis Service

1. Provision stating that the hospital shall be responsible for any untoward incident that may occur during the provision of the outsourced service, and
2. The agreement of the parties involved in providing the medical, nursing, other personnel and the necessary instruments, supplies, and equipment including their maintenance for the outsourced dialysis unit.

For the Outsourced Dietary Service

1. Provision stating that the hospital shall be responsible for any untoward incident that may occur during the provision of the service;
2. Agreement that the hospital shall have an in-house Nutritionist-Dietician (ND) who will be responsible in providing dietetic-

counseling services, as well as coordinate with the dietary service provider. However, if the hospital does not have an ND, the outsourced dietary service provider should provide the said personnel;

3. The outsourced dietary service provider shall secure the Sanitary Permit, Business Permit, and Health Certificate/s of the said dietary personnel. Said documents shall be posted conspicuously in the dietary reception area;
4. The PRC license of the ND shall be posted conspicuously in the dietary reception area and shall be attached to the MOA; and
5. Agreement of the parties involved in providing the necessary products, equipment (kitchen utensils) including the preparation of food for the admitted patients.

For the Outsourced Ambulance Service

1. The clear cut guidelines on the functions and responsibilities of the transport service provider including the party who should be accountable in the event that untoward incident happens to the patient during transfer;
2. The agreement between the parties on who shall provide the ambulance doctor;
3. The availability of the vehicle within the premises of the hospital or ambulatory surgical clinic at all times;
4. The ambulance service to have the following equipment, emergency kit, and medicines for the safe transfer of patient/s:

Equipment

- a. Two (2) portable oxygen tank with gauge;
- b. Stretcher;
- c. Stethoscope and sphygmomanometer;
- d. Nasal Cannula;
- e. Facial Mask;
- f. Endotracheal tubes;
- g. Laryngoscope with blade;

h. Ambubag

- i. IV set; and
- j. Penlight

Medicines

- a. Epinephrine ampule;
- b. Diazepam ampule;
- c. Diphenhydramine ampule
- d. Paracetamol ampule;
- e. IV fluids

For the Outsourced Ancillary (Laboratory, X-ray and Pharmacy) Services

1. A provision stating that the hospital shall be responsible for any untoward incident that may occur in the provision of service;
2. Agreement that the ancillary service shall provide the following personnel to wit:
 - a. Pathologist and Medical technologist (*for the laboratory*),
 - b. Radiologist and Radiological technologist (*for the X-ray*) and
 - c. Pharmacist (*for the pharmacy*).

3. The outsourced ancillary service provider must have a valid license. Said license shall be posted conspicuously in the respective ancillary service areas;
4. The PRC licenses of the medical technologist, radiological technologist and pharmacist shall be posted conspicuously in the area and shall be attached to the MOA; and
5. Agreement of the parties involved in providing the necessary services and equipment for the patients.

Failure to submit the MOA to the Corporation would result to denial or downgrading of accreditation.

This circular takes effect after fifteen (15) days from its publication in an Official Gazette or in a newspaper of general circulation.

(Sgd.) LORNA O. FAJARDO, CESO III
 Acting President and CEO

Date Signed: June 30, 2006