

If there's a will, there's a way

By: Leny D. Fajardo, Head of LHIO-Olongapo

Olongapo, Zambales - Here is an experience worth sharing to our clients. It was an hour before lunch when I decided to assist my co-employee in receiving payments from walk-in clients. A woman came in bringing a box of a local brand of fruit juice. She was explaining that she came in the other day to pay for her and her daughter's PhilHealth contributions for the 4th quarter of 2022, only to find out when she got home that the receipts made were both for the first quarter of 2023.

She decided to come back not to ask for correction for the payment made nor to complain the cashier who processed her transaction, but to settle payment for both the fourth quarter of 2022. She also added that she will pay for the second quarter of 2023 in advance since her daughter is pregnant.

At first, I thought she was there to complain, but when she brought out the coins inside the box, there was a different feeling I felt towards her. She carefully unloaded a total of three hundred sixty (360) pieces of 10-peso coins inside the box that were carefully wrapped by hundreds with clear tape to prevent the coins from being loose.

She was asking for my patience and not to be annoyed since I will be counting a total of Three Thousand Six Hundred Pesos (Php 3,600.00). Deep inside my heart, I was happy and moved, seeing payors like her with a dedication to set aside to pay their premiums and to financially secure their future health needs.



It was really a humbling and inspiring moment as a frontliner to hear her story as she was happily informing me of her experience that PhilHealth has helped them a lot when she was confined in 2019. Our courageous and grateful client is Ms. Maria Theresa C. De Guzman, an employed member since October 1999, and continuously paying now as a self-paying member. PhilHealth records show that there was never a gap in her contribution beginning 2017 onwards.

I was really inspired with her admirable actions as PhilHealth client, hence, I requested her if I can take a picture to capture that specific moment which left me speechless and thankful for her as our client. This simple act, if will be done by every member, will have a great impact in the achievement of Universal Health Care (UHC) for all Filipinos.

Indeed, I learned one thing: Never under estimate the power of small things because small things pay great dividends. Ms. De Guzman is faithful in paying her premium contributions. She is consistently paying her obligations because she gives importance to their health. May her story serve as inspiration and awareness, that no matter how hard times are, we can still save a portion of our hard-earned money for our health. ###