



Republic of the Philippines  
PROVINCE OF SURIGAO DEL NORTE  
MUNICIPALITY OF DEL CARMEN



Office of the Municipal Mayor

PROJECT: DEL CARMEN TELEMED CONSULTATION AND REFERRAL CENTER  
PROPOSER: PLGU SURIGAO DEL NORTE, DEL CARMEN POLYCLINIC, LGU DEL CARMEN, SURIGAO DEL NORTE MEDICAL SOCIETY

## I. RATIONALE

The Province of Surigao del Norte together with the Surigao Medical Associations launched the Tawag Konsulta Program thru the Heals 911 Program or the Free Consultation via Phone Call. The idea is for the people to minimize movement during this time of COVID-19 State of Calamity if consult can be done on the phone.

**Andam na sa Pagserbisyo sa mga Surigaonons!**  
**TAWAG-KONSULTA PROGRAM**  
under HEALS 911

Itawag dajon an ijo mga problema na medikal ug gibati sa panlawas sa bisan hain na numero depende sa oras nan ijo pagtawag:

<b>6:00 AM - 2:00 PM</b>	<b>2:00 PM - 10:00 PM</b>
Maritchu 0909-829-2980 Mabelle 0930-685-9855 Marnie 0909-464-7924	Rep 0917-098-1350 Charessa 0948-115-4074 Irine 0946-836-3137
<b>10:00 PM - 6:00 AM</b>	
Jessa 0950-639-1853 Pette 0927-162-2234 Kent Joseph 0909-482-8912	

I-connect dajon kamo sa doktor na motawag sa ijo para sa libre na konsulta ug para mahatagan kamo sa saktong tambag medikal ug online na reseta.

Sa pagtambayayong nan Lokal nga Pangagamhanan sa Probinsya sa Surigao del Norte ug sa Surigao del Norte Medical Society (SNMS)

The current feedback from the users of this service has been very positive thus the Municipality of Del Carmen wanted to maximize this program and service. Being in an island setting, the access towards specialist is a very challenging opportunity for the people.

While we allow direct contact to Heals 911 hotlines, there are families with no phones and mobile signal to do regular calls, wait for feedback and obtain the necessary medicines. This is the gap that LGU Del Carmen wants to address.

LGU Del Carmen proposes therefore to setup a Telemedicine Facility in the Del Carmen Polyclinic to allow families to directly consult with a medical specialist upon recommendation of the Del Carmen Polyclinic Doctor.

## II. OBJECTIVES

1. Provide access to Medical Specialists for the poor and other vulnerable groups for the 9 municipalities of Siargao Islands with approximately 180,000 people
2. Minimize the need for travel to the nearest tertiary public hospitals in a separate island with exposed COVID cases and risk the patient's families / communities on their return
3. Address the cost of medicine / medical care during the community quarantine period by offering quality care and have families use their minimal funds for food and other necessities



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### III. PROCESS OF SERVICE DELIVERY

#### 1. CONSULTATION

- Patient Proceeds to Del Carmen Polyclinic to Avail of Tawag-Konsulta
- Patient goes to Tawag-Konsulta Center to have vitals checked
- Patient with the assistance of DCP staff will contact HEALS 911
- HEALS 911 will ask questions with the patient and will ask the patient to wait for a call back
- HEALS 911 will endorse the patient to the right specialist
- The Specialist will call the Tawag-Konsulta Center number to ask for the patient
- Consultation begins between Specialist and Patient
- Specialist will provide diagnosis to the Patient

#### 2. EXTRA LABORATORY WORK

- Specialist may require additional tests from the Patient thru Del Carmen Polyclinic
- Del Carmen Polyclinic will perform the tests and send results to the Specialist

#### 3. PROVISION OF MEDICINE

- Specialist will provide recommendation for medicines to the Patient
- Specialist will provide recommendation for medicines to HEALS 911
- HEALS 911 will inform Siargao District Hospital Pharmacy
- HEALS 911 will inform Del Carmen Polyclinic to pick-up medicines for the patient
- Del Carmen Polyclinic will inform LGU Del Carmen to pick-up medicines for the patient
- LGU Del Carmen pick-up patient to Del Carmen Polyclinic to explain use of medicine
- Patient will take home the medicine

### IV. DEL CARMEN POLYCLINIC FACILITY

#### ***DEL CARMEN POLYCLINIC SERVICES***

1. Operate Monday to Friday from 08:00am to 05:00pm
2. Presence of Medical Doctor to conduct initial consult
3. Can perform basic vitals exam for the patient prior to Telemed Consult
4. Provide and guide Telemed process with Heals 911 and Doctor as necessary
5. Provide Sanitation Support of the facility after every patient use
6. Available Laboratory to support the additional information needed by the Doctor
7. Available Ultrasound Facility but **no Capacity to Read to the Results**
8. Available X-Ray Facility by lacks the X-Ray Shield in the conduct of the service but **no Capacity to Read to the Results**



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***DEL CARMEN POLYCLINIC FACILITIES***



Telemed Center with Phones with SIM Card for SMART and for GLOBE.



Laboratory for additional tests that may be requested by the Doctor



Ultrasound and X-Ray Services but no reading capability

*Mobile Lead Radiation Protection X-Ray Shielding Barriers  
Php 150,000 to  
Php200,000 including shipping.*

**V. MEDICINE ASSISTANCE**

The patient after the consult is expected to receive recommendations that will include medicine as form of curative support. The Province of Surigao Del Norte has already began the process of acquisition of medicines that were commonly needed by patients as identified by doctors of Heals 911 and doctors of Siargao Health Centers. The pharmacy dispensary will be located at the Siargao District Hospital but with limited capacity while the patient is looking for additional funds to support the possible longer period of medicine use.



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**VI. STEPS TAKEN**

**Andam na sa Pagserbisyo sa mga Surigaonons!**  
**TAWAG-KONSULTA PROGRAM**  
 under HEALS 911

**Ari ta sa Del Carmen Poly Clinic Telemad Program**  
 Lunes hangtod Biyernes : 08:00AM to 05:00PM  
 Del Carmen Poly Clinic Telemad Center  
**24 Hours Serbisyo direktong tawag konsulta**

Itawag dojon an iyo mga problema na medikal ug gibati sa panlawas sa bisan hain na numero depende sa oras nan iyo pag tawag:

6:00AM - 2:00PM	
MARICHU	0909-829-2980
MABELLE	0930-685-9855
MARNIE	0909-464-7924
2:00PM - 10:00PM	
REA	0912-098-1350
CHARESSA	0948-115-4074
IRINE	0946-836-3137
10:00PM - 6:00AM	
JESSA	0950-639-1853
PETTE	0927-162-2234
KENT JOSEPH	0909-482-8912

I-connect dojon kamo sa doktor na matawag sa iyo para sa libre na konsulta ug para mahatagan kamo sa sakit na tambag medikal ug online sa reseta.

1. Obtained the support of the Del Carmen Polyclinic Team on the proposed Del Carmen Telemad Setup
2. Approval of the Provincial Governor in the use of the Del Carmen Polyclinic as a Telemad Facility
3. Setup the Communications Campaign and Smart Phone for the Tawag Konsulta Program of Heals 911 in the Del Carmen Polyclinic
4. Launched the Del Carmen Telemad services at the Del Carmen Polyclinic

**VII. PROPOSAL FOR FUNDING**

We hope to expand the capacity of the Del Carmen Polyclinic X-Ray Services to ensure we can capture the full laboratory needs of a patient as maybe required by the Telemedicine Specialist Doctor. The X-Ray machine and human resource is already present and available but we missed the Mobile Lead Radiation Protection X-Ray Shielding Barriers with a cost of US\$3,000 to \$4,000 with online cost comparison.






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LGU Del Carmen will cover the daily operating expense of the Telemed and its Laboratories include human resources.

  
ALFREDO M. CORO II  
Municipal Vice Mayor, Municipality of Del Carmen, Siargao Islands, Philippines  
Senior Fellow, Senior Atlantic Fellow for Health Equity for Southeast Asia Program