

## ELECTRONIC MEDICAL RECORD SYSTEM

Please be guided by the following in the implementation of Electronic Medical Records for Primary Care Benefit:

### PCB PROVIDERS

1. PCB Providers that are still using the Updated Primary Care Module (UPCM) shall be given until the end of the year (December 31, 2016) to engage Electronic Medical Record (EMR) Providers whose systems / software passed the validation of the Joint DOH and PhilHealth validation team. The EMR System shall be used for the purpose of enlisting, profiling and submitting PCB-related data to PhilHealth.
2. The following are the initial EMR Providers whose systems / software have passed the validation testing:

Name of EMR Provider	Validated EMR System
1. Department of Health	iClinicSys
2. University of the Philippines - NTHC	CHITS
3. Segworks Technologies	Seg-RHIS
4. Ateneo de Manila - DOST	eHatid LGU
5. Ateneo de Manila - Smart Telecommunications	SHINE OS+
6. Wireless Access for Health	WAH - EHR

3. List of new EMR Providers who will pass the validation testing shall be regularly posted in the PhilHealth portal or website. As such, PCB providers must check the said portal or website to confirm the validation certification.
4. PCB providers shall choose only (1) from among the validated EMR Systems for use within their respective facilities.
5. In compliance with RA 10173 or the Data Privacy Act of 2012, PCB Providers shall be required to provide and ask the patients to review and sign an Informed Consent Form (Annex A - Approved Informed Consent Form Template), and make sure that the patients understand its contents prior to signing.
6. Signed Informed Consent Forms shall be safely kept and made available by the PCB Providers for legal or audit purposes.
7. PCB Providers shall comply with the electronic reporting requirements of PhilHealth as prescribed under PhilHealth Advisory No. 11-01-2015.
8. PCB Providers shall ensure that there are appropriate Memorandum of Agreements (MOAs) and Service Level Agreements (SLAs) made between their Management and EMR Providers.
  - a. The MOA is a document in which the PCB Provider and EMR Provider agree to work together for a common objective.
    - i. It may define the working relationships, activities, deliverables, conduct of work, and other vital requirements between the PCB Provider and EMR Provider.
    - ii. The MOA is based on a proposal which is to be accepted by a PCB Provider (to whom the proposal is made) and an EMR Provider who makes the proposal.
    - iii. When the EMR Provider's proposal is accepted, the MOA serves as a promise of parties to each other, and to the provisions therein to which they have agreed upon.
    - iv. Both parties have the right to go to court in the event of non-performance of any provision of the agreement.

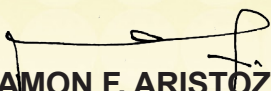
# PhilHealth Advisory



- b. The SLA shall be part of the MOA where a service is formally defined such as the scope, quality, and responsibilities of the EMR Provider are explicitly listed. Common feature of the SLA is the contracted delivery time of the service or performance system uptime, mean time between failures, mean time to repair or recovery, defining party that is responsible for reporting faults or paying fees, data rates, throughput, and other measurable details as shall be agreed upon.
  - c. The MOA and SLA between the PCB Provider and EMR Provider shall be legal and binding only to the contracting parties herein.
  - d. PhilHealth shall not be held liable for any action of the EMR Provider with regards to its engagement with the PCB Provider that may result to damage or injury to the PCB Provider or its clientele.
  - e. The EMR Provider shall hold PhilHealth, its personnel and instrumentalities, free from any liability with regards to its engagement with its client PCB Provider/s.
9. Effective January 1, 2017 onwards, all PCB Providers shall be using validated EMR Systems. PhilHealth shall no longer re-accredit PCB Providers that cannot conform with the use of validated EMR Systems.

## EMR PROVIDERS

1. All business engagements of the EMR Providers shall be properly coordinated with the concerned PhilHealth Regional Offices (PROs) and/ or Local Health Insurance Offices (LHIOs).
2. EMR System's Training, provision for Software Operations or User's Manual and Manual of Operations, technical support, system availability, system security, and among others shall be included in the Service Level Agreement between the PCB Provider and EMR Provider. The scope is the use of the validated EMR System to meet the requirements of the PCB and other future requirements.
3. EMR Providers shall be required to provide assistance to the PCB Providers in securely transmitting or submitting data or information should there be any failure in connectivity or lack thereof.
4. EMR Providers shall furnish PhilHealth with a copy of the Memorandum of Agreement and the latter shall submit to the eHealth EMR Experts Group Secretariat.

  
**RAMON F. ARISTOZA, JR.**  
OIC-President and CEO  
EVP and COO