



Republic of the Philippines
Department of Health
OFFICE OF THE SECRETARY

October 11, 2021

DEPARTMENT MEMORANDUM

No. 2021 - 0439

TO : MINISTER OF HEALTH - BANGSAMORO AUTONOMOUS REGION IN MUSLIM MINDANAO (MOH-BARMM); ALL DIRECTORS OF CENTERS FOR HEALTH DEVELOPMENT (CHD); ALL CHIEFS OF DEPARTMENT OF HEALTH (DOH) MEDICAL CENTERS, HOSPITALS AND SANITARIA; TREATMENT AND REHABILITATION CENTERS; AND EXECUTIVE DIRECTORS OF DOH SPECIALTY HOSPITALS

SUBJECT: Guidelines on the Issuance of Public Advisories on Hospital Capacity

I. BACKGROUND

All DOH hospitals are expected to remain open and fully-functional during any public health emergency or disaster and as such should comport themselves in a manner that inspires public confidence. To ensure that public advisories both adequately reflect the situation on-ground and do not cause undue public alarm, the following guidance is being provided to be able to streamline the processes in the issuance of public advisories regarding capacity of DOH hospitals.

This interim guideline is being issued to streamline the processes in the issuance of public advisories regarding the capacity of DOH hospitals.

II. SCOPE

This Memorandum shall apply to DOH medical centers, hospitals and sanitarium; treatment and rehabilitation centers; and DOH specialty hospitals.

III. GENERAL GUIDELINES

According to the World Health Organization, the following risk communication principles shall guide the creation of public advisories:

- A. Trust – Create and maintain credibility in the delivery of services and issuance of public advisories.
- B. Transparency – Convey information in a transparent manner that does not create panic.
- C. Announcing early –Early announcement of an emergency and dissemination of available information even if incomplete, creates public confidence and is critical to prevent the spread of rumors.
- D. Listening –Listen and understand public perception to address public fears and concerns.

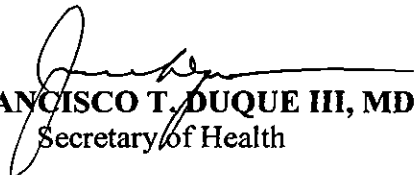
- E. Planning –Establish systems and structures, plan, build capacity, and engage communities and the media before an emergency actually happen.

IV. IMPLEMENTING GUIDELINES

The following guidelines are being issued to provide guidance in the issuance of public advisories on hospital capacity:

- A. All DOH hospitals shall designate a communication team in-charge of the following:
1. Drafting public advisories according to the risk communication principles, guided by the Official Template (Annex A);
 2. Furnishing a copy of the draft of public advisory together with the data on hospital capacity to the concerned Field Implementation and Coordination Team;
 3. Facilitating the comments and inputs from the Communications Management Team before securing approval for release. posting the advisory on respective official social media account/s.
- B. The Field Implementation and Coordination Team shall:
1. Validate the need to issue a public advisory based on the data on hospital capacity and other relevant indicators;
 2. Ensure that public advisories adequately reflect the situation on the ground;
 3. Forward to the CMU all draft public advisories of hospitals, as validated, for comments and additional inputs;
 4. Facilitate approval and clearance of the public advisories.
- C, B* C. The Communications Management Unit shall:
1. Guide the hospitals on proper risk communication and creation of public advisories;
 2. Provide comments and inputs to the draft advisories; and
 3. Facilitate dissemination to official social media channels.
- D. The Office of the Chief of Staff shall:
1. Ensure that all efforts are exhausted to increase capacity of hospitals and that necessary assistance are provided to augment resources;
 2. Provide final clearance for the release of the hospitals public advisory;
 3. Transmit back approved version of the public advisory to hospitals, copy furnishing the CMU and FICT.

For your guidance and strict compliance.


FRANCISCO T. DUQUE III, MD, MSc
Secretary of Health

Annex A. Proposed Template

<https://bit.ly/3p4snjZ>

Ang [INSERT FACILITY NAME] ay tumutugon sa pangangailangang medikal ng mga COVID-19 patients. Sa kasalukuyan ay puno na ang aming [COVID-19 beds, ER, ICUs].

Ang pamunuan ng ospital kasama ang ating LGU ay nagsusumikap na magkaroon ng mga karagdagang hospital beds sa mga susunod na linggo upang matugunan ang tumamatas na pangangailangang medikal ng ating mga kababayan.

Kami ay nanghihingi ng inyong pag unawa at huwag mag “walk-in” sa ospital. Nirerekomenda naming tumawag muna sa [NAME OF REGIONAL OHCC] upang makakuha ng tulong kapag kayo ay nangangailangan ng agarang medikal na atensyon. Tawagan lamang ang for numerong sa baba upang matulungan kayong nakapag-coorindate sat makahanap ng angkop na ospital or health facility na makatutugon sa inyong pangangailangan medikal

[INSERT THE TELEPHONE NUMBER OF THE HOSPITAL, PROVINCIAL OR CITY EMERGENCY OPERATION CENTER, OHCC OR REGIONAL OHCC]

Minumungkahi rin namin na ang mga nakakaranas ng mild at moderate symptoms ay makipagugnayan sa mga temporary treatment and monitoring facilities.

Marapat po ay kontakin ang inyong Barangay Health Emergency Response Teams (BHERTs) o kaya ang aming telemedicine services. Kontakin laman ang 08-894-COVID (26843) o 1555 para makapag konsulta.

Magbibigay kami ng update sa mga susunod na araw. Sa ngayon, nakikiusap kami sa publiko na sumunod sa ating minimum public health standards upang maiwasan ang pagkalat ng COVID-19. Tayo rin ay magpabakuna kapag tayo ay nabigyan ng pagkakataon.