



A SLICE OF ORANGE
Refreshing your health

MEDICAL BULLETIN • MARCH 2020



COVID-19 Update

AS OF MARCH 23, 2020

No. of cases worldwide: **294,110¹**

No. of deaths: **12,944 (4%)¹**

Confirmed cases in the Philippines: **462²**

Medical updates

- The combination of HIV drugs lopinavir and ritonavir was tested as treatment for COVID-19, but results have shown no difference compared to standard care³
- Researchers are now studying if injecting sick or vulnerable people with antibodies collected from the blood of people who have recovered from disease could help these people fight off COVID-19⁴
- Although ibuprofen has not been shown to affect the spread of COVID-19 infection, medical professionals recommend against it because, based on studies on ibuprofen and other respiratory diseases, the anti-inflammatory effect of ibuprofen also reduces the body's immune response and can put the body at greater risk for complications⁵
- Virus that causes COVID-19 (SARS-CoV-2) found to remain stable on stainless steel and plastic for up to 3 days, on cardboard for 1 day, and on copper for 4 hours⁶

What you should do and why

- If you have severe symptoms, seek emergency care, and fully disclose if you have been in an area known to have COVID-19 incidence to avoid putting the hospital staff in greater danger⁶
- If you have mild symptoms and have been in an area known to have COVID-19 incidence, call your healthcare provider for medical advice so that you don't expose yourself and other people unnecessarily to infection⁶
- If you have no symptoms, presume that you are an asymptomatic carrier and stay 2 meters away from vulnerable populations such as people aged 70 or above, pregnant women, and people with chronic health conditions (e.g., diabetes, heart disease, obesity)⁸
- Keep your hands clean by regular and proper washing/sanitizing and, most importantly, avoid touching your face. The virus cannot infect you if it cannot enter your body (and incidentally, it cannot enter through your hands). Infection happens when you transfer the virus from your hands to your nose, eyes, or mouth⁹
- Avoid sharing cutlery, straws, water containers, and make-up, as these can also carry the virus to your face. Wash eating utensils well⁸

HMO coverage

As of March 17, 2020, HMO providers will cover symptoms and complications associated with COVID-19, while testing will be covered by PhilHealth.

HMO providers are operating with a skeletal workforce; hence, members may experience delay in contacting their HMO providers' call center hotlines.

1. Maxicare:

Customer Care Hotlines: (02) 8582-1900, (02) 7798-7777

Provincial Toll-Free Hotline: 1-800-10-582-1900 (PLDT), 1-800-8-582-1900 (Globe)

Online Member Gateway for LOA issuances: membergateway.maxicare.com.ph

All Maxicare Helpdesks are temporarily closed, while the following primary care centers are open from Monday to Sunday, 7 AM to 7 PM:

W City Center

7th Avenue cor. 30th Street, Bonifacio Global City, Taguig

(02) 7908-6957

Bridgetowne

2F Zeta Tower, Bridgetowne, Brgy. Ugong Norte, Quezon City

(02) 7908-6959

Clark

G/F SM City Clark, Tech Hub 6, MA Roxas Highway, Clark, Pampanga

(045) 599-8392

Ayala North Exchange

Unit 43–44 2/F Shops, Ayala North Exchange,

Ayala Ave. cor. Salcedo and Amorsolo St., Makati City

0917-6582558

Maxicare members who are experiencing symptoms of COVID-19 are encouraged to call the TeleConsult hotline:

AREA	HOTLINE
Metro Manila	(02) 8582-1980
Bacolod	(034) 458-6714
Baguio	(074) 661-8832
Batangas	(043) 779-8014
Cagayan de Oro	(088) 864-8803
Cavite	(046) 419-8016
Cebu	(032) 260-9068
Davao	(082) 238-7016
Dumaguete	(035) 522-5014
General Santos	(083) 887-9813
Iloilo	(083) 887-9813
Kidapawan	(064) 521-8002
Laguna	(049) 559-8007
Ormoc	(053) 832-9902
Palawan	(048) 716-5122
Pampanga	(045) 649-8005

2. Intellicare 24/7 Call Center Hotline: (02) 7902-3400, (02) 8789-4000

3. PhilCare Customer Service: (02) 8462-1800

4. Etiqa (formerly AsianLife):

Primary care centers are closed until further notice. For urgent medical availments, members may call the following:

Medical Information Center Hotline: (02) 8895-3308

Provincial Toll-Free Hotline: 1-800-10-8895-3308 (PLDT)

Mobile No.: 0917-5208919, 0908-8834901

Email: mic@etiqa.com.ph (for Certification of Coverage)

5. Cocolife:

24/7 Helpline:

Landline: (02) 8812-9090, (02) 8396-9000

Mobile No.:

SMS: 0917-622-COCO

Call: Globe: 0917-5360962

Smart: 0908-8947763

Sun: 0922-8928828

Hospital Network

The following hospitals are currently accommodating people who are being treated for COVID-19^o:

	Private Hospital	Address	Contact No.
1	Makati Medical Center	Amorsolo St., Legazpi Village, Makati City	(02) 8888-8999
2	Fatima University Medical Center	20 MacArthur Highway, Valenzuela City	(02) 8291-6538
3	St. Luke's Medical Center – BGC	5th Ave., Bonifacio Global City, Taguig	(02) 8789-7700
4	Marikina Valley Medical Center	Sumulong Highway, Marikina City	(02) 8682-2222
5	The Medical City – Pasig	Ortigas Ave., Pasig City	(02) 8988-1000
6	Cardinal Santos Medical Center	10 Wilson, Greenhills West, San Juan City	(02) 8727-0001
7	St. Luke's Medical Center – Quezon City	279 E. Rodriguez Sr. Ave., Quezon City	(02) 8723-0101
8	University of the East Ramon Magsaysay Memorial Medical Center	64 Aurora Blvd., Quezon City	(02) 8715-0861
9	Diliman Doctors Hospital	251 Commonwealth Ave., Matandang Balara, Quezon City	(02) 8883-6900
10	Manila Doctors Hospital	667 United Nations Ave, Ermita, Manila	(02) 8558-0888
11	University of Santo Tomas Hospital	España Blvd., Sampaloc, Manila	(02) 8731-3001
12	Chinese General Hospital and Medical Center	286 Blumentritt Rd., Santa Cruz, Manila	(02) 8711-4141
13	Asian Hospital and Medical Center	2205 Civic Drive, Alabang, Muntinlupa City	(02) 8771-9000
14	Our Lady of Lourdes Hospital	46 P. Sanchez St., Sta. Mesa, Manila	(02) 8716-8001 to 20
15	Adventist Medical Center – Manila	1975 Donada cor. San Juan St., Pasay City	(02) 8525-9191
16	San Juan de Dios Education Foundation, Inc. Hospital	Service Rd., 2772 Roxas Blvd., Pasay City	(02) 8831-9731 to 36, (02) 8831 5641

Outside NCR:

	Private Hospital	Address	Contact No.
1	Qualimed – Sta. Rosa Hospital	W, E. Nature Ave., Santa Rosa City, Laguna	(049) 303-0000
2	Silang Specialists Medical Center	Emilio Aguinaldo Highway, Silang, Cavite	0927-6207595
3	Our Lady of Mt. Carmel Medical Center	Km. 78 MacArthur Highway, Brgy. Saguin, San Fernando, Pampanga	(045) 435-2420

Please contact your HMO provider or log in to your Benefits Made Better (www.benefitsmadebetter.com) account to know if these facilities are accredited by your HMO provider.

Guidelines and instructions for BPOs

- **Department of Health (DOH)** has set up emergency hotlines for individuals seeking guidelines or assistance about COVID-19. Those with inquiries may call (02) 894-COVID (02-894-26843) or dial 1555 (for PLDT, Smart, Sun and TNT subscribers)¹⁰
- The **Bureau of Internal Revenue (BIR)** has extended the deadline for filing of 2019 annual income tax returns (ITRs) until May 15, 2020. BIR still encourages taxpayers to file early or before the extended deadline to help the government raise funds to combat COVID-19¹¹

Taxpayers who are enrolled in the electronic filing and payment systems (EFPS) may settle their tax liabilities through their enrolled authorized agent banks (AAB). Meanwhile, taxpayers who will file using the EBIRForm Facility may settle payments through:

1. Over-the-counter (OTC) payment in AABs
 2. Revenue collection offices in areas with no AABs
 3. Electronic/online payment through:
 - Land Bank of the Philippines' Link.Ziz Portal (LBP ATM, Bancnet ATM/debit/prepaid card holders, or taxpayers utilizing the PesoNet facility, such as depositors of RCBC and Robinsons Bank)
 - Development Bank of the Philippines' Pay Tax Online (Visa/Mastercard Credit Cards and/or Bancnet ATM/Debit Cards);
 - UnionBank online web and mobile phone payment facility
 - Mobile payment (GCash/PayMaya)
- Export and business process outsourcing (BPO) companies were given until March 22 to transfer equipment for employees who will be working from home. Skeletal personnel must be provided with appropriate temporary accommodation or shuttle service within the vicinity of the workplace¹²
 - The **Department of Labor and Employment (DOLE)** introduces the COVID-19 Adjustment Measures Program (CAMP), which offers financial support to private establishment workers who adopted flexible working arrangements (FWA) and temporary closure due to COVID-19. Employers may apply if they have workers who are affected in at least one of these ways:
 1. Employment is temporarily suspended due to suspension of operations
 2. Regular wages are reduced due to the implementation of FWA^{13,14}

References:

- ¹ World Health Organization. www.who.int/emergencies/diseases/novel-coronavirus-2019
- ² Department of Health. www.doh.gov.ph
- ³ Cao, B, et al. New England Journal of Medicine. March 2020. doi: 10.1056/NEJMoa2001282
- ⁴ Casadevall, A; Pirofski, L. The Journal of Clinical Investigation. March 2020. doi: 10.1172/JCI138003
- ⁵ BBC News. 17 March 2020. www.bbc.com/news/51929628
- ⁶ Doremalen, N, et al. New England Journal of Medicine. March 2020. doi: 10.1056/NEJMc2004973
- ⁷ Centers for Disease Control and Prevention. emergency.cdc.gov/han/2020/HAN00429.asp
- ⁸ Public Health England. www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults
- ⁹ Queensland Health. www.health.qld.gov.au/news-events/news/novel-coronavirus-covid-19-how-it-spreads-transmission-infection-prevention-protection
- ¹⁰ Department of Health. 22 March 2020. <https://ncovtracker.doh.gov.ph/>
- ¹¹ Department of Health. <https://www.doh.gov.ph/doh-press-release/doh-launches-covid-19-hotline>
- ¹² Department of Finance. <https://www.dof.gov.ph/bir-extends-tax-filing-deadline-to-may-15-urges-taxpayers-to-file-early-to-support-fight-vs-covid-19/>
- ¹³ Department of Trade and Industry. <https://www.dti.gov.ph/advisories/mc20-08/>
- ¹⁴ Department of Labor and Employment. <https://www.dole.gov.ph/news/department-order-no-209-guidelines-on-the-adjustment-measures-program-for-affected-workers-due-to-the-coronavirus-disease-2019/>