

August 02, 2010

**To: Guam Medical Referral Office
Office of the Governor**

**From: Mr. Roland R. Blas
Off-Island Patient**

**Subject: Concerns regarding services by the
Guam Medical Referral Office in Los Angeles, CA.**

I Roland R. Blas was a patient from Guam, who was diagnosed and referred off-Island by Dr. Kim-Cardiologist for an open heart surgery. I was treated at the Good Samaritan Hospital in Los Angeles, CA. from June 15 thru July 20, 2010 and my surgery was finally performed on July 2nd.

I am very much concerned and VERY UPSET for the way the program failed to provide the attention I needed by the Office of the Medical Referral in Los Angeles. I have MANY concerns in which the program informed me and only to find out low and behold that NOTHING!! was arranged as I was informed prior to my surgery and that I, myself had to seek the attention and to make all the arrangements myself for my open heart surgery.

1st – The Medical Referral Office in Guam who I spoke to a lady named June prior to leaving did not arranged along with Select Care the Office of Dr. Ghessari-Cardiologist Surgeon at Good Samaritan that he was never informed neither anyone at his office that I have been at Los Angeles waiting for 3 weeks to see him and that the Medical Referral Office in Los Angeles-Doris Babauta FAILED to follow up and informed Dr. Ghessari that I was out their WAITING until I personally went to see Doris Babauta to why am I waiting this long and that I have NOT heard anything and that is when she finally did her job to call the office of Dr. Ghessari and that's when he finally heard I was out their

and that I wasted money paying Wyngart Hotel sitting pretty wondering WHEN???

2nd – Doris Babauta informed me the day I arrived that I and another patient from Guam Mr. Unchangco and his family had to report to her office at 9am the next day on June 11th to attend a orientation. I was upset at her to find out at the orientation that she said, “I guess Mr. Blas they didn’t informed you on Guam but any patient that is here for an open heart surgery when you get discharged to fly back home that Select Care and Continental Airlines DOES NOT provide oxygen for you to fly back and that you will HAVE TO PAY \$4,000 OUT OF YOUR POCKET”. My blood pressure when UP!!! I was really concerned to why is it NOW being brought to my ATTENTION and that I believe that Guam Medical Referral Office IN GUAM should be responsible in doing an orientation to ALL Guam Patients before they fly out for medical attention to LA, Anaheim, Hawaii and Philippines. Because NOTHING is FREE and to obtain medical off-Island attention is very COSTLY!!! And that we the Patients should be informed WHAT TO EXPECT! Before leaving.

3rd – At the orientation again Doris Babauta informed us that if we had any medication prescribed to us at Good Samaritan Hospital that we have to PAY in full out of OUR POCKET! and give her the receipts and for her to have us reimbursed by Select Care. ONLY to find out that when I was prescribed by my Doctor I went myself to the Good Samaritan Hospital Pharmacy and they themselves contacted Select Care and that my medications were COVERED. So why is Doris Babauta giving us the wrong information!!!

4th – Before I left Guam I spoke with June 3 times at the Guam Medical Referral Office regarding of picking up my family members at LAX Airport to be with me for my surgery. I submitted to June my sister, Sandra Larribas from WA State and my aunt Priscilla De Volder from Las Vegas. ONLY to find out by Doris Babauta that they do NOT pick up any family members of the patient if they did not fly or escort the patient directly from Guam. I was SOO UPSET because WHY didn’t June from Guam tell me that, and Doris Babauta after the orientation pull aside away from her supervisor and she said that she will do it as a favor in picking them up upon their arrival and that my aunt felt so bad and gave her tip. And Mr. Unchangco who arrived with me at LAX had his other family members who escorted him had to pay \$50 to ride a taxi because to Wyngart Hotel because we did not fit in their van.

5th – I was misinformed again at the orientation by Doris Babauta that if we had purchased a round trip back to Guam and need to stay longer for medical treatment past the date we had arranged with Continental Airlines to just inform her (Doris Babauta) along with a letter from our Doctor stating an extension for our date flying back home and that she will take care of the re-arrangement of our flight Ticket. ONLY to find out that originally I was scheduled to fly back to Guam on July 10th and that I needed to extend my airfare and I spoke to Doris Babauta and she responded to SAY “that she only does the arrangements to change airfare IF WE ARE UNDER THE MIP PROGRAM” So I had to use my roaming cell phone to contact Royal Travel (Mrs. Doreen Guerrero)-Guam to re-arrange my air flight MYSELF!!! YA! WHAT GREAT HELP!

6th – Again Doris Babauta gave me a size of a calling card to write all our appointments and what Doctor’s we are scheduled to see and then to submit it to her in order to get assistance from the So Called LA Medical Referral Office ONLY to find out nothing was done and the office was USELESS! And so I personally went to find out MYSELF! And to do all the arrangements MYSELF!!!

7th – I Filipino staff of the LA Medical Referral Office I forgot his name but HE WAS SO CALLED the Supervisor was COMPLETELY useless and he had no consideration or to communicate to any patients and would stay behind his computer and not LIFT a hand to HELP provide any assistance to Guam Patients and he acted as though we owed HIM Money. I am sorry to say but he was ONE useless SUPERVISOR!!! I and many other patients are Up-set because neither myself or any other patient arrived for VACATION but SIMPLY to get the right ATTENTION NEEDED for our medical treatment.

In Summary, I may have had a successful open heart surgery but remember that our medical attention here on Guam is continuously referring patients off-Island for medical attention and that I BELIEVE That we MUST get the right attention, services and assistance when we are referred off-Island. And that the left had should know what the right hand is doing and that ALL ORIENTATIONS must be DONE here on GUAM’s main OFFICE. I completely now understand how patients feel when they would have fundraisers and seek financial assistance BECAUSE bottom line nothing is FREE!!!!

If you have any further questions please kindly contact me on my cell at 727-7685 and that I have all my documents and letters from my doctor’s regarding the terrible services that SO CALLED LA MEDICAL

REFERRAL OFFICE was suppose to **PROVIDE** and that I am not referring these complaints to **WIN A TROPHY OF RECOGNITION** but rather that the next patient does not experience the **SAME** service I had experienced because if the **Select Care** can pay for lodging and food then I don't mind sitting pretty to when is my next appointment. Finally, my heart surgery was between **LIFE** and **DEATH** and I had no **TIME** to waste if **MEDICAL REFFERAL IS DOING** their **JOB!!!** Because I could of **DIED** waiting!!!!

SINCERELY,
