

## Prior to Departing Palau...

- Patient Airline Ticket
- Escort Airline Ticket
- Co-payment
- Please inform your bank about your trip, if you are planning to use your bank cards in the PI
- Check-in begins two(2) hours prior to departure; see airline itinerary for departure time. (HCF will inform of delays).
- United Airline allows a total of two 50lbs. of luggage per person.
- Airline Ticket of patient will be given to you by United Airline Staff during check in
- Bring empty CDs to X-ray department and request images of patient (only applies if images were taken)
- Per Diem for medical escort (applies only to patients who require medical escort)
- NAME OF FAMILY MEMBER IN PALAU IN CASE OF EMERGENCY

### DO NOT FORGET TO BRING:

- Passport
- Itinerary
- Prescribed Medications (please bring prescriptions from doctor)
- Towel and personal hygiene products
- Referral Documents
  - United Airline MEDIF form (Show to customs for waiver of departure tax)
  - Certification of Approval (COA)
  - Medical Summary from Referring Doctor
  - CD w/record of Radiology Images (If Any)

### ❖ Note

Medications have to be purchased by patients upon discharge. This applies to all outpatients. Must keep receipt and turn in w/ RX to HealthCare Fund (HCF) office upon return to Palau.

Medical documents received from hospital MUST be turned in to HCF office upon return to Palau, to be filed in patient's medical chart.

Patients are required to visit referring doctor once returned to Palau by appointment made by HCF staff. If there is a need for follow-up and/or continuation of treatment in PI, patient needs to go through the same referral process.

# Housing Accommodations

## 1 ● St. Luke's Medical Center:

- Inpatients/ Sel om niuying (*1-patient & 1-escort Only*)
- Hospital Rules and Policy to be provided upon Admission; must be signed prior to admission
- Patient's Meals: Breakfast, Lunch, and Dinner
- Bathroom, Television
- Room telephone (*you can receive calls and call ext. numbers only; you cannot make any calls anywhere outside of the hospital*)
- Cafeteria & Fast food stands @5<sup>th</sup> floor
- BDO, Security Bank as well as ATM Machines, and Restaurants are located @ground floor of the hospital.

## 2. Palau Medical Referral Houses:

- Outpatients/ Diak om niuying (*1 patient & 1 escort ONLY*)
- Free of Charge
- Depends on availability
- Each patient and escort will be assigned a room upon arrival.
- Each room contains: 1 bed, 1 sofa bed, 1 stove, 1 microwave, 1 rice cooker as well as kitchen utensils - plates, cups, forks and spoons (*Patient and escort are responsible for their own food*)
- Each room has its own bathroom (*toilet papers and personal hygiene products are not provided so please bring/buy your own*)
- Should Palau Housing not be able to accommodate patient and escort, please be prepared for other accommodations such as hotel, etc.
- Alfa Mart is a store located in front of Palau House and is open 24/7.

# **HOUSING POLICY, RULES AND REGULATIONS**

- **On arrival in the Philippines, the Medical Referral Staff will meet you at the airport, arrange for your transportation to the Palau Referral House or the Hospital.**
- **Your accommodation at the Palau Referral House will be free of rent; *however*,**
  - **Accommodation is restricted to one patient and one accompanying relative (escort) in each room.**
  - **Escort must be at least 18 years old and not more than 60 years of age.**
  - **Additional persons are not allowed to stay at the house overnight.**
  - **You are responsible for your food and any personal items during your stay at the house.**
- **Do not litter the yard. Both yard and the house must be kept in clean and tidy state at the completion of your stay.**
- **Ensure all trash is bagged securely and placed in outdoor garbage bins for collection prior to vacating the house.**
- **Report all malfunctioning household equipment and amenities to the Medical Referral Staff as soon as is practical and before you vacate the premises.**
- **Anyone causing damages to the premises will be responsible to pay for the cost of repair.**
- **Use of alcohol and illicit drugs on the premises is strictly prohibited.**
  - **Violation of this policy is cause for IMMEDIATE EVICTION.**
- **Cigarette smoking is NOT permitted anywhere on the premises. Smoking area is located outside the building (you may ask the front desk clerk to show you the smoking area)**
- **Chewing betel nut and spitting associated with it must be restricted to sealed containers and must be disposed properly.**
- **Animals and birds may not be kept on the premises.**
- **Escort is required to do errands, cleaning, laundry and cooking for the patient.**
- **The house/room should be maintained in clean and tidy manner at all times.**
- **Report all security problems to the Medical Referral Staff immediately.**
- **Patients and escorts are expected to conduct themselves in a proper manner throughout their stay.**
- **No visitors after 10 pm (Sun-Thur.) and after 11 pm (Fri-Sat). Be respectful and considerate of other (patients/escort) when you have guests.**
- **Your key must be returned to the Medical Referral Coordinator the day you are leaving the house and prior to returning to Palau.**
- **All patients must sleep at the Palau Referral House unless they are staying in the hospital.**