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**THE PRESIDENT’S MESSAGE**

Greetings from the management and administrators of the UERM Memorial Hospital.

Kudos to the Editorial Board of this newsletter, “Medical Echoes”, for initiating this project.

Through this publication, we hope to share information with the public and especially our dear stakeholders: our patients most especially and their relatives, our doctors and every other employee of this hospital and the Medical Center as a whole. We hope to bring you information about our hospital staff, health care facilities and services. We look forward to more information and news about the hospital in the future.

At this time, we are in the midst of a massive upgrading program for the hospital. As you look around you can see the great transformation of the hospital facilities and the infrastructure: fully renovated Service Hospital Building (Charity); newly renovated service centers such as the pharmacy, operating rooms, laboratories, radiology department, Physical Medicine and Rehabilitation together with our new Prosthetics and Orthotics Clinic (UERMMMC-Exceed), the first and only one in the country, our new Medical Arts Building to house our doctor specialists’ clinics for their private patients and many more to serve our clientele better. We apologize for the temporary inconvenience.

Finally, to our patients, rest assured our health teams are continuously trained to serve you best and get you well soon. Your health is our business, your wellness is our concern.

Mabuhay!

Romeo A. Divinagracia, M.D., MHSA  
President

**REMARKS FROM THE VP FOR HOSPITAL SERVICES**

Greetings!

Medical Echoes is the maiden issue of the UERM Hospital newsletter which will be distributed every three months. This newsletter aims to update our community regarding new hospital acquisitions in terms of technology and equipment to better serve our clients. Latest additions to the growing UERM Hospital family are welcomed and introduced briefly in the “Meet and Greet” section of the newsletter. Important past and future events in the hospital are emphasized in the “Highlights” portion. The “Healthcare Feast Months” is aligned with the Department of Health’s monthly programs emphasizing awareness of different diseases that afflict our people. Continuing manpower development is shortly discussed in “Investing in People” which highlights the latest workshops and seminars attended by our staff geared towards better patient services. In succeeding issues of the newsletter, it will also give due recognition to our staff who demonstrate dedication to services and loyalty to the hospital.

It is hoped that the Medical Echoes newsletter will truly serve its primary purpose for which it was originally intended: that of information dissemination and updates on the latest happenings in UERM Hospital.

More POWER!

Maribeth T. Delos Santos, M.D., MSPH  
Vice President for Hospital Services
**Gene Xpert at the Pathology Laboratory**

The newest technology in diagnostic examination thru PCR-DNA amplification technique is now available in the Central Laboratory.

Aware of its global commitment to healthcare, UERM has now acquired a cartridge-based, automated diagnostic test that can identify organisms difficult to culture. Organisms such as Mycobacterium tuberculosis and Chlamydia which are difficult to identify on culture can now be tested with results out within 24 hours providing early diagnosis and immediate appropriate treatment. The laboratory accepts any body fluid (CSF, sputum, urine, ascitic or pleural fluid, tissues) for testing.

**Advantage of the test:**

- Rapid detection: confirmation of drug susceptible or Rifampicin resistant TB within 24 hours
- Early diagnosis and immediate appropriate treatment
- Reduction of healthcare cost (Avoid lengthy inappropriate treatment)
- Reduce length of hospital stay
- Reduce isolation expenses and improve bed management
- Increase patient and physician satisfaction
- Lower infection rate

Substandard therapy and failure to recognize these organisms promotes the spread of these resistant strains. PCR gives you not only the diagnosis but also tells you the proper therapeutic protocols.

As doctors, we need to do our share and contribute to the eradication of these diseases specially Multiresistant Tuberculosis. For TB, remember to do PCR instead of AFB.

**Hemodialysis Section**

On June 2015, the UERMMMC Hemodialysis Unit was officially opened to provide service to patients diagnosed to have advanced stage of kidney disease. Located at the east wing of the fourth floor, the unit has five top-of-the-line dialysis machines and complete medical facilities that can rival any hospital or freestanding unit. It has been certified by the Department of Health to have passed its standards. But what sets the facility apart from others is the exemplary patient care our nurses and doctors show for the patients.

The Hemodialysis Unit is open from Monday to Saturday, 7:00 AM to 5:00 PM. Patients can avail Philhealth Dialysis Packages or PCSO guarantee letters for dialysis treatments.

For inquiries, you can call 715-0861 local 348.
HOW’S YOUR DIET?
Nutrition Month 2015

What’s the buzz?? Diet! Treadmill! Recently, the UERM Hospital and Medical Center – Dietary Department celebrated the Nutrition Month 2015 with a theme entitled, “Tambang Iwasto sa Tamang Nutrition at Ethersisyo.” (Achieve normal weight through proper nutrition and physical activity.) Nutrition month is held every July in line with Presidential Decree 491 (1974) or the Nutrition Act of the Philippines. The National Nutrition Council coordinates the nationwide campaign.

As a wellness and healthy lifestyle advocate, we embrace the goal to reach out to our valued clients and UERM family in promoting proper nutrition and physical activity among Filipinos. On July 21-24, 2015, we had a series of nutrition education forum series. There were 171 participants during that week. Majority of our guests were from PUP and UST BS Nutrition and Dietetics, and UERM College of Nursing. These are the following forum and lecture series: Nutrition Month Talking Points with Zumba activity, Diet Management for Diabetes, Diet Management for Cardiovascular Disease and Diet Management for Renal.

Cindy G. Chua, MSc. RND

AGEING GRACEFULLY

Establish in 1988 under the Department of Medicine, the UERM Section of Dermatology offers holistic dermatology training program with equal portions of cosmetic and pathologic clinical exposure based on a teaching hospital setting geared primarily towards academic excellence. It has twenty highly competent consultants, all of whom are affiliated with the Philippine Dermatological Society. Subspecialities are phototherapy, dermatologic surgery, pediatric dermatology, infectious skin diseases and venereology, dermatopathology, immunodermatology, pharmacodermatology and the field of research.

The section has daily out-patient consultations as well as dermatology referrals in the wards, emergency room and intensive care units. Also, its phototherapy unit has benefited many psoriasis patients and other patients with light responsive conditions since its inception several years ago.

Crista Baclagan, M.D.

MEET AND GREET

CLIENT CARE SPECIALIST

We welcome Ms. Joni Mitchele Langcay as the latest addition not only in staff but the creation of a dedicated position to uplift the standard of quality patient care services at its finest.

When asked what’s her favorite memory working for UERM, her response. “Being able to send cakes for father’s day was one of the best memories. It was a great accomplishment that I experienced for myself being on the other side of the room and I love to see the employees grow while working at UERM.”

She has a very friendly personality and does a great job of answering customers’ questions and guiding them to find what they want plus additional options. Michele goes out of her way to make sure that all interactions with patients make them feel special and listened to. Michele’s personal motto that she lives by is “Customer service is not a department. It is an attitude.”

You can catch up with Joni Mitchele at the Executive Office of the UERM Hospital, Mondays to Fridays from 8:00 AM to 5:00 PM.

CHIEF NURSE

Meet our new Chief Nurse with her words of commitment to high quality standard of Nursing services at UERM Hospital:

“Towards a dynamic hub of all activities in meeting the patients’ healthcare needs, all of us in the Nursing Service Department clearly understand the heart of our vision and brings it into reality.

We will be implementing some key initiatives which include: 1) Act as prime mover of our LIFELONG LEARNING; 2) Continuous demonstration of COMPETENCY in caring for our patients with the true essence of responsibility and accountability; 3) Learn the art and science of INTEGRATIVE NURSING to provide our patients with the best possible healthcare condition; 4) NURSING EMPOWERMENT as potential leaders with improvement of morale, productivity, patient care, quality of service, patient safety and the like; 5) ACTIVE INVOLVEMENT in professional organizations to keep ourselves abreast of the best practices; 6) Establish a UERM Memorial Medical Center-brand of CUSTOMER DELIGHT for personalized nursing care and lastly, to be pro-active in the ENGAGEMENT IN RESEARCH for the most optimum level of life-long care of patients.”

Norielee Salazar-Magsingit, RN, MAN
BLOOD BANK

This year, the UERMMMC’s Red Cross Youth Council (Quezon City Chapter) held the first Blood Donation Drive event for the benefit of the UERM Medical Center’s Hospital Blood Bank. The 2-day program was from 10-11 September 2015, 8:00 AM to 5:00 PM at the JMC building rooms 8 to 10 and targeted the Colleges of Medicine, Nursing and Medical Technology.

For those who are willing to consult or donate blood at any point in time, you may get in touch with our Blood Bank Section at 715-0861 local 235.

NEUROSCIENCE DEPARTMENT

Epilepsy Lay Forum

The Epilepsy Lay Forum is an annual event hosted by the UERMMMC Department of Clinical Neurosciences which aims to expand the patient’s knowledge and their relatives and guardians on the biological, psychological and social aspects of having epilepsy. The event consists of a series of lectures which tackle the current issues on having epilepsy, new discoveries as well as the updates on management. These lectures are held within the UERMMMC campus. The audience also includes healthcare personnel such as clinical clerks, senior interns, nurses and residents in training, as the topics also expand their knowledge on the management of people with epilepsy. This event is held in conjunction with the Epilepsy Month of the Philippine League Against Epilepsy, a nationwide organization addressing the needs of people with epilepsy.

PSYCHIATRY DEPARTMENT

In UERMMMC’s P.O. Domingo Out Patient Services, the Psychiatry Department caters to roughly about 200 patients every month and majority of which are diagnosed with Mood Disorders and Schizophrenia. These serious mental illnesses at different stages can inhibit the ability of one to make meaningful connections with others. Over time, due to the social stigma associated with these mental conditions, developing and maintaining relationships can be difficult. Just as having mental health conditions can place relationships at risk, it cannot be denied that a support system is vital to maintain functionality and social being. For the patients in our outpatient service in particular, family members and mental healthcare providers are often identified as the most supportive people in their lives. Hence, this program was launched to create a feeling of reciprocity and kinship among patients who seek our help.

Instructional materials, sources of support, financial burden of disease, treatment and compliance, employment and meaningful sharing of life experiences are activities done to foster a sense of community among patients. They are encouraged to talk about support in the context of their everyday lives, responsibilities, a sense of self and quality of life in light of having a serious mental illness. Sessions and interviews are conducted by medical health professionals such as Psychiatry Consultants and Residents assisted by a paramedical team of a Clinical Psychologist and Nurses. Structured activities are carried out and responsibilities will eventually be assigned to establish a sense of community among the patients. Sessions are held every quarter with the final session held to coincide with the Christmas Party.
HEALTHCARE FEASTS MONTHS

To align with the Department of Health’s year-round programs, the UERM hospital is actively promoting and organizing in-house activities with particular themes every month.

This September and October 2015, we focus on the celebration of World Heart Day and Breast Cancer Awareness Program, respectively. Our specialized departments offer contemporary service facilities that expedite work process and deliver accurate findings.

WELLNESS CHECK-UP

Why be concerned about your wellness?

Heart Diseases

Heart disease is the number one (#1) killer in the adult population of the Philippines today (DOH 2005 statistics). Altogether, the term “Heart Disease” refers to disease of the heart and the blood vessels. The most common form of heart disease can be lowered by controlling the blood pressure, lowering bad cholesterol levels, avoiding smoking and getting enough exercise. Death or disability from heart disease can be prevented or mitigated through changes in lifestyles (primary and secondary prevention), proper medications (if needed) or intervention (timely revascularization) such as angioplasty, bypass surgery and others.

Cancer

Cancer is the third leading cause of death in the Philippines today (DOH 2010 survey). This includes lung cancer, breast cancer, cancer of the cervix, liver cancer, colon and rectum cancer, prostate cancer, stomach cancer, cancer of the oral cavity, cancer of the ovaries and leukemia. Early recognition and treatment can lead to cure or improvement of prognosis (outlook) with treatment.

Diabetes Mellitus

Diabetes is a growing and significant problem in the Philippines today. The disease affects around 3 million Filipinos. Unfortunately, studies show that only half of this population actually knows about it. Majority of diabetics do not die of diabetes per se but of cardiovascular disease (coronary artery disease or heart attacks, vascular disease like strokes, aneurysms and kidney failure). Diabetes is a manageable disease. Most diabetics discover it too late and so are the complications that kill them. Early identification is the key to preventing deaths linked to the condition.

Romeo A. Divinagracia, M.D., MHSA
President, UERMMMCI

MAMMOGRAPHY

Mammogram is the safest and most effective tool for detecting breast malignancy at its early stage. Screening mammography is recommended at age 40 with annual follow-up study. The early detection of breast cancer will allow more treatment options and could mean saving the breast and life of the patient.

Our Institution uses a high quality mammography machine producing digitalized images in the screening and diagnosis of breast abnormality. Our mammography unit is capable of performing needle wire localization of non-palpable lesions, mammography guided biopsy and ductography.

Mercedes C. Onagan, M.D.
Sonologist, Ultrasound Section
INVESTING IN PEOPLE

We believe that the utmost care for patients transcends from the proper care we extend to our people. In keeping up with our commitment to social responsibility, investing in people is still the most valued asset the UERM possess.

With the birth of our dedicated patient care services unit, the UERM Hospital organized a month-long training for our valued staff with the theme “BUILDING PATIENT PARTNERSHIP” from 13 July to 27 August 2015.

At the end of the final workshop, the participants are expected not only to earn trust, loyalty and satisfaction but also to exceed patient expectations.

At the same time, the values of H.E.A.T. = Hear them out, Empathize, Apologize and Take action were highlighted.

ANNOUNCEMENT

The UERM Department of PEDIATRICS is now accepting applicants for residency training. For interested applicants, please submit to Aldrin Aldana (secretary) at the UERM Pediatrics Office four (4) copies of the following:

1. Personal info sheet from HRD
2. ID Picture (2x2)
4. NBI/Police Clearance
5. Transcript of Records
6. Diploma
7. Board Rating
8. PRC Card / License
9. Birth Certificate
10. SSS ID
11. PhilHealth ID
12. Pag-Ibig MDR

For further inquiries, interested applicants can go to UERM-MMCI Pediatrics Office, 5th Floor, Charity Building or call 715-0861 loc 285 / 715-9464.

SAFETY PRECAUTIONS

In order to maintain high level of safety and security precautionary measures, the UERM Hospital is 24/7 ready and alert in the monitoring, prevention and remedial actions of any untoward incidents that may arise in nearby vicinities through the presence of CCTVs in all levels and premises of the Hospital.
UNFOLDING THE TREASURES

In search for genuine care, we have taken invaluable steps to inculcate our prime health services at the heart of public trust. The temporary silence experienced in the past months meant the breakthrough of our state-of-the-art offerings with our latest services and facilities.

As a result, the Business Development, Corporate & Alumni Affairs Office initiated the drive to spread significant messages across more broadly and frequently. Thus, this first quarterly issue of Medical Echoes was born. We salute the finest men and women in the medical workforce of UERM and the significant people to whom they owe the practice of genuine health care services.

We are grateful and passionate to have compiled and delivered the notable milestones in this first quarterly issue. Watch out for the next issues faithfully as we provide continuing developments and benefits from each healthcare service units. Keep Medical Echoes trending in the limelight.

Cherrie D. Fabillaran
Executive Director

EDITORIAL BOARD

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Contributing Writers:
- Mercedes C. Onagan, M.D.
- Crista Baclagan, M.D.
- Cindy G. Chua, MSc. RND

Lay-out Artist : Evandolf C. Mora

Adviser : Romeo A. Divinagracia, M.D., MHSA

For Suggestions, Publications and Subscriptions:

Business Development, Corporate & Alumni Affairs
64 Aurora Boulevard, Barangay Doña Imelda, Quezon City
Phone: (+63 2) 715-0861 Local 365
Email: marketing@uerm.edu.ph
Website: www.uerm.edu.ph