Baguio Malasakit Center, hotline launched

Senator Christopher Lawrence “Bong” Go visited Baguio City on Thursday, 7 November, to grace the opening of the 50th Malasakit Center in the country and turnover of a P200-million check that will be used to establish the city’s 911 command center.

The Malasakit Center, dubbed as a “one-stop shop” for financial assistance, was opened at the Baguio General Hospital and Medical Center. It is the first Malasakit Center in the Cordillera Administrative Region and the 22nd in Luzon.

“Nandito na po sa isang bahay ang apat na ahensiya ng goyerno. Hindi na mauubos ang panahon niyo kakapila sa iba’t ibang opisina,” declared Go, referring to the center housing representatives from the Philippine Health Insurance Corporation (PhilHealth), Department of Social Welfare and Development (DSWD), Department of Health (DoH) and Philippine Charity Sweepstakes Office (PCSO).

Go said patients or their representatives only need to go to the Malasakit Center inside the hospital and fill out one unified form to obtain medical assistance. Senior citizens and persons with disabilities will be entertained in a priority lane. This removes the burden of traveling to different offices just to avail of medical assistance from concerned government agencies.


He also said that, through legislation, he is pushing for the continued operations of the Malasakit Centers.


He also shared that members of the House of Representatives are supportive of the proposal.

“Hinihintay natin na matapos na nila ang second reading at maipasa na bago matapos ang taon.”

Intended to reduce the out-of-pocket expenditures of indigent and poor patients including non-medical expenses, like transportation costs, SB 1076 seeks to establish Malasakit Centers in all DoH-run hospitals throughout the country.

The centers will serve as one-stop shops for all medical and financial assistance to indigent and poor patients, putting in one center all government agencies presently involved in giving these medical assistances. Malasakit Centers will also serve as health care processing centers for patient assistance.
and referral to provide much needed system support for patient navigation under the Universal Health Care (UHC) Law.

Go said that he seeks to institutionalize and set criteria for the establishment of Malasakit Centers to ensure that these centers are properly staffed so that concerned agencies are represented and are functioning properly to help every Filipino in need.

“Pera niyo po ito. Ibinabalik lang sa inyo sa pamamagitan ng mabilis, maayos at maaasahang serbisyong medikal para sa lahat ng Pilipino,” Go said.

Meanwhile, budgetary support for the city’s 911 command center, issued by the Office of the President, was also turned over at the hospital.

“Ibinigay po ni (Presidential Assistant for the Visayas) Secretary Michael Dino kay (Baguio City) Mayor Benjamin Magalong,” Go said of the money.

The 911 command center is intended to manage traffic, peacekeeping and disasters in Baguio City and patterned after the 911 emergency services that Duterte established in Davao City when he was serving as its mayor.

To discourage prank calls, the Senator has filed a bill seeking to penalize prank callers to emergency hotlines.

He has also filed several bills that aim to strengthen the emergency response mechanisms of the government, including the Fire Protection Modernization Act of 2019, Disaster Resilience Act of 2019 and Emergency Medical Services System Act of 2019.