

**[PHIC PHILHEALTH CIRCULAR NO. 10, S. 2010,
February 22, 2010]**

**GUIDELINES ON THE PUBLIC ACCESS AND VIEWING OF
INFORMATION FROM THE PHILHEALTH DATABASES**

A. Rationale

The Corporation has recognized the need to identify shareable information from the major databases that the members and other stakeholders can access and view once the application systems are made available on the internet or through other means. It is imperative to address this need in order to:

- protect the database from cyber terrorism, hacking and other threats;
- prevent unauthorized use of information for malicious purposes by unfriendly entities; and
- prevent confidential information from being accessed.

The following guidelines are provided for guidance of the concerned offices in the development and uploading of web-based application systems and provision of information to the members, as well as to the accredited health care providers, by any means and on any media.

B. Definitions

The following terms and phrases are defined within the context of the Corporation:

- Member information - refers to information from the databases of the Corporation which is made accessible to the members without violating any laws or instruments issued by the Government and the Corporation, and without endangering the security of the databases of the Corporation;
- Non-shareable information - refers to information from the databases of the Corporation which cannot be accessed and viewed by the members, as well as the public, and is accessible only to the authorized offices of the Corporation, unless required upon lawful order of the court;
- Conditionally shareable information - refers to information on a particular member from the databases of the Corporation which is shareable to the health care providers under certain conditions, unless required upon lawful order of the court; and
- Public information - refers to information available to the public;
- Concerned office - the organizational unit either from PRO or Head Office authorized to provide information from the databases of the Corporation to the members, employers, sponsors, organized groups and to the accredited health care providers.

C. Member Information

The members shall be allowed to access and view only their own information from the databases of the Corporation categorized as shareable, which include the following:

1. Complete Name consisting of First Name, Middle Name and Last Name including Suffix;
2. Maiden Name (if married female);
3. Complete Address consisting of Street, Barangay, Municipality/City and Province;
4. Zip Code;
5. Date of Birth;
6. Age;
7. Sex (Male, Female);
8. Marital Status;
9. List of Dependents consisting of First Name, Middle Name and Last Name including Suffix;
10. Date of Birth of Dependents;
11. Relationship of Dependents to members;
12. PhilHealth Identification Number;
13. Member Category;
14. Group Name, Branch and Center (if Organized Group Member);
15. Benefits/Claims Utilization;
16. History of Diseases;
17. History of Confinement;
18. Claim Status;
19. List of Contributions; and
20. Employer History and respective PhilHealth Employer Number (PEN)/PhilHealth Organized Group Number (POGN), if applicable;
21. History of Member Category.

D. Conditionally Shareable Information

The health care providers shall be allowed to access and view the following information from the databases of the Corporation under certain conditions:

1. Complete Name of member;
2. Date of Birth;
3. PhilHealth Identification Number (PIN);
4. "Yes" if eligible or "No" if not;
5. If dependents, Complete Name with Date of Birth;

The conditions under which the health care providers can access and view the conditionally shareable information of the members shall be as follows:

1. The conditionally shareable information of the member shall be provided to the health care providers only if the member is their direct patient and has letter of authorization to access his/her records.
2. The provision of conditionally shareable information to the health care provider shall be in accordance with the country's existing laws and instruments covering health care information.