



May 17, 2020

To our valued Cocolife clients,

As we have transitioned from Enhanced Community Quarantine (ECQ) to Modified Community Quarantine (MECQ) to General Community Quarantine (GCQ), we would like to thank you for your continuous trust in Cocolife in being your trusted partner in your medical needs.

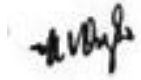
We would like to take this opportunity to remind our members who would visit their doctors of the following:

1. Most doctors are by appointment only. They are only allowed to see a limited number of patients and have modified clinic schedule. Please respect their time and arrive 15-30 minutes before your schedule.
2. The member has the responsibility to make, keep and follow up appointment with the doctors and medical procedures. Our staff can give you our list of accredited MDs and their contact number but will not make the appointment and is not responsible for the full or change in schedule.
3. Be wise in going out. Do not go to a clinic, hospital, Cocolife-Healthhub, coordinator's clinic, industrial or HMO center without a prior appointment with your doctor. Verify if these are open.  
Arrive at the center 1-2 hours prior to your appointment to claim your letter of authorization (LOA) or you may call us so you may print it at home.
4. For Cocolife Healthhubs in Makati Medical Center (MMC), St. Luke's Medical Center-Quezon City (SLMC-QC) and The Medical City Hospital-Pasig TMC), these will remain closed for the duration of MECQ. We are providing teleservice to limit the exposure of members and employees. Please refer to the attached memo for our Healthhubs for the procedures.
5. Each medical facility has their own disinfection control. Some of these are:
  - No mask, no entry. Please bring your own mask.
  - No companion is allowed, or companion is allowed only for minor, person with disability or elderly.
  - Before entering:
    - Getting temperature.
    - Answering health surveillance form.
    - Using disinfection mat.
    - Using alcohol on hand.
  - No appointment, no entry.

-Physical distancing and limiting number of people allowed inside.

6. Bring your own ballpen to avoid touching objects that was touched by another person.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anna Karmela So', written in a cursive style.

Anna Karmela So, M.D.  
Medical Director



To our valued Cocolife members,

Cocolife Healthubs in Makati Medical Center (MMC), St. Luke’s Medical Center-Quezon City (SLMC-QC) and The Medical City Hospital-Pasig TMC) will remain closed for the duration of Modified Enhanced Community Quarantine (MECQ).

To lessen exposure of our members and employees, we are implementing a contactless teleservice.

For inquiries and letter of approval (LOA) issuance, please observe the following procedure:

1. Call

Healthhub	Call or text
The Medical City (TMC)	0917-5606432, 0927-6170566, 0977-3476998
Makati Medical Center (MMC)	0975-963-1136 0965-491-7573 0917-805-1739
St. Luke’s Medical Center-Quezon City (SLMC QC)	0995-026-5328 0926-508-5952 0917-812-5250

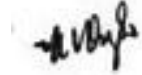
2. Print LOA before proceeding to your appointment with your doctor or medical procedure. If you have not printed it, you may ask assistance from:

Healthhub	Alternative printing station <b>(PRINTING AT HOME PREFERRED TO MAINTAIN CONTACTLESS)</b>
The Medical City (TMC)	HMO KIOSK Located at the Ground Floor Hospital Building
Makati Medical Center (MMC)	MMC – Medical Concierge (room beside Cocolife Healthub) Monday to Friday
St. Luke’s Medical Center-Quezon City (SLMC QC)	SLMC QC – HMO CONCIERGE Located at the 2 <sup>nd</sup> Floor SLMC Complex Monday to Saturday 8AM-5PM

Our doctors are strictly by appointment and can only see a limited number of patients. The member has the responsibility to make, keep and follow up appointment with the doctors and medical procedures. Our staff can give you our list of accredited MDs and their contact number but will not make the appointment and is not responsible for the full or change in schedule.

Thank you for your cooperation and understanding.

Sincerely,

A handwritten signature in black ink, appearing to read 'Anna Karmela So', written in a cursive style.

Anna Karmela So, M.D.  
Medical Director