



REPUBLIC OF THE PHILIPPINES

PHILIPPINE CONSULATE GENERAL

LOS ANGELES, CALIFORNIA



Press Release  
AASC-002-2021

## PHL's Healthcare Information Management System Sector Thrives Amidst the Pandemic



(Speakers of the first livestream session of the two-part webinar series on the PHL's HIMS industry)

05 February 2021, Los Angeles – As the Philippines strives to bounce back from pandemic-induced economic challenges, the government, led by the Department of Information and Communication Technology (DICT), has partnered with the Healthcare Information Management Association of the Philippines (HIMAP) in organizing a two-part webinar series on Healthcare Information Management System (HIMS), a sub-sector of IT-Business Process Outsourcing.

The webinar series, entitled “*Global HIMS Powered by PH: “A Two-Part Webinar Series focusing on Philippine HIMS BPM Services”*” livestreamed its first session on 28 January 2021 (PST).

The session began with opening remarks by Jeff Williams, Clinical Talent Developer for Solution Architect Genfinity Philippines and HIM Industry Advisor.

According to the President of HIMAP, Mr. Roger G. Salazar, Jr., the IT-BPM “service market remains flat” in the midst of the coronavirus pandemic, with the industry showing signs of recovery in the third quarter of 2020. Based on current trends, it is projected to have around 3% compounded annual growth between 2021 and 2022.

The HIMAP President likewise reported that the HIMS sector's services have continued to grow even during the pandemic as it offers lower healthcare cost. The sector is able to facilitate the real-time exchange of health information and virtual medical prescription through video call consultation, also known as telehealth or telemedicine.

Other resource speakers were chief executives of companies in the Philippines offering HIM services and solutions, namely, Jessica Shields, Vice President of the Global Business Services of Dexcoms; Sarah Machan-de Silva, Asia's Chief of Staff of Alorica; and Julian Valenzuela, Vice President of Visaya Knowledge Processing.

The industry's main service has evolved from merely taking calls to more complex processes such as clinical work, and even customized Revenue Cycle Management (RCM).

The praised the Philippines' educated and English-speaking workforce, which they called "well-rounded" and having the capacity to provide almost all kinds of healthcare business processes.

The webinar session can be accessed at:

<https://www.facebook.com/himap.ph/videos/419885042567317/>

Joining the online participants were the Philippine Consulate General's Acting Head of Post Ambrosio Brian F. Enciso III, Trade Commissioner Eric C. Elnar and Information Officer Mary Grace "Joss" D. Leaño. END.