



Updated guidelines on the availment of the emergency ARV refill delivery service for NCR-based HIV treatment facilities

August 5, 2020

Background	1
Guidelines on Delivery via Angkas (within NCR)	2
Reimbursement of Courier Expenses (outside NCR)	3
Contact Information	3

Background

On August 4, 2020, Metro Manila returned to modified enhanced community quarantine (MECQ). The guidelines have been updated to make it easier for treatment facilities to use the service offered.

The enhanced community quarantine has created new barriers to adherence to treatment for people living with HIV (PLHIV) in Luzon. These include:

1. Economic barriers - people living with HIV who lost income due to work stoppage have no financial means to arrange for private transport to their treatment hubs or pay for courier service to deliver the antiretroviral drugs (ARVs) to their residences.
2. Geographic barriers - people living with HIV who are enrolled in treatment hubs located in another region are barred from leaving their regions of residence due to quarantine rules.
3. Confidentiality issues - people living with HIV fear that they will be forced to disclose their status at border checkpoints.
4. Stigma and discrimination - people living with HIV fear the stigma and discrimination that they might experience if they are forced to disclose their status publicly or the suspicions that might arise if the ARVs are delivered to their residences.

On March 19, 2020, The Red Whistle (TRW) started a free, community-based, and volunteer-run ARV refill delivery service called Oplan #ARVayanihan, a portmanteau of ARV and bayanihan, which is a Filipino term for the tradition of working together as a community.



TRW partnered with MapBeks to create a map of HIV treatment hubs in Google Maps to help visualize the proximity of hubs to clients and identify blind spots in terms of geographic coverage. TRW also made calls for volunteers from all over Luzon who can help deliver ARVs to individuals who cannot walk to the nearest treatment hub.

On March 27, 2020, TRW initiated discussions with motorcycle ride-hailing app company Angkas to scale up the deliveries in NCR, given the volume of ARV enrollments in the region. Through this scaled up version of #ARVayanihan, TRW intends to assist more clients by assigning an Angkas rider to each of the 60 treatment facilities in NCR at least once a week to do deliveries.

By ensuring that all clients under treatment receive their medications on time, we help keep their immunity up during the COVID-19 pandemic and reduce their vulnerability to the disease. From a public health perspective, ensuring ARV adherence during the ECQ also mitigates the risk of the emergence of drug-resistant HIV strains if individuals were forced to stop taking medications.

Guidelines on Delivery via Angkas (within NCR)

1. POC should prepare the facility's delivery plan using the delivery plan template for submission to The Red Whistle and Angkas. The cover page is internal only and should not be handed out to the Angkas rider except to collect the riders' signature.

IMPORTANT: DO NOT USE CLIENT'S REAL FULL NAME IN THE FORM.

COVER PAGE (INTERNAL - For TRW, UNAIDS, Angkas & Treatment Hub Use Only)			
Name of Facility:		Date Prepared:	
Activity:	Medicine Delivery	Sheet No.	1 - COVER PAGE
Prepared by:		Signature:	
Delivered by:		Signature:	
Delivery Date:		Mode of delivery:	Angkas
Remarks			
Submitted by:	Received by:		
_____ Name of POC Name of Facility	_____ Kelvin Kai Angala Admin Officer, The Red Whistle		



- The details of the recipients are in separate sheets. Each sheet shall only contain a maximum of four (4) clients (see below).

Name of Facility:		Date Prepared:	
Activity:	Medicine Delivery	Sheet No.	2

Code Name	Contact Number	Code Name	Contact Number
Delivery Address	Received By	Delivery Address	Received By
Code Name	Contact Number	Code Name	Contact Number
Delivery Address	Received By	Delivery Address	Received By

- POC shall submit the facility’s delivery plan to The Red Whistle and Angkas by sending an email to arvayanihan@theredwhistle.com.
- Facility staff shall pack and prepare items for delivery in a brown paper bag or any suitable packaging material. Bags shall be labeled as follows:
 - Preferred code name of client
 - Mobile number
- POCs shall contact their clients to tell them to expect the delivery and instruct them to inform the facility via text to the POC when the items are received.
- POC shall coordinate with their respective Angkas drivers on the designated delivery days to make sure that drivers arrive at the facility and finish their shift on time.



7. POC shall provide drivers a copy of the delivery plan and instruct drivers to have the clients sign on the plan when the items are received.
8. Drivers should fold up sheets containing client's personal information into four so that the client only sees the information pertaining to him to avoid unintended disclosure of identity and personal data.
9. POC shall receive the signed copies of the delivery plans and scan them for sending to TRW via email to arvayanihan@theredwhistle.com.

Reimbursement of Courier Expenses (outside NCR)

1. The treatment facility may reimburse courier expenses incurred in delivering ARV to their clients.
2. Facility POC should prepare the facility's delivery plan using the delivery plan template for submission to The Red Whistle, indicating that the mode of delivery is via courier.
3. The goods should be acknowledged as received by the courier company on the delivery plan.
4. Official receipts should be made out as follows:

Received from:	TRW ORG. INC.
TIN:	009-008-522-000
Address:	Poblacion, Makati City
5. Scanned copies of the delivery plan and the official receipt, along with bank details of the treatment facility or representative should be sent via email to arvayanihan@theredwhistle.com.
6. Reimbursements will be made via electronic transfer. Proof of transfer shall be sent via email. POC shall acknowledge receipt of reimbursements via e-mail once received.



Contact Information

Kelvin Kai Angala
Admin Officer, The Red Whistle
arvayanihan@theredwhistle.com
0995 025 8180

Benedict Bernabe
President, The Red Whistle
ben@theredwhistle.com
0917 826 6169

Ariane Estoy
Contact Person, Angkas
joy@angkas.com
0929 326 1964