



Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila

TWENTIETH CONGRESS
First Regular Session



HOUSE RESOLUTION NO. **169**

Introduced by **Representative MA. VICTORIA CO-PILAR**

A RESOLUTION

DIRECTING THE APPROPRIATE HOUSE COMMITTEE TO CONDUCT AN INQUIRY, IN AID OF LEGISLATION, ON THE ALLEGED POOR SERVICES, INCOMPETENCE AND LACK OF SKILLS OF DOCTORS AND PERSONNEL OF EAST AVENUE MEDICAL CENTER (EAMC), AS CIRCULATED ON SOCIAL MEDIA, WITH THE END VIEW OF ASSURING ACCOUNTABILITY, COMPETENCY AND ESTABLISHING STANDARDS OF OUR HEALTHCARE PROFESSIONALS, IMPROVING THE DELIVERY OF SOCIO-HEALTH SERVICES AND PROTECTING THE INTEGRITY OF PHILIPPINE HEALTH INSTITUTIONS

WHEREAS, the 1987 Philippine Constitution provides, the State shall protect and promote the right to health of the people and instill health consciousness among them;

WHEREAS, the State is mandated to adopt an integrated and comprehensive approach to health development which shall endeavor to make essential goods, health and other social services available to all the people at affordable cost;

WHEREAS, the GSIS General Hospital was established under the Government Service Insurance System (GSIS) as part of its services to its members, operated by GSIS Hospital Inc., and was inaugurated on October 8, 1969;

WHEREAS, Presidential Decree No. 1411 was issued by former President Ferdinand Emmanuel Edralin Marcos Sr., dissolving GSIS Hospital Inc. and pursuant thereto, transferring the management and operation of GSIS General Hospital to the jurisdiction of the Department of Health (DOH) and renaming the same into Ospital ng Bagong Lipunan;

WHEREAS, Memorandum Order No. 48, s. 1986 renamed the hospital to its current name, East Avenue Medical Center (EAMC);

WHEREAS, various statutes increased the authorized bed capacity of EAMC *viz*: Republic Act No. 8345 of 1997, increasing the bed capacity of the East Avenue Medical Center from three hundred and fifty (350) to six hundred (600) beds, upgrading the service-facilities and professional health care therein and Republic Act No. 11561 of

2021, increasing the bed capacity of the East Avenue Medical Center from six hundred (600) to one thousand (1,000) beds;

WHEREAS, the laws above consequently provide for the upgrade of existing professional health care services and facilities of the EAMC to conform with and be commensurate to the increase in bed capacity thereof;

WHEREAS, at present, the EAMC has the status of a government-owned tertiary general hospital, regulated by the Civil Service Commission (CSC) for human resource management, the Department of Budget and Management (DBM) for funding and the Commission on Audit (COA) for general accountabilities, mandated to provide quality medical care and treatment to patients irrespective of sex, socio-economic status and religious creed in the country;

WHEREAS, the DOH designated EAMC as a training and teaching center, providing appropriate training programs, materials and facilities that aim at providing its medical and non-medical staff with opportunities for professional development and competency-building;

WHEREAS, it is therefore proper and just to expect that EAMC delivers quality health care services to its patients as its professionals are considered well-trained and competent;

WHEREAS, on August 10, 2025, a post on social media went viral concerning the poor services at EAMC, to wit:

- a) A patient, initially strong despite severe headaches, was diagnosed with a brain tumor in April 2025 and transferred to EAMC for urgent surgery. The family alleges that doctors, particularly "Doc V" from neurology, visited rarely, gave no clear treatment plan, and delayed surgery for two months pending an MRS procedure, without providing referrals when discharged to have it done elsewhere. They also claim prolonged steroid use caused Type 2 diabetes;
- b) They describe the hospital as overcrowded, with departments refusing cases and passing patients around. Families were told to transfer elsewhere, had to secure their own wheelchair, and were limited to one watcher. The patient's daughter claims internal disputes among staff resulted in delays and poor patient handling;
- c) Upon the father's readmission on July 20, 2025 for breathing difficulty and fever, he was placed under Internal Medicine and ICU, not his surgical team. He developed hospital-acquired pneumonia, was intubated, and suffered GI bleeding. The family says doctors were hard to find, nurses unattended, and critical blood transfusions delayed for over 13 hours despite dangerously low hemoglobin;
- d) They also allege incompetence and unprofessionalism, citing multiple failed blood extractions, missed referrals to gastroenterology, and improper oxygen handling. Staff were described as dismissive, and the head of IM allegedly questioned whether to continue resuscitation while the family pleaded for it;

- e) The patient died on July 25, 2025, with severe sepsis listed as the cause. The family believes his death was preventable, blaming delayed surgery, untreated GI bleeding, and prolonged low hemoglobin. While they acknowledge the limits of public hospitals, they reject normalizing poor care, condemning the EAMC's handling while thanking one endocrinologist for professionalism;

WHEREAS, the post attracted and garnered large attention and reaction on the platform from netizens who also provided comments and similar stories, further exemplifying the allegations regarding unprofessionalism, lack of skills, and inadequate knowledge among the young doctors and nurses, undesirable staff attitude, and poor health services among others, all of which underline the notion that EAMC is the "WORST HOSPITAL";

WHEREAS, many Facebook netizens expressed their interest in the investigation of the incident including similar circumstances experienced by the people in other public hospitals in the country by calling the attention of the national government particularly of the DOH as the primary concerned agency;

WHEREAS, the EAMC released an official statement on August 11, 2025 stating that its "top priority remains to be the health and well-being of all our patients, through professional and compassionate conduct among all our frontline healthcare providers", maintained that it "rendered the standard of care needed by a patient in an advanced stage of illness", and stated that it is already conducting an administrative investigation regarding the matter;

WHEREAS, public health is not only a primary State policy, but also a constitutional right afforded to the people by no less than the paramount law and other special laws, thus, must be seriously and strongly protected by the government;

WHEREAS, the right to health is corollary to the right to life and the enjoyment of other rights thus, such rights may only be assured and protected when it is genuinely and actually manifested, not only through the State's legislation, programs, and initiatives, but also through government institutions including its hospitals;

WHEREAS, the House of Representatives is endowed with the power to conduct inquiries in aid of legislation in accordance with its duly published rules;

WHEREAS, there exists a necessity to ascertain the probative value of the allegations, inquire into the current state of delivery of services to the people, and the quality of services that our public hospitals provide;

NOW, THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, by the House of Representatives to direct the appropriate Congressional Committee to conduct an inquiry, in aid of legislation, on the alleged poor services, incompetence and lack of skills of doctors and personnel of East Avenue Medical Center (EAMC), as circulated on social media, with the end view of assuring accountability, competency and establishing standards of our healthcare professionals, improving the delivery of socio-health services and protecting the integrity of Philippine health institutions.

Adopted,

A handwritten signature in black ink, appearing to be a stylized name or set of initials, located at the bottom right of the page.