



Republic of the Philippines
Department of Health
CENTER FOR HEALTH DEVELOPMENT I

INCIDENT REPORT

Last February 22, 2023, the Department of Health CHD Ilocos requested an iClinicSys EKONSULTA Cipher Key for Basista RHU, Basista, Pangasinan through the Online Ticketing System of PhilHealth. It was found out that the Software Certificate ID entered in the PhilHealth Form "Account and Cipher Key Request" was the software ID for iClinicSys ECLAIMS.

The Software Certificate ID that was entered was **ECLAIMS-02-05-2018-000006**. The Software Certificate ID that shall be use is **KON-02-07-2022-00001**.

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