

**REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TOURISM
MANILA**

**RULES AND REGULATIONS TO GOVERN THE
ACCREDITATION OF TERTIARY HOSPITALS
FOR MEDICAL TOURISM**

PURSUANT TO THE PROVISIONS OF EXECUTIVE ORDER NO. 120 DATED JANUARY 30, 1987, THE FOLLOWING RULES AND REGULATIONS ARE HEREBY PROMULGATED TO GOVERN THE ACCREDITATION OF TERTIARY HOSPITALS FOR MEDICAL TOURISM.

CHAPTER I

DEFINITION OF TERMS

Section 1. Definition Of Terms - When used in these Rules, unless the context otherwise indicates, the following terms shall mean as follows:

- a. "Tertiary Hospital for Medical Tourism" - an institution that provides clinical care and management, as well as specialized and sub-specialized forms of treatments, surgical procedure and intensive care.
- b. "Medical Tourism" – involves traveling for the purpose of availing health care services or treatments of illnesses and health problems in order to maintain one's health and well-being.
- c. "Accreditation" – the certification issued by the Department officially recognizing the holder as having complied with the minimum standards and requirements prescribed by the Department for the operation and maintenance of tertiary hospitals for medical tourism.
- d. "Department or DOT" - Department of Tourism
- e. "DOH" - Department of Health

CHAPTER II

MINIMUM REQUIREMENTS FOR ACCREDITATION OF TERTIARY HOSPITAL FOR MEDICAL TOURISM

Section 2. Minimum Requirements. For purposes of accreditation, the following are the minimum requirements for the operation and maintenance of Tertiary Hospitals for Medical Tourism.

a. Location

- The applicant shall be located in a place with pleasant environment suitable for a tertiary hospital.
- The facade, architectural features and general construction of the building shall have the distinctive qualities of a tertiary hospital.

b. Bedroom Facilities & Furnishings

- Suite/Private Rooms

There shall be private and suite rooms in the hospital.

- Bathrooms

1. All private and suite rooms shall have bathrooms equipped with fittings of the highest quality with 24-hour service of hot and cold running water;
2. The bathrooms in private and suite rooms shall be provided with showers and bathroom essentials;
3. Floors and walls shall be covered with impervious material of good design and high quality workmanship.

- Telephones

There shall be a telephone with DDD and IDD lines in each private and suite room.

- Television

There shall be a cable television in each private and suite room.

- Cold/Hot Drinking Water

There shall be drinking water and glasses in each bedroom.

- Refrigerator

There shall be a refrigerator in each private and suite room.

- Room service

There shall be a 24-hour room service including provisions for snacks, light refreshments and special diet based on guest's/patient's specific request.

- Furnishings and Lighting

All suite rooms shall have adequate furniture of good quality and design;

Lighting arrangements and fixtures in the room and bathroom shall be so designed to ensure aesthetic as well as functional excellence.

- Information Materials

Hospital services/information shall be prominently displayed in each bedroom including food and beverage outlets and hours of operation, fire exit guidelines and house rules for guests.

c. Front Office/Reception

There shall be a reception, information counter, and/or guest relation office providing a 24-hour service and attended by highly qualified, trained and experienced staff.

- Lounge

There shall be a well-designed lounge with seating facilities, the size of which is commensurate with the size of the hospital.

- Porter Service

There shall be a 24-hour porter service.

- Foreign Exchange Counter

There shall be a foreign exchange counter within the hospital premises.

- Long Distance/Overseas Calls

IDD and DDD public phone facilities shall be located strategically in each floor of the hospital.

- Reception Amenities

There shall be a secured left-luggage room and safety deposit box within the hospital.

- Business Center

There shall be a business center equipped with office equipment (e.g. fax machine, computer, telephone, etc.) and providing secretarial service and mailing services.

d. Housekeeping

Housekeeping shall be of the highest possible standard.

- Linen

There shall be adequate supply of linen, blankets, towels, etc. which shall be of the highest quality and shall be spotlessly clean. The linen, blankets and towels shall be changed daily and as needed.

- Laundry/Dry Cleaning Service

Laundry and dry cleaning services shall be available.

e. Food And Beverage

- Dining Room

There shall be a well-equipped, well-furnished and well-maintained, restaurant in the hospital serving both international and Filipino cuisine.

- Kitchen

1. The kitchen, pantry and cold storage shall be professionally designed to ensure efficiency of operation and shall be well-equipped, well-maintained, clean and hygienic;
2. The kitchen shall have an adequate floor area with non-slip flooring and tiled walls and adequate light and ventilation;
3. There shall be ample supply of kitchen pots and utensils;
4. No piece of kitchen or dining utensils/wares in use shall be chipped, cracked or grazed;
5. The dining and silverware shall be kept well-plated and polished at all times;
6. Kitchen staff on duty shall wear hair nets/caps while preparing food; and
7. Room service food staff shall wear hair nets/caps while serving.

f. Engineering And Maintenance

- Maintenance

All sections of the hospital shall be properly maintained at all times.

- Ventilation

There shall be efficient and adequate ventilation in all areas of the hospital.

- Lighting

There shall be adequate lighting in all public and private areas.

- Emergency Power

There shall be a high-powered stand-by generator capable of providing full automatic power in all service areas of the hospital.

- Waste Disposal

Each room shall have three (3) garbage receptacles-one each room for biodegradable, non biodegradable and infectious wastes.

g. General Facilities

- There shall be an elevator designated for the exclusive use of 1) patients; 2) guests and staff; and 3) for service purposes of the hospital.

- Parking/Valet Service

There shall be an adequate and secured parking area. If necessary, a valet service shall be provided.

- Shops

There shall be a sundries shop in the hospital.

- Security

Adequate security on a 24-hour basis shall be provided in all entrances and exits of the hospital premises. Likewise, a central circuit television shall be installed in each floor of the hospital.

- Transportation

Limousine service, airport transfers and air ambulance service shall be available upon request.

- Computerized Billing System

A computerized/electronic billing system shall be in place to facilitate billing/payment processes. Credit card payment shall also be allowed.

- Public Washrooms

There shall be clean and presentable public washrooms with running water in every floor of the hospital.

- Waiting Lounge

Waiting lounge in all service units shall be provided.

h. Staff

1. Professionally qualified, highly trained, experienced, efficient and courteous staff shall be employed;
2. The staff shall be in smart and clean uniforms.

3. There shall be an interpreter fluent in Nihonggo, Mandarin, Korean, Cantonese, etc. available upon request.

CHAPTER III

GENERAL RULES ON THE OPERATION AND MAINTENANCE OF TERTIARY HOSPITALS FOR MEDICAL TOURISM

Section 3. Maintenance. Maintenance of all sections of the hospital shall be of acceptable standard, and shall be on a continuing basis taking into consideration the quality of materials used as well as its upkeep by the hospital.

Section 4. Signboards. Appropriate signboards shall be conspicuously displayed outside the establishment showing clearly the name of the hospital. In the same manner, appropriate signs within the hospital premises shall also be installed.

CHAPTER IV

APPLICATION FOR ACCREDITATION

Section 5. Filing of Application. Any person, partnership, corporation or other entity desiring to secure an accreditation from the Department shall accomplish in duplicate and file with the Department, the application prescribed for such purpose.

Section 6. Supporting Documents to be Submitted with Application. Unless otherwise indicated in the form, the application shall be accompanied by two copies of the following documents:

- a. In the case of corporation or partnership, a certified true copy of the Articles of Incorporation, its By-laws, or Articles of Partnership and amendments thereof, duly registered with the Securities and Exchange Commission, and Business Name Certificate; in case of single proprietorship, Business Name Certificate and amendments thereof, if any;
- b. List of the names of all officials and employees and their respective designations, nationalities, home addresses; for alien personnel - valid visa from the Bureau of Immigration and the proper permit from the Department of Labor and Employment;

- c. Mayor's Permit and/or Municipal License;
- d. DOH License;
- e. Fire Safety Inspection Certificate; and
- f. Such other documents as may be required from time to time by the Department.

Section 7. Creation of an Inspection Team. After the application form has been filed, the Department shall create an inspection team composed of two (2) members from the Department.

Section 8. Ocular Inspection of Establishment and Its Immediate Premises. Upon receipt of its mission order, the inspection team shall conduct an ocular inspection of the establishment and its immediate premises for the purpose of determining whether it meets the standards set by the Department for the establishment's accreditation. The DOT team shall be accompanied by a representative of the establishment during the inspection.

Section 9. Checklist to be Accomplished during Ocular Inspection of Establishment. The team shall provide itself with a set of checklist of requirements for the establishment.

Section 10. All Observations of the Applicant shall be entered in the Checklist. Any observation of the applicant or his duly authorized representative present at the time of the inspection on any adverse finding of the team shall be entered in the checklist. The applicant shall then be furnished with a copy of the accomplished checklist.

Section 11. Report of the Team. Within five (5) days from the date of the inspection of the hospital and its immediate premises, the team shall render a report of its findings and/or recommendations.

Section 12. Issuance of Certificate of Accreditation. If the applicant has satisfactorily complied with the minimum prescribed requirements, the Department shall then issue the Certificate of Accreditation in favor of the applicant.

Section 13. Validity of Certificate of Accreditation. The Certificate of Accreditation shall be valid for a period of two (2) years from the date of issue, unless sooner revoked or cancelled by the Department.

Section 14. Accreditation Fees. A fee of **Two Thousand Pesos (P2000.00)** and an additional One Hundred Pesos (P100.00) for accreditation sticker shall be collected from the applicants that have complied with the requirements for accreditation

Section 15. Renewal of Accreditation. The accreditation may be renewed on or before its date of expiration.

Section 16. Documents Required for Application for Renewal of Accreditation. The application for renewal of accreditation shall be supported by the following documents:

- a. A copy of the amended Articles of Incorporation or Partnership and By-Laws or Business Name Certificate, if applicable;
- b. Updated list of personnel;
- c. Audited Financial Statements and Income Tax Return covering the preceding year's operation; provided, that if this requirement is not available at the time of renewal, the same shall be submitted not later than April 30 of the year of issuance of the accreditation;
- d. Mayor's permit and/or Municipal License;
- e. Fire Safety Inspection Certificate;
- f. DOH License; and
- g. Such other documents as may be required from time to time by the Department.

CHAPTER V

SUPERVISION OF ACCREDITED HOSPITALS

Section 17. Display of Certificate of Accreditation. The certificate of accreditation shall be displayed in a conspicuous place of the hospital.

Section 18. Non-transferability of Certificate of Accreditation. The accreditation shall be non-transferable.

Section 19. Periodic Inspection. When necessary or when public good dictates, the department may send an inspection team to the hospital for the purpose of finding out whether it is being kept and/or managed in a manner conformable to the standards set by the Department. The inspection shall be conducted at a reasonable time of the day with due regard and respect accorded to the right of privacy of parties concerned.

Section 20. Defects and Deficiencies Found During the Inspection. Where certain defects and deficiencies have been found in the course of the inspection, the Department shall give direction to the keeper, manager or operator to rectify the defects or deficiencies within a reasonable period of time.

Section 21. Penalty for Failure to Remedy the Defects and Deficiencies. If the management fails to remedy the defects or deficiencies, the Department shall withdraw or cancel the Certificate of Accreditation of the hospital.

Section 22. Liability of Keepers/Managers for Acts or Omission of its Employees. Without prejudice to the provisions of existing laws, keepers/managers and their assistants shall be administratively liable for the acts or omissions of any staff committed against any member or guest. They may, however, be exempt from liability if they could establish that they have exercised the diligence of a good father of the family in the supervision of the erring employees.

CHAPTER VI

Grounds for Cancellation of Accreditation

Section 23. Grounds For Cancellation Of Accreditation. Any of the following acts or omissions shall be sufficient grounds for the cancellation of accreditation:

- a. Making any false declaration or statement or making use of any such declaration or statement or any document containing the same or committing fraud or any act of misrepresentation for the purpose of obtaining the issuance of accreditation;
 - b. Failure to maintain the standards and requirements for accreditation as prescribed in these Rules;
 - c. Violation of or non-compliance with any of the provisions of these Rules, promulgated orders, decisions and circulars issued by the Department and other concerned government agencies;
 - d. Cancellation of license by the DOH or local government concerned;
- and

- e. Any other act or omission that works against the interest of the tourism industry.

CHAPTER VII

MISCELLANEOUS PROVISIONS

Section 24. Separability Clause. The provisions of these Rules are hereby declared separable, and in the event that anyone or more of such provisions are declared invalid, the validity of all other provisions shall not be affected thereby.

Section 25. Repealing Clause. All existing Rules and Regulations or Circulars issued by the Department of Tourism on the operations of Tertiary Hospital for Medical Tourism subject of these Rules which are inconsistent with the provisions of these Rules and Regulations are hereby repealed and superceded accordingly.

Section 26. Effectivity. These Rules and Regulations shall take effect upon compliance with the requirement on publication provided for under Book VII, Chapter II of E.O. No. 292, S. 1987..

APPROVED AND PROMULGATED THIS _____ DAY OF _____,
2003, MANILA , PHILIPPINES.

(SGD) RICHARD J. GORDON
Secretary

ATTESTED:

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