



**MEMORANDUM CIRCULAR NO. 2024 - 0001**

**RULES AND REGULATIONS GOVERNING THE ACCREDITATION OF DENTAL CLINICS FOR DENTAL TOURISM**

**WHEREAS**, pursuant to Section 5 of Republic Act (R.A.) No. 9593 or the *Tourism Act of 2009*, the Department of Tourism (DOT) is the primary planning, programming, coordinating, implementing and regulatory government agency in the development and promotion of the tourism industry, both domestic and international, in coordination with attached agencies and other government instrumentalities;

**WHEREAS**, Section 6 (I) of R.A. No. 9593 empowers DOT to formulate and promulgate, in consultation with the LGUs, the private sector industries and other tourism stakeholders, rules and regulations governing the operation and activities of all tourism enterprises, including but not limited to a national standard for licensing, accreditation and classification of tourism enterprises, prescribing therein minimum levels of operating quality and efficiency for their operation in accordance with recognized international standards, impose reasonable penalties for violation of accreditation policies;

**WHEREAS**, Dental Tourism, under the Health and Wellness Program of the Department is considered as a high-value tourism product worthy of investment and promotion as underscored in the National Tourism Development Plan (NTDP) 2023-2028;

**WHEREAS**, Section 39 in relation to Section 3(t) of RA 9593 provides for the voluntary DOT-accreditation of secondary tourism enterprises;

**WHEREAS**, there is a need to update the existing Accreditation Rules for Dental Clinics which is embodied in the 2006 Rules and Regulations to Govern the Accreditation of Ambulatory Clinics;

**NOW, THEREFORE**, based on the foregoing, these Rules and Regulations Governing the Accreditation of Dental Clinics for Dental Tourism are hereby issued:

**I. GENERAL PROVISIONS**

**Section 1. Short Title.** This Circular shall be known as the "Rules and Regulations Governing the *Accreditation of Dental Clinics for Dental Tourism*".

**Section 2. Definition of Terms.** For purposes of this Circular, the following terms are hereby defined as follows:

- a. **"Dental Tour Packages"** shall refer to tour packages which bundle various dental procedures and other tour services such as, but not limited to hotel lodging, transportation, sightseeing, and other leisure activities.
- b. **"DOT Accreditation"** or **"Accreditation"** shall refer to a certification issued by the DOT to a tourism enterprise that officially recognizes it for having complied with the minimum standards for the operation of tourism facilities and services.
- c. **"Cancellation"** shall refer to a penalty of removal of the rights and benefits of accreditation with no right to reapply.

- d. **“Dental Clinics”** shall refer to facilities relating to the outpatient treatment of the teeth, oral cavity, and associated structures.
- e. **“Dental Instruments”** shall refer to any instrument used in the practice of dentistry to aid in the assessment, diagnosis, and dental treatment.
- f. **“Dental Procedures”** shall refer to any or variety of treatments of the teeth and adjacent tissues carried out by a dental practitioner to restore or maintain normal and oral health function. It includes but not limited to the following:
  - 1. **“Cosmetic Dentistry”** shall refer to dental procedures that are designed to improve the appearance of teeth and smile, such as but not limited to: tooth-colored fillings, tooth bonding, teeth whitening, crowns, jackets, veneers, and dentures.
  - 2. **“Dental Implantology”** shall refer to surgically implanted medical devices into the jaw to restore a person's appearance or ability to chew.
  - 3. **“Endodontics”** shall refer to treatments that focus on tooth roots and dental pulp.
  - 4. **“Orthodontics”** shall refer to a branch of dentistry that treats and corrects malocclusion or a bad bite.
  - 5. **“Prosthodontics”** shall refer to the dental specialty that is concerned with the restoration or replacement of missing, deficient, or damaged teeth and maxillofacial tissue and bone which typically involves the use of prosthetic devices and surgical restoration. Prosthetic devices shall include, but not limited to crowns, bridge, and dentures.
- g. **“Department”** or **“DOT”** shall refer to the Department of Tourism.
- h. **“DOH”** shall refer to the Department of Health.
- i. **“DOT Online Accreditation System”** shall refer to the web-based platform of the Department designed for processing online applications for DOT Accreditation.
- j. **“DOT Tourism Quality Seal”** shall refer to the seal or mark issued to accredited tourism enterprises or frontliners which indicates that they passed the DOT's standards and requirements.
- k. **“Major Deficiencies”** shall refer to significant defects that may be corrected within a period not exceeding ten (10) months, such as but not limited to construction and renovation of facilities and structural installations.
- l. **“Medical Concierge”** shall refer to a company that assists medical patients before, during, and after their medical or dental procedure.
- m. **“Medical Concierge Services”** shall refer to patient support services which include medical appointment, hotel reservation, transportation, travel and tour arrangement, translation services, and such other services or activities that may be required by patients.
- n. **“Minor Deficiencies”** shall refer to minimal defects that may be corrected within a short period not exceeding three (3) months, such as but not limited to issues on cleanliness, maintenance, and repairs, among others.

- o. **“PDA”** shall refer to the Philippine Dental Association.
- p. **“Revocation”** shall refer to the removal of the rights and benefits of accreditation with a right to reapply once the period of revocation is lifted.
- q. **“Suspension”** shall refer to temporary withholding of accreditation for a prescribed period, because of non-conformance with any of the provisions stated under these guidelines.

**Section 3. Scope and Coverage.** This Circular shall cover the DOT-accreditation of Dental Clinics in the Philippines.

## **II. MINIMUM REQUIREMENTS FOR THE ACCREDITATION OF DENTAL CLINICS**

**Section 4. Minimum Requirements.** For purposes of accreditation, the following are the minimum for Dental Clinics:

### **A. LOCATION AND ENVIRONMENT**

#### **1. Location**

- The clinic shall be in a clean, accessible, safe, and secure environment.

#### **2. Signage**

- The clinic shall have a visible business name signage or listed in the building directory.

### **B. GENERAL FACILITIES AND AMENITIES**

#### **1. Reception Area**

- The Reception Area shall be manned by clinic personnel during operation hours.
- It shall be provided with seating facilities, internet access, IEC, and other entertainment materials and equipment.
- Tourist information or electronic access to Philippine Travel App shall be available at the reception area.
- Drinking water, coffee or tea amenities shall also be available.

#### **2. Lighting**

- Sufficient and appropriate lighting shall be provided for the convenience of patients, guests, and personnel.

#### **3. Ventilation**

- Where applicable, the clinic shall be provided with natural ventilation for the comfort of patients and staff. If natural ventilation is not possible, the facility may opt for artificial ventilation per DOH AO 2020-0047, Annex-C1, No. 4.4 Planning and Design Guidelines for Primary Care Facility.

#### **4. Restroom**

- Conveniently accessible, clean, functional toilet and fixture.
- Shall be provided with liquid soap, toilet paper, and clean running water.
- Flooring shall be kept clean and dry.
- For dental clinics located in commercial buildings, the provision of restroom within the clinic is optional.

#### **5. Medical Concierge Services**

- The clinic shall provide in-house medical concierge services or with a partner medical concierge service provider.

### **C. DENTAL PROCEDURES OFFERED**

At least four (4) of the following procedures shall be offered by the Dental Clinic:

1. Cosmetic Dentistry
2. Dental Implantology
3. Orthodontics
4. Endodontics
5. Prosthodontics

The Dental Clinic shall provide comprehensive information on the above procedures.

### **D. DENTAL FACILITIES AND EQUIPMENT**

#### **1. Treatment Area**

- Shall be well-kept and provided with furnishings and dental equipment and instruments necessary for patients' treatment, such as but not limited to Dental Unit and chair with compressor and complete accessories, with high and low speed hand pieces, Dental prophylaxis instrument set, and Basic Dental Surgery Set per *AO 2020-0047, Page 14 Rules and Regulations Governing the Licensure of Primary Care Facilities in the Philippines*.

#### **2. Dental Instruments**

- Dental instruments shall have undergone the required sterilization process.

#### **3. Dental Equipment**

- The following dental equipment shall be available in the Clinic:
  - Dental X-Ray Machine such as, but not limited to periapical, panoramic, and cephalometric
  - Autoclave

### **E. EMERGENCY CARE**

The clinic shall have a partner hospital or attending physician for emergency cases.

## **F. EMPLOYEES**

### **1. Clinic Personnel**

- All Clinic personnel shall be knowledgeable about the Clinic's services.
- They shall be in clean uniform, with name plates or name tags.
- They are conversant in English and Filipino.
- All Clinic personnel shall always be courteous.

### **2. Reception Personnel**

- The reception personnel shall have trainings on Customer Service taken within the last three (3) years.

## **G. BUSINESS PRACTICES**

### **1. Valid Credentials**

The following shall be available in the clinic premises:

- i. Dentists' College Diploma
- ii. PRC Certificate of Registration

### **2. Safety and Security**

- There shall be a professional security personnel and/or functional CCTV camera within the clinic premises. The provisions of DILG Memorandum Circular No. 2022-060, 4.1 - 4.3 where applicable, shall be complied by the Dental Clinic.
- Emergency and Tourist Assistance Call Center Hotlines shall be available.
- Clinic shall be entirely a Non-Smoking area based on RA 9211.

### **3. Waste Management**

- The clinic shall implement proper waste management in accordance with existing Government Regulations or Building Policies.

### **4. Payment Method**

- Accepts different modes of payment.

### **5. Availability of Official Email and Website or Social Media with the following details:**

- Clinic Profile
- Operation Hours and Contact Details
- Services Offered
- Dental Tour Packages
- Online Appointment System
- Online Consultation
- Online Review and Customer Feedback

## 6. Availability of Dental Tour Packages

- Dental Tour Packages designed to include dental procedures and travel and tour services such as, but not limited to transportation, accommodation, and leisure activities shall be offered.

### III. APPLICATION FOR ACCREDITATION

**Section 5. Filing of Application.** A Dental Clinic seeking to apply for DOT Accreditation shall file an application through the DOT Online Accreditation System together with the documentary requirements. Applications may be filed any time of the year.

**Section 6. Documentary Requirements for New and Renewal of Application for Accreditation.** Unless otherwise indicated in the form, the application shall be submitted with the following documents:

- Valid Business/ Mayor's Permit
- List of Dentist/s with PRC registration number and validity (Annex A)
- Proof of ownership of autoclave and dental x-ray
- Copy of Valid Preventive Maintenance Report from the Supplier for the maintenance of the autoclave and dental x-ray
- Certificate of Membership with PDA
- Copy of DOH license for Clinics with laboratories
- Customer Service Training Certificate for reception personnel upon renewal of accreditation

**Section 7. Evaluation of Supporting Documents.** The assigned DOT accreditation officer shall evaluate the application as to the completeness and correctness of the documentary requirements submitted. Applicants with complete and correct documents shall be scheduled for ocular inspection.

**Section 8. Ocular Inspection.** An inspection team from the DOT shall conduct inspection of the facilities, services and amenities of the Dental Clinic applying for accreditation to determine conformity with the minimum standards set by the DOT.

The inspection shall be conducted in the presence of the owner or his authorized representative.

**Section 9. Inspection Findings.** All findings and recommendations of the inspection team shall be noted in the Inspection Checklist and discussed with the Dental Clinic's owner or authorized representative, after which both parties shall sign the Inspection Checklist and Mission Order.

**Section 10. Issuance of Certificate of Accreditation.** Applicants that have complied with the minimum standards and the prescribed documentary requirements for accreditation of Dental Clinics for Dental Tourism shall be issued a Certificate of Accreditation and Sticker upon approval of the application and payment of corresponding accreditation fees.

**Section 11. Validity of Accreditation.** The Certificate of Accreditation shall be valid for a period of two (2) years, from the date of issuance of DOT Accreditation Certificate.

**Section 12. Non-transferability of Accreditation.** Accreditation, including the rights and privileges associated with it are non-transferable.

#### IV. FEES AND CHARGES

**Section 13. Accreditation Fee.** A non-refundable accreditation fee in the amount of Five Thousand Pesos (₱ 5,000.00) shall be collected from the applicant who has complied with the requirements for accreditation.

**Section 14. DOT Sticker.** DOT stickers shall be issued to accredited Dental Clinics upon payment of One Thousand Pesos (₱1,000.00). In case of lost or damaged DOT sticker, the Clinic may request for replacement upon submission of Letter Request and a duly notarized Affidavit of Loss, and payment of One Thousand Pesos (₱1,000.00).

**Section 15. Lost or Damaged Certificate.** An amount of One Thousand Pesos (₱1,000.00) shall be collected for an authenticated copy of Accreditation Certificate, upon submission of Letter Request and a duly notarized Affidavit of Loss.

**Section 16. Change of Registration Details Fee.** An amount of One Thousand Pesos (₱1,000.00) shall be charged to an accredited Tourism Enterprise requesting to change or modify its accreditation record, upon submission of Letter of Request and any legal document that supports the change such as, but not limited to valid Business Permit, DTI Registration Certificate, SEC Registration Certificate.

#### V. SUPERVISION OF ACCREDITED DENTAL CLINICS

**Section 17. Monitoring.** As deemed necessary, monitoring of the Dental Clinic shall be conducted to determine its continued compliance with the DOT standards.

In cases where there are non-conformities with the standards found during the monitoring, the DOT shall issue Monitoring Result/Findings to the applicant, indicating therein the corrective actions to be undertaken and the period to implement corrective and/or preventive actions, depending on the type of deficiency, as provided below:

TYPE OF DEFICIENCY	COMPLIANCE PERIOD
Minor Deficiencies	Up to three (3) months
Major Deficiencies	Up to ten (10) months

Should the management fail to implement the corrective and/or preventive action within the agreed period, the DOT shall impose corresponding penalties under Section 21 of this Rules.

**Section 18. Complaints Handling.** Complaints related to Dental Clinics shall be handled in accordance with the DOT Citizen's Charter, or any subsequent amendments that may be issued.

**Section 19. Display of Valid DOT Accreditation Certificate and Sticker.** Valid DOT Accreditation Certificate and Sticker shall always be displayed in a conspicuous place in the clinic.

**Section 20. DOT Access to the Dental Clinic's Office and Records.** The Department shall have access to accredited Dental Clinic's office and records, such as government permits, maintenance schedules, and list of employees and other documents which may be required by the DOT. Access to office and records of accredited Dental Clinics shall be accorded with respect and with due regard to the right to privacy of parties concerned and compliance with the Data Privacy Act.

## VI. DENIAL, CANCELLATION, SUSPENSION, OR REVOCATION OF ACCREDITATION

**Section 21. Grounds for Denial of Applications for Accreditation.** The DOT may deny the application for accreditation of Dental Clinics on the following grounds:

- a. Making any false declaration or statement, 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 accreditation.
- b. Failure to comply with the standard requirements for accreditation as provided under these Rules.
- c. Failure to pay outstanding fines and penalties.
- d. A determinative finding of liability for complaint(s) filed against the Dental Clinic with the DOT.
- e. Commission of any other act or omission deemed to be detrimental to the tourism industry.

**Section 22. Grounds for Suspension, Cancellation or Revocation of Accreditation and Schedule of Fines and Penalties.** Fines and penalties shall be imposed to an accredited Dental Clinic for violation, after due notice and hearing, of any of the following grounds:

GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense
a. Unauthorized use and/or transfer of DOT Accreditation Certificates, Stickers, or any document issued by the DOT.	Stern warning and a fine of ₱5,000.00	Suspension of accreditation for 3 months, up to 6 months, depending on the gravity of offense and a fine of ₱10,000.00	Revocation and a fine of ₱20,000.00 or Cancellation of accreditation depending on the gravity of the offense
b. Unauthorized Reproduction of DOT Accreditation Certificates, Stickers, or any document issued by the DOT.	Stern warning and a fine of ₱5,000.00z	Suspension of accreditation for 3 months, up to 6 months, depending on the gravity of offense and a fine of ₱10,000.00	Revocation and a fine of ₱20,000.00 or Cancellation of accreditation depending on the gravity of the offense



GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense
c. Making any false, deceptive, or misleading claims for the purpose of soliciting business from guests or clients.	Stern warning and a fine of ₱5,000.00 to ₱20,000.00, depending on the gravity of the offense	Suspension of accreditation for 3 months, up to 6 months, and a fine of ₱21,000.00 to ₱40,000.00, depending on the gravity of the offense	Revocation and a fine of ₱50,000.00 or Cancellation of accreditation depending on the gravity of the offense
d. Engaging the services of non-DOT accredited tour operators, tourist transports, accommodation establishments, tour guides, tertiary hospitals for medical tourism and other ambulatory clinics, except in areas where there are no DOT accredited enterprises under such categories.	Stern warning and a fine of ₱10,000.00	Suspension of accreditation for 3 months, up to 6 months and a fine of ₱20,000.00 to ₱25,000.00, depending on the gravity of the offense	Revocation and a fine of ₱30,000.00 or Cancellation of accreditation depending on the gravity of the offense
e. Failure to display the DOT Accreditation Certificate or Sticker in a conspicuous place in the Clinic.	Stern warning and a fine of ₱5,000.00	Suspension of accreditation for 3 months, up to 6 months, depending on the gravity of offense and a fine of ₱10,000.00	Revocation and a fine of ₱20,000.00 or Cancellation of accreditation depending on the gravity of the offense
f. Failure to display or specify the DOT Tourism Quality Seal and Accreditation Number with period of validity in all its prints or online media advertisements	Stern warning and a fine of ₱5,000.00	Suspension of accreditation for 3 months, up to 6 months, depending on the gravity of offense and a fine of ₱10,000.00	Revocation and a fine of ₱20,000.00 or Cancellation of accreditation depending on the gravity of the offense

GROUNDS/ OFFENSES	FINES AND PENALTIES		
	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense
g. Promotion, facilitation or conduct of activities involving drug-related transactions or any form of sexual exploitation, upon investigation and conduct of due diligence by DOT.	Cancellation of accreditation and a fine of ₱100,000.00	N/A	N/A
h. Violation of or non-compliance with any of the provisions of these Rules and other issuances issued by the Department.	Stern warning and a fine of ₱10,000.00 to ₱20,000.00, depending on the gravity of the offense	Fine of ₱21,000.00 to ₱40,000.00, depending on the gravity of the offense	Revocation and a fine of ₱50,000.00 or Cancellation of accreditation depending on the gravity of the offense
i. Failure to comply with laws requiring tourism establishments to grant privileges and benefits to Senior Citizens, Persons with Disability, National Athletes and Coaches, and other sectors that may be granted discounts and other incentives by the law.	Stern Warning and a fine of ₱1,000.00 to ₱5,000.00, depending on the gravity of the offense	Suspension of accreditation for 3 months, up to 6 months, and a fine of ₱5,000.00 to ₱10,000.00, depending on the gravity of the offense	Revocation and a fine of ₱20,000.00 to ₱30,000.00 or Cancellation of accreditation depending on the gravity of the offense
j. Any other act or omission deemed to be detrimental to the tourism industry.	Stern warning and a fine of ₱10,000.00 to ₱20,000.00, depending on the gravity of the offense	Suspension of accreditation for 3 months, up to 6 months and a fine of ₱21,000.00 to ₱40,000.00, depending on the gravity of the offense	Revocation and a fine of ₱50,000.00 or Cancellation of accreditation

Dental Clinics with revoked or cancelled accreditation shall surrender their DOT Accreditation Certificate and Sticker to the DOT.

**Section 23. Notice to Explain.** The Department shall issue a Notice to Explain to a Dental Clinic that violated the terms of its accreditation.

## VII. REPORTING REQUIREMENTS

**Section 24. Reporting Requirements on Foreign Patients.** The following shall be reported quarterly to the DOT Regional Office which has jurisdiction over the Clinic:

- a. Census on Foreign Patients with their Nationality; and
- b. Dental procedures and services availed

## VIII. MISCELLANEOUS PROVISIONS

**Section 25. Compliance with Relevant Issuances.** Accredited Dental Clinics shall comply with DOT issuances and other applicable laws, rules and regulations issued by sector-relevant government agencies during the validity of its accreditation.

**Section 26. Protection of Personal Information.** Personal information received or filed with the DOT pursuant to the requirements of these Rules shall be protected in accordance with Republic Act No. 1073 or the Data Privacy Act of 2012.

**Section 27. Separability Clause.** If any portion or provision of this Circular is declared null and void or unconstitutional, the other provisions not affected shall continue to be in force and in effect.

**Section 28. Repealing Clause.** This Circular repeals Chapter II: Ambulatory Services, Section 2.5 Cosmetic Dentistry of the 2006 Rules and Regulations to Govern the Accreditation of Ambulatory Clinics and all other DOT issuances inconsistent herewith. All relevant provisions with this Circular shall remain effective and enforceable.

**Section 29. Effectivity.** This Circular shall take effect three (3) months upon publication in a newspaper of general circulation or the Official Gazette and upon filing with the University of the Philippines – Office of the National Administrative Register (UP-ONAR). This Circular shall remain effective until otherwise superseded, amended, or repealed accordingly.

29 January 2024.

  
**MA. ESPERANZA CHRISTINA GARCIA FRASCO**  
Secretary



ACB410



# DENTAL CLINICS FOR DENTAL TOURISM

Office of Tourism Standards and Regulation  
DENTISTS' LIST FORM

## DATA PRIVACY NOTICE

The Department of Tourism, in line with Republic Act 10173 or the Data Privacy Act of 2012, is committed to protect and secure personal information obtained in the performance of its mandate under The Tourism Act of 2009. Pursuant to its mandate, the Department collects the following personal information: (i) full name of applicant or its official representative, (ii) office address, (iii) e-mail address, (iv) contact numbers, and other personal information relevant in the processing of accreditation applications and other DOT applications.

In compliance with the requirements of Data Privacy Act of 2012, the Department commits to ensure that all personal information obtained will be secured and remain confidential. Collected personal information will only be utilized for purposes of processing of applications, documentation, research, if applicable, and facilitation of future transaction. The personal information shall not be shared or disclosed with other parties without consent unless the disclosure is required by, or in compliance with applicable laws and regulations.

Only the agency's designated personnel/Personal Information Controllers will have access to the collected personal information, which will be stored for three (3) years after the completion of relevant transaction. The manner of disposition of physical documents will be based on the provision of the National Archive of the Philippines and/or deletion in the agency's database. Corrections of personal information or withdrawal of data privacy consent, if given, is done by informing the Department in writing through [privacy@tourism.gov.ph](mailto:privacy@tourism.gov.ph).

## LIST OF DENTIST/S

NAMES	PRC REGISTRATION NO.	VALIDITY
1.		
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I certify that I am duly authorized to accomplish this form and that the information provided herein are true, correct and complete statements to the best of my knowledge and in compliance with the provisions of pertinent laws, rules, and regulations of the Republic of the Philippines.

I, therefore agree, that in case a post-verification yields information contrary to what is declared, this form shall be disapproved. I further agree that any misrepresentation made in this document shall be a ground for cancellation or denial of our application with the DOT and/or the filing of administrative/ criminal case/s against me.

\_\_\_\_\_  
Signature over Printed Name  
Official Representative of the Establishment

Position: \_\_\_\_\_

Date: \_\_\_\_\_