



Republic of the Philippines
Department of Health
HEALTH FACILITIES AND SERVICES REGULATORY BUREAU

ASSESSMENT TOOL FOR LICENSING A PRIMARY CARE FACILITY

INSTRUCTIONS:

1. To properly fill-out this tool, the Licensing Officer shall make use of: INTERVIEWS, REVIEW OF DOCUMENTS, OBSERVATIONS and VALIDATION of findings.
2. If the corresponding items are present, available or adequate, place (/) on each of the appropriate spaces under the FINDINGS column or space provided alongside each corresponding item. If not, put an (X) instead.
3. The REMARKS column shall document relevant observations.
4. Make sure to fill-in the blanks with the needed information. Do not leave any items blank.
5. The Team Leader shall ensure that all team members write down their printed names, designation and affix their signatures and indicate the date of inspection/monitoring, all at the last page of the tool.
6. The Team Leader shall make sure that the Head of the facility or, when not available, the next most senior or responsible officer likewise affix his/her signature on the same aforementioned pages, to signify that the inspection/monitoring results were discussed during the exit conference and a duplicate copy also received.

GENERAL INFORMATION:

Name of Primary Care Facility: _____

Address: _____
(Number and Street) (Barangay/District) (Municipality/City)

(Province/Region)

Telephone/Fax No. _____ E-mail Address: _____
Initial: _____ Renewal: _____

Existing License No: _____ Date Issued: _____ Expiry Date: _____

Name of Owner or Governing Body (if corporation): _____

Name of Head of Primary Care Facility: _____

Classification:

Ownership: __ Government __ Private

PART I. SERVICE CAPABILITY, PERSONNEL AND PHYSICAL PLANT

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
I. PATIENT RIGHTS AND ORGANIZATION ETHICS Standard: Organizational Policies and procedures which respect and support patients' rights to quality care and their responsibilities in that care.			
1. Informed consent is obtained from patients prior to procedures.	Document Review <ul style="list-style-type: none"> All patient charts have signed consent for procedures (example: minor surgery, immunization). 		
2. Policies which identify and address patients' rights and responsibilities are documented.	Observe <ul style="list-style-type: none"> Posted patients' rights in conspicuous places. 		
II. PATIENT CARE Standard: The organization informs the community about the services it provides and the hours of their availability.			
3. Clinical services are appropriate to patients' needs and the former's availability is consistent with the organization's service capability and role in the community.	Observe <ul style="list-style-type: none"> List of services and schedule of operation posted in a conspicuous area. DOH LTO (updated, valid and original) posted in a conspicuous area. 		
4. Population-based Primary Care Services (Mandatory for Government PCFs)	Document Review <ul style="list-style-type: none"> Written policies and procedures based on DOH issued guidelines: <ul style="list-style-type: none"> Health promotion Epidemiologic surveillance Health protection (vector control, environmental health, occupational safety, and food safety measures) Emergency preparedness and response 		
5. Individual-based Primary Care Services	Document Review <ul style="list-style-type: none"> Written policies and procedures based on DOH guidelines and Manual of Procedures: <ul style="list-style-type: none"> Maternal and Newborn Care Family Planning Services Nutrition Services Dental Services (may be outsourced and/or located outside PCF through a valid MOA. Outsourced dental services shall comply with 		

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CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
	<p>the licensing standards in this Assessment Tool)</p> <ul style="list-style-type: none"> • Referral services* to: <ul style="list-style-type: none"> ○ Community-based Rehabilitation Services (example: physical therapy, occupational therapy, speech therapy) ○ Developmental and mental health evaluation ○ Substance abuse services <p>*May be provided by PCF</p>		
6. Minor Surgeries	<p>Document Review Written policies and procedures in conducting minor surgical procedures:</p> <ul style="list-style-type: none"> • Suturing of superficial lacerations • Circumcision • Incision and Drainage • Debridement • Excision of small cysts 		
7. Administrative Services (Government PCFs only)	<p>Document Review Written policies and procedures on:</p> <ul style="list-style-type: none"> • Issuance of certificates (medical certification, death certification, and medico-legal certification) • Sanitation inspection and issuance of sanitary permit 		
8. Supervisory Services	<p>Document Review Written policies and procedures on:</p> <ul style="list-style-type: none"> • Patient navigation in its primary care provider network • Supervision of barangay health stations (Government PCFs only) • Supervision of health workers (Government PCFs only) 		
Standard: The organization uniquely identifies all patients and creates a specific patient record for each patient that is readily accessible to authorized personnel.			
9. All patients are correctly identified by their patient records. An appropriate history and physical examination is performed on every patient. The history includes present illness, past	<p>Document Review The contents of patient's records are the following:</p> <ul style="list-style-type: none"> • Doctor's order • Informed Consent, if applicable • Complete history and physical examination (may use SOAP method for follow-up check-ups) • Medication and/or treatment record 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
medical, family, social and personal history.	<ul style="list-style-type: none"> Dental records (May be stored separately if dental facility is outsourced and located outside the PCF) Laboratory and X-ray reports, if any Record of referral or transfer of patient to other facility/service/doctor including notes 		
Standard: The care plan addresses patient's relevant clinical needs.			
10. Coordinated plan of care with goals.	Document Review <ul style="list-style-type: none"> Proof of implementation of adopted/developed protocols, and DOH approved CPGs, once available. 		
III. LEADERSHIP AND MANAGEMENT			
Standard: The PCF's management team provides leadership, acts according to the organization's policies and has overall responsibility for the organization's operation, and the quality of its services and its resources			
11. Organizational Structure/Chart	Observe <ul style="list-style-type: none"> Observe if the organizational structure/chart is posted in conspicuous area. 		
12. The organization and its services develop their vision and mission.	Document Review <ul style="list-style-type: none"> Written vision and mission Observe <ul style="list-style-type: none"> Posted vision and mission in a conspicuous area 		
14. Evaluation and monitoring activities to assess management and organizational performance (Required for government-owned PCFs. Recommended only for privately-owned PCFs.)	Document Review <ul style="list-style-type: none"> Accomplishment reports or other annual reports, as applicable. 		
IV. HUMAN RESOURCE MANAGEMENT			
Standard: Workload is monitored and appropriate guidelines consulted to ensure that appropriate staff numbers and skill mix are available to achieve desired patient and organizational outcomes.			
15. The organization documents and follows policies and procedures for hiring and	Document Review <ul style="list-style-type: none"> Policies and procedures for hiring and credentialing of staff Interview		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
credentialing of its staff.	<ul style="list-style-type: none"> Administrative Officer or Head of PCF 		
Standard: There are relevant activities related to orientation of new personnel.			
16. New personnel, new graduates and external contractors- are adequately supervised by qualified staff	Document Review <ul style="list-style-type: none"> Documentation of orientation conducted 		
Standard: There shall be an adequate number of qualified, trained and competent staff to ensure efficient and effective delivery of quality primary care services. The staff composition and number/ratio shall depend on the workload and services being provided, adjusted based on applicable workload assessment tools set by DOH.			
17. Physician (Full time)	Document Review <ul style="list-style-type: none"> Proof of qualifications <ul style="list-style-type: none"> Resume Updated PRC ID Primary Care Worker Certificate Proof of relevant trainings Proof of Employment/Appointment 		
18. Nurse (Full Time)	Document Review <ul style="list-style-type: none"> Proof of qualifications <ul style="list-style-type: none"> Resume Updated PRC ID Primary Care Worker Certificate Proof of relevant trainings Proof of Employment/Appointment 		
19. Midwife (Full Time)	Document Review <ul style="list-style-type: none"> Proof of qualifications <ul style="list-style-type: none"> Resume Updated PRC ID Primary Care Worker Certificate Proof of relevant trainings Proof of Employment/Appointment 		
20. Dentist	Document Review <ul style="list-style-type: none"> Proof of qualifications <ul style="list-style-type: none"> Resume Updated PRC ID Proof of Employment/Appointment, if applicable Valid Memorandum of Agreement (MOA), if outsourced 		
21. Sanitation Inspector	Document Review <ul style="list-style-type: none"> Proof of qualifications <ul style="list-style-type: none"> Resume 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
(Government PCFs only)	<ul style="list-style-type: none"> ○ Updated PRC ID or Certificate of Career Service Eligibility ○ Proof of Employment/Appointment 		
22. Information Technology Officer *may be allowed to handle two administrative roles at a time	Document Review <ul style="list-style-type: none"> ● Proof of qualifications ○ Resume ○ Proof of Employment/Appointment 		
23. Records Officer *may be allowed to handle two administrative roles at a time	Document Review <ul style="list-style-type: none"> ● Proof of qualifications ○ Resume ○ Medical Records Management Training Certificate ○ ICD-10 Training Certificate ○ Proof of Employment/Appointment 		
24. Administrative Officer *may be allowed to handle two administrative roles at a time	Document Review <ul style="list-style-type: none"> ● Proof of qualifications ○ Resume ○ Proof of Employment/Appointment 		
25. Utility Worker	Document Review <ul style="list-style-type: none"> ● Proof of qualifications ○ Resume ○ Proof of Employment/Appointment 		
V. INFORMATION MANAGEMENT Standard: Relevant, accurate, quantitative and qualitative data are collected and used in a timely and efficient manner for delivery of patient care and management of services			
26. Records are stored, retained and disposed of in accordance with the guidelines set by National Archives of the Philippines (NAP)	Document Review <ul style="list-style-type: none"> ● Logbooks on record storage, retention and disposal Observe <ul style="list-style-type: none"> ● Proper storage of records 		
27. The organization defines data sets, data generation, collection and aggregation methods and the qualified staff who	Document Review <ul style="list-style-type: none"> ● Policies and procedures on record storage, safekeeping and maintenance, retention and disposal. 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
are involved in each stage.			
Standard: Clinical records are readily accessible to facilitate patient care, are kept confidential and safe, and comply with all relevant statutory requirements and codes of practice.			
28. Patient records documenting any previous care can be quickly retrieved for review, updating and concurrent use.	Observe <ul style="list-style-type: none"> • Patient records are easily retrievable within 10-15 minutes 		
29. The organization has policies and procedures, and devotes resources, including infrastructure, to protect records and patient charts against loss, destruction, tampering and unauthorized access or use. Only authorized individuals make entries in the patient records	Document Review <ul style="list-style-type: none"> • Logbooks for borrowing and retrieval of records Observe <ul style="list-style-type: none"> • Access to records 		
30. Validated Electronic Medical Records	Observe <ul style="list-style-type: none"> • EMR implementation includes, but is not limited to, primary care benefits, maternal and neonatal deaths, injury, and confirmed cases of diagnosis 		
31. National Database of Human Resources for Health Information System (NDHRHIS)	Document Review <ul style="list-style-type: none"> • Proof of submission of data to NDHRHIS 		
VI. SAFE PRACTICE AND ENVIRONMENT			
Standard: The organization plans a safe and effective environment of care consistent with its mission, services, and with laws and regulations			
32. An incident reporting system identifies potential harms, evaluates causal and contributing factors for the necessary	Document Review <ul style="list-style-type: none"> • Record of incident reports 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
corrective and preventive action			
33. Presence of a management plan, policies and procedures addressing safety	Document Review <ul style="list-style-type: none"> Management plan, policies and procedures on safety Proof of implementation of the following: <ul style="list-style-type: none"> Fire drill conducted in the past 12 months Earthquake drill conducted in the past 12 months 		
34. Building Maintenance Program is in place ensuring facilities are in state of good repair	Document Review <ul style="list-style-type: none"> Routine program of work for preventive maintenance and record of corrective maintenance are available 		
35. Policies and procedures for the safe and efficient use of medical equipment according to specifications are documented and implemented.	Document Review <ul style="list-style-type: none"> Presence of operating manuals of the medical equipment Preventive and corrective maintenance logbook and plan for replacement 		
37. A coordinated security arrangement in the organization assures protection of patients and staff	Document Review <ul style="list-style-type: none"> Designation of person in charge of security. Interview <ul style="list-style-type: none"> Ask the personnel in charge of security what the policies on security are. Observe <ul style="list-style-type: none"> Security measures 		
Standard: Emergency light and/or power supply, water and ventilation systems are provided for, in keeping with relevant statutory requirements and codes of practice.			
38. Generator, emergency light, water system, adequate ventilation or air conditioning	Document Review: <ul style="list-style-type: none"> Bacterial water analysis done every 6 months. Proof of corrective measures done for failed bacterial water analysis. Preventive and corrective maintenance logbooks of generator, emergency light, ventilation and conditioning Observe:		

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CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
	<ul style="list-style-type: none"> • Test if faucets and water closets are working • Functional emergency lights and generators 		
39. Non-medical equipment are regularly maintained with plan for replacement according to expected life span or when no longer serviceable	Document Review: <ul style="list-style-type: none"> • Records of preventive and corrective maintenance and plan for replacement 		
40. Operating manuals of non-medical equipment	Document Review: <ul style="list-style-type: none"> • Operating manuals of equipment, generators, air conditioners and other non-medical equipment 		
Standard: The handling, collection and disposal of waste conform with relevant statutory requirements and code of practice			
41. Policies and procedures on Waste Disposal Management	Document Review: <ul style="list-style-type: none"> • Issuances – laws, memos, guidelines on waste segregation, collection, treatment and disposal • Contracts with service providers, waste handlers or disposal contractors (if applicable) Observe: <ul style="list-style-type: none"> • Location of waste holding area • Segregation of waste (use of color coded garbage plastic and/or bins) • Proper labelling of waste receptacles • Proper management of temporary storage areas prior to hauling for disposal 		
Standard: An interdisciplinary infection control program ensures the prevention and control of infection in all services.			
42. Infection Prevention and Control (IPC) Program	Document Review <ul style="list-style-type: none"> • IPC Manual 		
43. Policies and procedures on cleaning, disinfecting, drying, packaging and sterilizing of equipment,	Document Review <ul style="list-style-type: none"> • Policies and procedures on cleaning, disinfecting, drying, packaging and sterilizing of equipment, instruments and supplies 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
instruments and supplies.			
Standard: The organization uses a coordinated system-wide approach to reduce the risks of healthcare- associated infections.			
44. Organization takes steps to prevent and control outbreaks of healthcare associated infections.	Document Review <ul style="list-style-type: none"> Validate PCF policies on infection control such as use of PPEs, isolation precautions and hand washing. Written policies and procedures in accordance with DOH issuances. Observe <ul style="list-style-type: none"> Use of gloves, surgical masks, etc., as needed Sinks or lavatories or designated areas for hand washing or dispenser for sanitizers Ask a PCF staff to demonstrate hand washing. 		
45. There are programs for prevention and treatment of needle stick injuries, and policies and procedures for the safe disposal of used needles are documented and monitored	Document Review <ul style="list-style-type: none"> Reports of needle stick injuries Interview <ul style="list-style-type: none"> Ask staff their policies on needle stick injury Observe <ul style="list-style-type: none"> Use of PPEs in doing minor surgeries, handling patients with infectious diseases etc. 		
Standard: When needed, the organization reports information about infections to personnel and public health agencies.			
46. Policies and procedures in reporting notifiable diseases (Refer to AO No. 2008-0009 and AO No. 2020-0013).	Document Review <ul style="list-style-type: none"> Copies of reports submitted to PIDSR and other applicable DOH recording and notification systems. 		
VII. IMPROVING PERFORMANCE			
Standard: The organization has a planned systematic organization- wide approach to process design and performance measurement, assessment and improvement.			
47. Continuous Quality Improvement (CQI) Program	Document Review <ul style="list-style-type: none"> CQI plan and proof of implementation Interview <ul style="list-style-type: none"> Ask about their activities on CQI. 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
Standard: The organization provides better care service as a result of continuous quality improvement activities			
48. Customer satisfaction survey	Document Review <ul style="list-style-type: none"> • Domains of the survey form used. • Survey results and how complaints/comments are acted upon. 		
VIII. PHYSICAL PLANT			
49. Entrances and exits are clearly and prominently marked, free of any obstruction and readily accessible.	Observe <ul style="list-style-type: none"> • Posted entrance and exit signs. • Entrances and exits are accessible and free from any obstruction <p><i>Note: Exit signs should be luminous or illuminated and prominently marked. There should be exit signs in major areas of the hospital and all doors leading to the outside. (Reference: RA 6541 Building Code of the Philippines)</i></p>		
50. Directional signs are prominently posted to help locate service areas within the organization.	Observe <ul style="list-style-type: none"> • Directional signs are prominently posted. 		
51. Ramps for patients with special needs are available, clearly and prominently marked and free of any obstruction.	Observe <ul style="list-style-type: none"> • Ramps for patients with special needs. <ul style="list-style-type: none"> ○ Prominently marked ○ Free from obstruction 		
IX. PUBLIC ACCESS TO PRICE INFORMATION			
Pursuant to Administrative Order No. 2021-0008: "Guidelines in Public Access to Price Information of All Health Services and Goods in Health Facilities in the Philippines"			
52. The price list shall be readily available to the public in a conspicuous area.	Observe <ul style="list-style-type: none"> • Availability of the price list in a conspicuous area, such as, but not limited to, the lobby, reception area, information kiosk and business office. • The price list may be presented in any form, but not limited to, the following: <ul style="list-style-type: none"> ○ Printed handout ○ Menu booklet ○ Interactive digital form ○ Posters or tarpaulins 		

CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
<p>53. The price list of all health services shall be itemized comprehensively and all fees indicated clearly, including outsourced services, if applicable.</p>	<p>Document Review</p> <ul style="list-style-type: none"> • The price list shall include, but not limited to, the following: <ul style="list-style-type: none"> ○ Price per type of accommodation, critical care units and emergency room ○ Fees for medical and surgical procedures ○ Price of laboratory tests ○ Professional fees ○ Price of drugs, medicines, and medical supplies ○ Bundle/package price of health services ○ Corresponding PhilHealth case rate packages and Z-package rates, if applicable ○ Corresponding Health Maintenance Organization (HMO) rates, if applicable <p>*May be presented in ranges, if deemed appropriate</p>		
<p>54. For health facilities that have official website, the price list shall be readily available and regularly updated</p>	<p>Observe</p> <ul style="list-style-type: none"> • Updated price list is available on the health facility's official website. • The date when the price list was last updated shall be indicated. 		
<p>55. The health facility shall update the price list at least annually, or as needed.</p>	<p>Documents Review</p> <ul style="list-style-type: none"> • Price list is updated at least annually. • The date when the price list was last updated shall be indicated. 		
<p>56. The patient or patient's guardian shall be informed of the price list upon admission or before provision of outpatient services or procedures.</p>	<p>Documents Review</p> <ul style="list-style-type: none"> • Documented proof that the price list, including the No Balance Billing policy for basic accommodation, was presented and explained. • Documented proof that the information was understood and accepted by the patient or patient's guardian. 		
<p>57. All health facilities shall submit information regarding its</p>	<p>Documents Review</p> <ul style="list-style-type: none"> • Proof of submission of data to the information system of DOH and PhilHealth, once 		

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CRITERIA	INDICATOR/EVIDENCE	COMPLIED	REMARKS
prices and charges for goods and health services, including professional fees to PhilHealth.	the system is fully functional.		

PART II. EQUIPMENT AND INSTRUMENTS

EQUIPMENT/INSTRUMENT (Functional)	COMPLIED	REMARKS
MEDICAL EQUIPMENT AND INSTRUMENTS IN PCF		
Autoclave, 20 L		
BP apparatus, non-mercurial, with adult and pediatric cuffs		
Cervical Inspection Set/Vaginal Speculum Set		
Small size		
Medium size		
Large size		
Dressing set (minor surgical set)		
Surgical scissors straight		
Surgical scissors curved		
Bandage scissors		
Pick up (ovum) forceps		
Mosquito forceps		
Tissue forceps with teeth		
Tissue forceps without teeth		
Suture removal scissors		
EENT Diagnostic Set		
Ophthalmoscope		
Otoscope		
Emergency light		
Examining light		
Examining table		
Foot stool		
Instrument table		
IV stand		
Nebulizer		
Neurohammer		
Non-mercurial thermometer		

Salter scale		
Safety/Sharps collector box		
Snellen's Chart, Visual Acuity Chart		
Stethoscope		
Weighing scale with height measuring stick, adult		
Weighing scale, infant		
Wheelchair		
Wheeled stretcher		
Vaccine carrier with cold dog		
Vaccine carrier thermometer		
Vaccine refrigerator		
DENTAL EQUIPMENT AND INSTRUMENTS		
(Outsourced dental service located outside PCF shall still be inspected and comply with the following licensing requirements)		
Autoclave, 20 L		
Dental Unit and chair with compressor and complete accessories, with high and low speed hand pieces		
Dental prophylaxis instrument set:		
Universal scaler, non-magnetic hollow handle		
Peri Curette, non-magnetic hollow handle		
Periodontal probe		
Gracey curette, set of 6 different tips, non-magnetic hollow handle		
Dental instruments: mouth mirror, cotton plier, explorer, spoon excavator (1 set)		
Basic Dental Surgery Set		
Extraction forcep, #16 with cross serration (for better grip)		
Ergonomic for better comfort designed instrument		
Extraction forcep, #17		
Extraction forcep, #18L		
Extraction forcep, #18R		
Extraction forcep, #44		
Extraction forcep, #69		
Extraction forcep, #150		
Extraction forcep, #151		
Pedo forcep, #150		
Pedo forcep, #151		
Pedo forcep, #17S		
Pedo forcep, #16S		
Pedo forcep, #18R		
Pedo forcep, #18L		

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Aspirating syringe (2), stainless steel, with locking mechanism		
Minnesota retractor, stainless steel		
Bone file, stainless steel		
Dental instrument cabinet		
Instrument table		
Sterilizing unit, table top		
Sharp waste disposal unit		
NON-MEDICAL EQUIPMENT AND INSTRUMENTS		
Computer/laptop with internet connection (mobile data, Ethernet)		
Printer		
Mobile phone/cellphone		
Fire extinguisher		
Standby generator set		

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**Republic of the Philippines
Department of Health
HEALTH FACILITIES AND SERVICES REGULATORY BUREAU**

Name of Primary Care Facility: _____

Date of Inspection: _____

RECOMMENDATIONS:

A. For Licensing Process

For Issuance of License To Operate as PRIMARY CARE FACILITY

Validity from _____ to _____

Issuance depends upon compliance to the recommendations given and submission of the following within _____ days from the date of inspection

Non-issuance. Specify reason/s:

Inspected by:

Printed name

Signature

Position/Designation

Received by:

Signature: _____

Printed Name: _____

Position/Designation: _____

Date: _____

[Handwritten signatures]



Republic of the Philippines
Department of Health
HEALTH FACILITIES AND SERVICES REGULATORY BUREAU

Name of Primary Care Facility: _____

Date of Monitoring: _____

RECOMMENDATIONS:

B. For Monitoring Process

Issuance of Notice of Violation

Non-issuance of Notice of Violation

Others. Specify:

Monitored by:

Printed name	Signature	Position/Designation
_____	_____	_____
_____	_____	_____
_____	_____	_____

Received by:

Signature: _____

Printed Name: _____

Position/Designation: _____

Date: _____