



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

**LICENSING STANDARDS FOR PRIMARY CARE FACILITIES**

**I. PERSONNEL**

There shall be an adequate number of qualified, trained and competent staff to ensure efficient and effective delivery of quality primary care services.

- A. Every PCF shall have a duly licensed physician, as head of the facility, to oversee the clinical and administrative operations of the health facility.
- B. For rural health units and urban health centers, the head of the facility shall also oversee the clinical and administrative operations of barangay health stations within their jurisdiction.
- C. The minimum staffing standards such as staff composition and number/ratio shall be set by DOH. Adjustments in the staffing pattern shall depend on the workload and services being provided, using applicable workload assessment tools.
- D. The staff must be competent and shall have the appropriate learning and development interventions and certification prescribed by DOH as a primary care worker.
- E. There shall be staff development and continuing education program at all levels of organization to upgrade the knowledge, attitude and skills of staff.

**II. PHYSICAL FACILITIES**

Every PCF shall have physical facilities with adequate and appropriate areas to safely, effectively, and efficiently provide health services to patients. As such, it shall:

- A. Conform to applicable national and local regulations for the construction, renovation, maintenance and repair of the same.
- B. Conform to the required space for the conduct of its activities depending on its workload and the services being provided, as stated in the Checklist for Review of Floor Plans for Primary Care Facility (ANNEX C).
- C. Have an approved DOH - Permit to Construct (DOH-PTC) in accordance with the planning and design guidelines prepared by DOH (ANNEX C).

**III. EQUIPMENT AND INSTRUMENTS**

Every PCF shall have available and operational equipment, instruments, materials and supplies consistent with the services it will provide. As such, it shall:

- A. Adequately equipped based on the primary care services it provides.
- B. Have an updated inventory, program for calibration, preventive maintenance and repair of equipment.
- C. Have a contingency plan in case of equipment breakdown and malfunction.

#### IV. SERVICE DELIVERY

Every PCF shall ensure that the services being delivered to patients comply with the standards in the Assessment Tool for Licensing of PCF (ANNEX B) and other related relevant issuances.

- A. Primary care services, both individual- and population-based, shall be defined and set into guidelines by DOH and PhilHealth.
- B. All government PCFs shall provide both individual-based and population-based primary care services.
- C. All private PCFs shall provide individual-based primary care services.
- D. Ancillary services of PCF include the following:
  - 1. Clinical laboratory
  - 2. Diagnostic radiologic services
  - 3. Pharmacy
  - 4. Birthing services
  - 5. Dental services
  - 6. Ambulance service (Type 1)
- E. Ancillary services may be outsourced and located outside the premises of PCF, through a valid Memorandum of Agreement with DOH or FDA-licensed health facilities or services within the primary care provider network.
- F. Clinical laboratory services, either provided within the PCF or outsourced from one or more DOH-licensed clinical laboratories, shall include the following:
  - 1. Complete blood count with platelet count
  - 2. Urinalysis
  - 3. Fecalalysis
  - 4. Fecal occult blood test
  - 5. Lipid profile (total cholesterol, HDL, LDL, triglycerides)
  - 6. Fasting blood sugar
  - 7. Oral glucose tolerance test
  - 8. Pap smear
  - 9. Creatinine
  - 10. Blood typing
  - 11. Screening for hepatitis B, syphilis, and HIV
  - 12. Sputum microscopy or Nucleic acid amplification test
  - 13. Dengue rapid test
- G. In DOH-identified endemic areas, additional appropriate diagnostic test/s shall be provided, either within the PCF or outsourced from one or more DOH-licensed clinical laboratories (example: Kato Katz Schistosomiasis, Malaria smear, Filaria smear, slit-skin smear, and rapid plasma reagin for Syphilis).
- H. Every PCF shall have documented administrative Standard Operating Procedures (SOP) for the provision of its services.
- I. Every PCF shall have documented technical policies and procedures for individual-based and/or population-based primary care services, based on policies, guidelines, and Manual of Procedures issued by DOH and PhilHealth.
- J. Every PCF shall have documented policies and procedures on the establishment and/or its participation in the primary care provider network.
- K. PCFs that provide primary care services through digital technologies for health and mobile health services, shall adhere to the existing or subsequent

telemedicine guidelines issued by DOH Knowledge Management and Information Technology Service (KMITS).

## V. QUALITY IMPROVEMENT (QI) ACTIVITIES

Every PCF shall establish and maintain a system for continuous quality improvement activities.

- A. Each PCF shall have policies and procedures on Quality Assurance Program (QAP) and continuous quality improvement.
- B. The Quality Assurance Program shall have a written plan and its implementation shall be continuous with period reviews.

## VI. INFORMATION MANAGEMENT

Every PCF shall maintain a system of communication, recording and reporting and releasing of patient's results, in adherence to Republic Act (RA) No. 10173 also known as the "Data Privacy Act of 2012" and RA No. 11332 also known as the "Mandatory Reporting of Notifiable Diseases and Health Events of Public Health Concern Act."

- A. Medical Records
- B. Validated Electronic Medical Records (EMR)
- C. Proof of submission of data to National Database of Human Resources for Health Information System (NDHRHIS)
- D. Technical records/logbooks of:
  1. Sentinel/adverse events
  2. Navigation, coordination and referrals of patients through the Primary Care Provider Network and Health Care Provider Network
- E. Administrative records of:
  1. Minutes of the Meeting
  2. Attendance logbook
  3. 201 Personnel Staff files
  4. Reports of DOH inspection and monitoring activities
  5. Preventive and corrective maintenance of equipment
  6. Maintenance and monitoring of health facility
- F. Records Management
  1. There shall be documented policies and procedures on access to and confidentiality of patient's information. Likewise, the right of the patient to obtain records of treatment and other relevant medical information shall be observed.
  2. Retention and disposal of medical records and other relevant information whether paper-based or electronic media shall be in accordance with the standards promulgated by DOH or by competent authorities for such purposes.

**VII. ENVIRONMENTAL MANAGEMENT**

PCF shall ensure that the environment is safe for its patients and staff, including the general public.

- A. There shall be a program of proper maintenance and monitoring of physical facilities.
- B. There shall be procedures for the proper disposal of infectious wastes and toxic and hazardous substances in accordance with RA 6969, also known as "Toxic and Hazardous Substances and Nuclear Wastes Act" and other related policy guidelines and/or issuances.
- C. There shall be a "No smoking policy" and that the same shall be strictly enforced.
- D. There shall be a contingency plan in case of accidents and emergencies.

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