



Republic of the Philippines  
 Department of Health  
 Region Office VII  
**EVERSLEY CHILDS SANITARIUM**  
 Jagobiao, Mandaue City, Cebu 6014



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*The 1<sup>st</sup> ISO Certified DOH Retained Hospital in Visayas and Mindanao*

**Annex 4 – ARTA COMPLIANCE TEMPLATE**

**CERTIFICATION OF COMPLIANCE**

I, Lope Ma. P. Carabaña, Jr., Filipino, of legal age, Medical Center Chief I of Eversley Childs Sanitarium, being responsible and accountable in ensuring compliance with section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulation, hereby declare and certify the following truths:

1. The Eversley Childs Sanitarium has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and Mission of the Agency
  - b. Frontline Services Offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedures
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the services offices of Eversley Childs Sanitarium that deliver frontlines services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said services offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information materials (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on December 2010 and underwent review and revision on December 2011, December 2013, June 2013 due to ISO requirements especially the procedures and interfacing of units as required under Section 4, Rule IV of the IRR: *The office shall review the Citizen's Charter whenever necessary, but not less than once every two years.*
7. The Citizen's Charter already shows the improvement that resulted from the process review of frontline service delivery, specifically: 1) From six (6) now only three (3) Admitting Clerk in the ER to assist admissions to various clinical areas, 4) Patient's Directory in the Main Guard House, PHARU & Nurse's Stations, 5) Release of Sputum Exam Result within 1 day instead of 3 days, 6) Computed hospital bill ready for pick-up instead of patient's accompanying requesting the Billing Section for Computation, Its now the nurse who request the patients hospital bill, and tarpaulins of anti-fixer campaign and no gift policy posted in all areas of the hospital.

This Certifications is being issued to attest the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 19<sup>th</sup> day of November, 2015, in Eversley Childs Sanitarium, Mandaue City, Cebu Philippines.

SUBSCRIBED AND SWORN TO BEFORE ME ON  
 THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ AT CEBU CITY, PHILIPPINES  
 NOV 28 2015

**ERIC M. ALIVIO** LOPE MA. P. CARABANA, JR., MD, MHA, CSEE  
 NOTARY PUBLIC FOR AND IN THE CITY OF CEBU  
 J-KING BLDG., J.L. BRIONES ST. (BESIDE LTRB) NORTH RECLAMATION AREA, CEBU CITY  
**Medical Center Chief I**

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