



LUNG CENTER OF THE PHILIPPINES

Quezon Avenue Extension, Quezon City, Philippines 1100

ISO 9001:2008 CERTIFIED

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

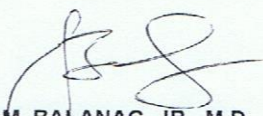
I, **VINCENT M. BALANAG, JR., M.D.**, Executive Director IV of the **Lung Center of the Philippines**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The Lung Center of the Philippines has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the Lung Center of the Philippines
 - 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 procedure
 - 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 the Lung Center of the Philippines that deliver frontline 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 service offices.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the Lung Center's website and accessible to the public.
- 6) The Lung Center of the Philippines has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Emergency Room	Step 4- Medical examination and diagnostic work-up of patients	From 1 to 4 hours reduced to 1-3 hours	Shortened stay at the Emergency Room
Radiology Department – Diagnostic Section	Step 6 – Releasing of official results of x-ray contrast	From 3 working days to within 24 hours	Early diagnosis and treatment
	Step 5 - Releasing of official results of x-ray non-contrast	From 3 working days to within 24 hours	Early diagnosis and treatment
Pathology and Laboratory, Outpatient Laboratory Services	Step 1 – Waiting time for procedure to be done	From 5-20 minutes reduced to 5-10 minutes	Shortened waiting time
	Step 3 – Explaining of procedure to patients	From 8 minutes reduced to 5 minutes	Shortened turnaround time

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


IN WITNESS HEREOF, I have hereunto set my hand this 25th of July, 2018 in Quezon City, Philippines.


VINCENT M. BALANAG, JR., M.D.
Executive Director IV
Lung Center of the Philippines *Full*

SUBSCRIBED AND SWORN to before me this 31 JUL 2018 of July 2018 in Quezon City, Philippines, with affiant exhibiting to me his/her _____ issued on _____ at _____.

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NOTARY PUBLIC


Atty. RUBEN M. AZANES, JR.
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Valid Until December 31 2018
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MCLE No. V-0024616/TIN140-394-80
PRRS CAMP CRAME, QUEZON CITY