



Licensing Systems Digitization Model

CLICS-Inspired Digital Licensing System for the Department of Health (DOH) Philippines

Brand: Global Care Corporation as the Operational Company (OpCo) – Philippines and Real Estate Development International (RED Int'l) as the Property Company (PropCo) Management for Senior Living Facilities

Consultant: International Health Care Consultant Model

Overview

Objective

To develop a centralized, secure, scalable, and user-friendly digital licensing platform that streamlines the application, renewal, inspection, monitoring, and compliance processes for all healthcare facilities regulated by the Department of Health (DOH) Philippines. The system is conceptually modeled after North American digital licensing platforms and adapted for Philippine regulatory requirements.

Key Components of the Digital Licensing System

Module	Functionality
1. User Portal	Secure registration and login, user profile management, personalized dashboard, and real-time application tracking
2. Facility Licensing	New license applications, renewals, document uploads, automated fee calculations, and renewal scheduling
3. Background Checks	Owner and operator background screening, fingerprint processing status, waiver submission, and compliance verification
4. Inspection Scheduling	Pre-inspection readiness checklist, inspection calendar, inspector assignment, and optional virtual walkthrough capability
5. Digital Document Vault	Secure storage for permits, architectural plans, engineering documents, accreditation certificates, and compliance records
6. Notifications & Alerts	Automated email and SMS notifications for application updates, inspection schedules, deficiencies, renewals, and license expirations
7. DOH Administrative Dashboard	Workflow management, reviewer assignments, application status monitoring, audit trail, reporting, and analytics

Module	Functionality
8. Payment Gateway	Secure online payment processing for application, renewal, inspection, and licensing fees integrated with approved government payment systems
9. Survey & Feedback	Facility satisfaction surveys, applicant feedback, inspector evaluation tools, and service quality reporting
10. Regional Localization	Configurable options for Department of Health (DOH) Regional Offices, facility classifications, regional routing, and priority processing queues

Digital Licensing Workflow

1. Register User Account
2. Select Facility Type
3. Complete Online Application
4. Upload Required Documents
5. Submit Application
6. Pay Applicable Fees
7. Schedule Inspection
8. Department of Health (DOH) Technical Review
9. Receive Licensing Decision
10. Renew, Request Re-inspection, or File an Appeal

Security & Compliance Framework

The system incorporates enterprise-grade security features, including:

- Role-based access control (Applicant, Facility Administrator, Inspector, DOH Reviewer, Regional Administrator, National Administrator)
- Multi-factor authentication (2FA)
- SSL/TLS encrypted communications
- Comprehensive audit logs with date and time stamps
- Electronic document retention and archival management
- Compliance with the Philippine Data Privacy Act of 2012
- Privacy and security controls informed by internationally recognized health information protection practices

Localized Adaptation for the Department of Health (DOH) Philippines

Feature	North American Reference Model	Philippine Adaptation
Application Forms	Central Locality Integrated Care Service (CLICS)-style digital application wizard	Digital replica of applicable DOH licensing forms
Facility Categories	Centers for Medicare Services (CMS) and State licensing classifications	DOH-recognized healthcare facility classifications
Background Checks	FBI/State Department of Justice processing	Integration with National Bureau of Investigation (NBI), Philippines National Police (PNP), and Bureau of Immigration processes where applicable
Online Payments	Credit Card, ACH, Government Payment Systems	LandBank, GCash, Bayad Center, and other government-approved payment channels
Regional Routing	State and County Offices	DOH Central Office and Regional Offices (e.g., NCR, Region III, Region VII, Region XI, BARMM, etc.)

Optional System Integrations

The platform may be integrated with the following government and healthcare information systems:

- Department of Health (DOH) Human Resource Information System (HRIS)
- Professional Regulation Commission (PRC) License Verification Services
- PhilHealth Accreditation and Provider Information Systems
- Local Government Unit (LGU) Building Permit Portals
- Bureau of Fire Protection (BFP) Fire Safety Inspection System
- Environmental Compliance and Waste Management Systems
- Electronic Document Management and Digital Signature Platforms

Expected Benefits

- Faster licensing and renewal processing
- Standardized compliance procedures nationwide

- Improved transparency and regulatory oversight
- Reduced administrative workload for healthcare providers and regulators
- Enhanced data accuracy and reporting capabilities
- Better applicant experience through end-to-end digital services
- Increased readiness for inspections and accreditation
- Scalable platform to support future healthcare facility growth across the Philippines