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**CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

RB/T 307-2017

**Certification requirements for healthcare service organization
(English Translation)**

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Foreword

This standard was drafted in accordance with the rules given in GB/T 1.1-2009.

This standard is proposed and managed by the National Certification and Accreditation Administration.

This standard was drafted. National Certification and Accreditation Administration, Certification and Accreditation Technology Research Institute, Zhongjian Standard (Beijing) Certification Service Limited Company, Beijing Guokang Health Service Research Institute, Beijing Shengyu Olive Enterprise Management Co., Ltd., China Health Care Association Leisure Health Professional Committee, Beijing Wuzhisheng Foot Reflex Zone Health Center Co., Ltd., Shenzhen Zhonghang Fitness Fashion Co., Ltd.

Introduction

The global economic structure has been transformed from an "industrial economy" to a "service economy." The tertiary industry has become more and more popular in the national economy. Traditional health care the health care industry is developing rapidly. The State Council's "Twelfth Five-Year Plan for the Development of the Service Industry" clearly states that "we must actively promote health testing, health care, the development of health service industry such as rehabilitation care, and the State Council's "Chinese Medicine Health Service Development Plan (2015-2020)" clearly stated Introduce a certification system in the field of medical health services.

The rapid development of the health care industry has led to the phenomenon of unregulated industry and market chaos. For the standardization and specialization of the health service industry, the development of high service quality and service level requires health care service organizations to meet the requirements of China's laws, regulations and relevant standards.

This standard is specially formulated to promote the healthy and sustainable development of the health care service industry.

This standard combines the characteristics of China's health care service industry to put forward requirements in four aspects. health service safety, hygiene, professionalism and comfort.

The service environment, service facilities, service provision, customer perception, service evaluation and service improvement stipulate the certification requirements of the health service organization.

This standard can be used as the basis for the quality assessment of health care services.

Health Service Organization Certification Requirements

1 Scope

This standard gives the terms and definitions, service certification requirements, and management of health care services and their business premises to provide health care services to customers.

Certification requirements and service evaluation.

This standard is applicable to the conditioning health care services and beauty care services provided by the certification body to the health care service organizations and their business premises.

And other health services meet the requirements of the conformity determination, as well as the self-improvement of the health care organization.

2 Normative references

The following documents are indispensable for the application of this document. For dated references, only dated versions apply to this article.

Pieces. For undated references, the latest edition (including all amendments) applies to this document.

GB 13495 fire safety sign GB/T 30444-2013 Health Service Industry Classification Special Equipment Safety Supervision Regulations (Order No. 549 of the State Council)

3 Terms and definitions

The terms and definitions defined in GB/T 30444-2013 and the following terms apply to this document.

Health care service

In health service business premises, health care service personnel use technology, techniques, products, knowledge, etc. through non-medical purposes.

We provide services for customers to maintain their body and mind, improve their physical fitness, prevent diseases, and promote rehabilitation.

[GB/T 30444-2013, definition 2.1] 3.2 Health care organization

healthcareserviceorganization A business or group that provides health care services.

Conditioning health care service processinghealthcareservice Use professional technology or substances, appliances directly to the customer's health care services.

[GB/T 30444-2013, definition 2.7] 3.4 Beauty care service beautyhealthcareservice A

health care service that makes customers look beautiful and healthy.

Health care service healthcareserviceitem Health care services provided by health care organizations to meet customer needs.

[GB/T 30444-2013, definition 2.4]