



## 總則

### General Guidelines

一、台灣伊斯蘭協會(以下簡稱本會)為提供穆斯林友善醫院認證之服務以提升穆斯林在台灣之醫療環境，特訂定本辦法。

I. Islamic Association of Taiwan (IAT) has created the measures for regulating the issue of muslim-friendly hospital certification for the purpose of improving Muslims' medical environment in Taiwan.

二、本會穆斯林友善醫院認證標準須完全以伊斯蘭教法為依歸。

II. IAT shall completely abide by Islamic law in issuing muslim-friendly hospital certificates.

## 服務對象

### Service Targets

三、本會穆斯林友善醫院認證服務對象為台灣地區合法營業之醫院。

III. IAT muslim-friendly hospital certificates shall be offered to legal medical hospitals in Taiwan.

## 服務流程

### Service Procedure

四、穆斯林友善醫院認證流程為事前諮詢、建置輔導、審核認證及永續合作。

IV. The procedure of issuing muslim-friendly hospital certificate includes preliminary consultation, establishment guidance, verification and certification, and continual cooperation:

(一) 事前諮詢：本會收到申請書並確認申請者符合資格後，對申請者介紹穆斯林友善醫院認證之方式，雙方同意後簽訂合作備忘錄(內含本會向申請者預收之建置輔導費請款單)，申請者須於簽訂後七日內完成匯款。

A. Preliminary consultation: After receiving the application form and validating the applicant's qualification, IAT shall introduce the certification methods of muslim-friendly hospital to the applicant. With the consent of both parties, an MOU of cooperation shall be signed with the invoice of establishment guidance fee. The applicant shall accomplish the payment within seven days after signing.



- (二) 建置輔導：本會於簽訂合作備忘錄且收到建置輔導費後，派專員輔導申請者建置穆斯林友善醫院認證所要求之硬體設施及軟體措施。
- B. Establishment guidance: After signing the MOU of cooperation and receiving the payment of establishment guidance fee, IAT shall assign one commissioner to guide the applicant to establish the facilities and operative methods required for meeting the measures of muslim-friendly hospital.
- (三) 審核認證：申請者完成建置穆斯林友善醫院認證所要求之硬體設施及軟體措施後，由本會派員針對檢核事項逐一稽核，審核通過後雙方簽署協議書(內含本會向申請者收取之認證費請款單)，申請者須於合約簽署後七日內完成匯款，本會須於收到款項後七日內授予申請者證書。
- C. Verification and certification: After the establishment of required facilities and SOP for muslim-friendly hospital is accomplished by the applicant, IAT shall assign commissioners for auditing the requirements. When all the requirements are verified, both parties shall sign an agreement which contains the invoice of certification fee. The applicant shall accomplish the payment within seven days after signing. IAT shall issue the certificate to the applicant within seven days after receiving the payment.
- (四) 永續合作：協議書效期二年，期間申請者得不限次數向本會諮詢穆斯林病人及家屬與伊斯蘭宗教有關之問題，本會須協助申請者推廣其國內外穆斯林醫療服務，且定期檢核其穆斯林醫療服務之執行成效。
- D. Continual cooperation: The agreement is valid for two years. During the two years, the applicant is entitled to consult IAT with regard to any Islamic issues related to Muslim patients and their families. IAT shall assist the applicant in promoting its medical services for Muslims in and out of Taiwan and meanwhile inspect its operation of medical services for Muslims.
- (五) 認證續約：本會於期滿前二個月以電子郵件寄續約申請書給申請者並以電話通知本案聯絡人，申請者填寫並回傳續約申請書後，經本會文件審查通過，即進行本辦法第四條第三款之審核認證工作。期滿未完成續約者，本會須正式函文申請者要求即日移除與本認證相關之所有文字圖像，且於本會電子及實體資訊領域更新此訊息，並知會其他相關機關、團體、網站等單位，以確保本會權益及所有穆斯林知的權利。
- E. Certificate Renewal: IAT shall send a renewal application form to the applicant two months before the expiry date of the certificate via e-mail and inform the contact person via telephone. After receiving the filled renewal form and verifying the documents, IAT shall commence the verification and certification procedure of Clause 3 of Article 4. IAT shall send an official letter to the applicant at the request of removing all verbal or graphic signs relating to this certification if the latter fails in renewing the certificate before the expiry date; meanwhile, IAT shall update this news in its digital and paper



information fields as well as inform other related organizations, groups, websites, etc. to protect the rights of IAT and all Muslims.

## 收費

### Fee

#### 五、收費標準

##### V. Charging standard:

(一) 建置輔導費新台幣貳萬元整，於雙方簽訂合作備忘錄時收取。

A. The establishment guidance fee is twenty thousand NTD, which shall be charged upon signing the cooperation MOU.

(二) 認證費新台幣貳萬元整，於雙方簽訂協議書時收取。

B. The certification fee is twenty thousand NTD, which shall be charged upon signing the agreement.

(三) 專員前往輔導、檢核及其他配合申請者出席活動之交通費須由申請者支付，實報實銷。

C. Transportation fare of the commissioners for establishment guidance and auditing as well as of any other activity participant at the request of the applicant shall be reimbursed by the client.

(四) 申請者如欲辦理備忘錄或協議書之公證，公證費須由申請者支付。

D. If the applicant asks for notary public of the MOU or the agreement, the fee shall be paid by it.

(五) 申請者如欲辦理證書之公證暨外交部認證，本會收取代辦費新台幣貳仟元整。

E. If the applicant asks for notary public and MOFA certification of the certificate, IAT shall charge two thousand NTD as service charge.

## 服務內容

### Service Content

六、本會提供之服務包含事前諮詢、建置輔導、審核認證、代辦證書之法院公證及外交部認證、穆斯林與宗教相關之醫療問題諮詢及國內外穆斯林醫療服務之協助推廣。

VI. The services provided by IAT include preliminary consultation, establishment guidance, verification and certification, applying for the certificate's notary public and MOFA certification, consultation of religious issues related to Muslims' medical affairs, and assisting in promoting the medical services for Muslims in and out of Taiwan.

七、本會不提供與伊斯蘭宗教無關之服務，申請者提交之專業文件證明須由合法立案之公私立單位頒授；申請者與伊斯蘭宗教無關之事宜悉依政府規定辦理，本會不予介入。

VII. IAT shall not provide the services for issues unrelated to the religion of Islam. The professional documents or certificates submitted by the applicant shall be issued



by legal units. The applicant's issues unrelated to the religion of Islam shall abide by the regulations of the government and IAT shall not be involved in any of them.

八、本會須每年或每半年進行例行檢核，特殊情況得每三個月進行檢核，視情況而定。如有任何對受證者不利之指控且握有證據，或檢核員對受證者有任何質疑，本會當立即處理。

VIII. Regular inspection by IAT shall be done yearly or each six months. In some situations, an inspection of each three months is required. Immediate action shall be taken if there is any complaint with evidence against the certified client or the inspector has any suspicion toward the certified.

九、本會對違反認證規定之受證者得提出警告，共給予三次機會糾正錯誤並進行改善（每次機會時效二週），經三次警告仍無法改善者，本會得逕行撤銷證書而不另行通知，且不予退費。如受證者之過失對伊斯蘭社會造成嚴重傷害，本會得採取法律行動以捍衛伊斯蘭尊嚴及穆斯林權益。

IV. IAT shall warn the client who has violated the regulations of the certification. Three chances shall be given to the client to correct and adjust the errors (each chance shall be done in two weeks). After the third warning, the certificate shall be canceled without any further notice, and no refund shall be paid to the client. IAT has the right to take legal action against the client if the error causes major damages to the Islamic society.

十、認證之申請案件如有複雜難解之情況發生，應交由理事會討論決議。

X. Any complicated issues, cases, or unclear visions regarding any of the applications shall be discussed in BOD meeting.

## 工作人員

### Personnel

十一、申請書由清真認證組組長審核，並於確認申請資格後，進行電話或網路之事前諮詢。

XI. The application form shall be reviewed by the coordinator of Halal Certification Division (HCD), who shall commence preliminary consultation via telephone or internet after validating the applicant's qualification.

十二、合作備忘錄須由秘書長簽署，簽署後由清真認證組組長本人或指派合格之組員擔任建置輔導專員；建置完成後，由秘書長和伊斯蘭教法顧問共同執行稽核工作。

XII. MOU of cooperation shall be signed by secretary general. After signing, HCD coordinator shall be or assign a qualified staff to be the commissioner of establishment guidance. After the establishment is accomplished, secretary general and Islamic consultant shall conduct the work of auditing.



十三、稽核結果須由清真認證組組長、秘書長與伊斯蘭教法顧問共同審核後，方得做出批准或否決之決議。

XIII. The result of auditing shall be reviewed by HCD coordinator, secretary general, and Islamic consultant to reach the resolution of approval or disapproval.

十四、協議書之簽署應由理事長為之。清真證書須由本會秘書長及伊斯蘭教法顧問簽署並蓋上本會圖記方始生效。

IX. The agreement shall be signed by the president of IAT. The certificate shall be signed by the secretary general and the Islamic consultant of IAT with the official stamp from MOI.

### 附則

#### Other

十五、本辦法須由理事會通過後施行，修正時亦同。

XV. This certification measures shall be approved or amended by BOD meeting before activating.