Quality health care for all through responsiveness to public opinion, attitudes and expectations

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Purpose of this charter

The Ministry of Health and Quality of Life (MOH&QL) customer charter indicates the core services that it provides and defines its commitments and obligations, its customer’s rights and obligations, as well as explicit mechanisms to address complaints.

Introduction

The MOH&QL has the overall responsibility for ensuring that quality and equitable health services are available to the entire population. Its policy is to improve quality and delivery of health care while promoting greater efficiency in its services, with emphasis on customer satisfaction.

The main objectives of the Ministry are:

• to provide free access to affordable primary health and hospital care services, including specialised treatment;
• to improve the quality of life of people by attaching importance to primary prevention and by enhancing health promotion programmes against non-communicable diseases (NCDs); and
• to prevent vector borne, waterborne and other infectious diseases, including HIV and AIDS, through enhanced surveillance and efforts to safeguard the population against unhygienic environment.
The package of primary health care services in Mauritius includes the following:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnosis and Treatment of Common Diseases and Injuries</td>
<td>Immunisation</td>
</tr>
<tr>
<td>Referral to &amp; Follow up from hospitals</td>
<td>School Health Services</td>
</tr>
<tr>
<td>Diabetes Clinics</td>
<td>Health Promotion and Education</td>
</tr>
<tr>
<td>Antenatal Clinics</td>
<td>Surveillance of Communicable Diseases</td>
</tr>
<tr>
<td>Well Baby Clinics</td>
<td>Environmental &amp; Occupational Health</td>
</tr>
<tr>
<td>Specialist Sessions</td>
<td>Family Planning &amp; Reproductive Health Services</td>
</tr>
<tr>
<td>Dental Clinics</td>
<td>Post Natal Clinics</td>
</tr>
</tbody>
</table>

The package of hospital services includes the following:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Accident &amp; Emergency</td>
<td>Plastic Surgery</td>
</tr>
<tr>
<td>General Medicine</td>
<td>Psychology &amp; Psychiatry</td>
</tr>
<tr>
<td>Paediatrics</td>
<td>Rheumatology</td>
</tr>
<tr>
<td>General Surgery</td>
<td>Paediatric Surgery</td>
</tr>
<tr>
<td>Orthopaedics</td>
<td>Cardiology/Cardiac Surgery</td>
</tr>
<tr>
<td>Gynaecology and Obstetrics</td>
<td>Diabetes/Endocrinology</td>
</tr>
<tr>
<td>Anaesthesia</td>
<td>Imaging facilities including CT Scan and MRI</td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>Dermatology</td>
<td>Diagnostic Laboratory Investigations</td>
</tr>
<tr>
<td>Intensive Care Services</td>
<td>Social Care Services including therapy</td>
</tr>
<tr>
<td>Nephrology</td>
<td>Oral and Maxillofacial surgery</td>
</tr>
<tr>
<td>Gastro-enterology</td>
<td>Oncology and Radiotherapy</td>
</tr>
<tr>
<td>Ophthalmology</td>
<td>Infectious Diseases management</td>
</tr>
<tr>
<td>Otolaryngology</td>
<td>Respiratory Medicine</td>
</tr>
</tbody>
</table>

Other services provided by the MOH&QL include podiatric care, dialysis, and transportation of patients by ambulances as well as SAMU services in case of emergency.

**This customer charter expresses the Ministry’s efforts to achieve the following:**

- Increased access to equitable health services.
- Improved quality of services offered in the health sector.
- Improved efficiency and effectiveness of service delivery.
- Enhanced regulatory capacity for effective healthcare delivery.
- Timely responsiveness to health needs of the population.
Responsibilities of the Ministry:

• Formulation and implementation of health policies.
• Provision and promotion of preventive, curative and rehabilitative health services.
• Setting standards and regulating the provision of health service delivery.
• Provision of maternal and child health services.
• Management of primary health care centres and hospitals.
• Health inspection and other health services including food safety.

Key obligations of health care workers:

• Promote healthy lifestyles for the prevention of diseases.
• Provide timely and quality health services.
• Treat customers with respect and compassion.
• Handle patient information in strict confidentiality.
• Respond promptly to enquiries, written correspondence and complaints.
Patient’s rights:

• Right to safe and sound health care.
• Right to accurate information.
• Right to timely service.
• Right to privacy and confidentiality.

Obligations of Stakeholders:

• Engage in healthy life style.
• Provide health care providers with the relevant and accurate information for diagnostic, treatment, rehabilitation and counselling purposes.
• Comply with treatment and medical instructions.
• Cooperate to maintain clean and hygienic conditions.
• Care of health records in his or her possession.
How to contact us: | Telephone Number
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Head Office | 201 2596 / 201 1927
Dr A.G. Jeetoo Hospital | 203 1001
J. Nehru Hospital | 603 7000
Flacq Hospital | 402 2400
SSRN Hospital | 243 4670 / 209 3400
Victoria Hospital | 402 0800
Brown Sequard Mental Health Care Centre | 402 1400
ENT Hospital | 686 2061-64
Long Mountain Hospital | 245 2532 / 245 0200
Mahebourg Hospital | 604 2000 / 631 9556
Poudre D’Or Hospital | 282 1181 / 283 7568
Souillac Hospital | 625 5589 / 603 7100
S. Bharati Eye Hospital (Moka) | 433 3429 / 433 4015
Y. Cantin Community Hospital (Black River) | 483 6784

Suggestions or complaints, if any, can be made:

(a). in person, after appointment with the Head of the Unit concerned;

(b). through correspondence addressed to the Head of the institution concerned or to the Regional Health Director of the Region; or

(c). by emailing at moh@govmu.org to the attention of the Senior Chief Executive.

Disclaimer:

*This Charter is published for information only and is therefore not a legal binding document.*