"Health is the absence of both physical and mental diseases and wellness is the state of living a healthy lifestyle"
Purpose of this Charter

The Ministry of Health and Wellness (MOH&W) 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&W has the overall responsibility of ensuring that quality and equitable health services are accessible to the entire population at all times. Its policy is to continually improve the delivery of health care by promoting greater efficiency and effectiveness while laying emphasis on customer satisfaction. The Ministry is also responsible to promote healthy lifestyle.

The main functions of the Ministry are:

• to provide free access to affordable primary health and hospital care services including specialised treatment;

• to improve the wellness of people by attaching importance to primary prevention mainly through health promotion programmes against non-communicable diseases (NCDs) and their risk factors; and

• to prevent vector borne, waterborne and other infectious diseases, including HIV and AIDS, through enhanced surveillance and maintenance of hygienic environment.
The list of primary health care services in Mauritius includes the following:

<table>
<thead>
<tr>
<th>Diagnosis and Treatment of Common Diseases and Injuries</th>
<th>Immunisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Referral to &amp; Follow up from hospitals</td>
<td>School Health Services</td>
</tr>
<tr>
<td>NCD Clinics</td>
<td>Health Promotion and Education</td>
</tr>
<tr>
<td>Antenatal and post natal 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>
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<td>Dental Clinics</td>
<td>Ayurvedic Clinics</td>
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The hospital services include the following:

<table>
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<tr>
<th>Accident &amp; Emergency</th>
<th>Plastic Surgery</th>
</tr>
</thead>
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<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>
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<td>Anaesthesia</td>
<td>Imaging Facilities including CT Scan and MRI</td>
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**Immunisation**

**Referral to & Follow up from hospitals**

**School Health Services**

**NCD Clinics**

**Health Promotion and Education**

**Antenatal and post natal Clinics**

**Surveillance of Communicable Diseases**

**Well Baby Clinics**

**Environmental & Occupational Health**

**Specialist Sessions**

**Family Planning & Reproductive Health Services**

**Dental Clinics**

**Ayurvedic Clinics**

The hospital services include the following:

**Accident & Emergency**

**Plastic Surgery**

**General Medicine**

**Psychology & Psychiatry**

**Paediatrics**

**Rheumatology**

**General Surgery**

**Paediatric Surgery**

**Orthopaedics**

**Cardiology/Cardiac Surgery**

**Gynaecology and Obstetrics**

**Diabetes/Endocrinology**

**Anaesthesia**

**Imaging Facilities including CT Scan and MRI**

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

To improve the wellness of the population, the Ministry lays emphasis on the prevention of diseases as well as the promotion of healthy lifestyle mainly through health education and the provision of facilities for physical activities.

**This Customer Charter expresses the Ministry’s ongoing effort to respond to the health needs and aspirations of the population through:**

- Enhanced access to affordable health services.
- Improved quality of care.
- Improved efficiency of service delivery.
- Enhanced regulatory and surveillance capacity.
**Main responsibilities of the Ministry:**

- Formulation and implementation of health policies.
- Provision and promotion of preventive, curative, rehabilitative and palliative health services.
- Provision of maternal and child health services.
- Management of primary health care centres and hospitals.
- Setting standards and implementing regulations.
- Inspection for basic sanitation and food safety.

**Key obligations of health personnel:**

- 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, correspondence and complaints.
**Patient’s rights:**

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

**Obligations of Customer:**

- Engage in healthy life style.
- Provide all required information to health care personnel.
- Comply with medical advice and treatment.
- Cooperate to maintain clean and hygienic environment.
- Ensure the protection of documents in their custody.
# How to contact us:

<table>
<thead>
<tr>
<th>Institution</th>
<th>Telephone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Office (Port Louis)</td>
<td>201 2596 / 201 1927</td>
</tr>
<tr>
<td>Dr A.G. Jeetoo Hospital</td>
<td>203 1001</td>
</tr>
<tr>
<td>J. Nehru Hospital</td>
<td>603 7000</td>
</tr>
<tr>
<td>Dr Bruno Cheong Hospital</td>
<td>402 2400</td>
</tr>
<tr>
<td>SSRN Hospital</td>
<td>243 4670 / 209 3400</td>
</tr>
<tr>
<td>Victoria Hospital</td>
<td>402 0800</td>
</tr>
<tr>
<td>Brown Sequard Mental Health Care Centre</td>
<td>402 1400</td>
</tr>
<tr>
<td>ENT Hospital</td>
<td>4609391</td>
</tr>
<tr>
<td>Long Mountain Hospital</td>
<td>2092030</td>
</tr>
<tr>
<td>Mahebourg Hospital</td>
<td>604 2000 / 631 9556</td>
</tr>
<tr>
<td>Poudre D’Or Hospital</td>
<td>282 1181 / 283 7568</td>
</tr>
<tr>
<td>Souillac Hospital</td>
<td>603 7100</td>
</tr>
<tr>
<td>S. Bharati Eye Hospital (Moka)</td>
<td>4605000</td>
</tr>
<tr>
<td>Y.Cantin Community Hospital (Black River)</td>
<td>483 6784 / 4836684</td>
</tr>
<tr>
<td>SAMU Service</td>
<td>114</td>
</tr>
<tr>
<td>Aids Unit (Main Office)</td>
<td>2139145</td>
</tr>
</tbody>
</table>

# 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.

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**Disclaimer:**

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

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