



Republic of Mauritius

MINISTRY OF HEALTH AND WELLNESS

# CUSTOMER CHARTER

***“Health is the absence of both physical and mental diseases and wellness is the state of living a healthy lifestyle”***

**December 2020**

<http://health.govmu.org>



## **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:

Diagnosis and Treatment of Common Diseases and Injuries	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

Dermatology	Diagnostic Laboratory Investigations
Intensive Care Services	Social Care Services including Therapy
Nephrology	Specialised Dental Care
Gastro-enterology	Oncology and Radiotherapy
Ophthalmology	Infectious Diseases Management
Otolaryngology	Respiratory Medicine

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:

## Telephone Number

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

### **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](mailto:moh@govmu.org) to the attention of the Senior Chief Executive.

### **Disclaimer:**

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