

Message



Dr. the Hon. Christopher Tufton, MP
Minister of Health

While customer service must be an important component of any business strategy, in health care, the focus on the customer/patient should be at the heart of our operations. All staff must understand their role in providing efficient and effective service and becoming more responsive to the needs of clients. The Ministry of Health takes this responsibility seriously and is keen on facilitating the provision of the highest quality customer service to Jamaicans while ensuring the best possible health outcomes. Our commitment is to treat every client with respect, attend to their needs promptly and efficiently and give courteous service.

In keeping with the mandate for public sector entities to develop, publish and execute their own Customer Service Charter, the National Health Fund (NHF) published its first customer service charter in 2009. Since then, the NHF has performed at the highest level, winning the Prime Minister's Award for Customer Service in the Public Sector in 2015. This latest publication which presents revised standards of service is indicative of the organization's commitment to continuous improvement in customer satisfaction.

This Customer Service Charter can be used as a guide for customers to demand the type of service that should be available to them, accepting nothing but the highest standards. In addition, it serves as the customer service blue print for staff to understand the requirements for dealing with customers.

The NHF is an important partner in the institutional expansion and strengthening of the Jamaican health sector and plays a pivotal role in combating the epidemic of non communicable diseases. Through its dedication to high levels of customer service NHF fully recognizes its role in the achievement of our National Development Goals – Vision 2030 - to make Jamaica the place of choice to live, work, raise families and do business.

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Message



Gregory Mair
Chairman

The National Health Fund (NHF) consistently strives to surpass customers' expectations. This Customer Service Charter serves to reaffirm our commitment to you, our customers to provide exceptional service while displaying professionalism, dedication and integrity complemented by strong morals and ethics.

In this Customer Service Charter we have outlined new customer entitlements for all areas of operation and the parameters within which our team members are expected to operate when you do business with the NHF.

Our ability to maintain our quality service standards are also dependent on you, and so we have also outlined the expectations we have of you that will ensure that your interaction with the NHF staff will always be a smooth and pleasant one.

We will endeavour to provide our customers with the highest quality of service and should we in any way fall short we have entrenched in this Charter the recourse available. We also invite your regular feedback as we continue to improve our service.

The Board of the NHF pledges to uphold the stated standards and values as we work towards achieving our mission and vision and we agree to be held accountable for the commitments made through this Charter.

Message



Everton W. Anderson, JP
Chief Executive Officer

At the National Health Fund (NHF) we acknowledge that to provide excellent customer service we need to listen to our customers and other stakeholders and increase our employee's awareness of their customer service obligations.

The organization provides service to customers accessing NHF Individual Benefits, Institutional Benefits, Health Promotion and Public Relations Programmes, Pharmacy Services and Warehousing and Distribution of Pharmaceuticals and Sundries.

This NHF Customer Service Charter outlines what you should expect each and every time you interact with a NHF staff member and demonstrates our commitment to excellent customer service.

We are committed to:

- providing you with information on our responsibilities
- meeting your reasonable expectations for high service standards
- offering you the opportunity to give us feedback on our performance
- supplying you with direct contacts at the NHF to discuss service issues.

As we strive to continuously improve in the delivery of quality customer service, we anticipate that your experiences with the NHF will always meet and exceed your expectations.

Customer Service Charter

Vision Statement

No financial barriers to health care.

Mission Statement

To provide funding for specified healthcare benefits, health promotion, health projects and pharmacy services in a sustainable, efficient and customer centric environment.

Statement of Values

At the National Health Fund, we are committed to the highest standards of honesty, integrity and quality. We will at all times be professional in discharging our responsibilities and be guided by noble moral and ethical standards.

Quality Policy

It is the policy of the NHF to:

1. Provide services of the highest possible standards that meet our customer requirements and enhance customer satisfaction through continual improvement of our processes.
2. To achieve our quality objectives by establishing, implementing and maintaining an effective Quality Management System which complies with applicable requirements, including ISO9001:2015.

The Role of the Customer

Please help us to serve you better by:

- Completing the prescribed enrolment forms accurately
- Providing accurate and honest medical information
- Providing regular feedback through comments, compliments or complaints about the quality of our services through our suggestion boxes
- Being courteous, polite and respectful to our staff
- Responding to our Customer satisfaction surveys

NHF SERVICES

The services offered by the National Health Fund are as follows:

Individual Benefits Programme

The National Health Fund Individual Benefits programme provides pharmaceutical support for the treatment of chronic illnesses through two programmes:

1. **The NHFcard** which provides subsidies to beneficiaries of all ages to treat 16 chronic illnesses.
2. **JADEP** which provides a specific list of drugs free of cost, to beneficiaries who are 60 years and over for the treatment of 10 chronic illnesses.

Institutional Benefits Programme

The Institutional Benefits function provides grants to institutions through two funds:

1. **The Health Promotion and Protection Fund**, which provides funding for public and private sector projects in educational and primary care activities that promote healthy lifestyles, protect health and prevent illnesses in support of the national healthcare policy.
2. **The Health Support Fund**, which provides funding for public sector infrastructure and development projects, that support the national healthcare policy using the Pan American Health Organization's (PAHO) Essential Public.

Health Communication Programme

The health communication function provides information on NHF benefits and services, promotes healthy lifestyles and sponsors health related activities.

These are carried out through various programmes targeted at four (4) main groups: Communities, Schools, Workplaces and Health Services. Some activities include Health Fairs, Community Health Days, Schools Wellness Programme, Work-it- Out-Weight Loss Challenge for the workplace and promotional activities in new and traditional media.

Sponsorship to support activities aligned to the NHF mission and related to healthcare delivery are offered to various partners in the Public Sector, the Private Sector and to Non-governmental organizations (NGO's).

Pharmacy Services

Pharmaceutical services are offered through two channels:

1. Institutional

a. Hospital Pharmacies - offering inpatient and clinical pharmacy services to support the effective drug therapy of hospitalized patients, thereby reducing the burden on secondary care outpatient dispensing ensuring and increasing availability of pharmaceuticals and access points.

b. Health Centres - offering primary care pharmaceutical services designed to support the various components of the medication-use process (ordering, dispensing, administering, monitoring, and educating).

2. Retail/Commercial Pharmacy – These pharmacies will operate to sell all types of pharmaceuticals and other health related items to all Jamaicans who wish to benefit from lower priced medication or needs to access lower prices for a non subsidized NHF drug or a Non VEN list drug.

Warehouse and Distribution of Pharmaceuticals and Medical Supplies

The NHF Warehouse and Distribution provides pharmaceuticals and medical supplies to government institutions as well as to non-governmental organizations (NGOs). It also offers a service in sourcing pharmaceuticals which are deemed 'hard to find' / unavailable in the island.

NHF SERVICE STANDARDS

1. Customers visiting NHF Customer Care Department will be attended to by a Customer Care Representative within 15 minutes.
2. The NHF will produce and issue benefit cards within 7 working days; on receipt of legibly and accurately completed application forms. In instances where the beneficiary visits our Customer Care Department to submit an accurately completed form the beneficiary can benefit from our same day service, where the Card will be produced and issued within 15 minutes.
3. Beneficiaries' records will be updated within two (2) business days, upon receipt of properly completed Change Forms.
4. Telephone Calls to the National Health Fund will be answered within 30 seconds.
5. The National Health Fund will process Project Grant Requests within thirty-five (35) business days; upon receipt of legibly and accurately completed application forms.
6. The National Health Fund will communicate changes in benefits to the public within five (5) business days.
7. The National Health Fund will ensure availability of no less than 80% of VEN List drugs to public patients.
8. Customers picking up pre-ordered Pharmaceuticals and Medical Supplies at the Pharmaceutical Division will wait no longer than 30 minutes for receipt of item(s).

CONFIDENTIALITY STATEMENT

We value the personal information you give us and will take all reasonable precautions to prevent unauthorized access to that information.

CUSTOMER COMPLAINTS PROCEDURE

This procedure applies to complaints from customers, whether received in person, by phone, fax, mail, electronic mail, or other methods. We rely on our customers to provide us with all the information that is necessary to support their complaints as this will allow us to fully understand the problems, thus enabling us to respond promptly.

Complaints are to be directed to the relevant Manager/ Supervisor who will log and address the complaint or refer the matter to a superior officer who is best able to handle the matter.

All complaints will be addressed within ten (10) working days of receipt. If the resolution is to be delayed, the customer will be informed beforehand.

The customer will be kept informed of the progress of the process by phone, fax, regular mail or electronic mail, until the complaint is resolved. The NHF will take the necessary steps to ensure that the causes or reasons for the complaints are eliminated, or that they do not recur.

If for any reason the customer is not satisfied with the response that they have received, then they may have the matter reviewed by the Chief Executive Officer.

If the Customer is still not satisfied then they can have the matter reviewed further by;

The Principal Director

Standards Monitoring and Evaluation
Cabinet Office
2A Devon Rd. Kingston 6
Tel. 929-1493/920-4765 Fax: 929-6676

As a final recourse, the customer may write to:

The Public Defender

78 Harbour Street
Kingston

INFORMATION & EDUCATION

The NHF has developed and has available, various informational and educational products for distribution to customers, such as, Individual Benefits Booklets, Guidelines for Health Professionals, leaflets, pamphlets and brochures on various Non Communicable Diseases (NCDs) and healthy living. All brochures are reviewed biennially and updated if necessary.

Information is also disseminated through advertisements in the media and on the internet, NHF Social Media pages which are updated daily and through the NHF website and NHF TV located in major public health facilities which are updated monthly.

All requests for other information that is not published will be satisfied within 30 days in accordance with the Access to Information Act.

The NHF conducts and participates in Health Fairs, Pharmacy Patient Education Sessions, Community Days and in seminars and conferences at the invitation of various institutions.

The NHF receives suggestions, comments, complaints and compliments through letters, emails, Social Media, telephone calls and our suggestion boxes.

NHF Operated Pharmacies

PHARMACY	OPENING HOURS
May Pen Hospital Manchester Avenue, May Pen	7:00 AM-6:00 PM <i>Open every day except Sundays</i>
2 Union Square Cross Roads, Kingston 5	7:00 AM-7:00 PM <i>Open every day except Sundays and Public Holidays</i>
Mandeville Regional Hospital 32 Hargreaves Avenue Mandeville, Manchester	7:00 AM-7:00 PM <i>Open every day including Sundays and Public Holidays</i>
Princess Margaret Hospital 54 Lyssons Road, Morant Bay, St. Thomas	7:00 AM-6:00PM <i>Open every day except Sundays</i>
Port Maria Hospital Trinity, Port Maria, Saint Mary	7:00 AM-6:00PM <i>Open every day except Sundays</i>
Glen Vincent Polyclinic 3 Trevennion Park Road, Kingston 5	7:00 AM-6:00 PM <i>Open every day except Sundays and Public Holidays</i>
Cornwall Regional Hospital & Mount Salem Health Centre Mount Salem, Montego Bay St. James	Cornwall 7:00 AM-9:00 PM <i>Open every day</i> 9:00 AM-9:00 PM Saturdays 9:00 AM-8:00 PM Sundays & Public Holidays Mt. Salem 8:00 AM-5:00 PM Mon. - Fri.
Diabetes Centre 1 Downer Avenue, Kingston 5	7:00 AM-5:00 PM <i>Open every day except Sundays and Public Holidays</i>
Greater Portmore Health Centre 5 West, Greater Portmore, St. Catherine	7:00 AM-5:00 PM <i>Open every day except Sundays and Public Holidays</i>
Bustamante Hospital for Children (BHC) Arthur Wint Drive Kingston 5	7:00AM-10:00 PM <i>Open every day including Sundays and Public Holidays</i>
Santa Cruz Health Centre 47 Coke Drive Santa Cruz, St. Elizabeth	7:00 AM-5:00 PM <i>Open only on weekdays except Public Holidays</i>
Black River Hospital 45 High Street, Black River, St. Elizabeth	7:00 AM-6:00 PM <i>Open every day except Sundays</i>
Savanna-la-Mar Savanna-la-Mar Commercial Centre 118 Great Georges St., Westmoreland	7:00 AM-5:00 PM <i>Open every day except Sundays and Public Holidays</i>
Percy Junor Hospital Spaldings, Christiana Manchester	7:00 AM-5:00 PM <i>Open every day including Sundays and Public Holidays</i>
Kingston Public Hospital	7:00 AM-5:00 PM Mon-Fri 9:00 AM-4:00 PM Sat. 9:00 AM-3:00 PM Sun <i>Open every day including Sundays and Public Holidays</i>
Victoria Jubilee Hospital	7:00 AM-4:00 PM Mon-Fri 9:00 AM-4:00 PM Sat. <i>Open every day except Sundays</i>

NOTES