



CUSTOMER SERVICE *Charter*



YOUR
PARTNER
FOR A HEALTHIER
LIVING



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MINISTER'S MESSAGE

Dr. The Hon.
Christopher Tufton, MP
Minister of Health & Wellness

While customer service must be an important component of any business strategy, in health care, the focus on the customer or 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 and Wellness 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 and most recently the Jamaica Customer Service Association, Private Sector Organization of Jamaica (JaCSA/PSOJ) Excellence in Service Award 2020.

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 blueprint for staff to understand the requirements for dealing with customers.

The NHF is an important partner in the institutional development 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 the National Development Goals – Vision 2030 - to make Jamaica the place of choice to live, work, raise families and do business.



Dr. The Hon. Christopher Tufton, MP
Minister of Health & Wellness





CHAIRMAN MESSAGE

MR. SHANE DALLING,
ACTING CHAIRMAN

The National Health Fund (NHF) Statement of Values describes our commitment to offering quality Customer Service guided by the highest moral and ethical standards and professionalism. This edition of the NHF Customer Service Charter outlines new customer standards for all areas of operation and what you should expect in your interaction with the staff of the NHF.

The Board of the NHF is confident that this published statement of the services, standards and procedures

are ones to which the employees of the NHF are fully committed. The organization has built a reputation for delivering outstanding customer service and we invite your regular feedback as we strive to fulfil our mission and statement of values.

The Board of the NHF remains committed to the stated standards and therefore agrees to be held accountable for the commitments made through this Charter.



CHIEF EXECUTIVE MESSAGE

Everton W. Anderson,
MBA, FACHE, MP, JP
Chief Executive Officer

At the National Health Fund (NHF), we acknowledge that in order to provide excellent customer service, we need to listen to our customers and other stakeholders, as well as to increase our employee's awareness of their customer service obligations. The organization provides service to customers accessing the 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 every time you interact with an 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.



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 National Health Fund (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.

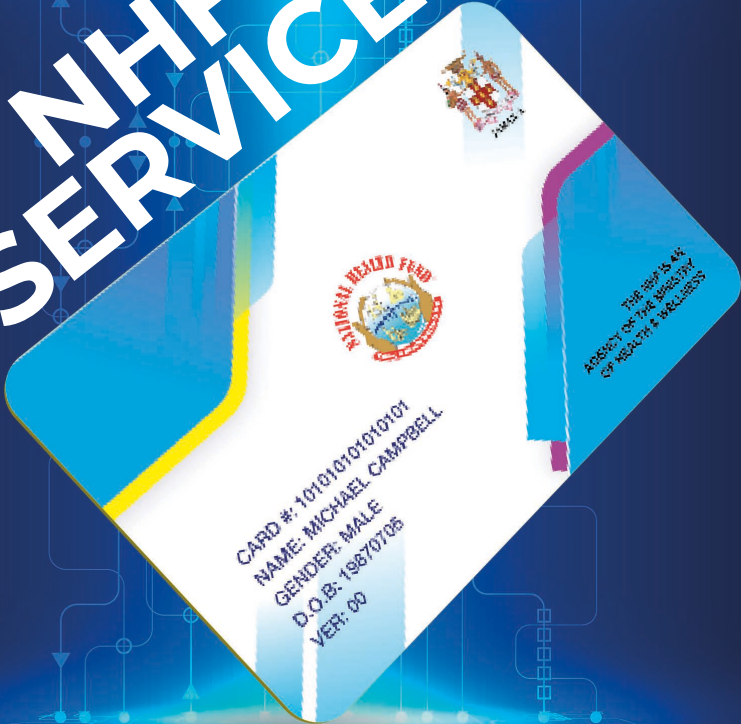
Achieve our quality objectives by establishing, implementing and maintaining an effective Quality Management System which complies with applicable requirements including ISO9001:2015.

THE ROLE OF THE CUSTOMER

PLEASE HELP US TO SERVE YOU BETTER BY:

- Providing accurate and complete information
- Providing identification documents when requested
- Providing regular feedback through comments, compliments or complaints about the quality of our services through the various mediums available
- Being courteous, polite and respectful to our staff
- Responding to our customer satisfaction surveys

NHIF SERVICE



VER: 00
D.O.B: 19870705
GENDER: MALE
NAME: MICHAEL CAMPBELL



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 provides subsidies to beneficiaries of all ages to treat

17 CHRONIC ILLNESSES.

2.

The Jamaica Drug for the Elderly Programme (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 programme provides grants to institutions through two funds:

1.

The Health Promotion and Protection (HPP) Fund, provides financial assistance for projects developed by private and public sector organisations that support primary healthcare delivery with and emphasis on health promotion and illness prevention.

2.

The Health Support Fund (HSF), provides financial assistance for projects in the public health sector to help improve infrastructure and service delivery.



HEALTH PROMOTION PROGRAMME

The health promotion programme provides information on NHF benefits and services.

The health promotion unit promotes healthy lifestyle programmes 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 outreach, Schools Wellness Programme 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 and Private sectors and Non-governmental organizations (NGO's).

PHARMACY SERVICES

Pharmaceutical services are offered through:

- a. Hospital Pharmacies - offers inpatient and clinical pharmacy services to support drug therapy of hospitalized patients. Secondary care outpatient services are also provided in order to increase the availability and access points for pharmaceuticals.
- b. Health Centres – offering pharmaceutical services at the primary care level to support the various components of the medication process, which includes: **ORDERING, DISPENSING, ADMINISTERING, MONITORING AND EDUCATING.**
- c. Retail/Community Pharmacy - provides defined pharmaceuticals, increasing the availability and access points to public patients.

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 that are deemed 'hard to find' / unavailable on the island.





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 **15 minutes**, upon receipt of an accurately completed application form at any of our NHF Card Centres. In instances where applications are submitted via mail or drop-off at our Offices, these will be processed and distributed within **5 business days** once they are accurately completed.
3. Beneficiaries' records will be updated within **two (2) business days**, upon receipt of the properly completed Beneficiary application form.
4. **95%** of all telephone calls to the National Health Fund will be answered within **30 seconds**.
5. The National Health Fund will process Project Grant Requests within **forty (40) 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 the 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, email, social media 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 by email 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. **876-929-1493/920-4765**
Fax: **876-929-6676**

As a final recourse, the
customer may write to:
The Public Defender
78 Harbour Street
Kingston



INFORMATION AND EDUCATION

The NHF has developed and has available, various informational and educational products for distribution to customers, such as print and electronic material on various Non-Communicable Diseases (NCDs) and healthy living. All brochures are reviewed periodically and updated if necessary.

Information is also disseminated through advertisements in the media, NHF Social Media pages, on the NHF website and on the NHF TV located in Drug Serv pharmacies islandwide, which are updated frequently.

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

The NHF conducts and participates in health fair Common Pharmacy Patient Education Sessions, community outreach, seminars and conferences at the invitation of various institutions or initiated by the NHF.

The NHF receives suggestions, comments, complaints and compliments through letters, emails, social media, telephone calls, web chat and other medium available and other assessment tools.

NATIONAL HEALTH FUND PHARMACY SERVICES DELIVERY

DRUG SERV LOCATION	OPENING HOURS
ST. ANN	
ST.ANN'S BAY REGIONAL HOSPITAL	Monday- Friday 7am - 5pm Saturdays and Sundays 10am- 3pm Holidays 10am- 2pm
ST. ANN'S BAY HEALTH CENTRE	Monday- Friday 8am - 4 pm. Closed Weekends
ALEXANDRIA HEALTH CENTRE	Mondays, Wednesdays, Thursdays and Fridays 8am -4pm
BROWNS TOWN HEALTH CENTRE	Tuesdays, Fridays and 4th Thursdays 8am - 4 pm
CLAREMONT HEALTH CENTRE	Mondays-Wednesdays 8am - 4pm
MONEAGUE HEALTH CENTRE	Tuesdays and Thursdays 8am - 4pm
OCHO RIOS HEALTH CENTRE	Mondays, Wednesdays and Thursday 8am - 4pm
ST. MARY	
PORT MARIA HOSPITAL ORACCABESSA HC	Monday- Friday 7am -5pm / Saturdays 9am - 2pm Holidays 9am - 2pm 2nd & 3rd Mondays 1st, 2nd & 3rd Fridays
HIGHGATE HEALTH CENTRE	Mondays – Fridays- 8am - 4pm. Closed weekends
GAYLE HEALTH CENTRE	Mondays- Fridays- 8am - 4pm
ANNOTTO BAY HEALTH CENTRE	Mondays-Fridays 8am-4pm
ANNOTTO BAY HOSPITAL ISLINGTON HC	Mondays – Fridays 7am - 5pm. Weekends and Holidays- on call / 2nd and 4th Mondays- 8am - 4pm
RETREAT HEALTH CENTRE	1st Thursdays and Fridays 8am - 4pm 4th Thursdays and Fridays 8am - 4pm
PORTLAND	
PORT ANTONIO HOSPITAL	Mondays-Fridays 7am - 5pm / Saturdays 9am-2pm
PORT ANTONIO HEALTH CENTRE	Mondays - Fridays 8am - 4pm
BUFF BAY HEALTH CENTRE	Mondays - Friday 8am - 4pm
MANCHIONEIL HEALTH CENTRE	Mondays 8am - 4pm
FAIR PROSPECT	Wednesdays and 1st and 3rd Thursdays 8am - 4pm
MOUNT PLEASANT/	1st and 3rd Tuesdays 8am - 4pm
HOPE BAY HC/	2nd and 4th Tuesdays 8am - 4pm
FRUITFUL VALE HC	2nd and 4th Thursdays 8am - 4pm
KINGSTON & ST. ANDREW	
BELLEVUE HOSPITAL	8 am - 4 pm
MAXFIELD HEALTH CENTRE	8 am - 4pm

SEAVIEW	9am - 3pm
COMPREHENSIVE	7 am - 3pm, 9am - 5pm, 10am - 6pm, 12pm - 8pm, 10am - 2pm
WINDWARD ROAD	7am - 3pm, 8am - 4pm
SUNRISE HEALTH CENTRE	7am - 3pm, 8am - 4pm
HAGLEY PARK	7am - 3pm & 8am - 4pm
KINGSTON PUBLIC HOSPITAL	7am - 3pm, 9am - 5pm, 10am - 6pm, 8am to 4pm, 9am - 3pm
VICTORIA JUBILEE HOSPITAL	7am - 3pm, 8am - 4pm
UNION SQUARE	Monday - Friday 8am - 4pm, Sat 8am - 4pm, Sunday close
GLEN VINCENT	Monday - Friday from 7am - 4pm, weekends close
BUSTAMANTE	Monday - Friday from 7am - 7pm, Sat 8am - 4pm Sunday 8am - 4pm
NATIONAL CHEST	Monday - Friday from 8 am - 4pm, Saturday 10am - 4pm, Sunday close
GORDON TOWN	Monday – Friday from 8am - 4pm, Weekends close
EDNA MANLEY	Monday – Friday from 7am - 3pm, Weekends close
STONY HILL	Monday – Friday from 8am - 4pm, Weekends close
DUHANAY PARK	Monday – Friday from 7am - 4pm, Weekends Close

ST. THOMAS

ISAAC BARRANT	8am - 4pm
PORT MORANT HEALTH CENTRE	8am - 4pm
YALLAHS HEALTH CENTRE	8am - 4pm
LLANDEWEY HEALTH CENTRE	8am - 4pm
MORANT BAY	8am - 4pm, 10 am - 6pm, 12 Midday - 8pm
SEAFORTH HEALTH CENTRE	8am - 4pm
PRINCESS MARGARET HOSPITAL	7am - 3pm, 8am - 4pm, 10 am - 6pm

ST. ELIZABETH

BLACK RIVER HEALTH CENTRE	Mondays – Fridays 8am – 4pm
BLACK RIVER HOSPITAL	Mondays – Fridays 7am – 5pm, Saturdays 10am – 2pm Public Holidays 9am – 2pm
JUNCTION HEALTH CENTRE	Mondays – Fridays 8:30am – 4:30pm
SANTA CRUZ HEALTH CENTRE	Mondays- Fridays 7:30 am- 3:30 pm

CLARENDON

MAY PEN HOSPITAL	Mondays- Fridays 7am - 6pm, Saturdays 9am- 4pm Public Holidays 9am- 2pm
MAY PEN HEALTH CENTRE	Mondays – Fridays 8am – 4pm
LIONEL TOWN HOSPITAL	Mondays – Fridays 7am – 5pm

MANCHESTER

MANDEVILLE COMPREHENSIVE HEALTH CENTRE	Mondays – Fridays 8am – 4pm
MANDEVILLE REGIONAL HOSPITAL	Mondays - Fridays 7am- 6pm , Saturdays 9am – 4pm , Sundays 11am – 5pm Public Holidays 9am – 2pm
PERCY JUNOR HOSPITAL	Mondays - Saturdays 8am-4pm , Sundays 10am – 2pm , Public Holidays 9am – 2pm
SPALDING HEALTH CENTRE	Mondays – Fridays 8am- 4pm
PORUS HEALTH CENTRE	Mondays – Fridays 8am- 4pm

ST. JAMES

CORNWALL REGIONAL HOSPITAL	Mondays – Fridays 7am – 7pm Saturdays, Sundays 9am – 5pm
ST. JAMES TYPE V HEALTH CENTER	Mondays – Fridays 7am – 6pm Saturdays & Sundays 9am – 5pm
CATHERINE HALL HEALTH CENTER	Mondays – Thursdays 9am - 5pm Fridays 8:30am – 4pm
MAROON TOWN HEALTH CENTRE	Mondays, Wednesday 9am – 5pm
GRANVILLE HEALTH CENTRE	Thursdays, Fridays 9am – 5pm

HANOVER

NOEL HOLMES HOSPITAL	Mondays – Fridays 10am – 6pm
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WESTMORELAND

SAVANNA-LA-MAR HOSPITAL	Mondays – Fridays 7am – 7pm Saturdays – (Inpatient) 9am – 5pm Sundays - (Inpatient) 10am – 5pm
DARLISTON HEALTH CENTER	Mondays – Thursdays 8:30 am - 4:30pm Fridays 8:30 am – 4pm
NEGRIL HEALTH CENTER	Mondays – Thursdays 8:30am - 4:30 pm Fridays 8:30 am – 4:00 pm

TRELAWNY

FALMOUTH HOSPITAL	Mondays – Fridays 7am – 6pm Saturdays, Sundays (Inpatient) 9 am- 5pm
FALMOUTH HEALTH CENTER	Mondays - Fridays 8am – 4pm
DUNCAN HEALTH CENTER	Mon, Wed, Fri 9am – 5pm
WAKEFIELD HEALTH CENTER	Tuesdays, Thursdays 9am – 5pm
ULSTER SPRINGHEALTH CENTER	Mon, Wed 8am – 4pm
ALBERT TOWN HEALTH CENTER	Tuesdays & 3rd Thurs 8am – 4pm

LOWE RIVER HEALTH CENTER	4th Fridays 8am - 4pm
TROY HEALTH CENTER	2nd Fridays 8am - 4pm
WAIT-A-BIT HEALTH CENTER	1st & 4th Thursdays 8am - 4pm
WARSOP HEALTH CENTER	2nd Thurs, 1st & 3rd Fri 8am - 4pm

ST. CATHERINE

GREATER PORTMORE	Monday – Friday from 7am- 5pm, Saturday 8am - 4pm, Sunday close.
SPANISH TOWN	Monday – Friday from 7am - 4pm (Outpatient) Saturday 9am – 2 pm (Outpatient), 9am – 5pm (Inpatient), Sunday 10am - 2pm Inpatient Department only
LINSTEAD	Monday – Friday from 7am - 4pm, Saturday 8am - 2pm, Sunday close.
KITSON TOWN	Monday - Friday from 8am - 4pm, Weekends close
OLD HARBOUR	Monday - Friday from 8am - 4pm, Weekends close



YOUR PARTNER FOR A HEALTHIER YOU

The Towers, 6th Floor
25 Dominica Drive, Kingston 5
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Tel: **1-888-DIAL-NHF (342-5643)**
Email: info@nhf.org.jm
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