



Republic of Liberia

Ministry of Health

Abridge version of MOH SDC

PURPOSE OF THE SERVICE DELIVERY CHARTER (SDC)

To educate and conscientize the Liberian citizenry on the kind and type of services that the Ministry of Health providers in line with its statutory mandates

To clarify and explain to our clients about the services that they should expect to receive at each level of the health system

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To sensitize the citizens who are our clients on their rights and responsibility when seeking service at the facilities

To outline the rights, responsibilities and limitations of our service providers

To explain to our clients how they can make suggestions or file complaints where needed about our service delivery and attitude of our service providers.

To build friendly relationships between our clients and service providers during their interaction with one another during service provision at the facilities

General Objective

To provide clear service commitments that enhance good relationship and interactions between MOH service providers and their clients/Patients at all public facilities at all levels of the health system toward the attainment of Universal health coverage and health security particularly for the vulnerable

Specific Objectives

To promote a culture of quality standards of health services and responsiveness, ensuring public services are safe and delivered effectively and efficiently.

To Establish a pathway of guidance and awareness to patients/clients and enable them seek health at the appropriate level of the health system based on their medical conditions and health needs without wasting time

Increase access to quality health services at all public facilities for the improvement of the health and satisfaction of the Liberian people

Empower our clients/Patient and acquaint them with their rights and responsibilities when seeking health at public facilities

Who are we?

The Ministry of Health is the government entity established by law as amended in 2015, approved 2016 and published in 2017 known by Law as the Ministry of Health or the Ministry. It is responsible for the formulation, implementation, monitoring and evaluation of health policy, plan and standards. It coordinates the delivery of decentralized medical care in public health facilities, issues birth, Vaccines and death certificate at central Office, County Health team and at select service Centers. The MOH develops health man power, undertake preventive and promote health services including specific health interventions. Some key functions of the Ministry include but not limited to the following:

- Maintain national health management information system which includes data relating to birth, death and burial
- Conduct health related research
- Provide medical services and treatment through public health facilities and deliver health promotion services.
- Deliver preventive service and promote family, environmental and occupational health services
- Coordinate with health care institutions and stakeholders and donor community to support health care intervention in the country.

The Ministry is structurally organized with the inclusion of

- a. The Office of the Minister,
- b. Department of Policy, Planning and M&E
- c. Department of Health services
- d. Department of Administration

The office of the Minister is responsible for oversight in the execution of the core functions and responsibilities of the MOH with the assistance of the three departments listed above

The Department of Policy, Planning and M&E

This department is responsible for the following but not limited to

- Prepare and coordinate the preparation of sector policies and plans
- Adapt national planning guidelines and issues sector policies and plans
- Coordinate sector M&E plan implementation among others among others.

Department of Administration

- Is responsible for administering the Ministry's financial management system including budgeting, petty cash management, financial accounting and reporting and carry out

internal and external audits ensuring that they are consistent with the public financial management

- Administer HR management and procure goods and services
- Manages general service, performs duties assigned by the Minister from time to time among others

Department of Health Services

Is responsible for formulating program policies and promote implementation of public health

- Work in close collaboration with the Director general of National Public Health Institute NPHIL
- Coordinate the development of Nation standards, guidelines and plan for implementation of programmatic activities and public health interventions
- Ensure the development and periodic revision of national policy, treatment guidelines and standard related to pharmaceutical supplies and service
- Provide effective supervision over country health services
- Ensure provision of quality curative and rehabilitation of health care service through accessible and quality medical and services and adequate and viable pharmaceutical product and laboratory services are accessible, promote collative and mutually beneficial coordination with complementary medicines services.

Goal: The goal of this charter in line with the MOH Policy is to improve the health and wellbeing of all people in Liberia through the incremental delivery of the EHPS II, starting with the priority package for UHC based on available resources

Mission

The mission of the MoH service delivery charter in line with its policy is to transform the health sector into an effective, efficient and equitable system for delivery of quality health services towards attainment of universal health coverage (UHC).

Vision

To have a healthy population, with particular protections for the poor and vulnerable, for the attainment of equitable growth and sustainable development.

Principles and values

Health as a human right:

Access to quality health care is a basic human right and is a precondition for individual and societal development.

Equity:

All people in Liberia shall have person-centered care and equal access across the life course to effective healthcare services without discrimination.

Quality of Care and safety:

The delivery of quality services that meet the seven quality dimensions (i.e., safety, timeliness, efficiency, effectiveness, equity, people-centered care, and integration) is fundamental to improving the health and wellbeing of the population.

Gender Sensitivity and Responsiveness:

Understand the role of gender and the implication in health and health care delivery at all levels of the health system ensuring services are accessible, available and acceptable to all Liberians, regardless of gender or social status with consideration of women, girls and integrates other socially marginalized group in the communities.

Efficiency

Allocated resources to various layers and levels of the health system based on need demonstrated by evidence to get maximum output and outcomes from available resources.

Accountability

Take responsibility for what we do in the health system in providing service to clients and for decisions and actions that we take.

Transparency:

Openness and honesty in interaction coordination and decision making

Impartiality

We act solely according to the merits of the case of our clients and serve fairly without any discrimination.

Family and People-Centered care:

The health care delivery system promotes health programs targeting families to prevent and control illnesses. Services benefit families, communities, individuals not just one disease or condition or patient.

Emphasize the well-being all citizens and foreigner alike within our borders with focus mainly on reproductive maternal newborn child adolescent health and nutrition (RMNCAH_N)

Encourages and values community participation and inputs to identify health priorities and needs expressed by the population

Inclusive and coordinated partnership:

The MoH is committed to forming multi-sectoral partnerships to ensure that health is represented in all policies and continue during implementation of program and service deliveries.

Rights Of Clients

The Rights of patients/client of the MOH include the following:

- The patients/clients have the right to be served based on their health condition and in a confidential manner in line with existing health policies and standards.
- Clients/patients are to be received, listened to, and served with respect in the earliest possible time,
- Clients/Patients are to be served in a friendly and saved environment
- Clients/Patients will be given clear information and education regarding their health and related needs including medicines, procedures and referrals where needed.
- Clients/Patients provided with Client/patients centered, quality and compassionate care.
- To complain and to be complained to authority

Responsibility of Clients/Patients

- To render and treat MOH service providers with courtesy and respect;
- To give accurate information regarding their health condition when requested;
- To promptly respond to requests for information by service providers
- To be kind and patient with care provider/ health worker as they provide services
- Not to offer any gifts, favors or inducements to our staff or solicit the same from them; and
- Adhere and comply with procedures and or instructions in place at the service delivery points as provided for patients by service providers, governing the provision of the services;
- Not to endanger the health, safety and security of the health care workers and other clients or patients in their care.

Rights and Responsibilities of Service Providers

Rights of Service Providers

- Right to quality standards of working environment with adequate and available resources
- Right to associate freely to advocate there interest and be given due courtesy in performing their duty
- Right to refuse to perform a procedure based on their morals:
- Right to patient medical information and to maintain patient confidentiality
- Right to be free from discrimination based on race gender, religion etc.
- Right to acceptable compensation for their works

Responsibilities of Service Providers

- Liability for their action in providing service
- Responsible to provide quality and ethical care, maintaining confidentiality, and obtaining informed consent.
- Diagnose and provide the appropriate Treatment.

- Patient Care through administering medications, performing procedures, and monitoring their condition.
- Preventative Care by promoting health and preventing diseases through vaccinations, screenings, and health education.
- Educating and Counseling patients and their families about health conditions, treatment options, and healthy behaviors.
- Coordination of Care with other professionals
- Advocates for patient to receive best care
- Maintaining a safe and respectful environment for patients
- Adhere to ethical principles and standards of care.

How To Complain and Compliment

Clients/patients are encouraged to provide feedback or complaints or compliments about our services. When making complain or complementing our service we ask the client/Patients to do the following:

- Provide personal details such as full names, phone number and address. This will enable us to respond to your complaint promptly and appropriately
- State clearly why you are happy or not happy with the service or conduct of our staff.
- Clearly State what you want to be corrected or improved if you are not satisfied with the service or staff conduct in an honest manner
- Say suggestion boxes will be made available at service center or health facilities and key accessible only to district health officer who supervises the facility- for PHC facilities or the Medical director for hospital and supervisors for other service centers.
- Complain should also be addressed to Administrator for the hospital and Health Center or to the District Health Officer for PHC/ clinics.
- In case of a serious complaint, Client could address the complaint to the County Health Officer or the Chief Medical Officer of Liberia who is the deputy Minister of Health for Health Services at the SKD Boulevard Congo Town Office in case the CHO delay or not responsive to said complaint

How we Deal or handle Queries and Complaints

Complain from our clients/patient is consider paramount and will be dealt with expeditiously through the appropriate redress level.

- Complaining against any staff at facility must go to the Officer in charge for redress.

- In the event such complain is not handle properly the client can proceed to the district health officer for redress
- All serious cases that are life threatening arising from ethical impropriety shall be intervene by the Central MOH through the Minister for appropriate redress
- Our clients are advised not to resolve to legal action at first option but to the Central Ministry with any serious grievance through the Office of the honorable Minister of Health

Services MOH offers to patients /clients and the Liberian people

In line with our policy, principles and values the MOH provides EPHS for the Liberian people towards the attainment of Universal Health Coverage (UHC) in a prioritized and cost-effective way that afford the greatest impact on major health burdens in Liberia and the core of interventions are focused on the following cluster for the Liberian people.

- (1) Reproductive, maternal, newborn, child, and adolescent health and Nutrition
- (2) Communicable diseases
- (3) non-communicable diseases
- (4) Health Promotional and Preventive services
- (5) Emergency preparedness and response.

Birth and Death certification

The Bureau of Vital Statistics has the responsibility to produce and issue birth certificates to persons born in Liberia regardless of their economic and social status. Every child born in Liberia is entitled to birth registration and certification, regardless of the parent's nationality and social - economic status. The Ministry of Health -Bureau of Vital Statistics (BVS) is the only institution of government within the MOH that is charged with the responsibility by Law to register and issue the following:

- a. Birth Certificate
- b. Death Certificate
- c. Authentication and Attestation letters for (Birth and Death Certificates)

Procedures/Steps in obtaining Birth and Death Certificates

- Obtain and fill out the Application form from the BVS office on the Bypass
- Complete a short interview process with the BVS staff/Interviewer
- Pickup date will be announced after the short interview for both Birth and Death Certificates

Birth Certificate

- a. Application Form
- b. One Passport size Photo (white background) of child or Applicant, this does not however apply to newborn, infant and children below five years of age.

- c. One Passport size any background for parent, guardian or family member that will or can attest for the applicant.
- d. Valid Identification Card (where applicable)
- e. Any other document as required by regulation or law

For Death Certificate

- a. Application Form
- b. Original Copy of Medical Certificate of Cause of Death (MCCOD) signed Medical Doctor
- c. Original Coroner Medical report (Situational / optional)
- d. One Passport Photo of Informant / relatives of deceased, Valid Identification Card etc
- e. Any other Document as required by regulation or Law

NOTE: The relatives (father, Mother, Husband, Wife, Uncle Sister, Brother, Aunt and etc) of the deceased present at the time of death will be required to produce evidence of death as determined by section 5.5 of the policy.

FEES

- Birth Certificate = LRD\$ 500.00
- Death Certificate = LRD 500.00
- Money (Orange or Lonestar)
- Letter of Authentication/Attestation = LRD 1000.00
- Reprint = LRD 2000.00

Exemption/No Payment fees

- All Children below 12 years are exempted from any Payment fees and are processed free of charge, this can be done at facility level, hospital, health centers, clinics) across the fifteen counties.

Yellow fever Card/Book

The Ministry of Health provides yellow fever vaccines to the public particularly among people of age 10 and above for protection against yellow fever. The vaccine is given at all major ports of entry in Liberia and the yellow book is issued to confirm that the client is protected against yellow fever. The yellow book is required for traveling purpose therefore MOH ensures that the service is available to the Liberian people at all time.

To take the yellow fever vaccines and obtain the yellow fever card at the Central MOH and all ports of entry the procedures are as follow:

1. Fill out a registration book with your personal information as required ex. Name etc.
2. Pay the amount US\$ 5.00 or its equivalent in Liberian dollars (LRD 950.00)
3. Take the yellow fever vaccine if you have not taken it over ten years and obtain your card/yellow book
4. No clients obtain the yellow book without taking the vaccine when eligible
5. If a client has taken the vaccine and misplaced his card within 10 years that client can obtain a new card without the vaccination when proven

Where can we be found

In all counties the Ministry of Health can be reached through the County Health Team that are located in all the provincial/County capital and through District Health Team in each health districts in the country.

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