



# CUSTOMER SERVICE



## CHARTER

**NERHA** *Cares*



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# MESSAGE FROM THE MINISTER

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



Customer Service is the crowning point of the public health experience. It is on that note that I endorse the publication of this Customer Service Charter by the North-East Regional Health Authority and affirm its importance to service delivery.

This charter, which supports the principle of mutual respect, documents what members of the public are entitled to once they interface with public health facilities, and in turn the commitment of the health team that offers care.

It emphasises the value of client relations at all levels of the public health experience and signals our intent to amplify customer satisfaction, and provide keen attention to clients' needs.

Importantly, it is our commitment as a public health system to recognise the right of all persons to the highest possible standard of healthcare.

This of course is based on the clear conviction that people who use our healthcare services must be treated with respect, dignity and compassion by a highly skilled, attentive and empathetic staff.

On a whole, the Ministry is committed to quality improvement and customer service – to raise the standard of service to give utmost attention to all clients, and to see to it that the values of empathy and respect are upheld and maintained by all public health professionals and service providers.

The commitment of this Regional Health Authority and overall, the Ministry of Health and Wellness is towards effective customer engagement, better people management and improved systems that prioritise equity, responsiveness and respect.

Through this charter, priority is being given to accountability as members of the public can depend upon our health teams to deliver care at the highest quality.

The public health system is transitioning its service delivery to meet the demands of the population and improve the effectiveness and efficiency of the island's public health facilities.

Members of the public can be assured that patient-centred care and a culture of compassion will undergird our operations so that together we realise the best health outcomes for all Jamaicans.

# MESSAGE FROM THE PERMANENT SECRETARY

## Mr. Dunstan E. Bryan



My commendations to the North-East Regional Health Authority (NERHA) on an important milestone in the journey to the provision of scaled-up patient-centred care. The introduction of your Customer Service Charter is pivotal to the improvements you wish to see in the delivery of health care services, inspiring confidence in patients and staff alike.

We are well aware that patient expectations are evolving in public health and that it is imperative that we not only meet those expectations but that we surpass them, in the public health interest.

In NERHA, we have seen several improvements in customer service in recent times – from upgraded waiting rooms and general aesthetic improvements to health facilities to strict adherence to the Customer Service Management System.

There has also been the implementation of the Customer Service Improvement Plan, done in collaboration with members from the Office of the Cabinet and in line with the Service Excellence Framework; as well as the creation of a Customer Service Improvement Committee.

The new Customer Service Charter embodies the commitment to excellence and demonstrates the dedication to enhanced customer service. It outlines the standards of service that your patients can expect from you while also helping to position the Region to exceed its performance in this area up to now.

I have every confidence that you will do what you set out to do, in service to the people of Jamaica who are served by the health region. Patients and their families should never be allowed to feel as though they are on their own when they go to access care.

Also important, among other things, is the promise of empathy and respect. Every interaction must be handled with care and consideration. This lies at the heart of the Compassionate Care programme of the Ministry of Health & Wellness, which sees ongoing implementation in order to bring physical improvements to waiting rooms islandwide as well as customer service training to staff.

The fact is that small acts of kindness and demonstrated regard for patients and, indeed, compassion have been shown to make a world of difference to their health outcomes. The Charter embodies this commitment and reflects the unwavering dedication to serving patients better.

My commendations to the team and stakeholders who were engaged in its development and who have collaborated to make it a reality. I wish you a most successful implementation.



# MESSAGE FROM THE BOARD'S CHAIRMAN

Mrs. Laura Heron



As the Chairman of the North-East Regional Health Authority, I and all the Board's Directors believe that exceptional customer service is paramount in delivering healthcare services in the region. Reflecting on past years' achievements and progress, I highlight with great pride and enthusiasm the pivotal role and immense value that customer service holds within our esteemed Health Authority.

At the heart of our organization's mission to provide exceptional healthcare services lies a deep commitment to putting our patients and stakeholders first. We recognize that the quality of care we deliver extends beyond medical expertise – it encompasses the entire patient experience, from the moment they walk through our doors to their ongoing journey to recovery and wellness.

Jamaica has a distinctive reputation for training some of the most professional and caring individuals in healthcare. This has resulted in a continuous demand for our healthcare practitioners internationally. To this end, we at NERHA have to establish a high level of customer service to not only the people attending our facilities but also those working there.

Over the past year, we have made considerable investments in enhancing our customer service initiatives, with a dedicated focus from the Board to ensure that every interaction with our patients is characterized by empathy, respect, and excellence. Across the region, all primary and secondary care managers have concentrated on customer service best practices, whether in person-to-person interactions, on the telephone, or through social media, which will reflect our dedication to professionalism, empathy, and efficiency.

Our unwavering dedication to customer service is not just a strategic priority; it reflects our core values and demonstrates our commitment to fostering trust and building lasting relationships with our community. We understand that each interaction is an opportunity to make a positive impact, and we strive to go above and beyond to ensure that every individual feels valued, heard, and supported.

We are a nation that is known for our friendly and engaging personalities, traits that seem to be natural and inherent in most Jamaicans. As we move forward, let us continue to champion the importance of customer service as a cornerstone of our success. Let us seek new ways to innovate, improve, and personalize the care experience for all those who entrust us with their health and well-being.

Together, we will shape a future where exceptional customer service is not just a goal but a defining characteristic of our Health Authority.

# MESSAGE FROM THE REGIONAL DIRECTOR

Miss Fabia M. Lamm, JP



The North-East Regional Health Authority (NERHA) acknowledges and understands the need to continuously improve and enhance healthcare service delivery to our customers and stakeholders. The publishing, therefore, of our Customer Service Charter, which explicitly outlines our customer service standards and core values, is our bold step forward in acknowledging our commitment to better understand the needs of our customers, clients and stakeholders and increase our awareness to deliver exemplary service.

Our Customer Service Charter outlines what you should expect each time you interact with our NERHA staff members and your responsibilities as we work with you to meet your healthcare needs and expectations. We know you have other channels and media to voice your concerns. However, for this partnership to work, we ask that you communicate and interact with us whenever you encounter any challenges navigating our healthcare network so that we can work with you to rectify these issues.

As we enhance our Customer Service deliverables to you, we remain committed to:

- Providing you with information on your rights and responsibilities regarding access to healthcare services at our hospitals and health centres.
- Meeting your reasonable expectations for service delivery.
- Providing access and offering you the opportunity to give us your feedback on our performance.
- Providing you with direct contacts to the NERHA health facilities to discuss service issues.

We anticipate that our commitment to improving your experiences with the NERHA will meet or exceed your expectations.

# About **NERHA**

The **North-East Regional Health Authority (NERHA)** originated from the National Health Services Act of 1997 and the Government of Jamaica's Health Reform Programme which saw the decentralizing of health service delivery.

Under this new structure, the management of the delivery of health services shifted from central government (Ministry of Health and Wellness) to four semi-autonomous bodies – the Regional Health Authorities (RHA). The RHAs have responsibility for the operation and management of health services within a defined geographic area.

The **NERHA** includes the parishes of St. Ann, St. Mary and Portland and has a care delivery network formed by 70 health centres, 1 Regional Hospital, 3 Public General Hospitals and 1 Community Hospital within a defined geographic area of 2,637km<sup>2</sup> and a population of 373,065 (Statin, 2019).

As of December 2023, the **NERHA** employs approximately 3,000 healthcare workers across the three (3) parishes.



# Our Mission & Vision

## Mission

The Mission of the North-East Regional Health Authority is, “In partnership with other stakeholders, to promote the physical, mental, social and spiritual well-being and enhanced quality of life for the residents of St. Ann, St. Mary and Portland. This by empowering individuals and communities and ensuring access to adequate health care through the provision of cost effective, promotive, preventive, curative and rehabilitative services.”

## Vision

“Healthy Lifestyles, Healthy Environment...Healthy People.”



# Our Commitment & Core Values

The **North-East Regional Health Authority (NERHA)** is committed to provide and deliver the highest quality of service to our valued stakeholders. We will do this by continuously monitoring and improving our service standards.



# Our Core Values

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## **NURTURE**

We will create a people-centered environment that prioritizes the well-being, development, and overall experience of individuals served.



## **EFFICIENT**

We will deliver quality, accessible and appropriate healthcare services.



## **RESPECT**

Every individual will be treated with courtesy, compassion, and dignity. We will communicate effectively and promptly.



## **HARMONIOUS**

We will create a holistic environment that fosters collaboration between and among our healthcare staff and stakeholders.



## **ACCOUNTABLE**

We will take responsibility for our actions and be transparent in our decisions.

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# Our Service Standards

- ◆ Telephone calls to the **North-East Regional Health Authority (NERHA)** facilities will be answered within 2 - 3 rings.
- ◆ All correspondences sent via e-mail, social media or letter will be acknowledged within two (2) working days.
- ◆ Our communication will be clear, concise and free from jargon.
- ◆ Stakeholders visiting any **NERHA** Customer Care Department will be acknowledged by a Customer Care Personnel within 3 minutes and attended to within 10 - 15 minutes.
- ◆ Our staff will consistently exhibit professionalism and courtesy in our interactions with you.
- ◆ Complaints received will be acknowledged within 48 hours of receipt.

# Our Promise To You

The **NERHA** understands that in delivering healthcare services to the Jamaican population, we will need to adhere to standards that exemplify excellent customer service.

As a patient, you have the right to:

## ◆ **ACCESS**

To access health services that are appropriate to your needs.

## ◆ **COMMUNICATION AND PARTICIPATION**

To get information about your health, the services and treatment options available to you and to be involved in decisions about your care.

## ◆ **CONFIDENTIALITY & PRIVACY**

Your personal health information will be kept confidential. You will know how it is used and be advised on how to access it.

## ◆ **RESPECT**

You will be treated as an individual with dignity and respect regardless of your circumstance.

## ◆ **SAFETY**

You will receive the best care and treatment provided by qualified staff, delivered in a safe, caring and clean environment.

## ◆ **INFORMED CONSENT**

To an informed consent process that explains your condition and treatment to be provided, and your right to consent or refuse treatment.

## ◆ **FEEDBACK AND COMPLAINTS**

To have a say in the care and services provided for you. You have the right to have your concerns and complaints dealt with in the most timely and appropriate way.



# Your Responsibilities

As a critical stakeholder in our healthcare delivery process, you also have a responsibility in contributing to a collaborative and effective service experience.

**You have a responsibility to ensure that you receive the best care and services by:**

- Providing us with accurate and useful information including your medical history and all medication you have been taking.
- Informing us of any change in your condition or any problems you may have in taking your medication.
- Following the instructions of your healthcare provider. Tell us when you do not understand the instructions so that they can be explained to you in a clear and simple way.
- Ensuring that all documents about your health and medical treatment are safely secured and are presented to us when requested to do so.
- Treating our healthcare staff and fellow patients with respect.
- Keeping your appointments. If you are unable to do so let us know.
- Displaying proper behaviour and refrain from using abusive language while you are in our care.
- Protecting the healthcare facility's plant, equipment and furniture.
- Complying with the healthcare facility's dress code.

# Our Feedback Channels

At the **NERHA**, we highly value your feedback as it allows us to continuously enhance our services and ensure that your experience with us exceeds expectations.

We are committed to providing you with convenient channels for sharing your suggestions, compliments and complaints.

## HOW TO PROVIDE FEEDBACK:



### **Website: [www.nerha.gov.jm](http://www.nerha.gov.jm)**

Visit our website to access our user-friendly online feedback form. Your responses are confidential and we will respond within 1 - 2 working days.



### **Customer Service Line**

Call our dedicated customer service line at 1-888-429-5646 (Toll Free) or 1-876-795-3107 to speak directly with our Customer Care Assistants.



### **Email**

Send us an email to [myNERHAexperience@nerha.gov.jm](mailto:myNERHAexperience@nerha.gov.jm) to share your feedback and our team will review your message and respond within 1- 2 working days.



### **In-Person Feedback**

Visit our Regional Office at Shops 34 - 38, Ocean Village Shopping Centre, Ocho Rios or the nearest Healthcare Facility.

Our staff will assist you in filling out a feedback form or directing you to the appropriate personnel.



### **Social Media**

Please reach out to us on Instagram, Facebook or X.

We will promptly acknowledge your inquiry or feedback, and provide a response ideally within a few hours.

# Our Complaints Procedure

In the event you feel that the service the **NERHA** has provided to you has not met the terms of this Charter, please do not hesitate to lodge a complaint.

Complaints can be submitted using any of our feedback channels.

We will:

- ◆ Treat complaints and concerns as a matter of priority.
- ◆ Acknowledge your complaint within 2 working days of receipt of the complaint.
- ◆ Assess and Investigate the complaint.
- ◆ Respond to the complainant with a clear decision on or before 30 working days after receiving the complaint.
- ◆ If the complainant is not satisfied with the decision, we will invite the client to a meeting and discuss the findings of the investigation to determine their level of satisfaction or for escalation.

# Contact Us

## St. Ann

HEALTH CARE FACILITY	CONTACT NUMBER	EMAIL ADDRESS
St. Ann's Bay Regional Hospital	876-972-0150-2 876-972-2272-3	mySABRHexperience@nerha.gov.jm
Alexandria Community Hospital	876-975-1007 876-771-0043	mySAHDexperience@nerha.gov.jm

HEALTH CARE FACILITY	CONTACT NUMBER	EMAIL ADDRESS
St. Ann Health Department	876-972-2215 876-972-2190 876-972-2227	mySAHDexperience@nerha.gov.jm
Steer Town Health Centre	876-917-4742	mySAHDexperience@nerha.gov.jm
Ocho Rios Health Centre	876-974-2691	mySAHDexperience@nerha.gov.jm
Exchange Health Centre	876-770-5151	mySAHDexperience@nerha.gov.jm
Runaway Bay Health Centre	876-973-7761	mySAHDexperience@nerha.gov.jm
Brown's Town Health Centre	876-975-2195	mySAHDexperience@nerha.gov.jm
Bamboo Health Centre	876-972-6700	mySAHDexperience@nerha.gov.jm
Claremont Health Centre	876-770-9093	mySAHDexperience@nerha.gov.jm
Moneague Health Centre	876-770-2000	mySAHDexperience@nerha.gov.jm





# Contact Us

## St. Mary

HEALTH CARE FACILITY	CONTACT NUMBER	EMAIL ADDRESS
Port Maria Hospital	876-613-8500 876-994-9979	myPMHexperience@nerha.gov.jm
Annotto Bay Hospital	876-613-8300 876-996-2222-3 876-996-9883	myABHexperience@nerha.gov.jm

HEALTH CARE FACILITY	CONTACT NUMBER	EMAIL ADDRESS
St. Mary Health Department	876-613-8500 876-994-9979	mySMHDexperience@nerha.gov.jm
Gayle Health Centre	876-975-8054	mySMHDexperience@nerha.gov.jm
Highgate Health Centre	876-992-2282	mySMHDexperience@nerha.gov.jm
Annotto Bay Health Centre	876-996-3204	mySMHDexperience@nerha.gov.jm
Port Maria Health Centre	876-613-8500	mySMHDexperience@nerha.gov.jm
Oracabessa Health Centre	876-726-1625	mySMHDexperience@nerha.gov.jm



# Contact Us

## Portland

HEALTH CARE FACILITY	CONTACT NUMBER	EMAIL ADDRESS
Port Antonio Hospital	876-613-8400 876-993-2646-8	myPAHexperience@nerha.gov.jm

HEALTH CARE FACILITY	CONTACT NUMBER	EMAIL ADDRESS
Portland Health Department	876-993-2557 876-676-7858	myPHDexperience@nerha.gov.jm
Manchioneal Health Centre	876-770-0469	myPHDexperience@nerha.gov.jm
Fair Prospect Health Centre	876-913-1427 876-913-7185	myPHDexperience@nerha.gov.jm
Buff Bay Health Centre	876-996-1478	myPHDexperience@nerha.gov.jm



# Contact Us

## REGIONAL OFFICE



876-795-3107  
876-795-0102



Shops 1, 9, 12, 34 - 40  
Ocean Village Shopping Centre,  
Ocho Rios, St. Ann



[myNERHAexperience@nerha.gov.jm](mailto:myNERHAexperience@nerha.gov.jm)



[www.nerha.gov.jm](http://www.nerha.gov.jm)



Instagram: @mohnerha  
X: @mohnerha  
Facebook: @nerhajm



