



Customer Charter of Radiology Department Salmaniya Medical Complex - (X-Ray services)

Service level definition:

Defined Service Levels			
Service Name	Customer / Stakeholder	Channel of Delivery	Service Levels
1. Radiology services	Patients who have requests for radiology examination from Physicians	Radiology Department in Salmaniya Medical Complex or Health Centres which have Radiology Section.	1. The Service will be available at the service counter from 7:00 a.m. to 2:00 p.m., except Fridays, Saturdays and Public Holidays
2. Emergency services	Patients who have radiology exam done at Accident & Emergency Department, Maternity Admission or as In-Patients in MOH Hospitals.	Radiology Department (Accident and Emergency) in Salmaniya Medical Complex.	1. Service will be available at the service counter around the clock 7 days a week 2. Results can be collected from the service counter at Accident and Emergency Department when the results are completed within 2 hours 3. Internal disasters may lead to exceeding the above time schedule.
3. Appointments of radiology tests	Patients who seek appointment to undertake Radiology examination on a specified date and time period	The Reception Counter of Radiology Department at Salmaniya Medical Complex	1. The service will be available at the service counter of Radiology Department in Salmaniya Medical Complex from 7:00 a.m. to 2:00 p.m. except Fridays, Saturdays and Public Holidays.

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4 .Paid service	Patients who are referred by private clinics or private hospitals or SMC Limited Private Practice (LPP) clinics or non Bahraini Patients from Salmaniya Medical Complex or Health Centres (HC) for designated examinations such as IVP, Isotope Scan, USG, mammography, CT, MRI, ..., etc..	Radiology Department (Accident and Emergency and Radiology Department) in Salmaniya Medical Complex	<ol style="list-style-type: none"> 1. Paid services shall be available on working days from 7.00 a.m. to 2.00 p.m. and 4:30 p.m. – 07:00 p.m. 2. Reports will be available after 4 working days at Reception of Radiology Department. In old reception Office from 04:30 p.m. to 07:30 p.m. on normal working days
5. Results of radiology test#	Patients who have undertaken the medical test within a specified time period at Salmaniya Medical Complex or the designated Health Centres.	Radiology reception of Radiology Department in Salmaniya Medical Complex or Health Centers which have radiology section.	<ol style="list-style-type: none"> 1. Reports permitted and approved by the Radiology shall be available at Radiology Reception of Radiology Department in Salmaniya Medical Complex or Health Centers which have Radiology Section on normal working days 2. Most of the Results will be ready after 5 days, some results may take longer 3. Report will be available on submission of CPR number immediately at counter if it is ready and approved by radiology doctors. 4. Results can be known if it is ready or not online through MoH Portal on National Portal
6. Nuclear Medicine	Patients	Nuclear Medicine	1. This service is available from

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service		Room of Radiology Department in Salmaniya Medical Complex.	<p>7.00 a.m. to 14.00 p.m. within normal working days.</p> <p>2. Reports will be available after working days at Out Patient Clinics between 7.00 a.m. to 2.00 p.m. and also at extended hours from 2.30 pm to 5.30 pm or in Limited Private Practice Clinics from 4.30 p.m. to 7.30 p.m. in normal working days.</p> <p>4. Emergency services require that the consultant of customer to contact concerned consultant in Radiology to schedule an appointment</p>
7. Grievances redressal system of radiology	<p>Patients who seek grievances redressal relating to appointments, radiology services or results of medical test undertaken on a specified date and time period at the Radiology Department in Salmaniya Medical Complex or Patients who have undertaken the medical test within a specified time period at the designated Health Centres</p>	<p>Chief Radiologic Technologist, Radiology Department chamber</p> <p>Or</p> <p>Public and International Relations Directorate</p> <p>Or</p> <p>MoH Portal www.moh.gov.bh</p>	<p>1. The Chief Radiologic Technologist's Secretary will accept complaints and grievances delivered in person during normal working hours from 7:00 a.m. to 2:00 p.m. or by E-mail MKulaiti@health.gov.bh at all times.</p> <p>2. Suggestions can be dropped at any time in the Suggestion box available at the Radiology Department waiting area.</p> <p>3. The patients can also submit their complaints online via MoH Portal www.moh.gov.bh/EN/E-Services/Complaints.aspx</p>

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	and their films were send to Radiology Department in Salmaniya Medical Complex for reporting.		
Contacts of Radiology Department	Any patient availing services of Radiology Department in Salmaniya Medical Complex	Radiology Department MoH Portal www.moh.gov.bh National Portal www.bahrain.bh	1. Tel No: 17285541 / 17285270 2. Fax No: 17285540 / 17284030 3. Postal Address: Department of Radiology, SMC, P.O BOX 12, Manama, Kingdom of Bahrain 4. Email: MKulaiti@health.gov.bh