



Customer Charter of eServices

MoH Vision:

To improve the health of population in Bahrain by partnership with stakeholders, in order to provide accessible, responsive, high quality service for all through their life time.

MoH Mission:

To ensure the provision of evidence-bases care at all levels based efficient use of resources and encouragement of personal responsibility for health.

MoH Strategy

Are bases for future decision making & provide comprehensive view for improvement and development

- Health gain
- Quality, clinical excellence
- Service development
- New investment
- Partnership working
- community involvement
- Organization and management
- Human Resources
- Education, research and development
- Financial Management
- Information and communication technology

Customers:

1. All citizens who avail the services of the government health institutions in the Kingdom of Bahrain
2. Healthcare Professionals (Doctors/Dentists/Nurses/Pharmacists/Allied Health).
3. Job Seekers
4. Researchers
5. Vendors
6. Other Ministries or Government Organizations
7. Private Organizations
8. Abroad Audience
9. Expatriates

General Standards

This section will define the general standards applicable to the ministry as a whole

- We will strive to provide 100 % correct and accurate information through our service points, the various electronic channels to the citizens (www.moh.gov.bh, www.bahrain.bh)
- We will ensure 99% uptime for the electronic channels of delivery (www.moh.gov.bh, www.bahrain.bh), and 100% availability during working hours for the service
- We will ensure 24 X 7 availability of all services in our portal, and from 07:00 a.m. to 02:15 p.m. (working hours) from Sunday to Thursday availability of all services in our service points.
- We will ensure safe and secure handling of all personal/health information of our customers
- We will respond to the customer complaints within agreed timeline
- We will ensure 100% complaint redressal through our redressal mechanisms.

Service level definition:

Defined Service Levels			
Service Name	Customer / Stakeholder	Channel of Delivery	Service Levels
Search for Doctor	Citizens, Expatriates, Healthcare professionals	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh , Service Points (Counters) Licensure and Registration Office	<ol style="list-style-type: none"> 1. Information about doctors can be searched on the MoH Portal http://www.moh.gov.bh/doctors/search2.asp or www.bahrain.bh 2. Information about Doctors/Physicians is available at service points (Licensure and Registration Office)
List of Hospitals and Pharmacies with their contact details	Citizens, Abroad audience, Healthcare Professionals Expatriates	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh , Service Points (Counters) Licensure and Registration Office , Pharmacy and Drug Control Directorate	<ol style="list-style-type: none"> 1. Information about Hospitals and Pharmacies can be get from the Portal; http://www.moh.gov.bh/contacts.asp or www.bahrain.bh 2. Information about Hospitals is available at Licensure and Registration Office 3. Information about Pharmacies is available at Pharmacy and Drug Control Directorate
Readiness of Radiology (X-ray) Results at Salmaniya Medical Complex (SMC) and Health Centers	SMC and Health Centers patients	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh , Service Points (Counters) Salmaniya Medical Complex (SMC) and Health Centers	<ol style="list-style-type: none"> 1. Readiness of Results can be viewed online from the Portal; http://www.moh.gov.bh/Xray.asp or www.bahrain.bh 2. Results will be available at SMC and Health Centers as and when the report is ready. 3. The online information will be updated for any changes next day
Drug Prices	Citizens, Expatriates and Abroad Audience	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh , Pharmacy and Drug Control Directorate	<ol style="list-style-type: none"> 1. Information can be get from the Portal http://www.moh.gov.bh/drugs.asp or www.bahrain.bh; 2. Information is available at Pharmacy and Drug Control Directorate;

Defined Service Levels			
Service Name	Customer / Stakeholder	Channel of Delivery	Service Levels
Delivery Date Calculator	Citizens, Abroad Audience and Pregnant Women	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh	1. The service can be availed online http://www.moh.gov.bh/Delivery.asp or www.bahrain.bh . The Delivery Date will be calculated based on requested information provided by the user.
Check your Blood Record	Blood Donors and Patients done blood test at Salmaniya Medical Complex	National Portal www.bahrain.bh , MOH website www.moh.gov.bh , Blood Bank, and SMC Medical Records	1. Records can be viewed from the website http://www.moh.gov.bh/BldGrp.asp or www.bahrain.bh 2. The record can be collected from Service points (Blood Bank at SMC) 3. The online Blood record is only for Blood Type
Body Mass Index (BMI) check	Citizens and Portal visitors	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh	1. This service can be availed online http://www.moh.gov.bh/BMItable.asp or www.bahrain.bh . BMI will be calculated based on requested information provided by the user. Based on the BMI calculated certain advise will be provided to the user.
Check Appointment at SMC Outpatient clinics	Patients of SMC Outpatient clinics	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh , SMC Outpatient clinics	1. Appointment booked for the coming 30 days can be viewed online on the Portal http://www.moh.gov.bh/appointment/app_new.asp or www.bahrain.bh 2. Appointments information is available at the service point (SMC Outpatient clinics) during the working hours 3. The online Appointments information will be updated for any changes next day
Booking Appointment at Limited Private Practice (SMC Private Clinics)	Citizens	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh and Limited Private Practice (SMC Private Clinics)	1. Appointments can be booked online through the Portal with specific Physicians http://www.moh.gov.bh/appointments.asp or www.bahrain.bh 2. Patient will receive call for booking confirmation 3. Appointments can be also booked from the Service Point Limited Private Practice (SMC Private Clinics)
Health Service Locator	Citizens and Abroad Audience	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh and Service Points Licensure and Registration Office	1. Information can be viewed instantaneously online from the Portal http://www.moh.gov.bh/HealthServices.asp or www.bahrain.bh ; 2. Information is available at the service point (Licensure and Registration Office) during the working hours
Pre-Employment Health Check-up Appointment	Expatriates	National Portal www.bahrain.bh , MOH Portal www.moh.gov.bh and Service Points (AlRazi Health Center)	1. Appointments can be booked online http://www.moh.gov.bh/pre-emp.asp or www.bahrain.bh 2. Appointments can be booked at service points (AlRazi Health Center) during the working hours 3. Patient will receive SMS/email reminder of the appointment

Grievance Redressal / Suggestion and feedback:

We the MoH seeks suggestion, complaints or grievances from the clients for any of the services / improvements of service offered by us through the websites. As a part of the same, we commit the following:

1. We have provided a link in the Portal for accepting suggestions, complaints and grievances <http://www.moh.gov.bh/complains.asp> .
2. All grievances, complaints and suggestions will be forwarded to our Public Relations Directorate and then forwarded within a period of 24 hours to the concerned sections of the ministry.

3. All grievances, complaints and suggestions will receive an electronic acknowledgement within 24 hours of receipt of the same.
4. The citizens should submit all the mandatory details provided in the electronic forms.
5. The details of the complainant would be treated in confidentiality.
6. Each grievance would be considered for the merit of the case and will be provided a reply within three working days.
7. In case of dissatisfaction of the reply, the citizen may escalate the matter to the escalation mechanism provided in the reply.
8. We accept suggestions, complaints and grievances at the following contacts also:
 - Public and International Relations Directorate
 - Fax No.:17286691
 - Contact No.: 17286106
 - Email: PR@Health.gov.bh
