

MINISTRY OF HEALTH AND CHILD CARE

ZIMBABWE



CLIENT SERVICE CHARTER

PREAMBLE

The Ministry of Health and Child Care adopted the Primary Health Care (PHC) approach at independence in 1980, as the strategy to deliver quality health services to all Zimbabwean citizens.

Guided by the PHC approach, the Ministry is committed to ensuring the highest possible level of health and quality of life for all citizens of Zimbabwe. This vision will be attained through the combined efforts of Government, individuals, communities and various other organizations.

This Service Charter, which is a product of wide consultations with our clients, defines who we are and establishes the relationship between ourselves, our clients, other health service providers as well as funders of health services, both in the public and private sectors. To enable our clients to make informed decisions, this Charter provides information about us and the range of services that we offer. Through this Charter the ministry seeks to improve the responsiveness of the health sector to the needs of our clients and stakeholders. To achieve this, the ministry welcomes feedback and suggestions from our clients on how we can continuously improve our service provision.

MINISTRY VISION

To attain the highest possible level of good health, well-being and quality of life for all citizens

MISSION STATEMENT

To provide the highest standards of health care services to all Zimbabweans in line with the Primary Health Care approach and as set out in the National Health Strategy.

CORE VALUES AND PRINCIPLES

In order to fulfil our vision and mission, the Ministry will be guided by the following core values and principles.

CORE VALUES

- Team spirit and collective responsibility
- Professionalism
- Discipline
- Integrity
- Equity

PRINCIPLES

- Putting communities and patients first
- Inclusive decision making and implementation
- Equitable and fair distribution of available resources
- Zero discrimination of any form in service provision
- Scientifically proven and evidence based approaches to service delivery
- Regular monitoring and evaluation

MANDATE

Our main responsibilities, which are summarised below, are further detailed for the Head-Office and each of the main Divisions and Departments:

- i. Health promotion, health protection and disease prevention services
- ii. Appropriate quality primary care services for those who fall sick; and
- iii. Secondary, Tertiary and Quaternary specialised hospital services for those who require them

THE HEAD OFFICE

The role of the Ministry of Health and Child Care Headquarters is to regulate, set policy and provide a legally enabling environment for the operations of the various health service providers. The responsibilities of the Central level are to:

- ◆ Coordinate the assessment, identification and analysis of the priority health challenges and needs of the people of Zimbabwe.
- ◆ Coordinate the development of national health policy, setting of national standards and guidelines.
- ◆ Coordinate the planning and provision of affordable, accessible, acceptable and comprehensive range of health care services.
- ◆ Coordinate the establishment and continuous improvement of a reliable national health information system to facilitate planning and evaluation as well as the implementation of policies, strategies and action plans.
- ◆ Consolidate and monitor implementation of national health plans, compliance to national policies and guidelines.
- ◆ Consolidate budget estimates, mobilize and allocate resources; institute expenditure controls and budget analysis.
- ◆ Monitor disease trends, quality of care and population health status.
- ◆ Monitor adherence to pharmaceuticals policies, medicines quality, availability and distribution of medicines
- ◆ Coordinate Human Resources for Health planning and strategy development.

- ◆ Coordinate the training and development of adequate numbers of health managers to direct an efficient and highly quality health system.
- ◆ Create a conducive regulatory environment through health legislation for both public and private providers.
- ◆ Administer all the enabling acts of Parliament in the implementation of the health care services.
- ◆ Commission essential national health related research.
- ◆ Ensure inter agency co-ordination in the context of health delivery.
- ◆ Liaise with international health organizations and donor agencies

OUR CLIENTS AND STAKEHOLDERS

Our clients and stakeholders are all those persons and organisations whom we serve or interact with. These are:

- Patients and consumers of our services
- Cabinet
- Other Government Ministries & Departments
- Foreign embassies
- Health services consumers
- International, regional organisations and cooperating partners
- Local non-governmental organisations
- Multi-lateral organisations
- Parliament of Zimbabwe
- Health Service Board and the Public Service Commission
- General public

THE MINISTRY OF HEALTH AND CHILD CARE IS MADE OF THE FOLLOWING DIVISIONS AND DIRECTORATES, WHOSE HEADS REPORT DIRECTLY TO THE PERMANENT SECRETARY:-

- Division of Preventive Services
- Division of Curative Services
- Division of Policy, Planning, Monitoring and Evaluation.
- Human Resources
- Directorate of Finance and Administration.
- Provincial Medical Directorates.
- Engineering Department
- Audit Department

PREVENTIVE SERVICES DIVISION

This Division is responsible for the overall strategic direction, management and coordination of programs for health promotion, prevention and control of epidemics, communicable, non-communicable diseases. The Directorate formulates and reviews national policy frameworks for program implementation of Family Health Services, HIV/AIDS and TB, Health Promotion, Environmental Health and disease surveillance, program monitoring and evaluation. There are seven Directorates under this Division:

Family Health Directorate which is responsible for coordination and management of reproductive health services, nutrition services, and the National Program of action for children.

Responsibilities include:

- Provide national leadership, coordination and management of Family & Child Health, Health Promotion, Rehabilitation and Nutrition programs
- In close coordination with program officers and PMDs, directs and manages the planning of all the four programs and ensure their implementation, monitoring and evaluation. The department has to ensure
- Continuously monitor and evaluate the effectiveness, efficiency, appropriateness and quality of Family & Child Health, Health Promotion, Rehabilitation and Nutrition service delivery methods, standards, protocols and operational procedures; identifying opportunities for improvement and taking appropriate action.

HIV, AIDS, STI and TB Directorate The directorate is responsible for coordinating programmes related to prevention and control of STI, HIV, AIDS and TB in line with National Policy on HIV and AIDS and other policies. The department provides leadership, technical guidance and support in the development, implementation and monitoring of the national STI, HIV, AIDS and TB prevention and care programme of the Ministry of Health and Child Care. Responsibilities include:

Epidemiology and Disease Control Directorate is responsible for the establishment of comprehensive national disease prevention and control strategies and systems for communicable, non-communicable disease, health promotion and disease surveillance.

Responsibilities include:

- Establishing and maintenance of comprehensive national disease prevention and control data basis and surveillance systems for communicable, non-communicable disease and injuries.
- Co-ordinating the development of technical guidelines/manuals to standardise case definitions, diagnosis and case management for communicable, non-communicable disease and injuries.

- Coordinating the designing, execution and analysis of communicable, non-communicable disease and injuries prevention and control related operational research and contribute to the research finding dissemination and utilisation.
- Ensure appropriate policies and strategies for epidemic preparedness, prevention and response are provided for.
- Coordinate the investigations and control of outbreaks.
- In conjunction with port health authorities, provide health screening and assessment of communicable diseases at the country's entry points.
- Liaising with the National Reference Laboratories to improve the case diagnosis and case confirmation, epidemic investigation of communicable diseases, surveillance, drug sensitivity.
- Ensuring the development and implementation of an early warning system and a trend analysis of the health status of the nation.
- Coordinating and ensuring implementation of an effective routine health information system.

Environmental Health Directorate which is responsible for coordinating the development of National Environmental Health policies and strategies.

Responsibilities include:

- Coordinate and manage the development, implementation, monitoring and evaluation of national policies, strategies, goals and objectives for environmental health services; and periodically reviewing the relevance and adequacy of the same and taking appropriate actions when necessary.
- Continuously monitor and evaluate the effectiveness, efficiency, appropriateness and quality of environmental health service delivery methods, standards, protocols and operational procedures; identifying opportunities for improvement and taking appropriate action when necessary.
- Coordinate the activities of the Port Health Authority.
- Ensure the proper functioning of an environmental health inspectorate program and adherence to the provisions of the Public Health Act and other environmental health related acts.
- Coordinating the development of and provide guidance to Environmental Health Training programs for health workers and the general public.
- Coordinating the designing, execution and analysis of Environmental Health related operational research and contributions to the research findings dissemination and utilization.
- Coordinating the development, implementation and maintenance of measures to ensure the public health/environmental health standards are adhered to at all levels.
- In liaison with other departments to implement disease surveillance, patient follow-up and investigation of epidemics.
- Effectively administering the provisions of the Public Health Act and other relevant legislation.

Radiation Protection Department which is responsible for the Development, monitoring and evaluation of national Radiation Protection policies.

Responsibilities include:

- Responsible and accountable for administering the Radiation Protection Act, as well as Radiation Protection Department.

- Development, implementation, monitoring and evaluation of Radiation Protection policies, strategies, standards, rules and regulations; periodically review the relevance and adequacy of the same and take appropriate actions as necessary.
- Registers radiation users, radiation producing premises and devices.
- Monitor radiation exposure of individuals and the environment
- Regularly reviewing and updating Ionizing Radiation safety regulations
- Continuously monitor and evaluate the effectiveness, efficiency, appropriateness and quality of Radiation Protection service delivery methods, standards, protocols and operational procedures; identifying opportunities for improvement and taking appropriate action.
- Regular inspection radiation producing premises and devices to ensure conformance with international Radiation Protection regulations.

Government Analyst Laboratory which is responsible for chemical and/or microbiological analysis of food, water and other samples for both government and the private sector.

Responsibilities include:

- Ensuring that food complies with the Food and Food Standards Act and Regulations and the Public Health Act as part of the Food Safety and Quality Control program (Food analysis and quality control).
- Ensuring that water is suitable for human consumption, domestic use and is free from pollution (water analysis and quality control).
- Analysis of clinical specimens for toxic substances and drugs from patients in public and private hospitals and related institutions.
- Analysing post-mortem specimens for toxic substances for police investigations of deaths suspected to have been caused by poisoning and other unnatural causes.
- Analysing air samples for pollution and industrial products for compliance with the Air Pollution Control Act and the Hazardous Substances and Articles Control Act.
- Examining mutilated currency for valuation and Customs and Excise samples for tariff classification.
- Providing toxicological advice on pollution and contaminated sites including assessment and management of contaminated sites.
- Secretariat to the Food Standards Advisory Board.

National Institute of Health Research which is responsible for coordinating the implementation of Essential National Health Research with special emphasis on the transmission dynamics, control and prevention of vector borne and other diseases and the development of health technologies to improve of water supplies and sanitation in rural and peri-urban areas.

Responsibilities include:

- Research into all aspects of occurrence, transmission, control and prevention of vector borne diseases
- Development health technologies devoted to the improvement of water supplies and sanitation in rural and peri-urban areas.

- Provide, advisory, supervisory and evaluatory services for research by individuals, local authorities, departments of the Ministry and other health related agencies and organisation.
- Producing and maintaining a research directory for all health research undertakings conducted in Zimbabwe.
- Coordinating capacity building in the conduct of health systems and other research within the ministry.
- Liaising with the Zimbabwe National Traditional Healer's Association in conducting clinical trials and other research.
- Collaboration with other institutions in the area of health research.
- Providing secretarial services to the Medical Research Council of Zimbabwe.

National Action Programme for Children. The unit is responsible for coordinating the development, implementation, monitoring and evaluation of policies, strategies and programs addressing child welfare issues.

Responsibilities include:

- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods & procedures addressing children's quality of life and promote best practices.
- Coordinate and participate in the development and implementation of multisectoral strategies for advocacy and dissemination of the state of the children including production of regular State Parties Reports on the Convention of the Rights of the Child.
- Fostering collaborative relationship with relevant stakeholders in raising awareness on issues related to child welfare needs and ensuring health institutions compliance with all Child Welfare regulations.
- Coordinate the monitoring and evaluation of progress achieved in implementing the National Program of Action for Children.
- Ensuring compliance with laws that affect children
- Raise awareness and lobby for the welfare of children.
- Coordinates unit's activities with those of other departments inside and outside the ministry

CURATIVE SERVICES DIVISION

This Division is responsible for the overall strategic direction and coordination of the provision of quality clinical services. This entails ensuring the effective planning, management, and development of quality clinical care in line with Ministry's objectives, policies and plans. Key responsibilities include the coordination of clinical services, specialist services, nursing services, and the essential drugs supply programme and laboratory services. The directorate will provide

guidance in the management of public health hospitals and ensure efficient and effective provision of quality health care through effective treatment using appropriate technology. There are six Directorates under this Division:

Nursing Services Directorate which is responsible for coordinating the development, implementation and evaluation of national policies and strategies for nursing, midwifery and community nursing.

Responsibilities include:

- Coordinate and manage the development, implementation, monitoring and evaluation of national policies, strategies, goals and objectives for nursing, midwifery and community nursing; and periodically reviewing the relevance and adequacy of the same and taking appropriate actions when necessary.
- Continuously monitor and evaluate the effectiveness, efficiency, appropriateness and quality of nursing, midwifery and community nursing service delivery methods, standards, protocols and operational procedures; identifying opportunities for improvement and taking appropriate action when necessary.
- Ensuring the development of nursing ethics and general nursing standards.
- Co-ordinating the development of and adherence to the codes of professional conduct, scope of professional practice for nursing and midwifery.
- Ensure and promote inter-departmental/ministerial collaboration as well as participation at national, regional and international events.
- Promoting and initiating relevant operational research.
- Contributing to general health sector policy formulation, review and planning process.

Pharmacy Services which is responsible for Essential Drug and Medical Supplies.

Responsibilities include:

- Coordinate and manage the development, implementation, monitoring and evaluation of national policies, strategies, goals and objectives for pharmaceutical services; and periodically reviewing the relevance and adequacy of the same and taking appropriate actions when necessary.
- Ensuring that essential drugs are available at all levels of the health delivery system at all times.
- Monitoring the procurement, distribution of drugs and other surgical sundries within the public health sector.
- Co-ordinating the development of policies to facilitate proper and rational use of drugs within both sectors.
- Monitoring adherence to the National Drug Policy, the revision of EDLIZ as appropriate, adherence to guidelines for the donation of drugs.
- Instituting and managing a drug surveillance system in conjunction with the health information system.
- Liaising with the national drug supply company and the Medicines Control Authority to ensure effective drug quality assurance program.
- Ensure and promote inter-departmental/ministerial collaboration as well as participation at national, regional and international events.
- Promoting and initiating relevant operational research.

- Contributing to general health sector policy formulation, review and planning process.

Laboratory Services which is responsible for coordinating the development, implementation and evaluation of national policies and strategies for national health laboratory services.

Responsibilities include:

- Co-ordinating the development, implementation and evaluation of national policies and strategies for national health laboratory services.
- Periodically reviewing the relevance and adequacy of available for national laboratory services policies, strategies and action plans and suggest appropriate actions.
- Co-ordinating the development of laboratory personnel training programmes including providing advice on long-term Human Resources Development strategies.
- Co-ordinating the designing, execution and analysis of laboratory related operational research and contribute to the research finding dissemination and utilisation.
- Coordinating that standardisation of laboratory equipment, essential tests and supplies.

Dental Health Services which is responsible for developing policies, norms and standards for oral health services.

Responsibilities include:

- Coordinate and manage the development, implementation, monitoring and evaluation of national policies, strategies, goals and objectives for oral health services; and periodically reviewing the relevance and adequacy of the same and taking appropriate actions when necessary.
- Coordinating the provision of clinical, school and community oral health services.
- Development of appropriate standards, policies and strategies for the provision of oral health services.
- Monitoring and evaluating oral health programs.
- Ensure and promote inter-departmental/ministerial collaboration as well as participation at national, regional and international events.
- Promoting and initiating relevant operational research.
- Contributing to general health sector policy formulation, review and planning process.

Traditional Medicine Directorate which is responsible for supporting the successful development and delivery of traditional medicine, through establishing mechanisms for regulation, research, monitoring and evaluation.

Responsibilities include:

- Coordinating and managing the development, implementation, monitoring and evaluation of traditional medicine legislative framework, policies, strategies, goals and objectives; and periodically review the relevance and adequacy of the same and take appropriate actions when necessary.

- Formulating and implementing protocols and standards as guides and initiate periodic review of the same when necessary.
- Advocating for the meaningful recognition of traditional medicine towards improving the health and quality of life.
- Promoting collaboration with local and international pharmaceutical industries.
- Improving the health of Zimbabweans and other peoples through enhancing access to and rational use of safe, efficacious and quality traditional medicines
- Ensure and promote inter-departmental/ministerial collaboration as well as participation at national, regional and international events.
- Promoting and initiating relevant operational research.
- Contributing to general health sector policy formulation, review and planning process.

Mental Health Services which is responsible for coordinating the development and implementation of comprehensive and integrated policies and strategies for the prevention and control of mental illness and substance abuse.

Responsibilities include:

- Coordinating and managing the development, implementation, monitoring and evaluation of mental health legislative framework, policies, strategies, goals and objectives; and periodically review the relevance and adequacy of the same and take appropriate actions when necessary.
 - Co-ordinating the development of mental health training programmes for health workers and the general public including providing advice on long term HRD strategies.
 - Co-ordinate the development, implementation and maintenance of mental health standards and regulations affecting the programme.
 - Ensure the provision of quality mental health care through effective and efficient use of appropriate technology.
 - Liaising with the Ministry of Justice and Legal affairs in matters concerning forensic psychiatry.
- Co-ordinating the implementation of the Mental Health Act.

POLICY, PLANNING, MONITORING AND EVALUATION DIVISION

This Division is responsible for co-ordination the planning, monitoring and evaluation process; develop and monitor indicators, which combine information on resource use, outcomes and outputs; Develop and apply planning and monitoring instruments and ensure their proper use at all levels; Devise and maintain clear mechanisms for accountability and ensure they are adhered to; facilitating and monitoring the development and strengthening of the District Health System; and Conduct organizational analysis. The Division of Planning, Monitoring and Evaluation has three directorates:

Quality Assurance Directorate whose primary objective is to improve the quality of health care and service delivery.

Responsibilities include:

- Co-ordinating the development of national quality assurance policies and strategies for the health sector.
- Periodically review the relevance and adequacy of available quality assurance policies, strategies and action plans and suggest appropriate actions.
- Establishing a quality assurance program within the Ministry of Health and Child Care.
- Coordinating the development of minimum standards of performance for the sector.
- Ensuring that clear national standards for services, supported by consistent evidence based guidance are developed and put in place to raise quality standards.
- Developing a mechanism to ensure the national quality standards are applied consistently at the local level.
- Work with professional regulatory bodies to ensure that self-regulation keeps pace with public expectations.
- Develop a framework and strategies for the monitoring the quality of services and performance of the health system.
- Co-ordinate the development of quality assurance training programmes for health workers including providing advise on long term HRD strategies.
- Monitor quality assurance health indicators and commissioning research in quality assurance.
- Co-ordinate the development, implementation and maintenance of service performance standards and regulations affecting the health sector.

Policy Development Directorate The directorate is responsible for general policy development and review. The department works with other departments to develop, review, amend and update policies, legislation and regulations. The department also provides support and advice to the office of the minister in terms of preparing cabinet papers and briefs, responses to various issues including parliamentary queries and question. The department has to ensure that all the laws administered by the Ministry are up-to-date.

Performance Monitoring and Evaluation directorate is responsible for overseeing the monitoring and evaluation aspects of all the MOHCW policies and program. The department is responsible for setting up the M&E system and ensuring it is implemented effectively by key stakeholders at all levels, through the joint development of a shared M&E system.

Responsibilities include:

- Monitor and evaluate the execution of all programmes, plans and projects
- Develop and maintain systems that ensure effective and efficient utilization of essential resources.
- Develop and monitor indicators, which combine information on resource use, output and outcome.
- Develop and apply planning and monitoring instruments and ensure their proper use at all levels.
- Link data from Health Information Unit, Finance and Human Resources Directorate (HRD) to establish a comprehensive planning tool.

- Develop active information systems, with emphasis on the dissemination and use of information at all levels.
- Monitor performance of budget and management centres.
- Together with the Strategic Development Unit, monitor and evaluate the progress of the Health Sector Reform.
- Together with HRD, co-ordinate the capacity building in planning, monitoring and evaluation at Provincial and District level.
- Monitor and evaluate consumer satisfaction with public health services.
- Devise and maintain clear mechanisms for accountability and making sure they are adhered to.
- Conduct comparisons and analysis at the levels of organisations (conduct organisational analysis) .

HUMAN RESOURCES FOR HEALTH Directorate

The Directorate of Human Resources for Health is responsible for the development and implementation of the Human Resources for Health Strategy, HR Strategic Plan and Human Resources development plan.

Responsibilities include:

- Develops, implements, and administers Human Resources for Health policies, regulations and procedures and practices in consultation with the Health Service Board;
- Periodically reviewing the relevance and adequacy of available Human Resources for Health policies, strategies and action plans and suggest appropriate actions.
- Clarify policies and provide support to the ministry's directorates and departments in their implementation.
- Ensuring that the country's overall human resource requirements for the health sector are appropriately assessed and planned for.
- Co-ordination of training functions of the ministry in respect of basic, post basic and in-service training, fellowships and scholarships programmes.
- Co-ordination of the development of an efficient and effective personnel information system.
- Ensuring the implementation of appropriate approaches to Performance Management and Staff Appraisal.

FINANCE AND ADMINISTRATION DIRECTORATE

The Finance Directorate is responsible for coordinating the overall planning and review of National Health finances, financial budgeting, financial control and monitoring and evaluation of public health expenditure.

- Coordinating the compilation of the budget estimates of the Ministry and recurrent expenditure estimates including donor funds.
- Developing and maintenance of financial accounting and control systems.
- Facilitating the rational and equitable allocation of the budget to the operational level.
- Monitoring and ensuring the efficient management of funds voted to the Ministry by Parliament, including donor funds.
- Monitoring the collection and expenditure of revenue within the sector including ensuring a regular and appropriate review of fees and charges.
- Ensuring timely and regular submission of statutory returns to Treasury and the Comptroller and Auditor General.
- Monitoring the disbursement and utilization of the Health Services Fund, grants to Urban Local Authorities, Rural District Councils, Missions, the ZNFPC, the National AIDS council and Central Hospitals.

ENGINEERING DIRECTORATE

The directorate is responsible for the overall engineering policy formulation, planning, development and maintenance of all health sector infrastructures comprising of plant, equipment, buildings; monitoring of on-going projects including commissioning of completed projects in close liaison with the public works department. The department coordinates the Ministry of Health and Child Care's Public Sector Investment Program, maintenance of health care facilities and equipment; and ensure the availability of functioning medical equipment at all health institutions.

INTERNAL AUDIT DEPARTMENT

The major responsibility of the internal audit is to ensure accountability, probity and transparency in the management of public funds voted by Parliament to the Ministry by testing the robustness of and compliance with procedures.

Responsibilities include.

- Ensuring the efficient and economic use of resources available to the Ministry.
- Providing technical support in writing policies and procedures to guide audit staff and to ensuring audit work conforms to the Standards for the Professional Practice of Internal Auditing.
- Develop strategic plans to carry out the responsibilities of the audit unit and to ensure these are consistent with the internal audit charter and the goals of the Ministry.
- To review and approve the final audit work (reports) before issuance and distribution ascertaining that appropriate action is taken on reported audit findings.
- To monitor and ensure that audit work fulfils the general purposes and responsibilities approved by management and as required by section 19 of the Audit and Exchequer Act (Cap.22:03)

THE PROVINCIAL MEDICAL DIRECTORATE

The Provincial Medical Directorate is a functional extension of the national level. The Provincial Medical Director's office is responsible for coordinating the delivery of health services at the provincial level and provides technical supervision and support to the provincial hospital and district health teams. The office ensures that national policies and priorities are implemented.

Responsibilities include:

- Monitoring the health status of the population in the province and facilitates the development of appropriate strategies to implement national health programmes in the province in line with National Health Policy and Objectives.
- Ensuring that standards of care and services are clearly defined, understood, implemented and monitored.
- Providing organizational and managerial support to districts (support and supervision of district activities).
- Coordinating all health related activities of other Ministries and private organizations in the province.
- Informing and advising the Secretary for Health and Child Welfare, Minister of Health and Child Welfare, Provincial Governor/Resident Minister and the Provincial Development Committee on all matters related to health within the province.
- Advising the Top Management Team on Policy development and participates in the review, formulation and development of Ministry of Health and Child Care policies and strategies. In this process the PMD will ensure that provincial and district views are taken into consideration.
- Communicating policy developments and national health priorities to the operational level.
- Ensuring that adequate and meaningful financial records and vital statistics are kept up to standard and based on these produce relevant quarterly and annual plans and reports.
- Producing a monthly report for the Provincial Governor and Secretary for Health, quarterly and annual report for the province to Secretary for Health and Child Welfare.
- Formulating local policy and strategies including conducting research within the province.
- Participating in the training of public health practitioners in collaboration with the Department of community medicine, University of Zimbabwe and other students on attachment.
- Accountable for all the assets and other resources in the province (ensures efficient and effective use of resources).

SERVICE PROVISION STANDARDS

The standards of service provision of each department will be measured against performance standards agreed between the Permanent Secretary and the head of each Division or department in line with the Performance Agreement Framework adopted by government. This will be carried out every 6 months in order to ensure adherence to this Charter and that departments are delivering services to the satisfaction of our clients in line with the Ministry's Vision and Mission. In this regard, the ministry sets out the following obligations and rights.

OBLIGATIONS AND RIGHTS

The ministry undertakes to:

- Provide the highest possible level of care and service to all our clients in a timely and courteous manner

CLIENT RIGHTS

- Patients and communities have the right to health care and humane treatment.
- Every client shall have access to competent health care and treatment regardless of age, sex, ethnic origin, religion, political affiliation, economic status or social status.
- Health care services shall be available on the basis of need regardless of the ability to pay.
- It shall be the responsibility of the State to ensure a vibrant environment so that every person has access to the essential package of care and other services.
- Every person shall be treated with care, consideration, respect and dignity without discrimination on issues of accessibility to both physical structures and information.
- All medicines, vaccines and sundries, shall be of acceptable standard in terms of quality, efficacy and safety
- In emergencies, every individual shall have the right to prompt treatment and care from the nearest medical or health facility.
- A child admitted into hospital shall, wherever possible, have the right to be in the company of a parent or guardian, in line with the various protocols, concerning the rights of children.
- Health workers and institutions shall respect the confidentiality of personal information and use it only in accordance with the law. If you consider that your privacy has been breached you have the right to complain and be heard.
- Patients and communities have the right to participate in decision making concerning their health through:
 - Meetings with health facility staff involved in direct health care
 - Health centre or ward health committees
 - Community health councils
 - District health committees and management
 - Local leadership
 - Giving regular feedback of the quality of services offered to them

Every citizen shall have the right to enjoy a clean living environment and information which helps them to secure their own health and that of others

OBLIGATIONS OF COMMUNITIES, INDIVIDUALS AND FAMILIES

Health services are organised on the basis of the referral chain. Those seeking services are required to follow the referral chain for health services (*to present at their local health centre or general practitioner in the first instance*) and keep all relevant medical records safely.

The provision of quality health services can only be as good and responsive as the support received from those who benefit from it. To ensure quality service provision, communities and individuals can contribute by:

- Providing feedback on the quality of our services to enable us to continuously improve to meet their needs and expectations
- Courteous treatment of our staff
- Participation in activities and programs to improve their health as recommended by the ministry from time to time
- Providing accurate and relevant information and necessary documentation to health workers so as to facilitate prompt action and services
- Upholding sincerity and integrity in interaction with the Health Service
- Giving your views and comments to help monitor and improve the relevancy and quality of services
- Giving your views in random surveys of how you perceive services
- Observing and respecting health service procedures, rules and regulations
- Taking charge of one's health and that of the society and refraining from indulging in practices harmful to their own health and that of others
- Accept and support preventive measures sanctioned by the law;

REVIEW OF THE CHARTER

This clients' charter will be reviewed bi-annually. The review will be informed by feedback and suggestions received from our clients. Feedback will be received via suggestion boxes, formal meetings, individual and organisational communications, formal and informal reports, including media reports and surveys.

FEEDBACK AND COMPLAINTS

We value your feedback on the way we are providing our services. Any complaint or compliment relating to our service delivery should be directed, as appropriate, to the following offices as detailed below. We commit to respond to your communication within 48 Hours.

CONTACT ADDRESSES

HEAD OFFICE

THE PERMANENT SECRETARY

Ministry of Health and Child Care
P.O Box CY 1122
Causeway, Harare
Kaguvi Building
Corner Central Avenue /Fourth Street
Tel: +263-4-730011
Fax: +263-4-725194/793634/70229
Email: ggwinji@gmail.com
Cell: 0712 808 013

PRINCIPAL DIRECTOR PREVENTIVE SERVICES

Address as Above
Email: mhlanga.gibson@gmail.com
Cell: 0712 862 600

PRINCIPAL DIRECTOR CURATIVE SERVICES

Address as Above
Email: tapfuman@gmail.com
Cell: 0712 800 470

PRINCIPAL DIRECTOR POLICY, PLANNING, MONITORING & EVALUATION

Address as Above
Email: dgdhlakama@gmail.com
Cell: 0712204702

DIRECTOR HUMAN RESOURCES

Address as Above
Email: hrhdmohcw@gmail.com
Cell: 072869642

DIRECTOR FINANCE AND ADMINISTRATION

Address as Above
Email: leonardmabandi@gmail.com
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PROVINCIAL MEDICAL DIRECTORS

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Cell: 0772 941 741

Matabeleland North

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Bulawayo

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Cell: 0772907592

Mashonaland West

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Chinhoyi

Email: wnyams@gmail.com

Phone: (067) 23683

Cell: 0772 887 155

Mashonaland Central

P O Box 98

Bindura

Email: ctshuma@healthnet.zw

Phone: (0271) 6764

Cell: 0772 887 155

Mashonaland East

P O Box 10

Marondera

Phone: (079)24570/24207/8

Cell: 0772 283 252

Masvingo

P O Box 147

Email: rmudyiradima@gmail.com

Phone: (039) 265145

Cell: 0712 418 491

Manicaland

P O Box 323

Mutare

Email: tmurambi@hotmail.com

Phone: (020) 60661/60624

Cell: 0772 853 525

Midlands
P O Box 206
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Phone: (054) 221227/221394
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CHIEF EXECUTIVE OFFICERS (CENTRAL HOSPITALS)

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