Medical Practitioners and Dentists Board

Service Charter



P O Box 44839
NAIROBI 00100
Woodlands Road, Off Lenana Road
020 2724994/ 020 2711478
Fax: 020 2724938
E-Mail: medicalboard@wananchi.com
Web Site: www.medicalboard.co.ke

Introduction

This service charter establishes the role and terms or reference for services within the Medical Practitioners and Dentists board.

It has been designed to:-

- meet the needs of the Board and its clients.
- enable the Board to provide services within the requirements and guideline of the Strategic Plan.
- guide the Board in conforming and performing within expected pre-set standards of service. It is the intention of the Board to strive to meet up to International standards of service delivery.

The service charter declares the level of service to clients, their expectations and avenues to be followed in case of shortfalls.

Vision

Achieving the highest standards of quality health care for all.

Mission

To ensure the provision of high quality health care that is safe and ethical, placing high premium on quality of human life through appropriate regulation of training, professional practice and services.

Core Values

- Integrity and professionalism
- Utmost respect for human life
- Ethical practice
- Accountability
- Timeliness
- Customer satisfaction
- Justice and fairness

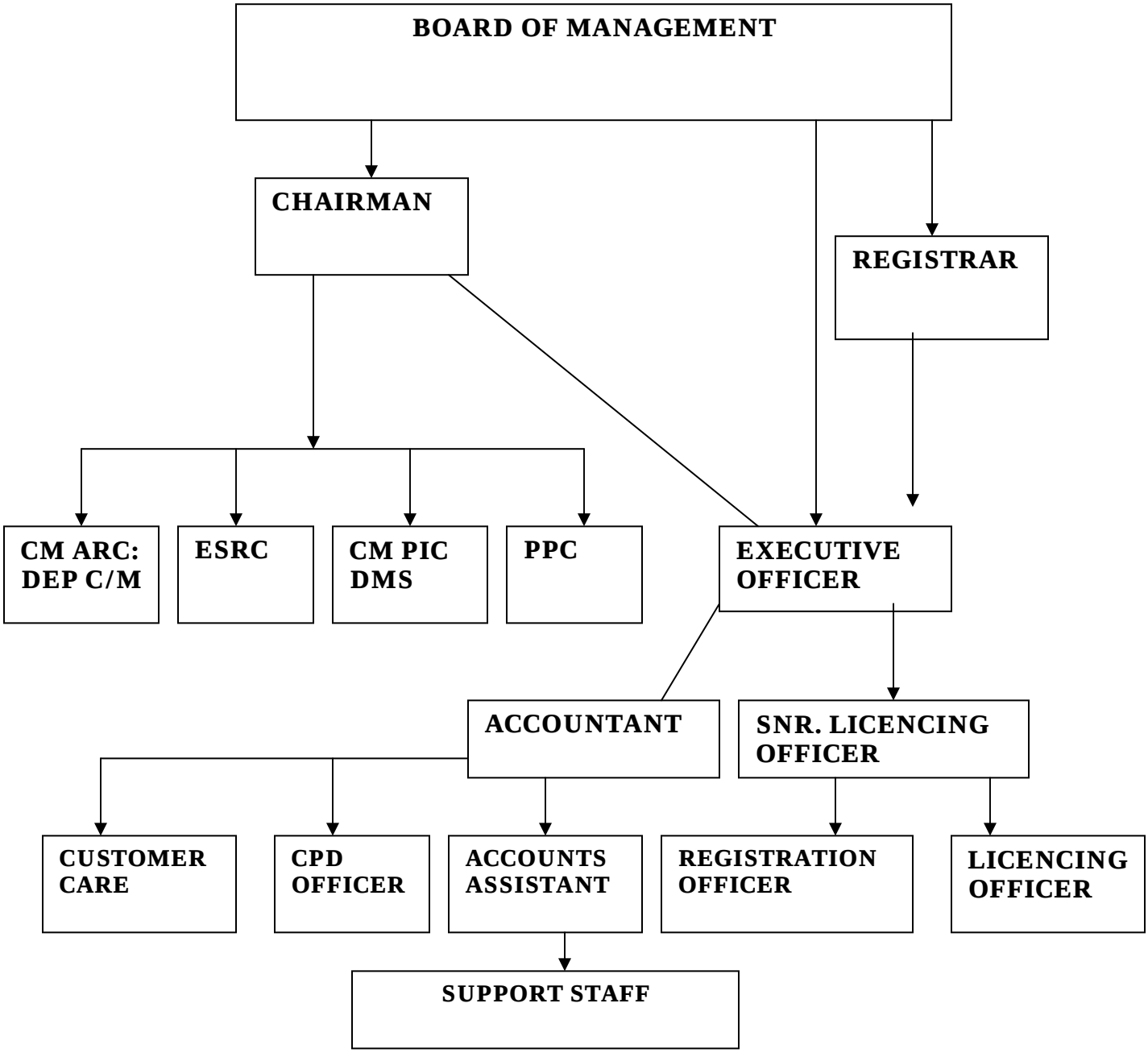
Core Functions

- Register medical & dental practitioners
- Maintain an annual register of medical & dental practitioners
- Supervise medical & dental education
- Enforce continuous professional development
- Supervise medical and dental training at all levels
- Inspect & register medical institutions
- Maintain an annual register of medical institutions
- Regulate the training and practice of medicine and dentistry
- Advise MoH on quality health care.
- Monitor research on human subjects

Structure and Governance

The operations of MPDB are legally mandated by CAP 253 of the Laws of Kenya. The Act provides for the following:

- Organogram.



Guiding Principles in Service Delivery

- Dignity
- Courtesy
- Respect
- Fairness
- Timely Service
- Transparency
- Total Commitment to service delivery
- Ethical Practice

Our clients

- Medical Practitioners
- Dental Practitioners
- Medical Institutions
- Members of the Public
- Medical and Dental Students

Our Stakeholders

- Ministry of Health
- Medical Schools
- Commission for Higher Education
- Ministry of Education
- Ministry of Research, Science and Technology
- Other Regulatory Bodies
- Professional Associations
- Internship Training Centres
- Law enforcement officers
- Health Institutions

Service Delivery Points

Service	Location	Telephone
Chairman Registrar Executive Officer Accountant Sr. Licencing Officer Licencing Officer Registration Officers Customer Care/ Relations Officer	Board's Offices	2724994, 2711478
Emergency Reporting		0722-631601

Clients' Expectations

- Acknowledgement of correspondence within Fourteen (14) days
- Efficient service delivery
- Justice and fairness
- Transparency and Confidentiality
- Procedures to be followed
- Service with dignity
- Ethical delivery
- Sufficient and accurate information

Client Obligations

- Provide timely, sufficient and accurate information
- Should be courteous
- Should be honest
- Should make appropriate payment and obtain a receipt for services offered
- Should not be involved in malpractice
- Should be patient
- Should respect set rules and procedures of the Board
- Should give us feedback on our operations to help us improve our services
- Should offer constructive criticism

Commitment to Service Delivery

- The Board offices shall remain open from 8.30am to 5.00pm during weekdays and remain closed on weekends and gazetted Public Holidays.
- All reported cases of professional misconduct shall be investigated and deliberated within a period of twelve (12) months from the day lodged.
- All new licences shall be processed within a period of one (1) month after the committee sitting.
- All licence renewals shall be processed within two (2) months from date of application.
- The Board will continuously regulate the training and practice of medicine and dentistry in the country.

- The Board shall continuously maintain an updated register for medical and dental practitioners in the country.
- The Board shall enforce Continuous Professional Development implementation process
- The Board shall regularly advise the Minister for Health on quality health care.

Handling Queries and Complaints

- **Customer Care desk:** Client received at customer care where the complaint is lodged then directed to relevant office e.g. Licencing, Accounts. If not assisted can then proceed to the Senior Licencing Officer to the Executive Officer to the Chairman or Registrar and finally to the Full Board.
- If one is not satisfied with the decision of the Board, they can seek redress the High Court.
- Complaints Box
- Hotline/ SMS Number

Continuous Improvement in Service Delivery

- Suggestion Box
- Open Dialogue
- Questionnaire
- Opinion Poll
- Feedback mechanism

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Comments and Feedback on this Declared Service Charter should be addressed to:

The Registrar
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