KENYA MEDICAL PRACTITIONERS AND DENTISTS BOARD

SERVICE CHARTER



Cabinet Secretary, MOH, Board's Chair and CEO consult during an official function.



Stakeholder's workshop to develop 1st National Patients Rights Charter.



Doctors being served at the licensing department .



INTRODUCTION

This service charter establishes roles and terms of reference of services within the Kenya Medical Practitioners and Dentists Board

PURPOSE

It has been designed to:-

- Meet the needs of the Board and the clients
- Enable the Board to provide services within the requirements and guidelines of the Board's Strategic Plan.
- Guide the Board in conforming and performing within expected preset standards of service. It is the intention of the Board to strive to meet up to International Standards of Service Delivery.

VISION

To be an efficient, effective and accessible world-class health regulatory body

MISSION

To ensure the provision of quality and ethical healthcare through appropriate regulation of training, registration, licensing, inspections and professional practice.

CORE VALUES

- Integrity and professionalism
- Respect for quality of human life and dignity
- Ethical Practice
- Accountability
- Timeliness
- Justice and Fairness
- Honesty
- Good governance
- Total Commitment to service delivery
- Practice of knowledge led and evidence based medicine
- Effective Communication
- Non-discrimination

CORE FUNCTIONS

1. Training

- Approval of training institutions for Medical and Dental practitioners.
- Renewal of Annual Licenses of training institutions for medical and dental practitioners.
- Approval of curriculum and facilities for undergraduate and postgraduate students in medicine and dentistry.
- Approval and accreditation of Continuous Professional Development providers.
- Supervision of medical and dental education and regulation of training thereof; and
- Supervision of internship training.

2. Registration

- Indexing of medical and dental students upon admission to a Univeristy;
- Register eligible medical and dental practitioners.
- Maintain an up-to-date annual registers of eligible medical and dental practitioners; and
- Register eligible private, community and faith based medical and dental institutions.

3. Licensing

- Issue of Internship Licenses.
- Issue of Annual Private Practice Licenses;
    i) Specialist Practice.
    ii) General Practice.
- Issue Annual Licenses to all private, community and faith based institutions; and
- Issue Licenses for locum.

4. Education

- Conduct Internship Qualifying and registration Examination for foreign trained doctors and dentists.
- Conduct assessment for foreign trained specialists.
- Monitor university examinations for Medical and Dental Students.

5. Inspection

- Inspect and accredit institutions for medical and dental training;
- Inspect and approve internship training centres;
- Inspect and supervise public, private, community and faith based training institutions; and,
- Inspection of private and public premises of medical and Dental practice both.

6. Data base

Maintain annual Database for;

- Approved training institutions for medical and dental practitioners;
- Approved register for private, community and faith based medical and dental institutions;
- Curriculum for undergraduate and postgraduate students in medicine and dentistry;
- Inspection reports;
- Approved internship training centres; and
- Approved and Accredited Continuous Professional Development activities providers.

7. Advisory

- Advice Cabinet Secretary for health on
  i). Matters pertaining to health care and training.
  ii). Medical and Dental training institutions
  iii). Institutions that provide Health care; and
  iv). Research regarding human subjects.

8. Collaboration and Partnership

The Board collaborates with the following bodies in similar mandate:-

- At the International level, with the International Association Medical Regulatory Authority (IAMRA);
- At the African Region, with the Association of Medical Council of Africa (AMCOA);
- At the Regional level, with the East Africa Community Board's and/or Councils;
- Locally, Health regulatory bodies such as Nursing Council of Kenya (NCK), Pharmacy and Poisons Board (PPB), Kenya Medical Laboratory

Technician and Technologists Board (KMLTTB), Clinical Officers Council (COC) and the Radiation Protection Board (RPB), the Kenya Nutritionists and Dieticians Institute (KNDI) and any other relevant regulatory bodies.
- With other relevant Professional Associations.

9. Discipline
- Conduct Preliminary Inquiries on professional conduct and medical malpractice;
- Prepare and hold Tribunals meetings; and
- Conduct inquiry into the health and fitness of practitioners.

10. Monitoring and evaluation
- Set Performance Contracts and sign Performance Contracts with the Cabinet Secretary for Health;
- Prepare and submit annual appraisal reports on the Performance Contracts.
- Present audited accounts to Parliament at the end of each financial year pursuant to the Public Audit Act (No. 12 of 2003).

GUIDING PRINCIPLES IN SERVICE DELIVERY
- Dignity
- Courtesy
- Respect
- Accuracy
- Timely Service
- Transparency
- Total Commitment to service delivery
- Ethical practice
- Confidentiality

OUR CLIENTS
- Medical and Dental Practitioners
- Health Institutions
- Members of the Public
- Medical and Dental Students
- Medical and Dental Schools
- CPD Accredited Providers
- Internship Training Centres

OUR STAKEHOLDERS

- Ministry of Health
- Commission for University Education
- Ministry of Education, Science and Technology
- National and EAC Health Regulatory Boards
- Professional Associations
- Law Enforcement Officers
- Association of Medical Councils of Africa (AMCOA)
- General Medical Council
- General Dental Council
- International Association of Medical Regulatory Authorities (IAMRA)

SERVICE DELIVERY POINTS

Services	Location	Telephone
Chairman Registrar Chief Executive Officer Senior Licensing Officer Accountant Legal Officer Licensing Officers Registration Officers Customer Care/ Relations Officer ICT Officer CPD Officer Compliance Officer Emergency Reporting	Hurlingham Woodlands Road off Lenana Road P.O BOX 44839 - 00100, NAIROBI	+254 20 2724994 +254 20 2711478 Mobile: +254 720 771 478 Email: info@kenyamedicalboard.org Website: www.medicalboard.co.ke CPD: icpdkenya.org Emergency: +254 720 771 478

CLIENTS' EXPECTATIONS

- Acknowledgment of correspondence within Seven (7) days
- Efficient service and timely delivery
- Justice and fairness
- Transparency and Confidentiality
- Procedures to be followed
- Service with dignity
- Professionalism
- Sufficient and accurate information

CLIENT OBLIGATIONS

- Be law abiding
- Provide timely, sufficient and accurate information
- Be diligent and courteous
- Be honest
- Make appropriate payment and obtain a receipt for services offered by the Board
- Be patient and understanding
- Respect rules and procedures of the Board
- Give useful feedback on operations of the Board; and
- Offer constructive criticism where necessary

COMMITMENT TO SERVICE DELIVERY

- The Boards offices shall remain open from 8.00am 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 three (3) months from the day lodged
- New licenses shall be processed within a period of two (2) weeks from the date the application is received
- License renewals shall be processed within five (5) days from the date of application
- The Board will continuously regulate the training and practice of medicine and dentistry in the country and health institutions
- The Board shall continuously maintain updated registers for medical and dental practitioners, foreign doctors register and health institution in the country
- The Board shall enforce Continuous Professional Development implementation process
- The Board shall regularly advise the Cabinet Secretary for Health on quality health care.
- The Board shall carry out supervisory inspections to health institutions, medical and dental schools to ensure compliance.

HANDLING QUERIES AND COMPLAINTS

Customer Care Desk refers:

- Senior Licensing Officer/ Registration Officer
- Accounts
- Legal Officer
- Suggestion Box

CONTINUOUS IMPROVEMENT IN SERVICE DELIVERY

- Suggestion Box
- Open dialogue
- Service Delivery Bronchures
- Feedback Mechanism Questionnaires

ENSURING QUALITY HEALTH CARE

MEDICAL PRACTITIONERS & DENTISTS BOARD

HARAMBEE