



MINISTRY OF
**HEALTH &
WELLNESS**

CITIZENS' CHARTER



Committed to Service Excellence



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What is a **Citizens' Charter**

This Citizens' Charter is a public document outlining the roles, functions, and standards of service that our clients can expect from the Ministry of Health and Wellness. It provides information on the procedures involved in accessing services and seeks to set clear expectations among our clients regarding the standards of service delivery that they should experience. Its aim is to facilitate standardisation and improvement in the delivery of public health services.

Citizens' Charter Introduction

The Citizens' Charter of the Ministry of Health & Wellness represents the Ministry's formal commitment to delivering high-quality, people-centred health services to the citizens of Jamaica. It outlines the standards of service that the public can expect when interacting with the Ministry and its institutions, while also reinforcing the Ministry's accountability to the people it serves.

The Ministry recognizes that access to reliable information, timely support, and respectful treatment are essential to building trust. As such, this Charter sets out clear service standards for key interactions with the Ministry and establishes mechanisms through which citizens can provide feedback, lodge complaints, or make suggestions to improve service delivery.

By clearly defining service commitments, expected response times, and avenues for feedback, the Charter strengthens transparency and helps ensure that citizens receive efficient, respectful, and responsive service across the health system.

This document also highlights the shared responsibility between the Ministry and its clients. While the Ministry is committed to maintaining high standards of professionalism, fairness, and accountability, citizens also play an important role by providing accurate information, respecting established processes, and engaging constructively with service providers.

Ultimately, the Citizens' Charter serves as a public pledge by the Ministry of Health & Wellness to continuously strengthen service delivery, improve responsiveness, and foster a culture of service excellence across all divisions, departments, and Regional Health Authorities within the national health system.

Message

Dr. the Hon. Christopher Tufton, CD, MP
Minister of Health & Wellness



The Ministry of Health & Wellness is fully committed to the Government of Jamaica's Service Excellence Policy and to delivering services that are citizen-centred, accountable, and continuously improving. This Citizens' Charter reflects our pledge to uphold high service standards and to place the needs, rights, and dignity of our clients at the centre of all we do.

We will deliver services with professionalism, courtesy, and empathy, ensuring that all Jamaicans receive equitable access to information and care. In keeping with the principles of transparency and openness, The Ministry will provide clear, accurate, and timely information to support informed decision-making and public trust.

Client choice and voice are fundamental to quality service. The Ministry actively seeks feedback and encourages public participation to guide improvements across the public health sector. Where concerns arise, robust complaint and redress mechanisms are in place to ensure fair, impartial, and timely resolution.

Service excellence also depends on a capable and motivated workforce. The Ministry is committed to fostering a performance-based culture that values employees, strengthens capacity, and promotes accountability.

Through partnership with citizens, stakeholders, and our dedicated staff, the Ministry will continue to transform service delivery and advance the national vision of a responsive, inclusive, and resilient health system for Jamaica.

Message

The Hon. Krystal Lee, MP
Minister of State Health & Wellness



The Ministry of Health & Wellness remains deeply committed to strengthening the quality, accessibility, and responsiveness of the public health service across Jamaica. This Citizens' Charter demonstrates our collective resolve to ensure that every interaction with the public reflects professionalism, empathy, and respect.

We recognize that effective service delivery requires more than policies, it requires consistent action, collaboration, and innovation. Across the public health sector, the Ministry is working to remove barriers to access, improve communication with the public, and ensure that services are delivered in a timely, fair, and transparent manner. Special attention is being given to the vulnerable so that no Jamaican is left behind in accessing essential health and wellness services.

Public trust is built through accountability. We therefore encourage citizens to engage with the Ministry of Health & Wellness, provide feedback, and utilize the established channels for compliments, suggestions, and complaints. Your experiences guide our improvements and help us to deliver services that truly meet the needs of our communities.

This Charter represents a partnership between Government and citizens. Together, we can advance a public health system that is compassionate, efficient, and responsive one that supports our shared vision of a Healthy People, Healthy Environment.

Message

Mr. Errol C. Greene, OD, JP
Permanent Secretary



As the Permanent Secretary, I am responsible for ensuring that the Ministry of Health & Wellness delivers on its mandate efficiently, transparently, and in accordance with the highest standards of public service. This Citizens' Charter reflects the concrete operational measures being implemented across the Ministry to strengthen service delivery and where possible achieve and exceed established service standards.

Guided by our mission to ensure the provision of quality health services and to promote healthy lifestyles and environmental practices, the Ministry continues to modernize systems, standardize procedures, and improve responsiveness to the needs of citizens. Key initiatives include the establishment of clear service level agreements, the strengthening of client feedback mechanisms, the use of data and performance monitoring to inform decision-making, and the integration of technology to enhance accessibility and efficiency.

We are also investing in the development and support of our workforce, recognizing that competent, motivated employees are essential to delivering safe, reliable, and people-centred services. Through training, accountability frameworks, and continuous improvement processes, we are building a performance-driven culture across the health sector.

The Ministry remains committed to transparency, prudent management of public resources, and collaboration with stakeholders to ensure equitable access to services for all Jamaicans.

Message

Ms. Shushan Stewart
Director, Customer Service



The Ministry of Health & Wellness is proud to present its Citizens' Charter, a major step in strengthening the Service Excellence culture across the health sector. This document outlines the standards of service the public can expect and affirms our commitment to transparency, accountability, and people-centred care.

In recent years, the Ministry has enhanced its service delivery systems to ensure that enquiries, feedback, and complaints are handled efficiently, fairly, and respectfully. Through the Customer Service Branch, working in collaboration with our Divisions, Departments, and Regional Health Authorities; standardized procedures, service level agreements, and monitoring frameworks have been introduced to improve responsiveness and consistency in how we serve the public. Multiple access channels including telephone, email, face-to-face services, and digital platforms are being strengthened to make information and support more accessible to all Jamaicans.

We recognize that service excellence begins with our people. Continuous training, professional development, and staff support remain central to building a culture grounded in empathy, courtesy, and accountability particularly in a health environment where citizens often seek assistance during challenging circumstances.

This Charter establishes clear expectations for service delivery and provides a framework through which the Ministry can measure performance, identify areas for improvement, and remain accountable to the public we serve. It also reinforces the important role of clients as partners in promoting respectful interactions, constructive feedback, and shared responsibility for improving the health system.

Together, through mutual respect, openness, and continuous improvement, we will deliver services that reflect the dignity, compassion, and professionalism that every Jamaican deserves.

An illustration showing four healthcare professionals (three women and one man) in blue scrubs and white lab coats, interacting with an elderly patient seated in a hospital bed. The background is a soft-focus clinical setting.

About the Ministry of Health & Wellness

The Ministry of Health and Wellness (MOHW) facilitates the development and implementation of effective health policies, plans, standards, norms and guidelines. It regulates the health system and monitors the health sector for conformity with established laws, standards and norms, for the benefit of all Jamaicans.



Vision | Healthy People, Healthy Environment



Mission | To ensure the provision of quality health services and to promote healthy lifestyles and environmental practices.



Mandate of the Ministry of Health & Wellness

1. Safeguarding access to equitable, comprehensive and quality healthcare.
2. Strengthening stewardship capacity and improved leadership and governance.
3. Making strides towards achieving universal access to health and universal health coverage.
4. Increasing and improving health financing, with equity and efficiency.
5. Securing human resources for health in sufficient number and competencies to achieve the MOHW's mission.
6. Addressing the social determinants of health through social participation and inter-sectoral collaborations.
7. Making reliable and modern infrastructure available for health service delivery.



Core Values of the Public Service¹

The Ministry of Health and Wellness is committed to embodying the core values of the public service, which are:



¹Excerpt from the Government of Jamaica's Competency Model.
Approved by Cabinet in March 2022.

Core Values of the Ministry of Health & Wellness

We are committed to the values of:



The Ministry of Health & Wellness' Core Values are aligned with and reinforce the Core Values of the Government of Jamaica Public Service, ensuring that our service to citizens reflects the highest standards of public sector conduct. Our commitment to Diversity, Equity and Inclusion reflects the Public Service value of Inclusivity, ensuring fair and respectful treatment for all. Care and Compassion and Excellence in Service support the principle of Service Excellence, emphasizing responsive, people-centred care and high-quality service delivery. Professionalism and Integrity uphold the Public Service value of Integrity and Impartiality, guiding our staff to act ethically, transparently, and with accountability in all interactions. Teamwork reinforces collaboration and shared responsibility in delivering national health priorities, while Innovation aligns with the Public Service commitment to developing creative solutions that respond to the evolving needs of the population. Together, these values ensure that the Ministry's actions remain firmly grounded in the broader principles that guide Jamaica's Public Service and our commitment to serving every citizen with dignity, fairness, and excellence.

Service Excellence Programme Management and Implementation Plan (SEPMIP)

The Ministry of Health & Wellness is committed to safeguarding and improving the health and well-being of the people of Jamaica through the delivery of accessible, equitable, and high-quality health services. As the central authority responsible for health policy, regulation, and oversight of the public health system, the Ministry works collaboratively with Regional Health Authorities, health professionals, stakeholders, other government entities and communities to ensure that health services are responsive, patient-centred, and aligned with national development priorities.

In support of this commitment, the Ministry has developed and is implementing the Service Excellence Programme Management and Implementation Plan (SEPMIP), which provides the strategic framework for embedding service excellence across the health sector.

Through the SEPMIP, the Ministry is strengthening systems, processes, and standards that enhance the client experience, promote accountability, and ensure that services are delivered in a timely, professional, and people-centred manner. The Plan guides ongoing efforts to monitor service delivery, identify areas for improvement, and implement practical solutions that improve the quality and consistency of services provided across the public health system.

This Citizens' Charter forms an important component of that framework. It outlines the standards of service that citizens can expect when interacting with the entity and affirms our commitment to transparency, continuous improvement, and the delivery of respectful, compassionate, and high-quality health services to every citizen of Jamaica.

Citizens' Charter Statement

Our Commitment to You

The Ministry of Health & Wellness is committed to delivering responsive, compassionate, and high-quality health services to all citizens of Jamaica. Guided by the principles of the Government of Jamaica's Service Excellence Programme, this Charter outlines our promise to provide services that are transparent, efficient, and centred on the needs of the people we serve.

In delivering our mandate, we are guided by the following core values:

- **Diversity** – Respecting and valuing the uniqueness of every individual and community.
- **Equity** – Ensuring fair and just access to health services for all.
- **Inclusion** – Creating an environment where all persons feel respected, heard, and supported.
- **Care and Compassion** – Treating every patient and stakeholder with empathy, dignity, and understanding.
- **Excellence in Service** – Continuously striving to deliver the highest standards of service and quality care.
- **Professionalism and Integrity** – Acting ethically, responsibly, and with accountability in all interactions.
- **Teamwork** – Collaborating across the health sector and with our partners to achieve shared health outcomes.
- **Innovation** – Embracing new ideas, technologies, and approaches to strengthen health service delivery.

Through this Charter, we pledge to:

- Treat every person with courtesy, dignity, and respect.
- Provide clear and accurate information about our services and how they may be accessed.
- Deliver services in a timely, fair, and professional manner.
- Respond to enquiries, feedback, and complaints promptly and transparently.
- Continuously improve our services through monitoring, evaluation, and stakeholder feedback.

The Ministry of Health & Wellness remains dedicated to building a stronger, more responsive health system that protects, promotes, and improves the health of every citizen of Jamaica.

Services within --- the MOHW

Services within The MOHW

June Rattray Building

5 Sylvan Avenue, Kingston 10

- Compassionate Fund Programme
- Client Feedback Management
- MOHW Customer Service Centre

Dyoll Building

40 Knutsford Boulevard, Kingston 5

- Workforce Planning & Staffing
- Training & Development
- Organizational Development & Performance Management
- Employee Relations
- Compensation & Benefits Administration

The CARI-MED Building

30-36 Knutsford Boulevard, Kingston 5

- Enhancing Healthcare Service Delivery
- Financial Management & Accounting Services
- Specialist Medical Treatment Abroad
- Public Relations & Communications
- Policy Planning & Development
- Medical Intern Placement
- Health Infrastructure Planning
- Library Services

The Reit Building

52-60 Grenada Crescent, Kingston 5

- Product Registration
- Nursing Home Registration
- The National HIV/STI Programme
- Health Promotion & Education
- Ethics and Medico-legal Affairs Panel

ARC Building

15 Knustford Boulevard, Kingston 5

- Development and Sub-Division Applications
- Veterinary Public Health

National Blood Transfusion Services (Blood Bank)

21 Slipe Pen Road, Kingston

The National Blood Transfusion Service (NBTS) is responsible for collecting, processing, and supplying safe blood and blood products across Jamaica.

- Blood Collection from donors
- Donor Screening and Medical Assessment
- Processes and stores blood
- Distributes blood to hospitals
- Supports medical treatments
- Promotes blood donation education

National Public Health Laboratory

21 Slipe Pen Road, Kingston

National Public Health Laboratory (NPHL) provides services for clinical and public health, it serves as a clinical laboratory for Kingston Public and Victoria Jubilee Hospitals as well as National Reference Lab and referral laboratory in disease surveillance, vector control, food safety, and environmental health. The NPHL services include haematology, clinical chemistry, histopathology, cytopathology, microbiology, immunology, environmental health, and vector research.

Medical Solid Waste Management Unit

15 -17 Drummond Street, Kingston

- Collects medical waste
- Treats infectious and hazardous waste
- Transports and disposes waste safely
- Manages treatment facilities
- Develops national waste management programmes
- Ensures regulatory compliance
- Coordinates reporting and monitoring

Role of the Client

The Ministry of Health & Wellness (MOHW) recognizes that clients are key partners in the delivery of quality health and wellness services. Clients play an important role by:

- Treating all our employees and other clients with respect and courtesy.
- Adopting appropriate behaviour when using our facilities, including refraining from abusive, violent or unlawful activity.
- Adhering to the guidelines and rules that govern our facilities and services.
- Treating our facilities, equipment and environs with due care.
- Complying with official health guidelines issued from time to time.
- Facilitating or supporting public health initiatives, including environmental health, disease control and health promotion activities.
- Keeping appointments and being punctual.
- Providing clear and comprehensive responses to information requested.
- Providing proper documentation in a timely manner, when requested.
- Responding promptly to client surveys and feedback forms, for improved service delivery.

Role of MOHW Team Members

As part of the Ministry's commitment to service excellence, our team members will:

- Treat all stakeholders – including internal and external clients, other employees and representatives of partner agencies – with respect, dignity, and fairness in every interaction.
- Provide accessible services to all citizens.
- Make reasonable arrangements to ensure everyone can access our services.
- Remain committed to transparency and provide accurate and timely information about our services, processes, and decisions.
- Handle clients' information with care and in accordance with relevant laws and regulations.
- Remain open to using new technologies and approaches to make the client experience more efficient, effective and convenient.
- Actively seek client feedback on our services and policies by promoting the use of established feedback mechanisms, and use the feedback provided to improve service delivery.
- Support capacity building initiatives and maintain a commitment to continuous improvement in the delivery of quality health care services.

Commitment to Create **Positive Employee – Management Relations**

The Ministry of Health & Wellness recognises that a motivated, respected, and engaged workforce is essential to delivering high-quality, people-centred health services. We are therefore committed to fostering positive and constructive employee–management relations that are built on trust, transparency, and mutual respect.

The Ministry will promote open communication and collaboration between management and staff, encourage meaningful staff engagement in matters affecting service delivery, and ensure that workplace concerns are addressed fairly and in accordance with established Government of Jamaica policies and procedures. We will continue to invest in staff development, capacity building, and supportive work environments that empower employees to perform at their best.

Through these efforts, the Ministry seeks to cultivate a professional and accountable workplace culture that supports teamwork, strengthens organisational performance, and enables the delivery of compassionate and responsive services to the people of Jamaica.

General Service --- Standards

Government of Jamaica's Service Delivery Minimum Standards

The Ministry of Health and Wellness service standards are aligned with the Government of Jamaica's Service Delivery Minimum Standards, ensuring a structured and citizen-centred approach to service delivery. These standards are guided by the core dimensions of Communication, Access & Facilities, Quality & Reliability, Responsiveness, and Costs & Payment Processes, which collectively define the expected level of service across all touchpoints. This alignment ensures consistency, accountability, and continuous improvement in delivering high quality healthcare services to the public.

Communication

Ensuring clarity, accuracy, and the accessibility of information provided to customers, and effective means of receiving feedback.



Access & Facilities

Addressing the ease and convenience with which customers can access services, whether in person or online



Quality & Reliability

Ensuring the consistent application and maintenance of established standards across customer experiences.



Responsiveness

Addressing the drivers of timeliness, efficiency, and attentiveness



Costs & Payment Processes

Ensuring transparency, efficiency, and fairness of payment methods and processes



General Standards

Telephone

1. Dedicated client service lines will be operated at all times, during specified opening hours.
2. Telephones will be answered within thirty (30) seconds.
3. When redirecting clients from one extension to another (transferring a call), the redirecting officer will ensure the extension is answered by the team member in person, prior to releasing the client to the other party. If we are unable to locate the appropriate team member, the client will be advised and given the option to be transferred to leave a voicemail message.
4. Employees answering the telephones within each division or department of the Ministry will state the name of the unit and identify themselves by name in a polite and professional manner.
5. Clients making telephone enquiries will not interface with more than two (2) employees after the operator directs the calls.
6. Clients contacting the Ministry by telephone will not be put on hold for longer than intervals of sixty (60) seconds in the first instance and one-hundred and twenty (120) seconds thereafter.

Office Visit

7. Clients visiting the Ministry will be acknowledged and directed to the correct division, department or unit within one (1) minute of arrival.
8. Clients will not queue for longer than intervals of seven (7) minutes. Clients with a pre-arranged appointment will be seen at the appointed time.

Written Correspondence

10. All written correspondence will include the name, position, and signature of the author of the letter.
11. Letters will receive a response within ten (10) working days of receipt and a time frame will be given for the resolution of issues. If the time frame cannot be met, a full explanation will be sent to the client, and new timelines will be set.

Electronic Correspondence

12. All electronic correspondence will include the name, position and contact number of the author, as well as the name and contact information of the officer on whose behalf the email was sent (where applicable).
13. All messages received via e-mail or voicemail will be acknowledged within two (2) working days.

Access to Information

Requests for information will be processed in accordance with the provisions of the Access to Information Act.

General Service Standards by Division

Executive Direction and Management

Service Name	Service Description	Service Level Agreement
<p>Legal Advisory and Regulatory Support Services</p>	<p>Provides legal advice, contract review, legislative support, and regulatory guidance to ensure the Ministry's policies, programmes, and operations comply with applicable laws and Government requirements</p>	<ul style="list-style-type: none"> • Requests will be acknowledged within 2 working days. • Urgent matters will be handled within agreed timelines.
<p>Public Information and Communications Services</p>	<p>Provides official information, media relations, public advisories, and communication support to promote awareness of Ministry programmes, services, and public health issues</p>	<ul style="list-style-type: none"> • Media enquiries will be acknowledged within 1 working day. • General enquiries will be acknowledged within 2 working days. • Urgent communications will be issued immediately following approval.

Enabling Environment in Health and Client Services

Service Name	Service Description	Service Level Agreement
Central Information & Enquiry service.	<ul style="list-style-type: none"> Provides accurate information on Ministry programmes, policies, procedures, services, and points of access, and directs clients to the appropriate Division, Department, Agency, or Regional Health Authority. Assists clients in identifying the correct service provider within the health system, including Regional Health Authorities and specialized units. 	<ul style="list-style-type: none"> Telephone enquires will be answered within 3 rings. Walk-in clients will be greeted within 1 minute. Referrals will be provided immediately for telephone and walk-in enquiries Written referrals will be issued within 5 working days where documentation is required.
Management of Centralized Client Communication mailboxes.	Administers official public email channels (e.g., info@moh.gov.jm), including logging, triaging, routing, monitoring responses, and ensuring closure of enquiries.	Queries on centralized client communication mailbox will be acknowledged within 2 days .
Complaint intake and resolution coordinated	Receives complaints about Ministry services and coordinates investigation and resolution through the Client Care Connect system and relevant entities.	<ul style="list-style-type: none"> Complaints will be acknowledged within 2 working days and referred for action within 2 working days. Outcomes will be provided within 50 working days (where investigation required). Escalated matters will be managed within 180 working days, depending on complexity.
Client feedback collection and surveys	Collects and analyses client feedback through surveys, feedback forms and digital tools to improve service delivery.	Minimum of 30 surveys, and feedback forms, collected and analyzed monthly per location.

Enabling Environment in Health and Client Services (Cont'd)

Service Name	Service Description	Service Level Agreement
Customer service training & sensitization	Provides guidance, sensitisation sessions, and training to staff and stakeholders on client service standards, service excellence principles, and people-centred care.	As needed
People-Centred Health Service Delivery Support	Provides technical guidance, training, and policy support to strengthen people-centred, equitable, and high-quality health service delivery across Regional Health Authorities and partner organizations	<ul style="list-style-type: none"> • Requests for guidance, training, or technical support will be acknowledged within 2 working days. • Initial response or clarification will be provided within 5 working days. • Technical advice or written guidance will be provided within 4-6 weeks, depending on complexity. • Training or sensitisation sessions will be scheduled within 4-6 weeks of confirmed request and availability.
Social Work in Health	Provides social interventions, referrals and guidance to help clients address psychosocial aspects of their health needs.	As needed

Standards and Regulation Division

Service Name	Service Description	Service Level Agreement
Product Registration	Assesses products for registration under the Food and Drugs Act, 1964 and the Food and Drugs Regulations, 1975. These include pharmaceuticals (prescription and over the counter drugs), herbal preparations, natural health products, products containing vitamins and minerals, cosmetics and medical devices.	<ul style="list-style-type: none"> • Applications submitted through established channels will be acknowledged by email within 2-3 working days. • Applications will be processed within statutorily established timelines (120 days). • Email queries will receive a response within 3 working days.
Import Permit Processing	Reviews permits for the importation of foods, drugs, cosmetics, chemicals, medical devices and other controlled substances.	Permits will be reviewed and decisions provided within 3 working days of assignment.
Registration and Monitoring of Institutions and Facilities	Registers and monitors special facilities, including 'Nursing Homes', which are defined under the Nursing Homes Registration Act, 1934 to include any premises used for receiving and providing nursing services to persons suffering from any illness, injury or infirmity. Facilities that are under the purview of this Division include: <ul style="list-style-type: none"> • Private Hospitals • Professional Practices (including doctor's offices) • Homes for Senior Citizens • Nursing Homes (24 hours) • Infirmaries • Adult Day Centres • Homes of Charitable Organizations • Convalescent Homes • Ambulatory Services 	<ul style="list-style-type: none"> • Registration applications will be reviewed and responses provided within 2 weeks of receiving a completed application form. • Inspections will be conducted within 60 days of receiving a duly completed application.

Standards and Regulation Division (Cont'd)

Service Name	Service Description	Service Level Agreement
Advisory Panels	Advisory Panels are groups of internal and external experts convened to address critical areas of healthcare quality and provide related policy inputs. The Division convenes the Ethics and Medico-Legal Affairs Panel, which approves research on human subjects.	<ul style="list-style-type: none"> Initial responses will be provided within 3 days of receiving a duly completed research proposal and payment of fees. Preliminary reviews will be completed and responses provided within 10 working days of receipt of a duly completed research proposal. Decisions, based on a full review, will be communicated within 2 months of receipt of a duly completed research proposal.
Productive Input Relief Processing	Processes applications for duty waivers to import medical equipment and devices.	<ul style="list-style-type: none"> Requests will be acknowledged within 3 working days of applying through the established channels. Decisions will be provided within 15 working days of receipt of a duly completed application.

Policy Planning and Development Division

Service Name	Service Description	Service Level Agreement
Planning Performance and Project Management	Guides the integration of strategic planning and performance management across all public health services, programmes and institutions.	<ul style="list-style-type: none"> GoJ statutory requirements will be submitted to Cabinet Office & MOFPS in the timeframe stipulated. Draft plans will be reviewed and responses provided within 5 working days of submission.

Policy Planning and Development Division (Cont'd)

Service Name	Service Description	Service Level Agreement
Research and Policy Development	Coordinates research and evidence-based policy support to guide health sector plans and programmes.	<ul style="list-style-type: none"> 75% of requests for information or input will be completed within 10 working days of assignment. Evaluation reports will be completed within the timeframe stipulated.
Information Systems for Health	Guides the safe, secure and appropriate use of technologies for digitally enabled health services for the public sector.	Digital health standards will be developed and implemented within the timeframe outlined.

Health Infrastructure Planning and Project Management Division

Service Name	Service Description	Service Level Agreement
Biomedical Infrastructure Development	Provides guidelines for the proper use, maintenance, and management of biomedical equipment and infrastructure in public health facilities.	Guidelines will be developed within the timeframe outlined.
Health Facilities Maintenance	Implements planned and corrective maintenance for public health facilities and specialised equipment.	Requests will be acknowledged within 3 working days .

Technical Services

Service Name	Service Description	Service Level Agreement
Health Services Planning and Integration Branch		
Health Services Planning and Integration	Develops technical norms and standards to guide the delivery of key health services, including Oral Health, Mental Health, Family and Adolescent Health, Diagnostic Radiology Services, Radiation Therapy, Physiotherapy and Pharmacy Services.	Proposals will be reviewed and responses provided within 4 weeks of submission.
Placement of Interns	Selects and places medical interns, senior house officers and international medical graduates in public health facilities.	Placements will be arranged within 5 working days of receiving a request.
Medical Boards and Examinations	Conduct medical boards and medical examinations for public sector employees and makes medical recommendations for access to Income Tax Exemptions.	Applications will be processed and recommendations provided within 4 weeks of submission.
Emergency Disaster Management & Special Service Branch		
Medical Services for Special Events	Provides health coverage for special events, including state and official funerals, charity events, sporting events and state visits. This is done either directly by the MOHW (under a service agreement with event organizers) or by approving private service providers (following a review of their medical plan for the event).	Basic Life Support and/or Advanced Cardiovascular Life Support will be provided to approved clients in keeping with international standards.
International Health Regulation	Acts as the Focal Point for local implementation and cooperation in detecting, reporting and responding to global public health threats, particularly at points of entry. This includes monitoring biological, chemical and radiological hazards and coordinating responses to pandemic emergencies.	Reports and information will be submitted within agreed timeframes.
Emergency Medical Care	Works with the Jamaica Fire Brigade to deliver pre-hospital emergency care from selected fire stations. This	Clients will be delivered to appropriate medical facilities within the

Technical Services (Cont'd)

Service Name	Service Description	Service Level Agreement
	includes retrieving patients affected by road traffic accidents, life threatening trauma, acute respiratory distress, cardiovascular, obstetric and other emergencies, providing care and delivering them safely to appropriate medical facilities.	shortest possible time while observing MOHW standards of care.
Emergency & Disaster Risk Management	Develops health sector disaster and emergency management protocols and guidelines	Guidelines will be developed within agreed timeframes.
Office of the Chief Medical Officer		
Specialist Medical Treatment	Approved requests for specialized medical treatment overseas for patients in the public health system where the treatment is not available locally.	Applications processed and recommendations made within 5 working days of receipt of all documents.
Authentication of Medical Records	Authenticates medical records for persons who wish to study/work abroad (study/work facilitated through the Ministry of Foreign Affairs and Foreign Trade and the Ministry of Finance and the Public Service).	Documents authenticated within 3-5 working days .
Optometry Registration	Conducts Optometry exam and make recommendations regarding registration	Exams held biannually and persons notified of the results within 2 months .
Oral Health Unit		
Dental Internship Management	<p>National Coordination of Internship Placement:</p> <p>Oversees centralized allocation of dental interns across Regional Health Authorities, ensuring equitable distribution and alignment with service needs and workforce planning objectives.</p>	<ul style="list-style-type: none"> • Placement Coordination: Eligible dental interns will be placed within 14 working days of following interviews and selection. • Placement rosters will be published and communicated to regions within 7 working

Technical Services (Cont'd)

Service Name	Service Description	Service Level Agreement
Oral Health Unit (Cont'd)		
Dental Internship Management	<p>Site Accreditation & Monitoring: Accredit dental facilities for internship training; conduct annual inspections of training sites for compliance with OCDO standards; suspend or revoke accreditation as necessary.</p>	<ul style="list-style-type: none"> • Site Accreditation: Training sites will be inspected annually. • Accreditation decisions will be communicated within 10 working days of inspection. • Orientation Delivery: National Dental Intern Orientation will be conducted within 30 days of each internship cycle commencement (January, June). • Interns and supervisors will be briefed on Dental Internship standards within agreed timeframes.
Second Chance Smiles	<p>Strategic Policy & Program Design: Develop national policy framework and clinical guidelines for removable and fixed prosthodontic services (complete and partial dentures) to restore oral function, aesthetics, and psychosocial well-being for edentulous and partially edentulous clients</p>	National Prosthodontic Rehabilitation Policy and Clinical Standards will be reviewed biennially and updated protocols circulated to all regions within 10 working days of approval.
	<p>Service Access & Equity: Establish eligibility criteria, prioritization protocols (elderly, unemployed, socially vulnerable), and subsidized funding mechanisms to ensure equitable access to prosthodontic rehabilitation across all socioeconomic groups.</p>	<ul style="list-style-type: none"> • Service Access: Eligible priority clients (unemployed, elderly, vulnerable) will be assessed for prosthodontic needs within 21 working days of referral. • Treatment plans will be communicated to each client within 5 working days of assessment.

Technical Services (Cont'd)

Service Name	Service Description	Service Level Agreement
Health Promotion & Protection Branch		
Auditing of HIV/STI/TB service delivery	Conducts audits on the quality of care provided to persons accessing HIV/STI/TB services	Audits will be conducted annually and reports provided within 90 days of executing the audit.
Auditing of delivery of services for Non-Communicable Diseases (NCDs): screening (diabetes/ cardiovascular disease/hypertension/ depression/breast/ cervical/colorectal/ prostate cancers)	<ul style="list-style-type: none"> Conducts audits on the quality of care for NCD services. Audits screenings conducted for diabetes, hypertension clinical management, cervical cancer, cancer management, Interpersonal Violence, Gender-based Violence management 	Audits will be conducted annually and reports provided within 90 days of executing the audit.
Audit of NCDs surveillance services: population-based National Cancer Registry (NCR) and Jamaica Injury Surveillance System (JISS) in 12 hospitals	Conducts evaluation /audit of data quality of surveillance systems	Annual audits will be conducted for NCR and JISS periodically and associated reports will be generated within agreed timeframes.
Development of clinical and public health standards for priority NCDs.	Develops and disseminates national standards as required for priority NCDs	Standards will be developed within agreed timeframes.
Health Promotion and Education	Guides the development and implementation of national programmes that promote physical activity and create supportive environments in schools, workplaces and communities	Programmes will be audited annually.

Technical Services (Cont'd)

Service Name	Service Description	Service Level Agreement
Health Promotion & Protection Branch (Cont'd)		
Audit of Medical Waste Management Systems	Medical waste audit service provides a comprehensive evaluation of waste generation, segregation, storage, treatment, and disposal practices within healthcare facilities.	Audits will be conducted in alignment with established schedules.
Medical Waste Treatment and Disposal Service	Provides treatment and disposal of infectious waste for public and private health facilities.	Treatment and disposal services will be provided, as needed, within agreed timeframes.
Control of mosquito and other vectors	Conduct surveillance and implement control measures to control vector population to reduce risk of outbreaks of vector-borne diseases	<ul style="list-style-type: none"> • 80% of high-risk communities will be visited and treated quarterly. • High risk communities below a Breteau Index (BI) of 25 per quarter.
Food Handler's Certification	Food Handler training clinics are sessions conducted to train persons who are required to receive a permit to work/operate in a food establishment.	Food Handlers Permit will be issued four(4) weeks after successfully sitting the examination and interview.
Review of Applications for Subdivision and Development	Provides technical expertise and advise on subdivision and development projects, with a focus on Wastewater Management and ensuring the safe handling and treatment of effluent in engineering designs.	Comments on submissions will be provided within 30 working days

Technical Services (Cont'd)

Service Name	Service Description	Service Level Agreement
Health Promotion & Protection Branch (Cont'd)		
Approval for the Disposal of Generated Ship & Aircraft Generated Waste	Gives approval for the collection and disposal of waste generated on international vessels.	Agreed services will be provided within stated timeframes.
Development and Implementation of Standards of Practice and Care for Nutrition and Dietetics	Develops and disseminates protocols for nutritional management of priority non-communicable diseases (NCDs) and standards of practice for nutrition and dietetics services.	Standards will be developed and implemented within agreed timeframes.
Implementation of Baby - Friendly Hospital Initiative (BFHI)	Systematically monitors and assesses BFHI implementation to ensure alignment with global standards.	External assessments will be conducted for all requests received within 1 month of receipt.
Auditing of Veterinary Public Health (VPH) monitoring and inspection services (meat, milk and table egg inspection)	Conducts audits of slaughter and meat processing facilities, milk processing plants, and table egg farms strengthen oversight of foods of animal origin, helping to prevent foodborne illnesses and monitor potential zoonotic diseases.	Audits will be conducted every 2 years.

Financial Management and Accounting Services Division

Service Name	Service Description	Service Level Agreement
Payroll Administration Service	Processes salaries, wages, statutory deductions, allowances, and related payroll transactions for Ministry employees, ensuring accuracy and timeliness.	<ul style="list-style-type: none"> Payroll will be processed according to established pay cycles. Payroll queries will be acknowledged within 2 working days and resolved within 5–10 working days
Disbursement Services	Processes payments for goods, services, reimbursements, and other approved expenditures in accordance with the Financial Audit and Administration Act and Circulars.	<ul style="list-style-type: none"> Payment requests will be acknowledged within 2 working days. Payments will be processed within established Government payment timelines, following receipt of complete documentation.
Accounts payable services	Manages verification, recording, and settlement of invoices from suppliers and service providers to ensure accurate financial obligations and timely payment, in keeping with The Financial Audit and Administration Act and Regulations.	<ul style="list-style-type: none"> Invoices will be logged within 24 hours of receipt. Payments will be processed in accordance with approved payment cycles, once documentation is complete.
Commitment control services	Monitors financial commitments against approved budgets to ensure expenditures remain within authorized limits and comply with financial management policies.	Commitment requests will be reviewed within 3 working days of submission of complete documentation
Final Accounts and Financial Reporting Services	Prepares statutory financial statements and reports on the Ministry's financial performance in accordance with Government accounting standards and	<ul style="list-style-type: none"> Monthly financial statements will be prepared and submitted within 14 working days of the following month.

Financial Management and Accounting Services Division (Cont'd)

Service Name	Service Description	Service Level Agreement
	reporting requirements.	<ul style="list-style-type: none"> • Appropriation Accounts will be completed by the 31st day of July following the end of the financial year.
Project Accounts Management Services	Manages financial transactions, reporting, and compliance for donor-funded and Government-funded projects to ensure proper utilization and accountability of project	Financial reports and disbursement requests will be processed according to project agreements and reporting timelines.

Corporate Services Division

Service Name	Service Description	Service Level Agreement
Human Resources Management and Development	Manages recruitment, employee relations, performance management, training, and staff welfare to support a competent and motivated workforce.	<ul style="list-style-type: none"> • HR queries will be acknowledged within 2 working days. • Routine requests will be processed within 10 working days or according to established HR timelines.
Documentation, Information and Access Services	Processes requests for information under the Access to Information Act and manages official records and documentation services.	Access to information requests will be acknowledged and processed in accordance with the Access to Information Act timelines.
Public Procurement	Provides guidance to suppliers and internal units on procurement processes, including	<ul style="list-style-type: none"> • All requests will be acknowledged within 2 working days.

Corporate Services Division (Cont'd)

Service Name	Service Description	Service Level Agreement
Public Procurement	<p>developing proposals and quotations in response to tender opportunities issued by the Ministry.</p>	<ul style="list-style-type: none"> • Responses will be provided within 2-5 working days, depending on complexity.
Administration	<p>Coordinates and implements or oversees a range of administrative services to internal clients, including:</p> <ul style="list-style-type: none"> • Transport & Security • Office Services • Property Management 	<ul style="list-style-type: none"> • Responses to requests for information will be provided within 2 working days. • Urgent requests for services will be acknowledged within 24 hours, and a timeframe provided for further responses.
Information Communication and Technology (ICT)	<ul style="list-style-type: none"> • Establishes, configures, deploys and maintains hardware and software services to support internal clients in fulfilling their duties. • Implements a range of information and communication support functions, including configuration of email services, domain credentials, phones, computers and printers, as well as data security and synchronisation. • Provides technical support to troubleshoot ICT issues. 	<ul style="list-style-type: none"> • Queries and requests received through the online portal will be acknowledged immediately. • Services will be deployed and issues resolved within 1-5 working days, depending on their complexity.

Complaint --- Process

Complaint Process

The Ministry of Health & Wellness is committed to safe, high-quality, and respectful health services. If you are dissatisfied with any aspect of service delivery, you have the right to make a complaint and to have it addressed fairly and transparently.

Complaints are managed through Client Care Connect (CCC), the Ministry's coordinated client feedback management system.



How to submit a Complaint

In Person: Feedback forms, suggestion boxes, or Customer Care Staff at our locations.

Phone: Contact the Customer Care Staff at the location where the incident occurred

Online: Complete the complaint form on <https://www.moh.gov.jm/>

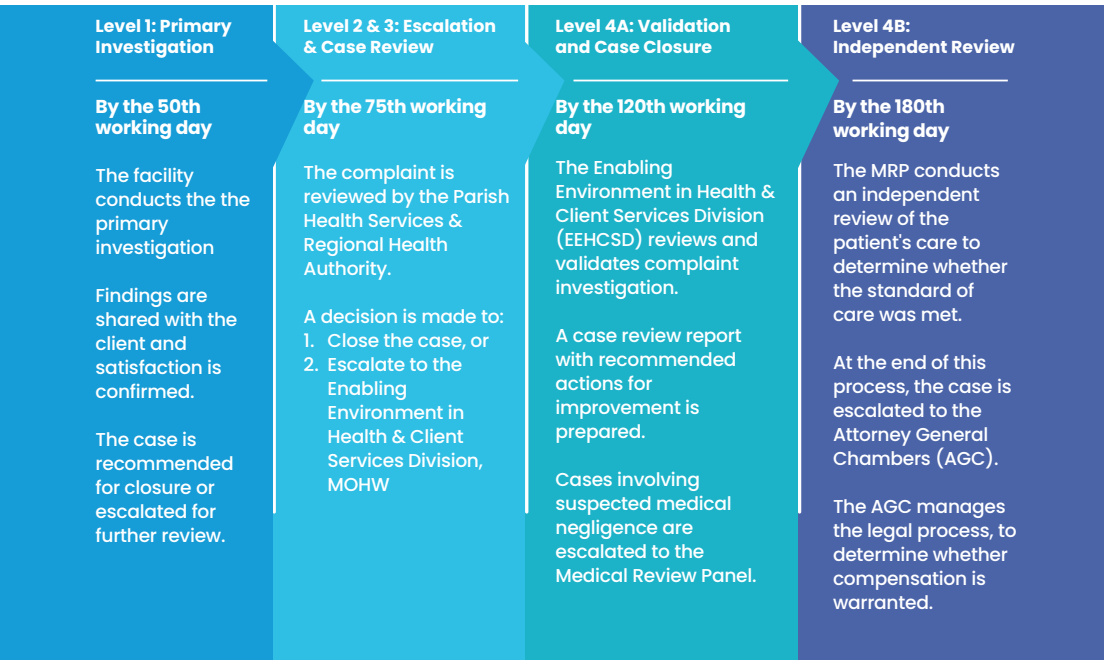
By Email: For matters relating to services within:

- Western Regional Health Authority - myexperience@wrha.gov.jm
- Southern Regional Health Authority - pr@srha.gov.jm
- North-East Regional Health Authority - mynerhaexperience@nerha.gov.jm
- South East Regional Health Authority - patientcare@serha.gov.jm
- For matters related to MOHW Corporate - myexperience@moh.gov.jm

Level 1 Complaint Management: The First 50 Working Days



Complaint Process Summary



How Complaints Are Managed

Acknowledgement, Referral, and Consent

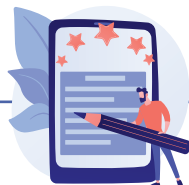
Your complaint will be acknowledged and referred for appropriate action within 2 working days

Where your complaint requires review of medical records, your consent to access the medical records will be requested.



Review & Investigate

Your complaint will be reviewed and where an investigation is required, the evidence gathered will be assessed against relevant policies and standards, in a timely manner.



Response & Resolution

You will receive updates on progress, including expected timelines and any delays.

At the end of the investigation, you will be provided with:

- a. What was found
- b. What actions were taken or planned
- c. Any service improvement initiatives required
- d. the outcome of the investigation as well as any actions taken or planned to resolve the matter and improve service delivery within 50 working days.

You will be asked to share your level of satisfaction with how the complaint was managed and its outcome to help improve our services.



Escalation

Your complaint will be escalated to higher levels for further management if:

- a. You are not satisfied with the outcome
- b. The matter involves claims of medical negligence
- c. An independent review of the quality of care is required.



Complaints are escalated through the following levels:

- a. Level 1: Facility level
- b. Level 2: Regional Health Authority
- c. Level 3: Ministry of Health & Wellness (Enabling Environment in Health & Client Services Division)

Escalated cases about:

- a. Administrative matters are reviewed by the RHA,
- b. Clinical matters such as complaints about diagnosis, treatment, standards of care, patient safety, or alleged medical negligence are escalated to the Medical Review Panel for independent review.

Timelines for escalated complaints may vary depending on their complexity, and can take **up to 180 working days**.

Closure and Follow up

Your case is considered closed after the final response is provided and corrective actions are assigned or completed.



Appeal

If your matter remains unresolved after all MOHW escalation levels, you may submit a written appeal, stating why you are dissatisfied, to:

Principal Director

Enabling Environment in Health & Client Services Division (EEHCSD)

Appeals relating to RHAs only.

5 Sylvan Avenue, Kingston 5

Email: myexperience@moh.gov.jm.

Permanent Secretary

Ministry of Health & Wellness | CARI-MED Building

30-36 Knustford Boulevard, Kingston 5

Tel: 876-633-7146/633-7155

Public Defender

Office of the Public Defender

78 Harbour Street, Kingston

Tel: (876) 922-7089 / 922-7109

Email: publicdefender@mail.infochan.com

Divisions & Branches

Divisions and Branches in the Ministry of Health & Wellness

Name of Division	Branches	Unit/Sections	Address	Contact Information
Executive Direction and Management	Office of Permanent Secretary	Public Relations & Communication	CARI-MED Building 30-36 Knutsford Boulevard Kingston 5	(876) 633-7146 (876) 633-7155
		Legal Services		
		Internal Audit		
		Office of Chief Programme Officer <ul style="list-style-type: none"> • Enterprise Risk Management • Programme Development • International Health Cooperation 		
		National Registration		

Name of Division	Branches	Unit/Sections	Address	Contact Information
Policy Planning and Development	Planning Performance & Project Development	Project Development & Conceptualization section	CARI-MED Building 30-36 Knutsford Boulevard Kingston 5	(876) 633-7146 (876) 633-7155
		Health Planning Section		
		Strategic Planning Performance Monitoring & Evaluation section		
	Research and Policy Development	Policy Development		
		Policy Monitoring and Evaluation		
		Health Economics and Data Science		
	Information Systems for Health	Health Informatics Section		
		Strategic Health ICT Infrastructure Section		

Name of Division	Branches	Unit/Sections	Address	Contact Information
Policy Planning and Development	Information Systems for Health	Health Records Administration Sections	CARI-MED Building 30-36	(876) 633-7146 (876) 633-7155
		Oral Health	Knutsford	
		Mental Health & Substance Abuse Unit	Boulevard	
		Health System Support and Monitoring	Kingston 5	
		Family Health		
		Cuba Eye care		
Technical Services	Emergency Disaster Management & Special Services	Special Medical & Health Services/ Special Events	IBM Building 52 Knutsford Boulevard, Kingston 5	
		International Health Regulation		
		Special Projects		
		Emergency Medical Care		
		Emergency & Disaster Risk Management		
		International Commitments & Projects		
	Office of the Chief Nurse	Nurses and midwifery services	ARC Building 15 Knutsford Boulevard, Kingston 5	
	National Blood Transfusion Services		21 Slipe Pen Road Kingston	(876) 630-1984 (876) 967-2234 (876) 630-1830
	National Public Health Laboratory			
	Health Promotion and Protection	Environmental Health Veterinary Public Health	ARC Building 15 Knutsford Boulevard, Kingston 5	(876) -633-8172

Name of Division	Branches	Unit/Sections	Address	Contact Information
Technical Services	Health Promotion and Protection	Medical Solid Waste Management	15-17 Drummond Street, Kingston	
		HIV, Sexually Transmitted Infection, Tuberculosis	The Reit Building 52-60	
		Nutrition	Grenada Crescent Kingston 5	
		Health Promotion and Education		
	Non-Communicable Disease and Injury Prevention			
Health Services Planning and Integration	<ul style="list-style-type: none"> • Radiotherapy • Dental • Mental Health • Family Health • Health System Strengthening 	CARI-MED Building 30-36 Knutsford Boulevard Kingston 5		

Name of Division	Branches	Unit/Sections	Address	Contact Information
Enabling Environment in Health & Client Services Division	Customer Service Branch	<ul style="list-style-type: none"> • Customer Care • Customer Service Monitoring & Evaluation 	June Rattray Building 5 Sylvan Avenue, Kingston 10	(876) 968-1633
	Research Monitoring & Evaluation			
	Enabling Environment in Health & Client Affairs Branch	<ul style="list-style-type: none"> • Social Work in Health • Enabling Environment in Health • Client Affairs Research & Resolution 		



Name of Division	Branches	Unit/Sections	Address	Contact Information
Standards and Regulation	Standards Research and Development		The Reit Building 52-60 Grenada Crescent Kingston 5	(876) 633-7146 (876) 633-7155
	Pharmaceutical and Regulatory Affairs	<ul style="list-style-type: none"> Product Registration Import Permit Institutions and Facilities 		

Name of Division	Branches	Unit/Sections	Address	Contact Information
Health Infrastructure Planning & Project Management	Health Infrastructure, Standards and Quality Management	<ul style="list-style-type: none"> Environmental Management Standards Development Quality Management Monitoring and Evaluation 	CARI-MED Building 30-36 Knutsford Boulevard Kingston 5	(876) 633-7146 (876) 633-7155
	Health Infrastructure Project Management & Implementation			
	Biomedical Engineering			





Name of Division	Branches	Unit/Sections	Address	Contact Information
Financial Management & Accounting Services	Expenditure Control & Accounts	<ul style="list-style-type: none"> Payroll Disbursement Accounts Payables 	CARI-MED Building 30-36 Knutsford Boulevard Kingston 5	(876) 633-7146 (876) 633-7155
	Management Accounts	<ul style="list-style-type: none"> Commitment 		
	Final Accounts & Reporting			
	Project Accounts			

Name of Division	Branches	Unit/ Sections	Address	Contact Information
Corporate Services	General Administration		CARI-MED Building 30-36	(876) 633-7146 (876) 633-7155
	Health Facilities and Maintenance		Knutsford Boulevard Kingston 5	
	Human Resource Management & Development		Dyoll Building 40 Knutsford Boulevard Kingston 5	(876) 633-7433
	Documentation, Information & Access Services		CARI-MED Building 30-36 Knutsford Boulevard Kingston 5	(876) 633-7146 (876) 633-7155
	Information Communication & Technologies			
	Public Procurement		The Reit Building 52-60 Grenada Crescent Kingston 5	

Departments of the Ministry of Health & Wellness

Name of Department	Services	Contact Information
<p>National Council on Drug Abuse</p> 	<p>Monitors the use and misuse of drugs and consequent harmful effects.</p> <p>Implements preventative and measures to stem the misuse of drugs and mitigate social consequences.</p> <p>Provides advice and recommendations on drug control, drug abuse response and prevention, addiction treatment and related issues.</p>	<p>Location: Corporate office 13 Molynes Road, Kingston 10</p> <p>Phone: 876-926-9002 or 876-564-HELP or 876-564-4357</p> <p>Email: info@ncda.org.jm</p> <p>Website: https://ncda.org.jm/</p>
<p>Department of Government Chemist</p> 	<p>Provides accurate, traceable and internationally recognised test results to support national health, safety, trade and environmental protection objectives and services.</p>	<p>Location: Hope Complex, Hope Gardens, Kingston 6</p> <p>Phone: 876-927-1829</p> <p>Email: info@government chemist.com</p> <p>Website: governmentchemist.com</p>

Regional Health Authorities & Professional Councils

Regional Health Authority	Parishes	Contact Information
<p>Southern Regional Health Authority (SRHA)</p>  <p>Southern Regional Health Authority Compassion Accountability Respect Efficiency</p>	<p>St. Elizabeth Manchester Clarendon</p>	<p>Regional Head Office: 3 Brumalia Road, Mandeville, Manchester</p> <p>Phone: 876-962-8232</p> <p>Website: https://www.srha.gov.jm</p>
<p>South-East Regional Health Authority (SERHA)</p> 	<p>St. Catherine Kingston St. Andrew St. Thomas</p>	<p>Regional Head Office: 2nd Floor 25 Dominica Drive, Kingston 5</p> <p>Phone: 876-754-3439</p> <p>Website: https://www.serha.gov.jm</p>
<p>North-East Regional Health Authority (NERHA)</p> 	<p>Portland St. Mary St. Ann</p>	<p>Regional Head Office: 34-38 Ocean Village Shopping Centre Ocho Rios, St. Ann</p> <p>Phone: 888-429-5646 or 876-795-3107</p> <p>Website: https://www.nerha.gov.jm</p>
<p>Western Regional Health Authority (WRHA)</p> 	<p>Trelawny St. James Hanover Westmoreland</p>	<p>Regional Head Office: 31B Fairview Shopping Centre Montego Bay, St. James</p> <p>Phone: 876-630-1860 876-952-5100</p> <p>Website: https://www.wrha.gov.jm</p>

Regional Health Authorities & Professional Councils

Name of Department	Address	Contact Information
Medical Council of Jamaica	University of the West Indies 13 west Road Kingston 7	Telephone: (876) 978-8538 / 784-4213 Fax: 978-2118 Website: www.jamaicamedicalcouncil.org Email: info@medicalcouncilja.com
Nursing Council of Jamaica	50 Half Way Tree Road Kingston 10	Telephone: (876) 926-6042 / 929-5118 Website: www.nursingcouncil.org.jm Email: info@nursingcouncil.org.jm
Pharmacy Council of Jamaica	91 Dumbarton Avenue Kingston 10	Telephone: (876) 633-7788 / 633-7784 Website: www.dentalcouncilofjamaica.com Email: jamaicadentalcouncil@gmail.com
Dental Council of Jamaica	50 Half Way Tree Road Kingston 5	Telephone: (876) 633-7788 / 633-7784 Website: www.dentalcouncilofjamaica.com Email: jamaicadentalcouncil@gmail.com
Council for the Professions Supplementary to Medicine	1st Floor, Rooms 1-3 50 Half Way Tree Road Kingston 5	Telephone: (876) 754-8341 / 633-7789 Ext 90-92 Website: www.cpsmjja.org Email: info@cpsmjja.org



Contact the **MOHW**

Office Hours

The MOHW is open to the public during the following business hours for walk in clients:

Mondays to Thursdays: 8:30 a.m. to 4:30 p.m.

Fridays: 8:30 a.m. to 3:30 p.m

Corporate Office: CARI-MED Building

30-36 Knutsford Boulevard,
Kingston 5
876-633-8172

Customer Service June Rattray Building

5 Sylvan Avenue
Kingston 5
876-968-1620
876-968-1627
876-968-1631

Other Contact Information

Phone: 888-ONE-LOVE (888-663-5683)

Email: info@moh.gov.jm

Mental Health & Suicide Prevention Helpline: 888-NEW-LIFE
(888-639-5433)

