



# Southern Regional Health Authc

Compassion | Accountability | Respect | Efficiency

**Southern Regional Health Authority**  
Compassion | Accountability | Respect | Efficiency

**SRHA CITIZEN'S  
CHARTER**

## Mission Statement

To enable the health and well-being of residents in Clarendon, Manchester and St. Elizabeth by providing access to quality health care through a sustainable and responsive health care delivery system that is family centered, customer focused and stakeholder driven.

## Vision Statement

Healthy people in healthy families, in a clean and safe environment.

## SRHA Philosophy

C – Compassion

A – Accountability

R – Respect

E - Efficiency

## Objectives

To establish and operate a quality customer service network which will ensure the delivery of fair, equal treatment to all customers and a system of easy access and responsiveness to enquiries and complaints

To recruit and retain competent professionals to deliver healthcare, manage and oversee the region's resources

To make available adequate health services to all customers in order to deliver the best healthcare available

To reduce waiting time in out-patient facilities

To provide clean, comfortable surroundings within a customer friendly atmosphere at all our healthcare facilities

To develop a system of benchmarking which will enable continuous improvement in all operational areas of the region

To promote healthy lifestyle to internal/external customers

## Health Services

Accident & Emergency

Ambulance

Dietetics

Ecg Examinations

Physiotherapy

Laboratory

Maternal & Child Health

Medicine

Obstetrics & Gynaecology

Ophthalmology

Outpatient Clinics

Paediatrics

Mental Health

Sti Screening & Treatment

Radiology

## Contact Information

### Mandeville Regional Hospital

#### Alwyn Miller, Chief Executive Officer

Cug: 318 - 0963

Tel. 962 - 2067/3370/2744; 961 - 4248,

796 - 2866

Fax: 625 - 8493

#### Dr. Everton McIntosh

##### Senior Medical Officer

CUG: 876 318 - 0930

#### St. Andrade Sinclair

Chief Executive Officer

May Pen Hospital

CUG: 876 318-0438

Tel: 876 986 2528/6938/7708

876 786 3647

#### Dr. Bradley Edwards

Senior Medical Officer

CUG: 876 318 0383

#### Carlton Nichols

Chief Executive Officer

Percy Junor Hospital

CUG: 318 - 0710

Tel: 964 - 1181/2222/2322

964-1548/797-2180 Fax: 964 - 2573

#### Dr Carlos Wilson

Senior Medical Officer

CUG: 876 318 - 0464

#### Diana Brown -Miller

Chief Executive Officer

Black River Hospital

CUG: 876 318 0339

Tel: 876 965 2224/2212, 634 1829

Fax: 876 965 9294

#### Dr. Sherriff Imoru

Senior Medical Officer

CUG 876 779 4805

#### Nadine Preddie,

Chief Executive Officer

Lionel Town Hospital

CUG: 876 318 0470

876 –986 3213

#### Darsie Haughton

Senior Medical Officer

CUG: 876 318 0398

#### Sean Brissett

Parish Manager

St. Elizabeth Health Services

High Street, Black River P.O.

Tel: 634-2186

CUG: 876 318 -0338

#### Dr. Tonia Dawkins Beharie,

Medical Officer (Health)

CUG: 876 318 –0349

#### Jacqueline Jackson-Brown

Parish Administrative Officer

## Contact Information

### Regional Office

3 Brumalia Road, Mandeville  
876 625 0612/3 Fax: 876 962 8233  
Website: www.srha.gov.jm

Clarendon Health Department  
1 Murhead Avenue  
May Pen  
876 986 4548 Fax: 9876 876 86 9713

### Black River Hospital

45 High Street  
Black River P.O.  
876 965 2224/2212 Fax: 876 965 9294

### Sandia Chambers-Ferguson

Parish Manager (Actg.)  
Manchester Health Services,  
South Race Course Road, Mandeville  
Tel: 625-6133  
CUG: 876 310 5305

### Mandeville Regional Hospital

32 Hargreaves Avenue, Mandeville  
876 962 - 2067 Fax: 625 - 8493

### Dr. Nadine Williams

Medical Officer (Health)  
CUG: 876 318 -0476

### Percy Junor Hospital

Spaldings P.O.  
876 964 1181 Fax: 876 964 2573

### Ms. Althea Hyman

Tel: 876 797 6329

### Lionel Town Hospital

Lionel Town P.O.  
876 986 3226 Fax: 876 986 3373

### Joseph Grant

Parish Manager, Clarendon Health Services  
876 986 - 4548/7869 902-5852 /318-0358  
Fax: 876 986 - 9713

### May Pen Hospital

1 Murhead Avenue, May Pen  
876 986 2528 Fax: 876 986 2650

### Dr. Kimberly Scarlett-Campbell,

Medical Officer (Health)  
CUG: 876 318 -0940

### Chapleton Community Hospital

Chapleton P.O.  
876 987 2215

### St Elizabeth Health Department

High Street , Black River P.O.  
876 965 9174 Fax: 876 -965 2701

### Simone Harris-Willians

Administrator  
Tel: 876 310 7035

### Manchester Health Department

South Race Course Rd. Mandeville  
876 962 7033 Fax: 876 962 2171

### Karene Hanson-McCalla

Administrator  
Chapleton Community Hospital

## Facts About SRHA

The Southern Regional Health Authority (SRHA), is a statutory body of the Ministry of Health. SRHA is one of the four Regional Health Authorities that emerged from the National Health Services act of 1997 which authorised the decentralization of the health care system through the creation of regional health authorities. Regional management aims at improving the quality of health care with more efficient use of resources and timely decision making.

SRHA is responsible for the delivery of health care services to the residents of Clarendon, Manchester and St. Elizabeth. It is managed by a board of directors comprising of fifteen (15) members appointed by the Ministry of Health. The Chief Executive Officer is the Regional Director (RD), who reports directly to the chairman of the board.

The Regional Director has the responsibility for the day-to-day administration of the business of the authority, directing and controlling the development of strategic and operational plans for health services in the region.

Each parish is managed by a Parish Manager who accounts for expenditure of monies allocated for the delivery of public health services in the parish and directs and controls the development of strategic and operational plans for health services in that parish. In addition there are hospital management committees and parish health committees comprising representatives of professional and community groups.

The SRHA delivers service through its network of seventy four (74) health centres, five (5) hospitals, one (1) community hospital and two (2) rural maternity centres. There are approximately three thousand (3000) health and administrative workers.

## Other Services

(AVAILABLE AT OTHER HOSPITALS IN JAMAICA)

**Intensive Care**

**Orthopaedics**

**Renal**

**Neuro Medicine**

**Nurosurgery**

## Our Standards

### We will:

- Treat all clients with **Compassion**. **Accountability** **Respect** .**Empathy**
- Provide health service to clients in a clean, healthy, comfortable environment at all times.
- Provide privacy and confidentiality in caring for our clients.
- Provide medical care, 24 hours per day at all in-patient institutions, including accident and emergency departments of hospitals which offer the service.
- Incrementally introduce extended hours.
- Inform customers about relevant policies and procedures, available services at our facilities, cost of services, and if there are changes to these services, inform them accordingly.
- Ensure that clients do not wait beyond a period of nine (9) months for surgery.
- Empower clients to be responsible for their health.
- Accept complaints, concerns or queries from our clients.
- Guarantee a response immediately or within ten days after the complaint is filed, and provide a written reply in the interim or about the outcome within thirty (30) days after the complaint has been filed.

### Your Responsibilities:

- You are responsible for the health maintenance of yourself and your family and ensure that all appointments are kept
- To pay costs associated with your healthcare needs and where necessary to utilize your health insurance
- You should provide accurate information regarding health records and complaints
- You should comply with the instructions regarding the rules and regulations of the health institution, and treatment recommended by the caregiver
- You are responsible for your actions relating to the refusal of treatment
- You are responsible for demonstrating courtesy and respect for all healthcare delivery personnel and all other customers
- You are responsible for behaving in a mature and responsible manner
- You are responsible for presenting yourself in good personal hygiene and modest attire when you visit our facilities
- You should be aware of the cleanliness of the surroundings in the facilities when you visit and contribute to maintaining that setting

## Your Rights

You have a right to:

- Seek healthcare in the public or private sector
- Remain a public patient at all stages of your illness
- Obtain specific appointment time for ambulatory/out-patient or childcare services
- Health promotion and illness prevention services and counselling
- Emergency medical care
- Home visits for young children, the elderly and special cases
- Obtain referral for specialist care when necessary
- Timely and complete information about your illness or diagnosis
- Give informed and voluntary written consent before commencement of diagnostic or therapeutic procedures
- Request access to your medical records
- See and sign any report that is prepared for an employer or insurance company
- Reasonable security to the extent that the installations of the building and practices in the institution allow
- File a complaint and have it promptly investigated

## Enquiries & Complaints

If you have concerns, enquires or complaints, you can contact us by writing, calling or visiting.

To write, address your letter to the Chief Executive Officer (CEO) of the facility which you want to contact. If you are having difficulty with this, please write to:

Mr. Michael Bent, Regional Director  
Southern Regional Health Authority  
3 Brumalia Road  
Mandeville P.O.  
Manchester

These numbers will help you contact us by phone or fax at the Regional Office  
Telephone: 876 625-0612-3/fax: 876 962 - 8233.