

DEPARTMENT OF HEALTH INFORMATION, EPIDEMIOLOGY AND RESEARCH QUALITY SERVICE CHARTER

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Who we are

Our mission as a department is to provide accurate, reliable and timely information on the health of the population of the Maltese islands and on Government health services. We promote and support the development of effective health information systems and electronic health records within Government and on a national basis.

One important function is to provide accurate and reliable health statistics in as timely a manner as possible to a wide range of clients. We are committed to the strict protection of personal and commercially sensitive data. We ensure that compliance is fulfilled with the Data Protection Act, Statistical Act, Professional Ethics and any other legislation that may be enacted. In order to provide you with the most accurate and up-to-date information possible we often work in liaison with other Government services such as the Office of National Statistics and the Government Information Service (Freephone 153).

Our services

We provide statistical information on the following areas of epidemiology:

- mortality
- cancer
- congenital anomalies
- Obstetrics.
- organ transplants

This data is distributed to both national and international organisations, including the World Health Organisation, the Statistical Office of the European Communities (EUROSTAT), and the International Agency for Research on Cancer.

We are envisaging the implementation of National Systems by 2006 on:

- hospital information
- accident and injuries

As an additional service, our department also acts as a clearing house for other types of health information, except for non-communicable diseases, when these are received from other departments of the Health Division. These include indicator data on:

- health service activity
- health manpower
- health facilities
- health finance

How we deliver our services

Our statistical products take the form of:

- regular printed reports
- occasional fact sheets
- our website (which may be accessed at <http://www.sahha.gov.mt/pages.aspx?=41>)
- *ad hoc* reports.

Depending on the nature of the information you require, we may deliver it to you via e-mail, fax, mail or through the Internet. You may also call at our offices and collect it personally.

We also prepare customized statistical reports to meet specific enquiries related to a particular area. This takes time and must be scheduled. When you put forward your request, we will advise you how long it will take to compile the information with our available resources.

If we do not have the information you require, we will advise you on other possible sources to obtain it.

Our data providers

The efficiency and effectiveness of the DHI is critically dependent on the data that it receives from:

- doctors, nurses and other healthcare professionals
- government departments and other public bodies
- private healthcare services

In this regard we make the following commitments to our suppliers of data:

- We will not ask you for more information than is necessary.

- We will conduct a rigorous assessment of need before introducing any new information systems and will systematically review the need for regular collections of data.
- We will design forms, which are as clear as possible and include easy-to-follow instructions.
- We will explain the purposes for which the information is collected to all our data suppliers.
- We will respect the confidentiality of all the data you supply.
- We guarantee that all the data is processed fairly and legally in accordance to the Data Protection Act.

Meeting your needs

We have an ongoing commitment to provide efficient and effective customer service. For this reason we welcome feedback and constructive criticism from users of our services.

We strive:

- to make available statistics on every subject about which we generate, collect or receive data
- to follow specific publication arrangements to ensure that information is available to everyone as early as possible
- to provide information on where to find statistical data and explain the sources, methods and definitions
- to meet special requests for information
- to answer telephone, faxed and other written enquiries immediately or as early as possible.

Our standards

We will focus on understanding what health statistics you need and on responding in an accurate, relevant, understandable and timely manner. In our dealings with you we will:

- be courteous
- clearly explain the details we need from you to help us meet your information needs
- help you to understand the statistics and information that you receive from us.

Our response to inquiries will vary according to their nature:

- Available information will be met immediately or within 1 working day.
- Basic requests will be dispatched within 3 working days.
- Customized reports will be provided within the agreed time frame.

In addition to the above, we commit ourselves to the following:

(a) Service by Telephone

We will respond promptly and courteously and put you in touch with the member/s of staff most qualified to meet your request. For every case we ask you to fill-in a Request for Information Form either electronically via our website or in writing at this department. In order to ensure that you receive accurate information, we will normally give you the statistics you ask for in writing

or in electronic form, rather than over the phone. If we cannot process your request, we will suggest other sources that could assist in collecting the statistical information you require.

(b) Personal Callers

You may call personally at the Department and meet our members of staff. We will be polite and courteous in our dealings with you. Kindly fix an appointment prior to visiting us to ensure that we will be able to attend to your request in the best possible manner.

(c) Letters, Faxes and Electronic Mail

We will:

- reply according to our standards
- ensure that all communications from our end carry a contact name and telephone number or e-mail address.
- If we realise that there is going to be a delay in providing you with the information you require, we will let you know immediately and tell you when you can expect to receive the data you requested.

Our reference library

At our library you will find a collection of local and international publications on health statistics and other health-related material. This library is open to the public by appointment between Monday and Friday from 8.00 a.m. to 2.30 p.m.

Our website

The Health in Malta website is maintained by the Department of Health Information. It carries a wide range of statistical information on the health of the Maltese nation and on the Government Health Services. Kindly visit our website at <http://www.sahha.gov.mt/pages.aspx?=41>

Contacting us

You may contact us by writing to us at:

Department of Health Information
95, Guardamangia Guardamangia MSD 08
Malta

You may also send us an e-mail on healthinfo@gov.mt or fax us your comments on (+356) 25599385. Should you prefer to contact us by phone, our numbers are (+356) 25599000.

You may also call at our offices personally, at the address mentioned above, between 8.00 a.m. and 2.30 p.m., preferably by appointment. Our offices are in G'Mangia next to the Ambulance Garage of St. Luke's Hospital..

We care!

We need your help to understand your needs. Your feedback and suggestions are always welcome.

Feedback forms are available from our offices. Please take the time to fill them out and let us know if we have met your expectations. Completed forms can be posted in the suggestion box below the Quality Service Notice at the entrance of the Department or sent by post (refer below).

If you think we have not met the standards outlined in this Charter kindly let us know as quickly as possible. If you have any complaint, the simplest and quickest way to sort out the problem is to take the matter up with the person who has been dealing with your request. If you are not satisfied with his or her reply, you can fill in the complaints section of the feedback form or write to:

The Director
Department of Health Information
95, Telgha ta' Guardamangia
Guardamangia MSD 08
Malta

We will investigate your case and send you a reply within 10 working days.

May 2005