His Excellency John Agyekum Kufuor
President of the Republic of Ghana
INTRODUCTION

We are the Ghana Health Service, the service delivery agency under the Ministry of Health, established in 1996 by an Act of Parliament, Act 525.

VISION

We envision people living in Ghana live longer and are healthier, wealthier and happier

MISSION

To provide quality health service responsive to the needs of all persons living in Ghana by implementing approved Health Sector policies, increase access to priority health services and manage prudently resources available for provision of health services

FUNCTIONS

• Ensure access to health services at the community, sub-district, district and regional levels by providing health services or contracting out service provision to other recognized health care providers;
• Set technical guidelines to achieve policy standards set by the Ministry
• Plan, organize and administer comprehensive health services with special emphasis on primary health care;
• Develop mechanisms for the equitable distribution of health facilities in rural and urban districts;
• Manage and administer health institutions within the Service;
• Contract with teaching hospitals for the treatment of referred patients;
• Promote health, healthy living and good health habits by people;
• Establish effective mechanisms for diseases surveillance, prevention and control:
• Promote the efficiency and advancement of health workers through in-service and continuing education;
• Manage the assets and properties of the Service to ensure the most effective use of them;
• Determine, with the approval of the Minister charges for health services rendered by the Service;
• Perform any other function that is relevant to the promotion, protection and restoration of health.

THE GHANA HEALTH SERVICE IS RESPONSIBLE FOR

• Implementation of approved national health policies for health delivery in the country
• Increasing access to improve health services
• Managing prudently resources available for provision of health services
OUR SERVICE STANDARDS

We shall carry out our business within the following timeframes:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>TIME FRAME</th>
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<tbody>
<tr>
<td>1. Provision of specialists, secondary and primary clinical</td>
<td>Within 3 hours of arrival at the clinic</td>
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<td>consultations</td>
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<td>2. Provision of emergency medical and surgical services</td>
<td>Seen within 5 minutes of arrival</td>
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<td>3. Provision of General laboratory services</td>
<td>Within 24 hours of specimen collection</td>
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<td>4. Provision of General radiology services</td>
<td>Within 90 minutes of receipt of request</td>
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<td>5. Provision of Pharmaceutical services (OPD)</td>
<td>Within 30 minutes upon receipt of prescription</td>
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<td>6. Provision of inpatient clinical care</td>
<td>Daily review of patients</td>
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<td>7. Provision of preventive, promotive and rehabilitative care</td>
<td>Throughout the year</td>
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<td>8. Provision of operational and clinical research to enhance</td>
<td>When the need arises</td>
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<td>quality of care</td>
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<td>9. Provision of on-the-job training for health trainees in</td>
<td>Throughout the year</td>
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<tr>
<td>post-secondary and tertiary institutions</td>
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WE STRIVE TO WORK TOWARDS ENSURING:

- Less frustration to the clients
- Value for money for the client
- Achievement of desired health outcomes
- Respect for the rights and responsibilities of patients/clients, families, and community members as well as fellow health service providers
- The right to protection from discrimination based on culture, ethnicity, language, religion, gender, age, and type of illness or disability
- The confidentiality of information obtained from patients/clients in the course of treatment. Such information shall not be disclosed to a third party without the patient's/clients consent. The client is entitled to act on his/her behalf except where such information is required by law or is in the public interest.

COURTESY AND COOPERATION

Our core values:

People centered

1. Client-centered
   - We strive to exceed the expectations of all our clients.
We demonstrate compassion and friendliness in the process of care.

We ensure informed and dignified care for all our clients.

We develop and strengthen collaborative relationships with all our clients, their families.

Educate and empower our clients to be partners in their care.

2. Staff-centered

- We recognize and value our health workforce as our most important resource.

- We recognize that a capable and motivated workforce is essential for delivering quality health care.

- The well-being of our staff is our priority.

3. Partner-friendly

- We develop and strengthen collaborative relationships with all our partners.

- We recognize that the capacity and comparative strength of partners is essential for our success.

- Professionalism

- Our main business is to provide quality care to all citizens.
Performance of all employees must aim at the highest professional standards.

We support the professional and personal growth of employees in the pursuit of our mission.

We are guided by relevant evidence and global trends to provide high quality healthcare.

Team work

- We recognize that healthcare services rely on teamwork among various health professional groups.

- We recognize that teamwork leads to better results (Together Everyone Achieves More).

- Team achievements bring rewards to everyone.

- Take a collaborative and multidisciplinary team approach to patient care, teaching and research.

Innovation/excellence

- We pursue excellence and innovation in everything we do.

- We strive to foster a learning environment.

- We seek knowledge, share information and embrace innovation to continuously improve our services and ourselves.
Discipline

- We believe that a disciplined workforce can effectively deliver quality health services.
- We are committed to being guided by the tenets of the GHS Codes of Conduct and Ethics.
- We are committed to maintaining the highest level of accountability.

Integrity

- We believe that integrity is paramount in all that we do.
- We strive to maintain the highest level of integrity in our work.

WHAT WE EXPECT FROM THE PUBLIC

The patient should understand that he/she is responsible for his/her own health and should therefore co-operate fully with health care providers. The client is responsible for:

- Providing full and accurate medical history for his/her diagnosis, treatment, counselling and rehabilitation purposes
- Providing additional information and/or clarification regarding his/her health or treatment which may not
have been well understood
• Complying with prescribed treatment, reporting adverse effects and adhering to follow-up requests
• Informing his/her health care providers of any anticipated problems in following prescribed treatment or advice
• Honouring all his/her financial responsibilities to the hospital
• Acquiring knowledge on preventive, promotive and simple curative practices and where necessary to seek early professional help
• Maintaining safe and hygienic environment in order to promote good health
• Respecting the rights of other patients and clients and health service personnel
• Adhering to the regulations regarding hospital facilities
• Requesting appropriate information on his/her condition, management, possible risk, alternative treatment available

INFORMATION TRANSPARENCY AND CONVENIENCE

• We will provide clean and friendly waiting areas
• Clients' complaint desks will be provided
• Suggestion boxes will be placed at vantage points and checked regularly
• We will provide open-source information on our range of services (flyers, advertisements etc)
Client satisfaction surveys will be conducted periodical

COMPLAINTS AND COMMENTS

You may address your complaints and comments to:

ALL REGIONAL DIRECTORS OF HEALTH SERVICES ACROSS THE COUNTRY

Where you are not satisfied, you may address same to:

The Director – General
Ghana Health Service
PMB, Ministries
Accra

Where you are still not satisfied, you may address same to:

The Chairman of the Ghana Health Service Council
Ghana Health Service
PMB, Ministries
Accra

Where you are still not satisfied, you may address same to:

The Hon. Minister of Health
Ministry of Health
P.O. Box MB-44
Accra

As a final resort, you may appeal to:
The New Charter Office,
C/o Office of the President,  
Ministry of Public Sector Reform,  
PMB Stadium Post Office,  
Accra.  
Tel: 021 672333/684086/671359  
Fax: 021 671358

OTHER COLLABORATIVE AGENCIES

We shall collaborate with the following agencies:
- Ministry of Health
- Korle-Bu Teaching Hospital
- Komfo Anokye Teaching Hospital
- Regional and district hospital
- Medical and Dental Council

WHERE YOU CAN FIND US
Our contact information is as follows:

Physical location:  
GHS Building, near Tema Lorry Station or Ghana News Agency

Postal address:  
Ghana Health Service, PMB, Ministries, Accra

Tel: 233 - 21- 662014 / 680003  
Fax: 233 - 21- 666808

Email address:  
Website  
www.ghanahealthservice.org