

Quality Service Charter

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1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

Voice: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

Design: We develop policies and processes which reach the levels expected by our customers;

Delivery: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease; and

Accountability: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

Our Mission

To provide advice, issue certification, and manage claims related to Health Care Entitlement in terms of EU Regulations and National Legislation. To provide accurate and timely information and advice, through a client-centred approach, committed towards a work culture embracing change and continuous professional development. Accountability, integrity, and proficiency are key values in our service delivery.

3. GUIDING PRINCIPLES

All our actions are guided and bound by **5 Criteria** of Service Quality as follows:

Reliability: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

Empathy: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

Assurance: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

Responsiveness: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

Tangibles: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. HEALTH CARE FUNDING DIRECTORATE CUSTOMERS

The customers for the services governed by this charter are:

- Maltese Citizens
- EU Citizens residing in Malta
- EU Citizens for whom Malta is the Competent Institution
- Third Country Nationals who have a work permit and pay National Insurance contributions or receive a state pension from Malta
- Third Country Nationals with whom Malta has a Bilateral Health Agreement
- Any other person who is entitled to free public health care in Malta
- Counterpart public and private local institutions/departments/directorates
- The European Commission
- Competent institutions from across the EU Member States

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Communication

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.

Premises

Complete access for all abilities and regular safety certification of the premises by competent bodies.

Request for information through website, email, telephone, social media, traditional mail

A final reply within 3 working days.

Request for service

Kindly refer to **Appendix 1** for list of services.

Phone Calls

Shall be answered within 3 rings on working days.

Acknowledgements

1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made with the same timeframe.

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 3 working days from date of request. When attending your appointment, you should not expect waiting time. We will respect the time allotted to you. If you arrive late, we reserve the right to reschedule your appointment.

Queueing time (if applicable)

We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 5 to 10 minutes under normal circumstances.

Online Information

The information on our communication channels will be kept up-to-date. If you have access to the internet, you can find relevant information on our:

Website: <http://www.ehic.gov.mt>

Email: entitlement.health@gov.mt

In addition, the service-specific turnaround time (this is the time taken to process an application), eligibility criteria, and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply..

Our assistance may be sought through any of the following channels at the specified time:

A. Our Offices

- **Malta**

Health Care Funding Directorate
Entitlement Unit,
Ground Floor, Ex-Outpatients Block,
St. Luke's Hospital,
G'Mangia Hill,
G'Mangia

- **Gozo**

Gozo General Hospital
Billing and Revenue Office
Triq I-Arcisqof Pietru Pace,
Victoria, VCT2520, Gozo

B. Opening Hours

- **Malta**

08:00-13:00
Monday to Friday

- **Gozo**

08:00-1400
Monday to Friday

C. By Telephone

Malta: +356 2595 2400

Gozo: +356 2344 6195

D. Email

entitlement.health@gov.mt

E. On our website

<https://www.ehic.gov.mt>

F. Mobile Apps:

Our mobile app is available for download from the Google Play or Apple App store and can be used to request entitlement documents and lots more Download links can be found on the Entitlement Unit website's home page –

<https://ehic.gov.mt>

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our Service to you. We guarantee your anonymity, and your feedback will help us to improve our Services.

If you believe that we have made an error and/ or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

Health Care Funding Directorate / Entitlement Unit

Personally:	Entitlement Unit, Ground Floor, Ex-Outpatients Block, St. Luke's Hospital, G'Mangia Hill, G'Mangia, PTA 1010
By Phone:	+356 2595 2400
By Post:	Entitlement Unit, Ground Floor, Ex-Outpatients Block, St. Luke's Hospital, G'Mangia Hill, G'Mangia, PTA 1010
By Email:	entitlement.health@gov.mt

Rate the Public Service, downloadable through maltapps directory or web-based on <https://qualityofservice.gov.mt/en/pages/rtps>

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'Information Request' here:- <https://www.servizz.gov.mt/en/InformationRequest>
- By Phone: **153**

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the **Customer Care** and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaints at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application of Service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint, we commit ourselves to take any remedial action where applicable and planned corrective action to avoid repetition where necessary so that you will not encounter the same or similar experience.

QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of Service standards relative to the Services provided will be monitored and measured. The results of the internal review and the monitoring process will be used as a basis for improving our Service.



APPENDIX 1

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
Issuing of EHIC (European Health Insurance Card)	EU Citizens and Non-EU Citizens paying NI contributions in Malta	Duly filled in and signed EHIC application form, with all required documentation. https://s2.eessi.gov.mt/wp-content/uploads/2021/05/05052021-EHIC-APPLICATION-FORM.pdf Applicants with an ID card number ending in (A) should include the following with their application: 1. Copy of official letter from employer indicating whether contract is in/definite, the duration of contract if definite or end of probation period if applicable. 2. In case of dependents: marriage certificate of spouse and birth certificate of children are required. Persons who work in Malta but pay their Social Security contributions in another Member State are to apply for the EHIC from the country in which contributions are being paid. Pensioners and members of their family who are residing in Malta and who are covered for healthcare in Malta through Reg. (EC) 883/04 and Reg. (EC) 987/09 are to apply for their EHIC from the country paying their pension.	• Automatic Renewal of the EHIC • E-ID (via servizz.gov.mt) • Mobile app • In-office (Malta or Gozo Satellite Office) • Scanned application form via generic e-mail • Local Councils	EHICs that will expire as of the 1st of March 2023 will be automatically renewed 6 weeks beforehand and will be sent to your postal address. Other citizens who apply for a new EHIC will receive the Card by mail within five (5) working days upon receipt of duly filled in application form and correct submission of all required documents.

In case of lost/stolen/misplaced EHIC	As above	A police report is submitted in case of lost/stolen or misplaced EHICs. Submission of valid card is required if application is submitted before expiry date	• In-office (Malta or Gozo Satellite Office) • Scanned application form via generic e-mail • E-ID (via servizz.gov.mt) • Mobile app • Local Councils	As above.
Urgent EHICs	As above	This is issued when travel is required for urgent medical reasons and a note from the doctor/referring authority.	In-office (Malta)	Upon presentation of the client's ID Card, the EHIC Card can be collected from the Govt Printing Press on the same working day between 7:00am and 5.15pm. Applicants residing in Gozo can collect the EHIC from the Government Printing Press on the same day of travelling abroad.
Application for Reciprocal Health Agreement (RHA) Certificate	UK passport holders who are ordinary residents in Malta and who are not covered for healthcare through EU regulations	Copy of a valid residence permit issued by the Department of Citizenship and Expatriate Affairs/Identity Malta and a valid UK passport	• Mobile app/web app • Scanned application form via generic e-mail • In-office (Malta or Gozo Satellite Office)	The request is processed and the certificate is sent to the citizen on the same day after submission of all required documents.
Request for Reimbursement for Emergency Medical Treatment received in another Member State	Persons entitled for the EHIC who accessed immediate necessary care whilst on a temporary stay in another EU/EEA/EFTA country and were not in possession of the EHIC at the time care was provided.	Duly filled in application form: https://s2.eessi.gov.mt/wpcontent/uploads/2021/07/02072021-Refund-of-Benefits-in-KindClaim-Form.pdf. The duly filled and signed application form, plus original receipts (proof of payment) must be sent to the Entitlement Unit by registered post. Once application is vetted and accepted Payee's IBAN and amount to be reimbursed is also requested so as to proceed with reimbursement.	• In-office (Malta or Gozo Satellite Office) • Scanned application form via generic e-mail	Once all documents/information is received, the Unit processes the request within one (1) working day; after which the process requires communication with other competent institution/s and verification of information/receipts from third parties. Payment is affected directly to the client's bank account by the department responsible. Every ten (10)

				working days the Unit informs the client about the status of the request.
Issuance of S1 Form	This is a certificate of entitlement to sickness benefits in kind issued to posted workers who work in another EU/EEA/EFTA country and their dependents. This also applies to pensioners who are residing in another EU/EEA/EFTA country and their dependents	An 'A1' form (duly-filled in, processed and approved) from the International Relations Unit, Social Security Department, 38, Ordinance Street, Valletta please see: https://www.servizz.gov.mt/en/Pages/Inclusion_-_Equality-and-Social-Welfare/Social-Solidarity/Benefits-and-Services/WEB635/default.aspx . Or Proof of receiving state pension or that person is paying NI contributions in Malta. Other documents can be requested in specific cases.	• In-office (Malta and Gozo) the latter – vetting of applications • Via generic e-mail	Form is issued within five (5) working days
Application for Planned Health Care Abroad (S2)	Persons entitled to Public Health Care in Malta who have requested planned treatment abroad in another EU/EEA/EFTA Member State.	Referral from Medical Consultant to the Consultative Board. Each case is examined by the board who is responsible to grant or otherwise prior authorization.	In-office (Malta and Gozo)	Urgent cases are processed on the same working day. Non-urgent cases are processed within a maximum of twenty (20) working days as approval from the Consultative Board, which meets once a month, is required.
Endorsement of Prescription for free spectacles	Persons Paying National Contribution in Malta.	• The Prescription for Free Spectacles signed by the ophthalmologist. • A copy of the applicant's valid Pink Form or valid Schedule V document. • Contact details and address of applicant. Note: Applications for free spectacles can only be made after twelve (12) months from the last prescription's date.	Listed documents are to be posted to: Entitlement Unit, Ground Floor, Ex-Outpatients Block, St. Luke's Hospital, G'Mangia Hill, G'Mangia	Applications will be processed and client informed accordingly by post within five (5) working days.