

SERVICE CHARTER



**MEDICAL & DENTAL PRACTITIONERS
COUNCIL OF ZIMBABWE**

Promoting the health of the population of Zimbabwe through guiding the Medical and Dental Professions.

INTRODUCTION

This Service Charter establishes roles and terms of reference of services within the MDPCZ

PURPOSE

It has been established to:-

- 1) Assist in the promotion of the health of the population of Zimbabwe.
- 2) Enable the Council to provide services within its mandate and guidelines of the Council's strategic plan.
- 3) Guide the Council in conforming and performing within expected present standards of service. It is the intention of the Council to strive to meet up to International Standards of Service Delivery.

VISION

TO BE THE REFERENCED REGULATORY AUTHORITY IN PROMOTING EXCELLENCE IN STANDARDS OF HEALTH CARE, EDUCATION AND ETHICS.

MISSION

TO PROMOTE THE HEALTH OF THE PUBLIC THROUGH LICENCING, EDUCATION AND REGULATION OF THE MEDICAL AND DENTAL PROFESSIONS.

CORE VALUES

- Continuous quality improvement
- Ethics
- Professionalism
- Justice

BUSINESS ADDRESSES

Harare Office

No 8 Harvey Brown
Milton Park
Harare

Tel: 04-792195/2933177

Cell: 0712879646

Email: mdpcz@mdpcz.co.zw

Website: www.mdpcz.co.zw

FUNCTIONS AND POWERS OF THE MDPCZ (SECTION 30 OF THE HEALTH PROFESSIONS ACT CHAPTER 27:19)

- 1) TO ASSIST IN THE PROMOTION OF THE HEALTH OF THE POPULATION OF ZIMBABWE;
 - a) To regulate, control and supervise all matters affecting the training of persons in, and the manner of the exercise of, the medical and dental professions
 - b) To promote liaison in the field of training referred to in paragraph (a), both in Zimbabwe and elsewhere, and to monitor, enforce and improve the standards of such training in Zimbabwe; and
 - c) To advise the Minister on any matter affecting any profession or calling specified in Part 1 of the First Schedule; and
 - d) To communicate to the Minister information on matters of public importance acquired by the Council in the performance of its functions under this Act; and
 - e) To consider and determine applications for the registration of the medical and dental professions, subject to such conditions, whether as to qualifications or otherwise, as may be prescribed by the Council; and
 - f) To establish and maintain one or more registers; and
 - g) To issue practising certificates for registered persons and to cancel or suspend such certificates in terms of this Act; and
 - h) To define and enforce ethical practice and discipline among registered persons; and
 - i) To encourage co-operation between the Council and other councils established under this Act; and
 - j) To take such steps as appear to the Council to be necessary or desirable to advance the standing and effectiveness of the medical and dental professions; and

- k) To present the views of registered persons on national, regional and international issues ; and
 - l) To evaluate and monitor the standards of qualifying examinations, courses and training for registered persons; and
 - m) To evaluate any examinations, training courses and qualifications of foreign institutions for the purposes of registration; and
 - n) To perform any other function that may be conferred or imposed upon the Council by or in terms of this Act or any other enactment.
- 2) For the better exercise of its functions, the Council shall have power to do or cause to be done all or any of the things specified in the Second Schedule, either absolutely or conditionally and either solely or jointly with others.

BUSINESS PROCESSES

1) TRAINING AND EDUCATION

- a) Supervision of all matters affecting the training of the medical and dental professions
- b) Evaluation and monitoring of the standards of qualifying examinations, courses and training for registered persons
 - i) Approval of training institutions for Medical and Dental practitioners.
 - ii) Annual accreditation of new training institutions for medical and dental practitioners.
 - iii) Approval of curriculum and facilities for undergraduate and postgraduate students in medicine and dentistry.
 - iv) Supervision of medical and dental education and regulation of training thereof; and
 - v) Supervision of internship training.
 - vi) Prescription of medical and dental degrees for purposes of registration with the Council
 - vii) Conduct assessment for foreign trained specialists
 - viii) Monitor university examinations for Medical and Dental Students.

2) REGISTRATION

- a) Consider and determine applications for registration of medical practitioners, dental practitioners, specialists, dental therapists, dental technicians and dental hygienists

- b) Evaluating examinations, training courses and qualifications of foreign institutions for purposes of registration
 - i) Administering registration examinations for foreign trained doctors seeking registration with the Council
 - ii) Register of eligible students, medical and dental practitioners
 - iii) Maintain an up-to-date annual register of eligible medical and the dental profession
 - iv) Assessment of applications for registration of health premises

3) LICENSING

Issue of Licenses to practice to:

- a) Dental Technicians
- b) Dental Therapists and Hygienists
- c) Medical and Dental interns,
- d) Medical and Dental practitioners and
- e) Specialists

4) INSPECTIONS

- a) Inspect and accredit institutions for medical and dental training;
- b) Inspect and approve internship training centres; and
- c) Inspection of private and public premises of Medical and Dental practitioners.

5) DATA BASE

Maintain Annual Database for;

- a) Registered Medical and Dental Students in training
- b) Registered Medical and Dental Interns
- c) Registered Medical and Dental Practitioners,
- d) Registered Specialists Medical and Dental Practitioners
- e) Approved training institutions for medical and dental practitioners;
- f) Approved register for private medical and dental institutions;
- g) Approved internship training centres; and
- h) Approved and Accredited Continuous professional development activities providers.

6) ADVISORY: TO THE HONOURABLE MINISTER OF HEALTH & CHILD CARE:

- i) To advise the Honourable Minister of Health & Child Care on matters affecting the medical and dental profession;
- ii) To communicate to the Honourable Minister of Health & Child Care matters of public importance acquired by the Council in the performance of its

- statutory functions;
- iii) To present to the Honourable Minister of Health & Child Care views of registered persons on national, regional and international issues;

7) COLLABORATION AND PARTNERSHIP

The Council collaborates with the following bodies with similar mandate:-

At International level, with the International Association of Medical Regulatory Authority (IAMRA), within the African continent, the Association of Medical Council of Africa (AMCOA);

Local Stakeholders:

- a) Ministry of Health and Child Care
- b) Zimbabwe Council for Higher Education
- c) Professional Associations
- d) Law Enforcement Officers
- e) Health Professions Authority

SERVICES DELIVERY POINTS

8) DISCIPLINE

- Conduct Preliminary Inquiries on professional conduct and medical malpractice;
- Prepare and hold Disciplinary Inquiries, and
- Conduct inquiry into the health and fitness of practitioners.

9) CORPORATE GOVERNANCE

- a) Operate on an approved Budget by the Minister of Health & Child Care in terms of the Public Finance Management Act (Chapter 22:19)
- b) Present audited accounts to the Auditor General in terms of the Public Finance Management Act (Chapter 22:19)

GUIDING PRINCIPLES IN SERVICE DELIVERY

Ethics
Professionalism
Justice
Continuous quality improvement

OUR CLIENTS

- a) Members of the public
- b) Medical and Dental Practitioners
- c) Health Institutions

- d) Medical and Dental Students
- e) Medical and Dental Schools
- f) CPD Accredited Providers
- g) Internship Training centres

CLIENT'S EXPECTATIONS

- Acknowledgment of correspondence within Seven (7) days
- Efficient service and timely delivery
- Justice and fairness
- Transparency and Confidentiality
- Procedures to be followed
- Service with dignity
- Professionalism
- Adequate and accurate information

CLIENT OBLIGATIONS

- Be law abiding
- Provide timely, sufficient and accurate information
- Be diligent and courteous
- Be honest
- Make appropriate payment and obtain a receipt for services offered by the Council
- Be patient and understanding
- Respect rules and procedures of the Council
- Give useful feedback on operations of the Council ; and
- Offer constructive criticism where necessary.

COMMITMENT TO SERVICE DELIVERY

- The Council offices shall remain open from 8.00am to 5.00pm during weekdays and remain closed on weekends and gazetted Public Holidays;
- All reported cases of professional misconduct shall be investigated and deliberated within a period of three (3) months from the day the complaint is lodged;
- New licences for premises shall be processed within a period of 30 days from the date the application is received;
- License renewals shall be processed within a period of less than 30 days from the date of approval by Council;
- The Council will continuously maintain updated registers for medical and dental practitioners, foreign doctors register and health institutions in the country;
- The Council shall enforce Continuous Professional Development implementation process;
- The Council shall regularly brief the Honourable Minister of Health & Child Care in terms of the Act;
- The Council shall carry out supervisory inspections to health institutions, medical and dental schools to ensure compliance;

HANDLING COMPLAINTS

Clients and stakeholders are encouraged to raise relevant issues in form of compliments, complaints, enquiries, observations and suggestions to the Council in person or through postage, email and suggestion box available. The complaints shall be assessed by the Council through its various committees.

If a client or stakeholder is dissatisfied he/she should not hesitate to contact the Registrar in person or through the contacts provided below

CONTACTS

MDPCZ

Medical & Dental Practitioners Council of Zimbabwe

**No. 8 Harvey Brown, Milton Park
Harare, Zimbabwe**

Tel: +263 4 792195, 2933177

Cell: +263 712 879 646

E-mail: mdpcz@mdpcz.co.zw

Website: www.mdcpz.co.zw

**No. 2 Robertson Street, Park View
Bulawayo, Zimbabwe**

Tel: +263 9 72237/8

Cell: +263 777 884 162