

REPUBLIC OF LIBERIA



SERVICE DELIVERY CHARTER

Jackson F. Doe Memorial Regional Referral Hospital TAPPITA, NIMBA COUNTY, LIBERIA

March 24, 2025

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LIST OF ACRONYMS

CEO	Chief Executive Officer
DIM	Department of Internal Medicine
DPCH	Department of Pediatrics and Child Health
ER	Emergency Room
GOL	Government of Liberia
JFDMRRH	Jackson F. Doe Memorial Regional Referral Hospital
NCD	Non-Communicable Diseases
NICU	Neonatal Intensive Care Unit
OPD	Out-patient Department
OT	Operation Theater
OBGYN	Obstetrics and Gynecology
OPN	Ophthalmic Nurse
OT	Optical Technician
PA	Physician Assistant
PMCS	Performance Management and Compliance System

FOREWORD

Dear Customers,

We are pleased to present to you the Service Delivery Charter (SDC) of the Jackson F. Doe Memorial Regional Referral Hospital for the forthcoming three years 2024-2027. The SDC will serve as a guide to the public on the quantity, quality, and conditions of services that we provide.

The SDC also provides information about your rights and the channels for which you can report and get redress when your rights are violated.

With this SDC, we are making a commitment to providing our services at the highest possible standards and we'll do our best to and sure effective implementation of the SDC. We welcome feedback from the public so that we can continuously improve on these standards and by extension, the quality of our services, for the betterment of the people of Liberia.

The Jackson F. Doe Memorial Regional Referral Hospital also recognizes that the delivery of quality service can only be achieved through a motivated professional workforce. We shall, therefore, continue to invest in our staff and retrain them on a continuous basis. By outlining our commitments to you, we are seeking to match our quality of service to your needs. The Jackson F. Doe Memorial Regional Referral Hospital therefore looks forward to continuous support from the public as it embarks on implementing this SDC.

Dr Victor Z. Kaizer

Chief Executive Officer (CEO)
Jackson F. Doe Memorial Regional Referral Hospital

ACKNOWLEDGEMENT

We would like to express our heartfelt appreciation to everyone who contributed to the development of our SDC for JFDMRRH. This document represents the collective effort and dedication of numerous stakeholders, tirelessly contributing to the initiation, information gathering processes, document completion, and most importantly, to the effective implementation of this all-important document.

Accordingly, our sincere appreciation goes to the President of the Republic of Liberia, His Excellency, President Joseph N. Boakai Sr., whose signature initiative established the Performance Management and Compliance System (PMCS) that is essential for achieving service excellence in the public Sector.

Our profound appreciation also goes to the Director General of the Cabinet, Hon. Nathaniel T. Kwabo, and the staff of the Cabinet Secretariat for their guidance and support with this noble initiative.

The development of this SDC would not have been possible without the vital technical assistance from PMCS's Consultant, Mrs. Doris Idahor, at the national level, and Jackson F. Doe Memorial Regional Hospital, at the institutional level. We extend our appreciations to the following individuals and groups for ensuring the development of the SDC:

- Dr Victor Z. Kaizer (CEO), Jackson F. Doe Memorial Regional Referral Hospital: Your visionary leadership and unwavering dedication have been instrumental in making the formulation of the charter a reality.
- Clinical Staff: The dedication and efforts in patient care have laid the foundation for successful development of the SDC. Each of you has demonstrated exceptional commitment to excellence in service delivery, ensuring the highest standards of care.
- Administrative Team: We are grateful to the administrative staff for their assistance in coordinating meetings, facilitating discussions, and ensuring that all voices were heard during the drafting process. Your organizational skills have been crucial to our success.
- Patient and Community Representatives: Your feedback has been essential in aligning our services with the needs of those we serve.
- Charter Drafting Committee: The meticulous work in crafting the guiding framework for the SDC reflects your deed understanding of our mission and objectives and collaborative spirit and dedication to stakeholders inputs have resulted in the a robust charter that will guide us toward success.

Finally, our deepest appreciation goes to the hardworking and dedicated staff, particularly, the frontline employees, who daily represent the JFDMRRH in interfacing with our patients/client and providing quality services to meet their needs. Your efforts and professionalism will bring to life the spirit of this charter.

C. Emmanuel Johnson

Focal Person, PMCS - JFDMRRH

1 INTRODUCTION

1.1 Background

The JFDMRRH is an arm of the Government of Liberia (GOL), responsible for providing primary, secondary, and tertiary level health care to the people of Liberia and beyond.

This SDC for JFDMRRH therefore, constitutes a social contract, commitment and agreement between JFDMRRH and citizens of Liberia. It sets out our services and responsibilities to continuously improve performance and quality of services to citizens. It enhances and fast tracks the delivery of services to improve the lives of our people. The SDC enables service beneficiaries to understand what they can expect from us, and forms the basis of engagement between JFDMRRH and citizens.

1.2 Rationale

The rationale for the development of this Service Charter is to guide the delivery of quality services to the people and ensure optimal utilization of limited resources in the shortest time possible. The Charter explains what JFDMRRH is supposed to provide in terms of services, as well as eligibility conditions for accessing these services. The charter will also serve as a benchmark to assess the JFDMRRH's performance, as defined by our mandate and the GOL's development plan.

The SDC shall allow the Jackson F.Doe Memorial Regional Referral Hospital to:

- Define the services offered by us to the citizens of Liberia
- Outline the service standards that underpin the services offered
- Inventory our commitments towards meeting the general and specify needs of the public.

1.3 Objectives

The objectives of this SDC are to establish clear service commitments and enhance the relationship between JFDMRRH and the citizens of Liberia. This SDC is designed to guide the institution in delivering high-quality, accessible, and responsive services. Specifically, the objectives are to:

1. **Enhance Service Delivery Culture:** Foster a culture of high standards and responsiveness within the institution, ensuring that public services are delivered effectively, efficiently, and professionally.
2. **Clarify Roles and Responsibilities:** Define the responsibilities of both the institution and service users, helping to set clear expectations and promoting accountability on both sides.
3. **Promote Accountability and Transparency:** Strengthen accountability by openly stating service standards, timelines, and processes, and by providing mechanisms for feedback and redress when standards are not met.
4. **Encourage Continuous Improvement:** Establish a foundation for on-going improvements to service quality, informed by citizen feedback and periodic reviews of institutional performance.

5. **Strengthen Public Trust:** Build and maintain public confidence in the JFDMRRH by demonstrating commitment to service excellence and addressing public needs with integrity and fairness.
6. **Support National Development Goals:** Align institutional service delivery with the Government of Liberia's broader goals for development, good governance, and citizen engagement.
7. **Combat Corruption and Promote Ethical Standards:** Reinforce ethical standards in public service, reduce opportunities for corruption, and promote fair and equitable treatment for all citizens.

This Service Delivery Charter serves as a framework to fulfill these objectives, ensuring that the JFDMRRH operates with transparency, reliability, and a focus on citizen-centred service.

1.4 Scope of Application

This SDC applies to all departments, offices, and staff members of the JFDMRRH, encompassing both central and regional levels. It is intended to guide all personnel in delivering consistent, high-quality public services to the citizens of Liberia, aligning with the standards and commitments outlined within this document.

Specifically, this Charter covers:

1. All Service Locations:

- This includes the central and sub-office that provide public services on behalf of the JFDMRRH.

2. All Service Personnel:

- The SDC applies to all staff, from frontline service providers to senior management, who interact with the public or contribute to service delivery.

3. All Public Services Provided by the Institution:

- Each service offered by JFDMRRH falls under the standards and commitments described in this Charter. It defines expected service levels, timelines, and patients/clients care practices for all public-facing services.

4. Interactions with All Service Users:

The SDC governs the institution's interactions with all clients, including citizens, businesses and organizations that seek or utilize services from the JFDMRRH.

- This SDC establishes a unified approach to service delivery across all levels and locations of the JFDMRRH, ensuring that every citizen receives the same high standard of service, regardless of location or point of contact.

2 WHO WE ARE

The JFDMRRH is a key institution within the Government of Liberia, dedicated to providing exceptional healthcare services to our community and beyond, comprehensive medical care with compassion, respect and dignity. Our diverse team of healthcare professionals including doctors, nurses, specialists, and support staff works collaboratively to ensure that every patient receives personalized attention and high quality treatment. Our mission is to foster a healthcare environment that emphasizes safety, quality, and innovation. We continuously seek to improve our services through ongoing education and training for our staff investment in advanced medical technologies and adherence to best practice.

As a hospital, we are a trusted partner in health, committed to empowering our patients and community through accessible, equitable, and high-quality healthcare services. Through our services Charter, we aim to define our promises, and reinforce our unwavering dedication to excellence in healthcare.

2.1 Vision

To be the leading regional hospital providing exceptional, accessible, and sustainable healthcare services to improve the quality of life in Liberia.

2.2 Mission

To deliver patient-centred, high-quality, and affordable healthcare services through professionalism, innovation, and collaboration.

1.3 Values

Our core values are:

- ❖ **Integrity:** We adhere to the highest standards of honesty, ethics, and accountability in all our interactions and decisions.
- ❖ **Transparency:** We commit to openness in our actions and decisions, ensuring that our processes are clear and accessible to the public.
- ❖ **Responsiveness:** We strive to address the needs and concerns of the public promptly, ensuring timely and effective service delivery.
- ❖ **Equity and Fairness:** We ensure impartiality in our services, providing equal treatment and opportunities for all individuals, regardless of background or status.
- ❖ **Compassion and Respect:** providing empathetic care to patients and their families, valuing diverse perspectives and fostering an inclusive environment.
- ❖ **Excellence:** committing to continuous learning and improvement in all aspects of care
- ❖ **Accountability:** Being answerable to our patients and their families, and stakeholders.
- ❖ **Accessibility:** Strengthening community involvement in service delivery planning and to transmit information as it relates to our services.

3. Our Customers

The Jackson F. Doe Hospital Doe Memorial Regional Referral Hospital is committed to serving a wide range of customers who rely on our services for various needs. Our customers include:

1. Citizens and Non-Citizen of Liberia

- All Liberian citizens, regardless of background, who seek services provided by the JFDMRRH

2. Government Entities

3. Development Partners and International Organizations

4. Civil Society Organizations

4. Overview of Services Offered

The JFD hospital is dedicated to providing a comprehensive range of healthcare services designed to meet the diverse need of our community. Our commitment is to provide high-quality patient-centered care that is accessible and equitable.

5. Our Commitment to Our Patients

a. Service Guarantee:

- Listen and respond to your needs
- Provide friendly and professional services
- Deliver accurate and timely services
- Ensure patient-health care professional confidentiality

Feedback confidentiality and anti-retaliation (Your feedback will not affect your access to services or result in any form of retaliation)

Service Standards

1. Timeliness:

- Emergency response within 15 minutes of arrival.
- Outpatient consultation within 1 hour of scheduled appointment.
- Diagnostic test results within 24 hours for routine tests.
- Answer phone calls within 5 minutes (emergency services).
- Acknowledge all emails and written communications within 24 hours
- Response to emails and written inquiries within 3 working days
- Consider verbal approach during emergencies, and respond to it promptly
- Patients' compliant addressed within 10 working days

- Unresolved patients compliant are to be forwarded to the Chief Medical officer and then to the Chief Executive Officer within 2 working days following the elapsed initial 10 working days allocated for resolution
- Conduct a quarterly survey to ascertain the level of patient satisfaction

2. Quality Assurance:

- Continuous training for staff.
- Regular audits of service standards.
- Monthly inventory of pharmaceutical products.
- Patient and service provider satisfaction survey for improvement

3. Affordability:

- Transparent and fair pricing of services.
- Fees waiver for some out-patient services (TB/HIV, mental health, SGBV, Diabetes, malnutrition)

4. Accessibility:

- Optimize patient flow

5. Pharmaceutical services

- Waiting time 15 – 20 minutes

6. Patients' Rights and Responsibilities

a. Patient Rights

- Access to quality, timely, and affordable healthcare.
-
- Respect for confidentiality and privacy.
- Clear communication about diagnosis, treatment, and prognosis.
- Freedom to make informed decisions about care.
- To courtesy, respect, dignity, and timely, responsive attention to his or her needs.
- To receive information from their physicians and to have opportunity to discuss the benefits, risks, and costs of appropriate treatment alternatives, including the risks, benefits and costs of forgoing treatment.
- Patients should be able to expect that their physicians will provide guidance about what they consider the optimal course of action for the patient based on the physician's objective professional judgment.

- To ask questions about their health status or recommended treatment when they do not fully understand what has been described and to have their questions answered.
- To make decisions about the care the physician recommends and to have those decisions respected. A patient who has decision-making capacity may accept or refuse any recommended medical intervention.
- To have the physician and other staff respect the patient's privacy and confidentiality.
- To obtain copies or summaries of their medical records.
- To obtain a second opinion.
- To be advised of any conflicts of interest their physician may have in respect to their care.
- To continuity of care. Patients should be able to expect that their physician will cooperate in coordinating medically indicated care with other health care professionals, and that the physician will not discontinue treating them when further treatment is medically indicated without giving them sufficient notice and reasonable assistance in making alternative arrangements for care.
- Give feedback (complaints, suggestions) to service provider.

b. Patient Responsibilities

- Provide accurate and complete medical history.
- Respect the rights and treat all healthcare workers and other patients and visitors with dignity.
- Comply with all hospital policies and guidelines as informed or displayed be available for any appointments made or notify the hospital as early as possible if you are unable to do so.
- Acknowledge that some other patients' medical condition may be more urgent than yours and accept that your doctor may need to attend them first. Kindly cooperate in such situations.
- Take responsibility for your hospital bill.
- Provide us with comprehensive and accurate details about your past medical records and be complaint as regard to taking medication or following any other prescribed treatment.
- Follow the prescribed and agreed treatment plan and carefully comply with the instructions given.
- Accept responsibility for decisions you make regarding the treatment.

- Do not take medication independent of medical advice.
- Do not ask us to provide incorrect information, receipts, or certificates.
- Do not waste medical resources and time unnecessarily.
- Accept, where applicable, adaptations to the environment to ensure a safe and secure stay in hospital with a full explanation from our staff.
- Accept the measures taken by the hospital to ensure personal privacy and confidentiality of medical records.
- Provide correct information regarding identity and financial status.
- Strictly follow the Hospitals Visitors Policy to protect the environment.
- To utilize the health care system appropriately and do not abuse it.

7. Feedback and Complaints Mechanism

We value the voices of our patients and recognize that feedback is essential for improving our services. Therefore, Patients, and clients, can provide feedback or lodge complaints through following step-by-step approach:

- **Initial communication:**
Upon arrival at the hospital or during care, patients are encouraged to speak directly to department supervisors, designated social worker, or designated staff if they do have any concerns or feedback;
- **Formal Feedback submission**
Patients can access feedback forms at various locations within the hospital: Administrator office, Outpatient Department, Receptionist desk at our Sub-office in Monrovia. These forms allow patients to provide detailed feedback about their experiences.
- **Online submission**
Patients also have the option to submit their feedback through our hospital website or patients portal, email address, ensuring accessibility to all.
- **Dedicated hotline**
A dedicated hotline is available for patients who prefer communication. The options include: clinical: +231886546307/886405837, Administrative services: +231886922695, and email: jfdhospadm@gmail.com
- **Confirmation of receipt:**

Once feedback or complaint is submitted patients will receive acknowledgment within 24-48 hours, assuring them that their input is valued and being reviewed. Internal Review.

The relevant department will conduct a thorough investigation of the feedback or complaint, gathering information from involved staff and reviewing medical records, if necessary.

- **Response Timeline:**

Resolution within 10 working days

- **Patient involvement**

Patient may be contacted for further clarification or additional information during the investigation process.

- **Communication findings**

Once the investigation is complete, the hospital will communicate the findings and any actions taken to address the concern back to the patient.

- **Action plan**

If applicable, an action plan will be developed to prevent future occurrences, and improve service delivery.

- **Patients follow-up**

Following the resolution, follow-up communication will take place to ensure that patient can provide any further feedback.

- **Anonymous Reporting option**

Patients who wish to remain anonymous can provide feedback through designated anonymous channel, such as the hospital's suggestion boxes at various designated sites.

- **Regular reporting**

All collected feedback and complaints will be summarized and reported to the hospital management to inform strategic decision making and enhance service delivery, structured feedback and complaints mechanism.

8. Commitment to Improvement

Jackson F. Doe Memorial Regional Referral Hospital is committed to:

- Enhancing patient care and satisfaction.
- Investing in modern equipment and technologies.
- Expanding services based on community needs.
- Promoting health equity and accessibility for all.

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16.Our Location

Jackson F. Doe Hospital Doe Memorial Regional Referral Hospital is committed to providing accessible services to all citizens. Below are the main locations, contact information, and operating hours where our services can be accessed.

CENTRAL DEPARTMENTS	PHYSICAL LOCATION	CONTACT PHONE	CONTACT EMAIL	PHONE NUMBER FOR EMERGENCY CALL
Hospital	Tappita, Lower Nimba County			+123881514749
Sub-Office	Rehab. Community, Paynesville, Montserrado County			+231886543618 +231888048643

17. This section outlines the specific services we offer, including eligibility requirements, timelines, and contact information for each department.

List of Services, Eligibility Conditions, and Timelines By Department

a. Department of Anaesthesiology

CODE (A)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
A01	Anaesthesia and pain management	All patients, Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and procedures performed.	The decision to provide anaesthesia depends on the clinical condition and the Physician/Surgeon's decision Each clinical condition has its own requirement	The time depends on the following: Type of disease, clinical decision, whether it is an schedule surgery or emergency case,	Operating Theatre	Emmanuel S. John son, jfdanesthesia@gmail.com	Seyoum A. Worku jfdanesthesia@gmail.com	Suggestion box In-person, +231888554723 jfdanesthesia@gmail.com
A02	Pre-anaesthetic evaluation	All patients, Liberian or Non-Liberian	Free	The decision to provide anaesthesia depends on the clinical condition and the	30min- 1 hours	Operating Theatre	Emmanuel S. John son, jfdanesthesia@gmail.com	Seyoum A. Worku jfdanesthesia@gmail.com	Suggestion box In-person, +231888554723 jfdanesthesia@gmail.com

CODE (A)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				Physician/Surgeon's decision Each clinical condition has its own requirements					
A03	Spinal Anaesthesia	All patients, Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and procedures performed	The decision to provide anaesthesia depends on the clinical condition and pre-anaesthesia evaluation Each clinical condition has its own requirement	5—30 mins This include preparing the equipment ,poistining the patient , and the actual inection of the anesthetic into tye canal spinal	Operating Theatre	Emmanuel S. Johnson, jfdanesthesia@gmail.com	Seyoum A. Worku jfdanesthesia@gmail.com	Suggestion box In-person +231888554723 jfdanesthesia@gmail.com
A04	General anaesthesia	All patients, Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on	The decision to provide anaesthesia depends on the clinical	30-60min but the timing can vary depending	Operating theatre	Emmanuel S. Johnson, jfdanesthesia@gmail.com	Seyoum A. Worku jfdanesthesia@gmail.com	Suggestion box In-person, +231888554723

CODE (A)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			material used, type of services, time and procedures performed	condition and pre-anaesthesia evaluation Each clinical condition has its own requirements	on complexity of the surgery				jfdanesthesia@gmail.com

b. Department of Pathology and Laboratory Medicine

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L01	Complete Blood Count	All Patients , Liberian or Non-Liberian	2000 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person +231887262803 jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L02	Hematocrit (packed cell volume)	All Patients , Liberian or Non-Liberian	100 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L03	Blood film (parasitology)	All Patients , Liberian or Non-Liberian	200 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L04	Bleeding time	All Patients , Liberian or Non-Liberian	100 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	, Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun , Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone Department emails

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L05	Sickle cell slide test	All Patients , Liberian or Non-Liberian	200 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun , Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L06	Blood grouping	All Patients , Liberian or Non-Liberian	250 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com Marshall Quoi	Mogus Kebede Getahun	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L07	AFB/ZN stain	All Patients , Liberian or Non-Liberian	Free	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L08	Stool microscopy	All Patients , Liberian or Non-Liberian	100 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L09	Skin snip	All Patients , Liberian or Non-Liberian	500 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com Moguskebede94@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L010	HBsAg RDT serology	All Patients , Liberian or Non-Liberian	500 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L011	Anti-HCV Ab RDT serology	All Patients , Liberian or Non-Liberian	500 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box , in-person, hospital telephone , Department email
L012	Syphilis RDT serology	All Patients , Liberian or Non-Liberian	500 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L013	Immunoassay tests (BHCG, CEA, CRP, FSH, H. pylori, LH, micro albumin, prolactin, PSA, RF IgM, TSH, T3, T4)	All Patients , Liberian or Non-Liberian	2000 LRD each	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L014	Widal serology and titer	All Patients , Liberian or Non-Liberian	500 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L015	Blood Bank collection and issue	All Patients , Liberian or Non-Liberian	Blood bag + screenin g + transfusi on set 1500 LRD	Donor interview and screening	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L016	Partial crossmatch	All Patients , Liberian or Non-Liberian	250 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L017	Semen analysis	All Patients , Liberian or Non-Liberian	800 LRD	3 day abstinence and patient education required	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com Marshall Quoi	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L018	Serum chemistry metabolic panel	All Patients , Liberian or Non-Liberian	6000 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L019	Serum chemistry liver panel	All Patients , Liberian or Non-Liberian	6000 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone Department email
L020	Serum chemistry lipid panel	All Patients , Liberian or	6000 LRD	Fasting for 8 hours	Within 4 hours	Clinical Laboratory	Marshall Quoi,	Mogus Kebede Getahun,	Suggestion box

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		Non-Liberian					jfdlaboratory@gmail.com	jfdlaboratory@gmail.com	In-person Hospital telephone jfdlaboratory@gmail.com
L0121	Urine chemistry by dipstick	All Patients , Liberian or Non-Liberian	50 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person, Hospital telephone , jfdlaboratory@gmail.com
L022	Urine cytology	All Patients , Liberian or Non-Liberian	50 LRD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com Moguskebede94@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L023	Urine pregnancy test	All Patients , Liberian or Non-Liberian	200 LRD	Appropriate sample acquisition	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
							@gmail.com	il.comn	Hospital telephone jfdlaboratory@gmail.com
L024	MTB GeneXpert (Tuberculosis)	All Patients , Liberian or Non-Liberian	FREE	Sample quality education provided to patient	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person Hospital telephone jfdlaboratory@gmail.com
L025	HIV 1 Viral Load GeneXpert	All Patients , Liberian or Non-Liberian	FREE	Requested by ART clinic	Within 4 hours	Clinical Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person, Hospital telephone jfdlaboratory@gmail.com
L026	Lassa Fever PCR	All Patients , Liberian or Non-Liberian	FREE	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	PCR Laboratory	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box, In-person, Hospital telephone , jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L027	Ebola Fever PCR	All Patients , Liberian or Non-Liberian	FREE	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	PCR Laboratory	Marshall Quoi, jfdlaboratory@gmail.com Mquoi1989@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box , In-person, Hospital telephone jfdlaboratory@gmail.com
L028	Cytopathology (FNAC, fluid/exfoliative cytology, image guided aspirate, Pap smear)	All Patients , Liberian or Non-Liberian	30 USD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Pathology	Marshall Quoi, jfdlaboratory@gmail.com Moguskebede94@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box , in-person, Hospital telephone , jfdlaboratory@gmail.com
L029	Hematopathology (peripheral blood morphology and bone marrow aspiration cytology)	All Patients , Liberian or Non-Liberian	30 USD	Completed laboratory request form from a health institution Appropriate sample acquisition	Within 4 hours	Pathology	Marshall Quoi, jfdlaboratory@gmail.com Moguskebede94@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person, Hospital telephone , jfdlaboratory@gmail.com

CODE (L)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
L030	Gross/ macroscopy of resected/excised tissue sample + scrapping/crush prep/ touch prep/ aspirate	All Patients , Liberian or Non-Liberian	30 USD	Completed Laboratory request form from a health institution Appropriate Sample acquisition	Within 4 hours	Pathology	Marshall Quoi, jfdlaboratory@gmail.com	Mogus Kebede Getahun, jfdlaboratory@gmail.com	Suggestion box In-person, Hospital telephone jfdlaboratory@gmail.com

c. Department of Obstetrics and Gynecology

CODE(O)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
O01	Antenatal Care	All Patients , Liberian or Non-Liberian	Registration 200- 400LRD and consultation 10 USD	Pregnant women Registration and pink card	Within 2 hours	Department of OBGYN OPD, Screening)	Veronica D. Kolleh, and Edith Koifee, ,Jfdobgyn@gmail. com	Dr. Getachew Terfera, ,Jfdobgyn@gmail.c om	Suggestion boxes In-person Hospital Telephone ,Jfdobgyn@gmail.co m
O02	Post-natal Care	All Patients , Liberian or Non-Liberian	500-1000 LRD	Mothers in their first 6 weeks of delivery Registration,	Within 2 hours	Department of OBGYN OPD, Screening)	Veronica D. Kolleh, and Edith Koifee, ,Jfdobgyn@gmail. com	Dr. Getachew Terfera, ,Jfdobgyn@gmail.c om	Suggestion box , In-person, hospital telephone , ,Jfdobgyn@gmail.co m
O03	Family Planning	All Patients , Liberian or Non-Liberian	Free	Reproductive Age Based on clinical assessment	Within 2 hours	Department of OBGYN OPD, Screening)	Veronica D. Kolleh, and Edith Koifee,Jfdobgyn @gmail.com	Dr. Getachew Terfera,Jfdobgyn@ gmail.com	Suggestion box , In-person, hospital telephone , ,Jfdobgyn@gmail.co m
O04	Cancer screening	All Patients , Liberian or Non-Liberian	30 USD	Women Registration	Not applica	Department of OBGYN OPD,	Veronica D. Kolleh, and	Dr. Getachew Terfera, ,Jfdobgyn@gmail	Suggestion box , In-person,

CODE(O)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	and treatment			Decision based and on clinical assessment	ble	Screening)	Edith Koifee, Jfdobgyn@gmail.com	.com	Hospital telephone ,Jfdobgyn@gmail.com
O05	Gynaecological screening	All Patients , Liberian or Non-Liberian	10 USD	Women and children Registration , based on clinical assessment	Within 2 hours		Veronica D. Kolleh, and Edith Koifee,Jfdobgyn @gmail.com	Dr. Getachew Terfera, ,Jfdobgyn@gmail .com	Suggestion box , in-person Hospital telephone ,Jfdobgyn@gmail.com
O06	Sexual and Gender Based Violence	All Patients , Liberian or Non-Liberian	200LRD	Victims of sexual and domestic violence Registration , police or community reports	Within 1 hour	Nursing Department	Mrs. Linda Mcintosh, and Mrs. Philomena Strother jfdnursing@gmail.com	Margaret Kear, jfdnursing@gmail.com	Suggestion box , In-person, Hospital telephone ,Jfdobgyn@gmail.com l
O07	Infertility workup	All Patients , Liberian or Non-Liberian	10-50USD	Infertile couples Registration	Within 2 hours	Department of OBGYN OPD, Screening)	Veronica D. Kolleh, and Edith Koifee, ,Jfdobgyn@gmail l.com	Dr. Getachew Terfera, ,Jfdobgyn@gmail .com	Suggestion box , In-person, Hospital telephone ,Jfdobgyn@gmail.co

CODE(O)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
									m
O08	Delivery Services	All Patients , Liberian or Non-Liberian	1,500-5000 LRD	Pregnant women Dettol, Tissue, soap, chloride, alcohol, sanitary pad	Not applica ble	Department of OBGYN OPD, Screening)	All nurses on shift, ,Jfdobgyn@gmai l.com	Yawasia-A- wohn-nehn	Suggestion box , In-person, Hospital telephone ,Jfdobgyn@gmail.co m
O09	In-patient services	All Patients , Liberian or Non-Liberian	500-1000 LRD	Women Based on clinical assessment	Not applica ble	Department of OBGYN OPD, Screening)	All nurses on shift, ,Jfdobgyn@gmai l.com	Yawasia-A- wohn-nehn	Suggestion box In-person Hospital telephone ,Jfdobgyn@gmail.co m

d. Department of Surgery

CODE (S)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
S01	Evaluation and diagnosis of conditions requiring surgical intervention	All Patients , Liberian or Non-Liberian	Cost registration : 200, consultation 10usd	Clinical assessment , signed consent and initial deposit, additional condition applied	Within 2-6 hours	OPD ER Patient screening	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi, jfdsurgery@gmail.com	Suggestion box In-person +231886533614, jfdsurgery@gmail.com
S02	Pre-operative assessment	All Patients , Liberian or Non-Liberian	Free	Based on clinical assessment	24 hours	OPD ER WARD LABORATORY IMAGING	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi, jfdsurgery@gmail.com	
S03	Performing major and minor surgeries and emergency surgeries	All Patients , Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and	Based on clinical assessment	1-12hrs	Imaging OT Anaesthesia Surgery	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi, jfdsurgery@gmail.com	

CODE (S)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			procedures performed						
S04	Post-operative care	All Patients , Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and procedures performed	Post-operative patients Based on clinical assessment	Few hours to several months	Ward	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi , jfdsurgery@gmail.com	Suggestion box In-person +231886533614, jfdsurgery@gmail.com il
S05	Pain management, wound care	All Patients , Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and procedures	Based on clinical assessment	Few hours to several months	Ward, OPD	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi , jfdsurgery@gmail.com	Suggestion box, In-person +231886533614, Department email

CODE (S)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			performed.						
S06	Patient referral	All Patients , Liberian or Non-Liberian	Cost for ambulance services and DSA for accompanying nurse.	Patients requiring referral Based on clinical assessment	Depends on various factors such as the distance and the availability of the ambulance	WARD, OPD	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi , jfdsurgery@gmail.com	Suggestion box , In-person, +231886533614, jfdsurgery@gmail.com
S07	Cancer treatment	All Patients , Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and procedures performed	Based on clinical assessment	6 months to 2 year	WARD, OT	Florence Flomo, jfdsurgery@gmail.com	Asayi Wassi , jfdsurgery@gmail.com	Suggestion box In-person, +231886533614, jfdsurgery@gmail.com
S08	Adult endoscopy	All Patients , Liberian or Non-Liberian	Cost services depend on type of endoscopy	Based on clinical assessment, sign	2-4 hours			Asayi Wassi , jfdsurgery@gmail.com	Suggestion box In-person +231886533614, jfdsurgery@gmail.com

CODE (S)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			and other procedures performed	consent, initial deposit					m

e. Department of Pediatrics and Child Health

CODE (C)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
C01	Outpatient services	All Patients , Liberian or Non-Liberian	All services for children under age 5 are free, except for tests such as CBC, Chemistry, immunoassay, and blood bag. The costs for children above 5 years are calculated on the basis of the materials used, type of services, time and procedures.	Patients under 14 years Based on clinical assessment	2hrs-2days	DPCH, OPD, Patient Screening	Thelma Lamin , Sharon Sharpe, jfdpeds@gmail.com	Dr.Kassahun Belacheu, jfdpeds@gmail.com	Suggestion box In-person +231887931301 Hospital telephone , jfdpeds@gmail.com
C02	Emergency services (24/7)	All Patients , Liberian or Non-Liberian	All services for children under age 5 years are free, except for tests such as CBC, Chemistry, immunoassay, and blood bag. The cost for children above 5 years is calculated on the basis of the	Patients under 14 years Based on clinical assessment	15-30 minutes	DPCH, ER, OPD, Patient triage	Comfort Polee, jfdnursing@gmail.com	Margaret N. Kear , jfdnursing@gmail.com	Suggestion box In-person, +231887931301 jfdpeds@gmail.com

CODE (C)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			materials used, type of services, time and procedures.						
C03	Inpatient services	All Patients , Liberian or Non-Liberian	All services for children under age 5 are free, except for tests such as CBC, Chemistry, immunoassay, and blood bag. The cost for children above 5 years is calculated on the basis of the materials used, type of services, time and procedure performed	Patients under 14 years Based on clinical assessment	Few hours to several months	DPCH, WARD ,	Thelma Lamin , Sharon Sharpe, jfdpeds@gmail.com	Dr. Kassahun Belacheu, jfdpeds@gmail.com	Suggestion box In-person, +231887931301 jfdpeds@gmail.com
C04	Follow up services <ul style="list-style-type: none"> • Seizure • Tuberculosis • HIV/AIDS • Diabetes mellitus • 	All Patients , Liberian or Non-Liberian	Free	Patients under 14 years Based on clinical assessment	Few hours to 2 days	DPCH, WARD , OPD	Thelma Lamin , Sharon Sharpe, jfdpeds@gmail.com	Dr. Kassahun Belacheu, jfdpeds@gmail.com	Suggestion box , In-person, +231887931301 jfdpeds@gmail.com
C05	Follow-up for	All	Except for the	Patients		DPCH,	Thelma Lamin ,	Dr Kassahun	Suggestion box ,

CODE (C)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work- email	F Feedback channels
	diseases/ disorders other than the ones mentioned in the previous row	Patients , Liberian or Non- Liberian	listed disorder Registration fee and 200 LD an	under 14 years Based on clinical assessment	Few hours to 2 days	WARD , OPD	Sharon Sharpe, jfdpeds@gmail.c om	Belacheu, jfdpeds@gmail.com	In-person, +231887931301 jfdpeds@gmail.com

f. Department of Radiology

CODE (R)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
R01	Ultrasound	All Patients , Liberian or Non-Liberian	500 – 3500 LRD	All patients with request from doctor Based on advice from the department	10 – 20 Min	Radiology	Stanley Tea h , jfdradiology@gmail.com	Dr. Alebachew Getie Kebtie, jfdradiology@gmail.com	Suggestion box , In-person, +231881744515 fdradiology@gmail.com
R02	X-ray	All Patients , Liberian or Non-Liberian	500 – 2000 LRD	All patients with request from doctor Based on advice from the department	10 – 20 MIN				Suggestion box , In-person +231881744515 fdradiology@gmail.com
R03	CT-Scan	All Patients , Liberian or Non-Liberian	50-205 USD	All patients with request from doctors Based on advice from the department	1 to 24 hours	Radiology			Suggestion box In-person +231881744515 fdradiology@gmail.com
R04	Mammogram	All Patients , Liberian or Non-	50 USD	All patients with request from doctor or PA	1 hour to 24 hours	Radiology			Suggestion box In-person,

CODE (R)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
		Liberian		Based on advice from the department					+231881744515 fdradiology@gmail.com

g. Department of Internal Medicine

CODE(I)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
I01	Outpatient services	All Patients , Liberian or Non-Liberian	Registration 200 LD and Consultation is 10 USD. All other costs depend on materials used, the type of services and the procedures performed	All patients above 14 years Based on clinical assessment	2 hrs - 2days	DIM, OPD, Patient triage and registration	Beatrice Poultonnor, jfdmedicine@gmail.com	Tadele A. Kebede, jfdmedicine@gmail.com	Suggestion box In-person, +231888138126 jfdmedicine@gmail.com
I02	Inpatient services	All Patients , Liberian or Non-Liberian	Cost of services depends on the materials used, the type of service, the time and the procedure performed	All patients above 14 years Based on clinical assessment	Few hours to several months	DIM, WARD,	Beatrice Poultonnor, jfdmedicine@gmail.com	Tadele A. Kebede, jfdmedicine@gmail.com	Suggestion box In-person, +231888138126 jfdmedicine@gmail.com
I03	Emergency services (24/7)	All Patients , Liberian or Non-Liberian	Cost of services depends on the materials used, the type of service, the time and the procedure	All patients above 14 years Based on clinical	15-30 min	DIM, ER	Comfort Polee, jfdnursing@gmail.com	MargaretN. Kear, jfdnursing@gmail.com	Suggestion box In-person, +231888138126 jfdnursing@gmail.com

CODE(I)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
			performed	assessment					
I04	Follow up services <ul style="list-style-type: none"> • Seizure • Tuberculosis • HIV/AIDS • Diabetes mellitus (life for child foundation) • 	All Patients, Liberian or Non-Liberian	Free	All patients above 14 years Based on clinical assessment	Few hours to 2 days	DIM, OPD	Beatrice Poultonnor, jfdmedicine@gmail.com	Dr. Tadele A. Kebede, jfdmedicine@gmail.com	Suggestion box In-person, +231888138126 jfdmedicine@gmail.com
I05	Diseases/ disorders other than those mentioned in the previous row	All Patients, Liberian or Non-Liberian	Costs are calculated on case-by-case basis and depend on material used, type of services, time and procedures performed	All patients above 14 years Based on clinical assessment	Few hours to 2 days	DIM, OPD	Beatrice Poultonnor, jfdmedicine@gmail.com	Tadele A. Kebede, jfdmedicine@gmail.com	Suggestion box In-person, +231888138126 jfdmedicine@gmail.com

h. Department of Pharmacy

CODE(PH)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
PH01	Medication dispensing and consumables	Liberian or Non-Liberian	Cost is calculated on basis of individual prescriptions	All patient or clients with prescriptions	10 – 15 Min	Pharmacy Department	A.N. Monwoahn, W. Dahnlo, J. Beiker, H. Davies, J. Sonkarley, B. Boaz, jfdpharm@gmail.com	Dr. David Lymas,jfdpharm@gmail.com	Suggestion box In-person, +231886577601, Lymas,jfdpharm@gmail.com
PH02	Counselling/ education (Male & female condoms)	All Patients , Liberian or Non-Liberian	Free	Volunteer based on request	2 – 5 min		A.N. Monwoahn, W. Dahnlo, J. Beiker, Hannah. Davies, J. Sonkarley, jfdpharm@gmail.com		Suggestion box In-person, +231886577601, Lymas,jfdpharm@gmail.com

i. Department of Nursing

CODE (N)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
N01	Patient care		NA	NA	NA	NA	NA	Margaret Kear	
N02	Outreach	Liberian or Non-Liberian	Free	All catchment community dwellers Venue participation	8 hours	Nursing	Mrs. Beatrice Poultonor, Mrs. Linda McIntosh, jfdnursing@gmail.com	Ms. Margaret Kear, jfdnursing@gmail.com	Suggestion box In-person, +231886546307 jfdnursing@gmail.com
N03	Home visit/ follow-up	All Patients , Liberian or Non-Liberian	Free	Patient treated/ in-care Availability of patient or client (accessible homes)	2 hours	Nursing (mental health, diabetes, HIV, TB, etc)	Fred Wakawee, Laurie Twah, Acee Gomah, jfdnursing@gmail.com	Philomena J. Strother, jfdnursing@gmail.com Linda McIntosh, Florence Flomo, jfdnursing@gmail.com	
N04	Community engagement	All Patients , Liberian or Non-Liberian	Free	All catchment community dwellers Venue participation	2 – 4 hours	Nursing	Acee Gomah	Linda McIntosh	
N05	Daily Health Talk	All Patients , Liberian or	Free	All patients coming to the	15 – 20	Nursing (all	Acee Gomah, Department	Linda McIntosh,	

CODE (N)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	(OPD)	Non-Liberian		hospital OPD Venue participation	min	wards and clinics)	Heads, and Supervisors,	Margaret Kear:	
N06	Weekly Radio Talk Show	All Patients , Liberian or Non-Liberian	Free	Catchment community dwellers with FM radio capabilities No other requirement	1 hour	Nursing (all wards and departments)	Acee Gomah, jfdnursing@gmail.com	Margaret Kear, jfdnursing@gmail.com :	Suggestion box In-person, +231886546307 jfdnursing@gmail.com
N07	Clinical Mentorship	All Patients , Liberian or Non-Liberian	Free	All catchment health care facilities Venue participation of facility staff	3 – 4 hours	Nursing (wards representative and outreach team)	Beatrice Poultonor, jfdnursing@gmail.com	Linda McIntosh, Margaret Kear: jfdnursing@gmail.com	Suggestion box In-person, +231886922695 jfdnursing@gmail.com
N08	Routine Vaccination	All Patients , Liberian or Non-Liberian	Free	All children coming to hospital and in the catchment community (children under 5 years	30 min – 8 hours	Nursing	Marilyn Barlea, Cliff Quiah , jfdnursing@gmail.com	Linda McIntosh, jfdnursing@gmail.com	Suggestion box In-person, +231886922695 jfdnursing@gmail.com

CODE (N)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
				of age) Acceptance of parents Availability of the children					
N09	Screening, counselling, and testing (diabetes, HIV, TB, nutrition, mental)	All Patients , Liberian or Non-Liberian	Free	Internal and external referrals , Registration	1 – 5 hours	Nursing	Fred Wakawee and Florence Flomo (Diabetic Clinic); jfdnursing@gmail.com Luarie Tuah (HIV, TB, Menta Marilyn Barlea and Sylveh Wallace (Nutrition) Caroline Sumo (HIV counseling and testing, Social work)	Margaret Kear, Linda McIntosh, Philomena S trother, jfdnursing@gmail.com	Suggestion box In-person, +231886922695 jfdnursing@gmail.com

**j.
Eye Clinic**

CODE(E)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
E01	Eye screening , diagnosis, treatment and referral	All Patients , Liberian or Non-Liberian	380-980 LRD	0 and above with medical eye conditions Registration	25-45min	Ophthalmic nurses	Nmane Brownell Gayflor, jfdeyeclinic@gmail.com	OPN Nmane Brownell Gayflor jfdeyeclinic@gmail.com	Suggestion box In-person +231886634610 Department emails
E02	Surgery	All Patients , Liberian or Non-Liberian	15-50 USD	Eligible patients, pay fees and signed consent form, 12 years and above with cataract , Pterygium, foreign body removal , evisceration and etc.	1hr– 1hr 30min	Ophthalmic nurses	OPN Vivian Bleddeh Mongbo Karluah jfdeyeclinic@gmail.com	OPN Nmane Brownell Gayflor jfdeyeclinic@gmail.com	Suggestion box In-person +231886634610 jfdeyeclinic@gmail.com
EO3	Optical	All Patients , Liberian or Non-Liberian	450LRD - 150USD	Eligible Patients Refraction fees and refraction , 5 year and above with optical conditions	30min-24hrs	Optical staff	OT Lakpor Dorliae jfdeyeclinic@gmail.com	Nmane Brownell Gayflor jfdeyeclinic@gmail.com	Suggestion box In-person +231886634610 jfdeyeclinic@gmail.com
EO4	Community Outreaches (medical and	All Patients , Liberian or Non-	200-450 LRD	Patients should be available for general eye	9AM-5PM	Eye Clinic Staff	O.T Loretha K. Saye	Nmane Brownell Gayflor	Suggestion box In-person

CODE(E)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
	surgical , optical conditions)	Liberian		assessment , Zero and above			jfdeyeclinic@gmail.com	jfdeyeclinic@gmail.com	+231886634610 jfdeyeclinic@gmail.com
E05	In-patient after eye surgery	All Patients , Liberian or Non-Liberian	free	12 years and above Patient should be willing to stay at the facility	8AM-8PM	Eye Clinic Staff	Vivian Bleddeh Mongbo Karlulah jfdeyeclinic@gmail.com	Nmane Brownell Gayflor jfdeyeclinic@gmail.com	Suggestion box In-person +231886634610 jfdeyeclinic@gmail.com
E06	Awareness	All Patients , Liberian or Non-Liberian	Free	12 years and above	Unscheduled	Eye Clinic Staff	Eye Clinic Staff	Nmane Brownell Gayflor jfdeyeclinic@gmail.com	Suggestion box In-person +231886634610, jfdeyeclinic@gmail.com

k.
Department of Finance

CODE (F)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
F01	In & Out Patient billing services	All Patients , Liberian or Non-Liberian	Cost of services depends on the materials used, the type of service, the time and the procedure performed	Patient's chart, payment receipts and other relevant documents	15-30mins	Finance	Abraham Zewon, Akoi Vanyanbah, jfdhospadm@gmail.com	William B Kruah, jfdhospadm@gmail.com	Suggestion box In-person +231777651426 , , jfdhospadm@gmail.com
F02	Patient Registration and Records keeping	All Patients , Liberian or Non-Liberian	Registration 200 LRD	Patient's triage form and Ticket	5-10min	Finance Dept.	Albert Jelleh jfdhospadm@gmail.com	William B Kruah, jfdhospadm@gmail.com Margaret Kear	Suggestion box In-person +231777651426 jfdhospadm@gmail.com

CODE (F)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
F03	Cash collection	All Patients , Liberian or Non-Liberian	Cost of services depends on the materials used, the type of service, the time and the procedure performed.	Bills, prescription, and test order	1-5min	Finance Dept.	Angie Y. Quoi, jfdhospadm@gmail.com	William B Kruah, jfdhospadm@gmail.com	Suggestion box In-person +231777651426 , jfdhospadm@gmail.com

9.11

Administrative Services

CODE (A)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work-email	Feedback channels
A01	Ambulance services	All Patients , Liberian or Non-Liberian	500LD - 3000LD	Patient/client meets emergency criteria Payment confirmation	10-15mins	Logistics and Office of the Chief Medical Officer	Lamine Fofana, jfdhospadm@gmail.com	Eric Flomo, jfdhospadm@gmail.com	Suggestion box In-person +231880680513, jfdhospadm@gmail.com
A02	Water and electricity	All Patients , Liberian or Non-Liberian Patients, visitors ,	Free	N/A	24 hours	Department of Logistics	Alfred David, Daniel Gaye jfdhospadm@gmail.com	Eric Flomo, jfdhospadm@gmail.com	Suggestion box In-person +231880680513 jfdhospadm@gmail.com
A03	Responding Queries		Free	Patient/client with compliant	10 days	Human Resource Dept. and Grievance Committee	N/A	Mr Joseph Woazie , jfdhospadm@gmail.com	Suggestion box In-person +23188004849 , jfdhospadm@gmail.com

CODE (A)	Services provided to the general public	Eligibility and conditions	Cost of service	Other Requirements	Time it takes to get service	Responsible Department	Name of staff in charge and work-email	Name of supervisor and work- email	Feedback channels

18.ANNEXES



Jackson F. Doe Memorial Regional Referral Hospital
Republic of Liberia
Patient Service Feedback Form

We value your feedback and are committed to improving our services. Please use this form to share your experience with us. Your comments help us serve you better.

Date of Service:	
Service Department:	
Feedback/Comments/ Complaint:	
Suggestions for Improvement:	
Contact Information (optional for follow-up):	

Sample Patient Compliant Form



REPUBLIC OF LIBERIA
MINISTRY OF HEALTH & SOCIAL WELFARE
JACKSON F. DOE MEMORIAL REGIONAL REFERRAL HOSPITAL
TAPPITA CITY, LOWER NIMBA COUNTY
REPUBLIC OF LIBERIA



E-mail: jfdhospadm@gmail.com: Cell #:+231770210764/880048469

Date: _____ Complaint No: _____
Logged by: _____ Date : _____
Client or participant Name /Number _____ Phone _____
Complaint: _____

Assigned to: _____ Date _____
JFD Employee(s) involved: _____
Investigation/Root cause Analysis: _____

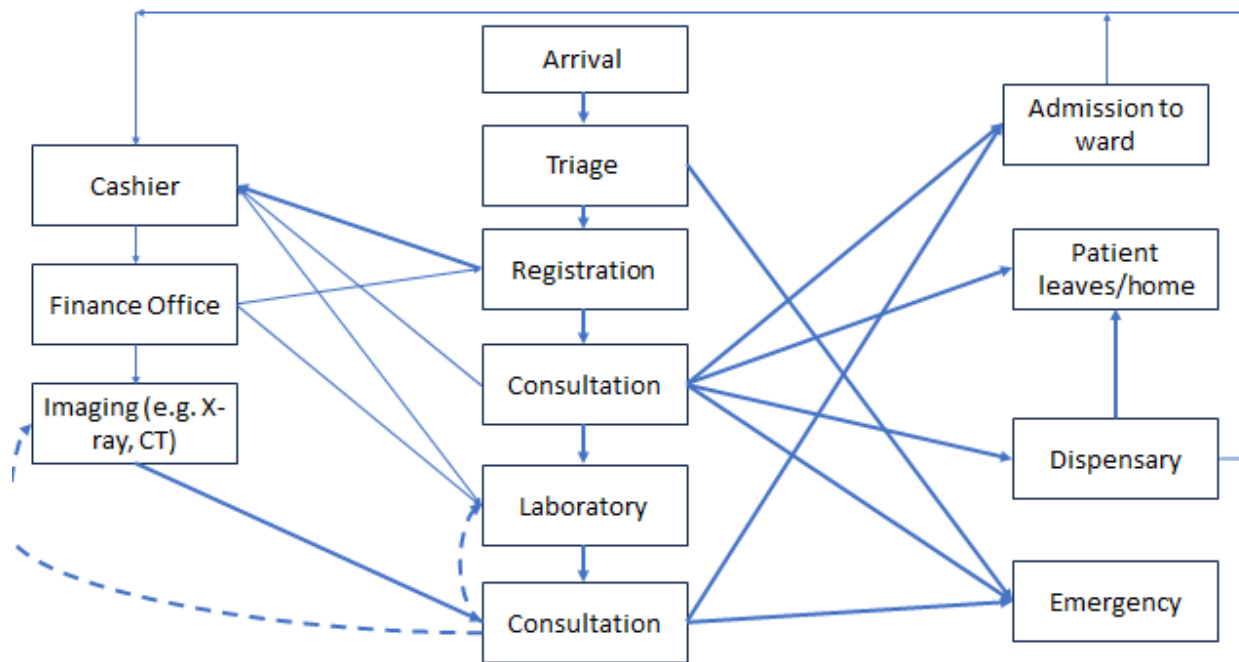
Decision/Action: _____

Feedback given to Client/Client's: _____

Client's final Comments: _____

Attached any Documentation, Letters, etc.
The Compliant has been resolved: _____ Date: _____
The Complaint has not been resolved _____ follow up Date: _____
QAO Review Date: _____ Sign: _____
Supervisor Date: _____ Sign: _____
Staff Meeting or Management Review Date: _____ Sign: _____

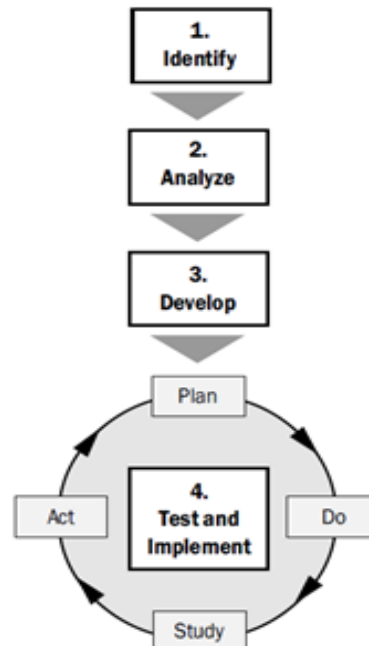
Patient Service Processes and Procedures



Broken lines represent iterative processes whereby additional tests are requested based on findings of previous tests

Quality Improvement Flowchart

Four Steps in Quality Improvement



Glossary

1. **Antenatal care:** refers to the medical and support provided to a pregnant woman through pregnancy.
2. **Anti-HCV Ab RDT Serology (Antibody Rapid Diagnostics Test):** is a quick antibodies against HCV) in a person's blood.
3. **Adult Endoscopy:** is a flexible tube with a camera and light use to visualize and examine the interior of the gastrointestinal tract in adult.
4. **Anaesthesia and pain Management:** it involves the use of medications to induce a temporary loss of sensation or awareness, allowing undergoing surgical or medical procedures without pain or discomfort.
5. **AFB/ZN stain:** the acid-fast Bacilli (AFB) Ziehl-Neelsen (particularly *Mycobacterium tuberculosis*, in, allowing for visualization under a microscope due to their resistance to decolorization by acids.
6. **Blood film:** is a laboratory test that involves spreading a thin layer of a glass slide and staining it for number of blood cells, aiding in the diagnosis of conditions such as anaemia, infections, provides valuable insights into a person's overall health and any abnormalities present in the blood cells.
7. **Bleeding time:** is a medical test that measures the duration it takes for bleeding to stop after a small cut is made in the skin.
8. **Blood Grouping:** a laboratory test that determines an individual's blood type (A,B,AB or O) based on specific antigens present on the surface of red blood cells.
9. **Blood bank collection and Issue:** refers to the process of gathering blood donations from voluntary donors, which are then, processed, and stored for future use in medical treatment and procedures.
10. **Cancer screening and treatment:** is the process of testing for cancer in individuals who do not have the symptoms.
11. **Cancer Treatment:** is a medical intervention used to manage and eliminate cancer in patient, cells, radiation therapy to target and destroy the body's immune responses against cancer, and targeted therapy that focuses on specific characteristics of cancer cells.
12. **CT scan:** is a medical imaging techniques that combine x-ray measurements taken to create detailed cross sectional images of the body.

13. **Complete Blood Count (CBC):** including red blood cells, white blood cell, haemoglobin, haematocrit, and platelets.
14. **Cytopathology:** is a branch of pathology that studies and diagnoses diseases at the cellular level materials.
15. **Delivery Services; refers:** to the medical care and support typically involves a team of healthcare professionals, including obstetricians, midwives, nurses, and anaesthesiology, who ensure the safety and well-being of both the mother and the new-born throughout the labor and delivery process.
16. **Ebola Fever PCR:** it is test that amplifies viral RNA, allowing for rapid and accurate diagnosis of Ebola virus disease , which is crucial for timely treatment and management f outbreaks.
17. **Family planning:** refers to the practice of controlling the number and spacing family.
18. **Gyeocological Screening:** refers to a range of tests and examination conducted to detect health issues related to the female reproductive system.
19. **General Anaesthesia:** is a medical treatment that induces a state offness and loss of sensation throughout the body.
20. **Haematocrit (packed cell volume):** is laboratory measurement that expresses volume occupied by red blood cells a parentage and is used to assess conditions cells, while a lower value or other medical issue.
21. **HBgAg Rapid Diagnostic Test (RDT) Serology:** is used to detect the presence of hepatitis B surface antigen (HBgAg) in a person blood.
22. **Hematopathology:** is a specialized branch of pathology that focuses on the study and diagnosis of blood disorders including leukaemia, lymphomas, anemas, and other condition affecting the blood and bone marrow.
23. **HIV Viral Genexpart:** is a molecular diagnostics test that detects and quantifies the presence of HIV that causes AIDS in a patient's blood.
24. **Infertility Workup:** refers to a series of medical evaluation and tests conducted to infertility in individuals or couples trying to conceive.

25. **In-patient Services:** refers to medical care provided to patients who are admitted to a hospital or healthcare facility for at least one night.
26. **Immunoassay Test:** is laboratory technique used to detect and measure the presence of a specific sample substance such as urine.
27. **Lassa Fever PCR:** it is diagnostics test used to detect the presence of Lassa virus in a patient blood or o other fluid.
28. **MTB Genexpert(Tuberculosis):** is a rapid molecular diagnostics test that detects mycobacterium Tuberculosis, the bacterium responsible for tuberculosis in clinical specimens like sputum, utilizing polymerase chain reaction(PCR)
29. **Mammogram:** is specific X-ray use to screen cancer.
30. **Out-patient Services:** are medical treatments or procedures that do an overnight stay in minor surgeries, or therapies, and are able to go home the same day.
31. **Ophthalmic:** refers to anything related to the eyes and their structure function, or disorders.
32. **Optical:** relates to light, visions , or the properties of light
33. **Pain management and wound care:** refers to the process of providing medical care that alleviates or reduces pain, enhancing a patient comfort and quality of life.
34. **Partial crossmatch:** is a laboratory test performed before it involves mixing a small sample of the red blood cells to check for any antibodies that against the donor's cells, helping to prevent transfusion reactions.
35. **Patient referral :** is the process in which a healthcare provider directs a patients to another specialist or service for further evaluation , diagnosis or treatment often made when a expertise or advanced care that the initial provider is unable to offer
36. **Pre-operative Assessment:** is a comprehensive evaluation conducted before surgery to assess a patient health status risks or complication associated with the upcoming procedures.
37. **Pre-anaesthesia Evaluation:** is a comprehensive assessment conducted before administering anaesthesia to a patient.
38. **Post-natal care:** refers to the support and medical care provided to a mother and her new born in the weeks and months following childbirth.
39. **Pterygium:** is a growth of fleshy tissues on the surface of the eyes , typically occurring on the conjunctiva, which is the clear membrane covering the white part of the eyeball.

40. **Routine Vaccination:** are immunizations recommended for people starting in infancy and continuing through adulthood to protect various infectious diseases, significantly reducing the risk of illness and the spread of outbreaks.
41. **Semen Analysis:** is a laboratory test that evaluates the quality and sperm.
42. **Serum Chemistry Metabolic Panel:** is a group of blood tests that measures various substances in the blood including glucose, electrolytes, enzymes, and wastes products.
43. **Serum Chemistry Liver Panel:** a test that evaluates liver function by measuring level of specific enzymes, proteins, and substances produced by the liver, such as (ALT) , *ate* aminotransferase (panel helps diagnose liver diseases, monitor , liver health, and assess the impact of medication or other treatment on the liver function.
44. **Seizure:** is a sudden, uncontrolled electrical disturbance in the brain behaviours, movement, sensations, or consciousness, muscle spasms, or brief lapses of awareness.
45. **Serum Lipid Panel :** is a blood test that measures the level of fats in the blood , specifically total cholesterol , low density lipoprotein(LDL) cholesterol high-density lipoprotein (HDL) cholesterol , and triglycerides. It helps evaluates the cholesterol and overall heart health.
46. **Sexual and Gender Base Violence (SGBV);** refers to harmful acts directly based on their gender identify or perceived gender.
47. **Spinal Anaesthesia:** is a type of regional anaesthetic medication into the cerebrospinal fluid in the spinal canal.
48. **Sickle cell slide test:** is screening procedures used to detect sickle cell disease.
49. **Stool Microscopy** is a sample under a microscope to detect and identify microorganisms, abnormalities.
50. **Skin Snip:** is a small biopsy procedure in which a tiny piece of skin is removed for examination used to diagnose conditions such as parasitic infections (like onchocerciasis) or to assess skin lesions.
51. . **Syphilis Rapid Diagnostics Test (RDT) serology:** is a quick test used to detect antibodies to the bacteria *Treponema Pallidum*, which causes Syphilis.
52. **Ultrasound:** is a medical imaging technique that uses high- frequency sound waves to create images of the inside of the body.
53. **Urine Chemistry by Dipstick:** is a quick diagnostic test that involves using a chemically treated strip to analyse b urine for various substances.

54. **Urine Cytology:** *is a laboratory test that analyses urine samples to detect abnormal cells, which may indicate the presence of bladder cancer or other urinary tract disorders.*
55. **Widal Serology and Titer:** *is a blood test used to diagnose typhoid fever by detecting antibodies (specifically, agglutinins) serum.*
56. **Widal Titer:** *refers to the concentration of these antibodies assessed through serial dilutions.*
57. **X-ray:** *is a medical imaging techniques that use radiation to create image.*