



# SOUTHERN REGIONAL HEALTH AUTHORITY

3 BRUMALIA ROAD, MANDEVILLE, MANCHESTER, JAMAICA WI  
TEL.: (876) 625-0612-3, 962-9491 or 962-8232 | FAX: (876) 962-8233 | WWW.SRHA.GOV.JM



**Mandeville Regional Hospital**  
32 Hargreaves Avenue  
Mandeville  
Ph: 962-2067/2744/1094  
Fax: 625-8493

**May Pen Hospital**  
1 Muirhead Avenue  
May Pen  
Ph: 986-2528/7708/6938  
Fax: 986-2650

**Black River Hospital**  
45 High Street  
Black River  
Ph: 965-2224/2212  
634-3700  
Fax: 965-9294

**Percy Junior Hospital**  
Spalding P.O.  
Clarendon  
Ph: 964-1181/2222/2322  
Fax: 964-1548

**Lionel Town Hospital**  
Bustamante Drive  
Vere, Clarendon  
Ph: 986-3226  
Fax: 986-3373

**Chapelton Hospital**  
Chapelton P.O.  
Clarendon  
Ph: 987-2215

**Manchester Health Dept.**  
Race Course Rd.  
Mandeville  
Ph: 962-2288/7033  
625-3433  
Fax: 962-2171

**Clarendon Health Dept.**  
1 Muirhead Avenue  
May Pen  
Ph: 986-4548/7869  
Fax: 986-9713

**St. Elizabeth Health Dept**  
High Street  
Black River  
Ph: 965-9174-5  
Fax: 965-2701

## PRESS RELEASE

**October 12, 2016**  
**FOR IMMEDIATE RELEASE:**

### **SRHA Boosts Customer Service Drive-Employs 18 Officers for Hospitals**

The Southern Regional Health Authority has been making strides in developing a service-oriented environment focused on improving customer service within its facilities and has recently introduced Customer Service Units with a total of 18 employees.

SRHA Regional Director, Mr. Michael Bent noted that the Customer Service Representatives commenced employment on October 5 at the Mandeville Regional Hospital in Manchester and the May Pen Hospital in Clarendon. He added that these units will be introduced in the other hospitals and some health centres in the region at a later date.

Mr. Bent explained that the officers will provide direct assistance to clients in various service areas while implementing systems for the effective management of each client. Other responsibilities include ensuring that patients with special needs are given the necessary support within established policies and also monitoring of waiting time and impediments so as to intervene where possible.

Chairman of the Southern Regional Health Authority Board, Mr. Wayne Chen encouraged the officers to provide superior customer service noting that patients should be treated as customers and be shown empathy at all times.

"Healthcare is a calling. Too many of us see what we do as a job rather than a calling as there is a big difference between the two. Recall what brought us into healthcare-was it to take care of people or was it just a job? Remember customer service is not a department, it is an attitude. Let us be the change" he urged the officers.

The officers received extensive orientation in areas including excellence in service; client complaints mechanism; social work in health; customer service; professional ethics; teamwork; accident and emergency services and Human Resources policies and procedures.

(more)

**Chairman: Wayne Chen; Vice Chairman:** Michael Stern **Board Members:** Marcus Greenwood, Krishan James, Stafford Houghton, Lorraine Green Mason, Lennox Powell, Dr Lloyd Reynolds, Winston Maragh, Dr St Aubyn Bartlett, Dr Lundie Richards, **Directors: Regional Director and Secretary:** Michael Bent; **Regional Technical Director:** Dr Michael Coombs; **CEO Mandeville Regional Hospital:** Alwyn Miller; **SMO, Mandeville Regional Hospital:** Dr Everton McIntosh



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Some of the other initiatives that the SRHA has embarked on to improve the level of customer service within its hospitals and health centres include the training of staff at different levels in customer service and the implementation of a Customer Charter which aims to improve the quality of service offered by the Hospitals.

Picture 1



**Customer Service is an Attitude:** The customer service officers engage in a workshop on Friday, October 7 at the Southern Regional Health Authority Regional Office.

(more)

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Picture 2



Some of the 18 Customer Service Representatives who have been employed to the Mandeville Regional and May Pen Hospitals.

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For more information contact:

Latoya Laylor Brown

Public Relations & Advocacy Officer

Southern Regional Health Authority

Tel: 962-8232/779-2663

Email: [latoya.laylor@srha.gov.jm](mailto:latoya.laylor@srha.gov.jm)

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