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Implementation of a Retention Policy for the records that are created and managed by the Customer Care Department within the Mater Dei Hospital

Following discussions between the National Archives (NAM) and the Records Officer / Assistant Manager (Records) of the Ministry for Health and the review of the records in question, we are here authorising the implementation of the attached retention schedule (REP2021-09) for the records that are created and managed by the Customer Care Unit within the Mater Dei Hospital.

This policy will guarantee that the said records are properly appraised and that records of enduring historical value will be transferred in due time to the National Archives for permanent preservation.

This policy will be reviewed at least every five (5) years from the date of issue to ensure that all the processes and documentation categories are still valid and relevant in view of any changes of procedures or law. It also supersedes any retention policy that might have been implemented in the past for the same records.

The authorisation of this policy relates only to the requirements of the National Archives Act of 2005 (Cap 477), and not any other obligations which might exist under other legislation.

This policy document has been approved by the following parties on the 06 September 2021:

A blue ink signature of Dr Charles Farrugia, consisting of a large, stylized initial 'C' followed by a long horizontal stroke.

Dr Charles Farrugia
National Archivist and CEO

A blue ink signature of Ms Charlene Camilleri, featuring a large, stylized initial 'C' followed by a long horizontal stroke.

Ms Charlene Camilleri
Head – Patient Support
Mater Dei Hospital

File: RMU 2020-27
Retention Policy no. REP2021-09

Key	Unit / Dept.	Category	Records type	Description	Retention Period	Remarks	Archival Action - (When Retention Period Expires)
1	Mater Dei Hospital	Customer Care Dept. (CCD)	Request form Medical Data' form	Form filled by data subject to request own medical data.	One (1) Year	From year 2007 up till the end of year 2017, forms are in paper format and stored at a private repository. From 2018 to 2019 forms are filled and case is registered on CRM (CCD system). From 2020 to date electronic format is used.	Not Required for permanent preservation by the National Archives.
2	Mater Dei Hospital	Customer Care Dept. (CCD)	Change of Consultant' form	Form filled by patient who needs a second opinion from another consultant within the same speciality.	One (1) Year	From year 2007 up till the end of year 2017, forms are in paper format and stored at a private repository. From beginning 2018 to end 2020 forms are filed and case is registered on CRM (CCD system). From 2021 to date electronic format is being used.	Not Required for permanent preservation by the National Archives.

