Primary HealthCare

Structure, Functions and Responsibilities

The Primary HealthCare is responsible for the delivery of over 50 primary care services in the community nationwide, mainly through *(a)* the 10 strategically located Health Centres, *(b)* the 54 Community Clinics, *(c)* the National Screening Centre, *(d)* the Occupational Health Unit, *(e)* the Telemedicine 24/7 Client Support Centre, and *(f)* the three Centres of Excellence in Primary Eye Screening, Speech and Language Pathology and Podiatry. All services are free-of-charge and delivered by the Primary HealthCare's multi-professional care team consisting of medical doctors, nurses, physiotherapists, radiographers, podiatrists, speech and language pathologists, pharmacists, pharmacy technicians, health care assistants, social workers, phlebotomists, dieticians and nutritionists.

Keeping the entity running requires a substantial amount of organisational and administrative operations. Such responsibilities fall on a wide range of support and administrative staff taking care of multiple tasks ranging from cleaning to courier service, security, maintenance, procurement, ICT support, financial and accounts keeping, and the administrative upkeep of human resources in general.

The ten health centres provide the public with a broad-ranging types of primary care services including prevention, early intervention, treatment, and management. These services are augmented by the those offered by the Community Clinics, which services are part of the new model of patient-centric care at the community level. The Centres of Excellence, on the other hand, offer specialised primary care services in their respective field, whilst the National Screening Centre administers the breast, colorectal and cervical national screening programmes for the Maltese islands.

Information technology (IT) in health care enables information sharing across organizational, professional boundaries, and enhances patient care. The Telemedicine 24/7 Client Support Centre makes best use of IT to deliver care at a distance, either over the telephone or via teleconference. This service was made possible through the Primary HealthCare's Electronic Patient Record (EPR) system, which has transformed the patients' medical information into electronic records that are available in real-time to the health care professionals at point of care.

Indeed, the Primary HealthCare ensures that all citizens have access to a comprehensive primary health service, offering a seamless continuity of care on a personalised basis and helping the service users attain the best state of health with special emphasis on prevention rather than cure. This ultimately makes the Primary HealthCare the patients' automatic choice for all primary health care needs.

General Description of the Categories of Documents Held

Depending on the operational requirement of Primary HealthCare, such information or documents may relate to:

- Human resources
- Administration
- Finance
- Logistics
- Infrastructure
- Patient health

Such information or documents held by Primary HealthCare may appear in:

- Primary HealthCare Annual Reports
- Parliamentary Questions related to the Primary HealthCare
- Press Releases
- Statistical data
- Procurement documents (Tender dossiers, Invoices, Requests for Quotations)
- Employees' Personal files
- Performance Management Programme documents
- Human Resources documents
- Application forms
- Salaries Section documents
- Documents related to the implementation of projects and initiatives
- Contracts related to the provision of services
- Vehicle trip log books
- Documents related to inventory
- Requests for information to personal data (as per Data Protection Act)
- Requests to DPO for research
- Staff Training
- Policy documents of the department.
- Files of patients (clinical notes)
- General Correspondence (emails, letters, notices pertaining to the department)
- Primary HealthCare Circulars
- Documents related to customer care and complaints
- Documents related to CME reimbursement
- Correspondence
- Specifications, and Reports

Contact Details of the FOI Office of the Primary HealthCare

Address: Primary HealthCare
                            7, Harper Lane, Floriana FRN 1940
Telephone Number: 21231231 - 21222444
*e*mail: foi.healthpolicy@gov.mt