

المديرية العامة للمؤسسات الصحية الخاصة
Directorate General of Private Health Establishment

وزارة الصحة
Ministry of Health



Administrative and Technical Violation Department Standard Operating Procedure

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Acronyms

DGPHE	Directorate General of Private Health Establishments
MOH	Ministry of Health, Oman
SOP	Standard Operating Procedure
Vers	Version
DO	Document Owner
DT	Document Type
DN	Document Number
QPs	Quality problems
IT	Information Technology Section
PHE	Private Health Establishments
ATV	Administrative and technical violation section

Definitions

- **Institution:** is an organization, establishment, foundation, society devoted to the promotion of a particular cause or program e.g universities, hospitals, directorates (Douglas, 2010).
- **Institutional Document:** is any document related/ applied to the institutional level.
- **National Documents:** is any document applied to the national level.
- **Policy:** is the basic principle, by which a government is guided, it declares objectives of the institute.
- **Procedure:** is the established steps to be followed routinely in order to ensure that the outcome and values expressed in the policy are achieved (Athabasca University, 2009).
- **Process:** It is a set of mandatory step by step, detailed action required to successfully accomplish a task.
- **Protocol:** Protocol has several different meanings, all connected to the idea of guidelines or procedures to follow, including:
 - An accepted or established code of procedure or behavior in any group, organization or situation.

- A set of rules explains the ideal procedures.
- **Record:** Document that memorializes and provides objective evidence of activities performed, events occurred, results achieved, or statements made.
- **Review:** is a process of going over a subject or document again and again to correct it and make it valid.
- **Revision:** is a process of re-reading or reviewing a document periodically for updating purpose.
- **Storage/Archiving:** Options to maintain system files via data storage hardware, utilizing one or several distributed location.
- **Version:** Refers to the status the document currently at with regard to the number of times the document has been revised.

Administrative and Technical Violation Section, Standard Operating Procedure

Chapter 1

1. Introduction

The Directorate General of Private Health Establishments (DGPHE) provides this procedure as a functional guidance to standardize the format and the procedure for managing activities related to Administrative and technical violation Section.

2. Purpose

- 2.1. To provide guidelines for carrying out the activities related to the Administrative and technical violation Section
- 2.2. To ensure that all in Administrative and technical violation Section follow a recognized standardized framework and process.

3. Scope

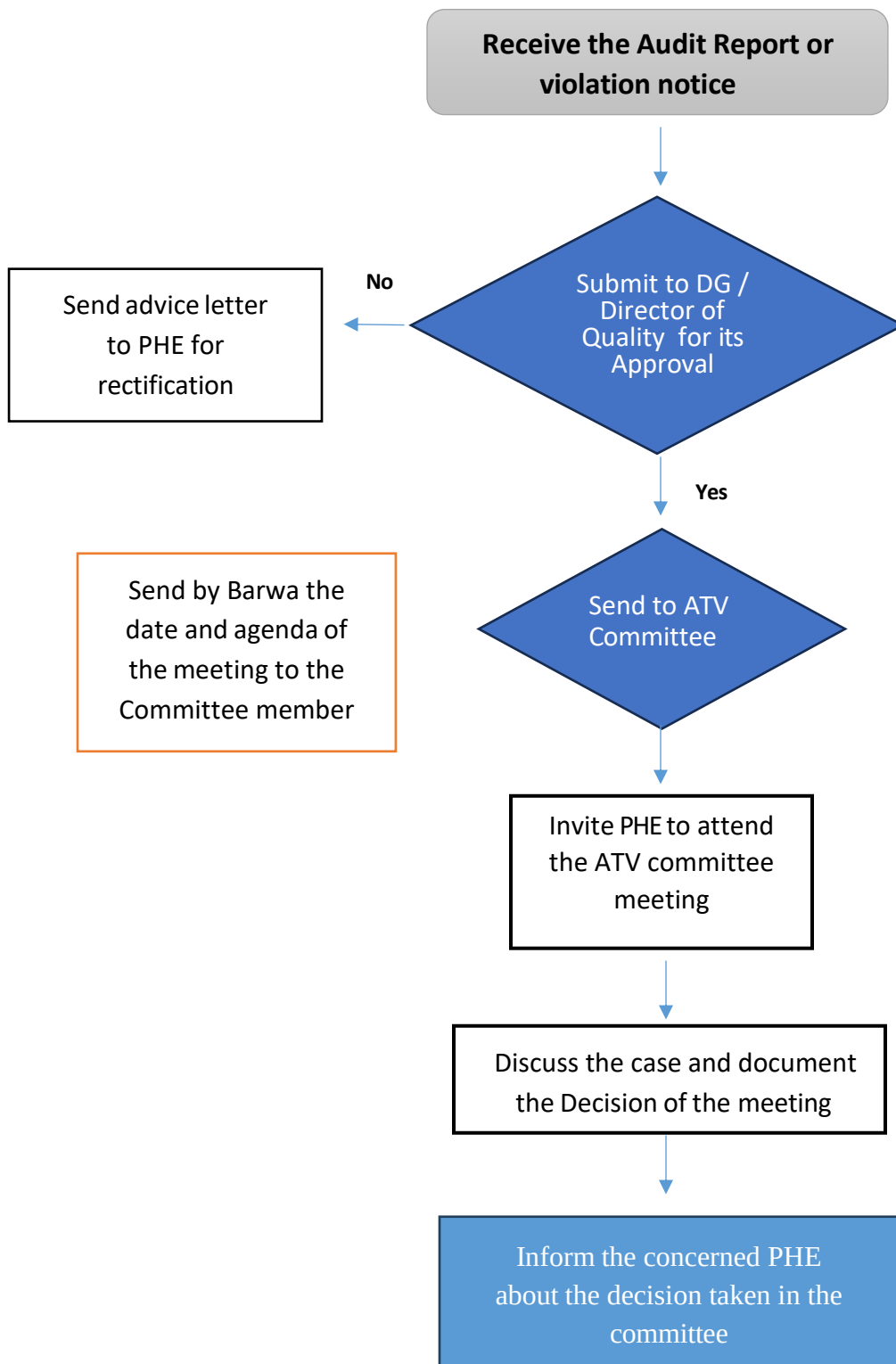
This procedure applies to all processes and activities carried out by the Administrative and Technical Violation Section within the Directorate General of Private Health Establishments.

Chapter 2

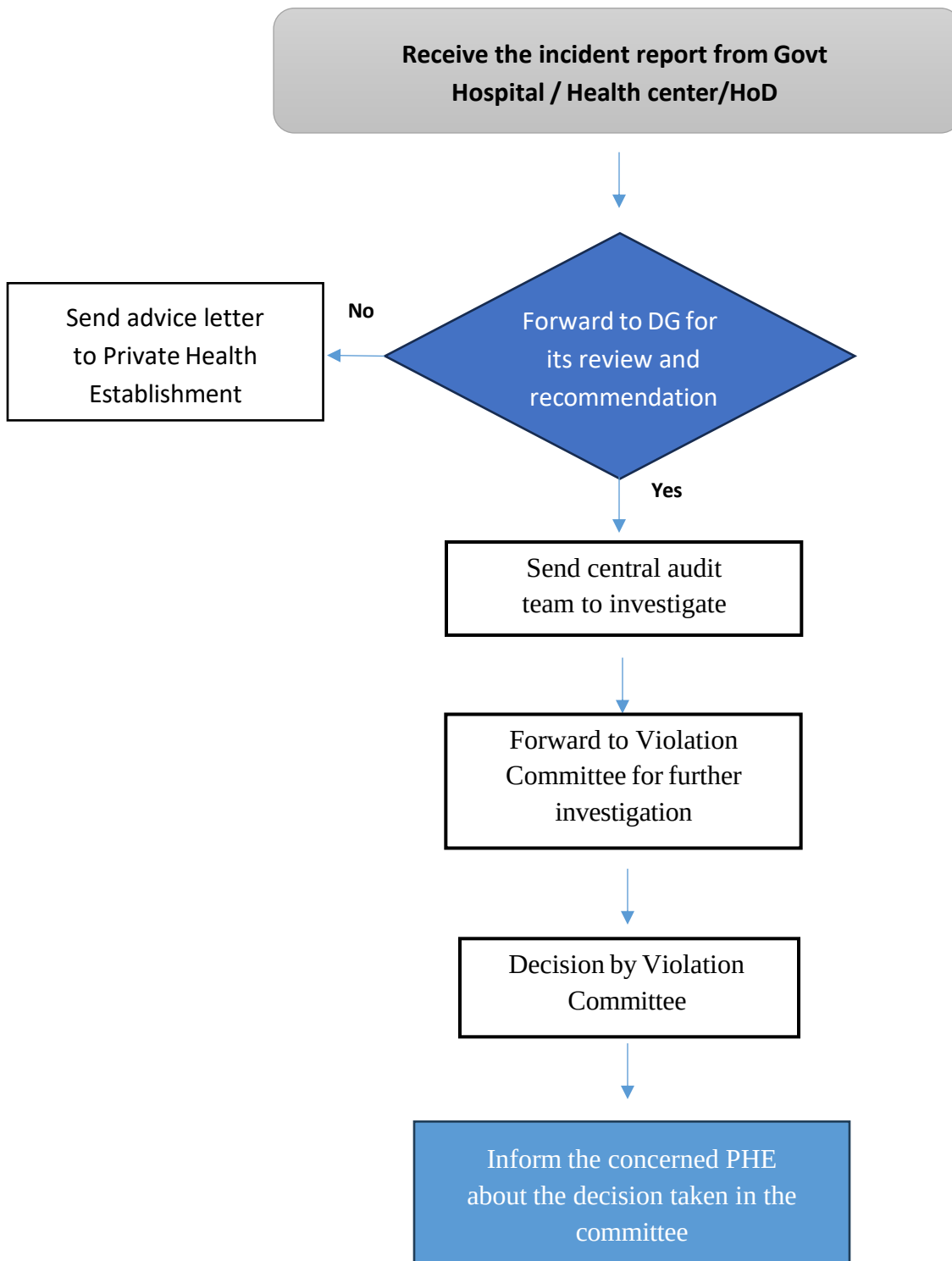
4. Procedure

The Administrative and Technical Violation Section at the Directorate General of Private Health Establishments (DGPHE) shall follow the procedures outlined in this document when handling all related activities. This ensures that violations are addressed in a consistent, fair, and efficient manner, and in alignment with the Ministry of Health's regulations and patient safety standards.

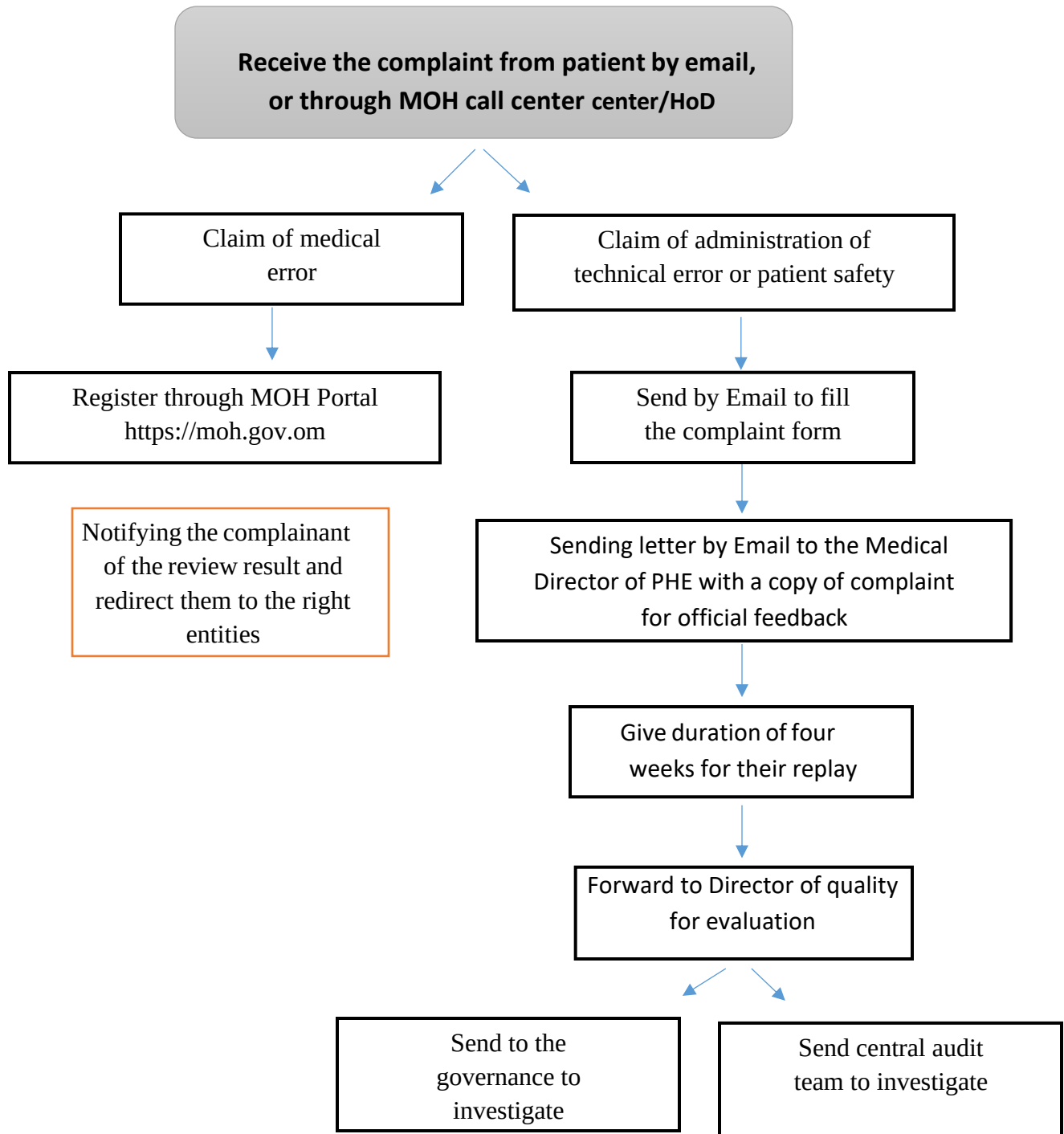
4.1 Administrative and technical violations processing



4.2. Procedure –Incident Reporting



4.3. Procedure – Patient Complaint processing



Chapter 3 :

5. Responsibilities:

4.4. Head of ATV shall :

- 4.4.1. Receive and review reports of violations, incidents, or complaints.
- 4.4.2. Submit cases to the Director General (DG)/ Director of Quality for review and approval
- 4.4.3. Forward approved cases to the PMTC Committee.
- 4.4.4. Coordinate and send invitations to the PHE Medical Director to attend committee meetings.
- 4.4.5. Communicate the decisions of the committee to the concerned parties.
- 4.4.6. Send formal advice or warning letters to the PHE for rectification.
- 4.4.7. Follow up on actions taken by PHE and ensure compliance.

4.5. Director General (DG) of DGPHE shall :

- 4.5.1. Approve or reject cases before they proceed to Violation committee.
- 4.5.2. Provide final approval on critical decisions or committee outcomes.
- 4.5.3. Issue recommendations for further investigation or regulatory action.

4.6. Medical Director of Private Health Establishment (PHE) shall

- 4.6.1. Respond to formal letters from the ATV Section with explanations or justifications.
- 4.6.2. Attend committee meetings when invited to discuss reported violations or complaints.
- 4.6.3. Cooperate with the investigation and provide requested documentation or clarifications.
- 4.6.4. Implement corrective actions as recommended by the committee.
- 4.6.5. Ensure internal procedures are updated to prevent recurrence of violations.

Chapter 4 :

6. Document history and version control table

Version	Description	Author	Review date
1.	Initial Version	Ms Aisha Al Blushi	Feb 2020
2.	2nd Version	Ms Aisha Al Blushi	Dec 2021
3.	3 rd Release MoH/DGPHE/SOP/011/Vers.03	Dr. Balasam Al-Balusi	October 2028

7. Related Documents:

- Complaint Registration Form MOH/DGPHE/FRM/054/Vers. 03
- MOH Portal : <https://moh.gov.om>
- MOH Contact Center : 24441999 , 1212 , <http://crm.infonline.om/moh>
- Administrative and Technical department Email : atvs.phe@moh.gov.om