Good Practices in Social Security

Good practice in operation since: 2017

A medical certificates search engine

A case of the State Employees' Social Security and Social Services Institute

State Employees' Social Security and Social Services Institute
Mexico
Summary

The medical certificates search engine on the Institute’s website via “Servicios Públicos en Línea” (“Online Public Services”) enables the local offices to verify admissible (public) information on the certificates issued to the Institute’s workers in order to speed up responses to requests for information and prevent the misuse of lost or no longer valid certificates.

It is an online computer system allowing the registration of data contained on medical certificates issued by the Institute’s medical units. It includes a nominal, online database making it easier to control the issuance of medical certificates in accordance with current regulations.

Since January 2007 there have been 14,002,644 records of certificates issued at 1,101 medical units authorized to issue medical certificates in the Institute.

The registration is the responsibility of centralized and independent medical units.

The issue or challenge

What was the issue or challenge addressed by your good practice? Please provide a short description.

The offices and bodies affiliated to the Institute – mostly their human resources departments – as well as beneficiaries and individuals are able to check the status of medical certificates online. It is important to prevent the misuse of lost or no longer valid certificates, and to be transparent with information and streamlining responses.

Addressing the challenge

What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.

- The offices sent requests to investigate medical certificates – one request could include up to 100 certificates. Resolving each case required a great deal of time and staff, and involved the medical sub-office, the medical unit issuing the certificate and the medical division.
- Some offices asked for all the medical certificates they received to be investigated.
- With the implementation of the medical certificates search engine in the offices, users can now check the documents online and find out the status of the medical certificates immediately.

Targets to be achieved

What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.

- To allow users – largely the offices’ human resources departments – to access the system from any device connected to the Internet by simply entering the 12 digits of the medical certificate. The tool will make the search in the RALM database (Registro Automatizado de Licencias
Médicas) and the system will give the status of the medical certificate as “issued”, “no longer valid”, “lost” or “not found”, as well as the relevant dates.

- A reduction of more than 80 per cent in requests for medical certificates by the offices.
- To make information more transparent.

Evaluating the results

Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.

- The number of requests received to search medical certificates has been reduced by 53 per cent between January 2016 and May 2017.
- By implementing the medical certificates search engine, the office saves time and human resources.
- This tool provides the status of the medical certificate and prevents misuse of lost or no longer valid documents, while making the information more transparent and streamlining responses.

Lessons learned

Based on the organization’s experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.

It was detected that in the medical certificates search engine some certificates were “Not found”:

- Because the doctor failed to pass it to the statistics department in time or in the right form.
- Because of an error in the affiliation card or in the medical certificate start or end date.

Greater supervision is needed so as to make sure complete, correct medical certificates are captured in time and in the right form.

In this respect the medical sub-offices and medical units are repeatedly informed of the importance of capturing the information from medical certificates issued, no longer valid and lost within a maximum of 72 hours and in the right form.