

COUNTY GOVERNMENT OF KITUI DEPARTMENT OF HEALTH & SANITATION KITUI COUNTY REFERRAL HOSPITAL CITIZEN SERVICE CHARTER



OUR VISION

To be the leading county hospital in the provision of quality client-centered health care services in Kenya.

OUR MISSION

To provide accessible and affordable quality health care services to all and facilitate training, research and policy development.

OUR CORE VALUES

- Eustomer focus
- Team work
- Professionalism and integrity
- Equity and equality
- z-Commitment
- Safety

SERVICE RENDERED CUSTOMER CARE DESK / ENQUIRIES REGISTRATION	PATIENT / CLIENT REQUIREMENT Co-operation Client Particulars Original ID Card/Student ID/School Introduction Letter	USER CHARGES (KSHS.) FREE FREE	WAITING TIME Up to 5 minutes
	Client Particulars Original ID Card/Student ID/School Introduction Letter		Up to 5 minutes
REGISTRATION	Original ID Card/Student ID/School Introduction Letter	FREE	
			Up to 5 minutes
CONFIRMATION OF INSURANCE COVER	Degistuation Caud Chause Chest Makile Menor		Up to 5 Minutes
ALL PAYMENTS	Registration Card, Charge Sheet, Mobile Money	FREE Vala 0 1500	Up to 5 Minutes
CONSULTATION	Registration Card, Payment Receipt	Kshs. 0-1500	Up to 1 Hour
DISPENSING OF MEDICINE	Prescription, Payment Receipt	As per Billing	Up to 5 Minutes
LABORATORY SERVICES (depends on the test)	Test Request Form, Registration card, Payment Receipt	As per Billing	Up to 2 Hours
RADIOLOGY/ IMAGING SERVICES	Request Form, Registration card, Payment Receipt	Kshs. 300 - 8000	Up to 2 Hour
ADMISSIONS			
Emergency	Inpatient File, Registration Card, Cooperation from client	As per Billing	Immediately
Non-Emergency			Up to 1 Hour
SURGERIES			Up to 1 hour
Emergency Non-Emergency	Registration Card, file, consent	As per Billing	Up to 3 days
Non-Emergency			op to 5 days
MORTUARY SERVICES Admission Of The Hespital Redice	Cooncretion from volatives	FREE	IIn to 2 hours
Admission Of The Hospital Bodies Admission Of Bodies From Outside The Hospital	Cooperation from relatives Police OB, letter from chief, death notification	FREE	Up to 2 hours Up to 20 Minutes
Dispatch Of Bodies	Death Notification, ID Of Next Of Kin	As per the Billing	Up to 20 Minutes
Postmortem	Next of kin cooperation, postmortem request forms, P3	Kshs. 2,500	Up to 1 Hour
	Registration Card, file, cooperation	As per Billing	Up to 30 minutes
INPATIENT SERVICES			
Surgical/Orthopaedic services		As per Billing	
Medical Services, Critical Care Services,	Patient file ,Cooperation	As per Billing	As per Medical Advise
Newborn Care		FREE	
	Discharge Summary, Charge Sheet	FREE	Up to 5 Minutes
REFERRALS	Client Cooperation, Refferal Letter Pogistration Card Dationt File Defferal Form	FREE Vah 7 500 - 0 500	Up to 1 Hour
RENAL MEDICAL LEGAL	Registration Card, Patient File, Refferal Form	Ksh. 7,500 - 9,500	Up to 4 Hours
	P3, Patients Card, Client Cooperation, Police OB Number	FREE	Up to 1 Hour
Filing of P3		Ksh. 1,000	Up to 20 minutes
IMMUNIZATION	Immunization Card	FREE	Up to 30 Minutes
EXTERNAL WASTE MANAGEMENT	Well Segregated, Labeled and Packaged, Payment Receipt	As per Billing	Up to 10 Minutes
			Up to 2 Hours
	TREATMENT FOR MALARIA, TB HIV/AIDS AND EPIDEM		Nursing Officer In-Charge Modical Superintendent (Mod-Supt
	fficer who does not live to the commitment to courtesy and excellen		Medical Superintendent (Med-Supt Health Administrative Officer (HAC

EMERGENCY NO: 0724-036-822

"YOUR SERVICE, OUR RESPONSIBILITY"