



CUSTOMER SERVICE DELIVERY CHARTER

KENYATTA NATIONAL HOSPITAL

SERVICES	CLIENT REQUIREMENT	CHARGES (KES)		WAITING TIME
Registration for outpatient service	<ul style="list-style-type: none"> Observation sheet Payment for consultation Identification documents (National ID card/pass port) 	600		Emergency: immediate Non-Emergency: 1 hour
Admission of patients (After a doctor makes the decision to admit upto allocation of Ward) <ul style="list-style-type: none"> File opening Medical services Surgical services Critical care services 	<ul style="list-style-type: none"> Doctor's recommendation for admission Identification documents (National ID card/pass port) Payment for file Payment of deposit 	<ul style="list-style-type: none"> 300 12,000 30,000 100,000 		<ul style="list-style-type: none"> Emergency: Immediate Non-Emergency: 1 hour 3 hours 3 hours Immediately
Laboratory investigations (Basic) <ul style="list-style-type: none"> Test For Malaria Parasites Full haemogram Urea, Electrolyte, Creatinine Liver function tests Random blood sugar Urinalysis 	<ul style="list-style-type: none"> Investigation request form Payment for investigation 	General 150 500 900 900 160 250	Private 225 750 1,350 1,350 240 375	1 hour 2 hours 2 hours 2 hours 15 minutes 1 hour
Radiology Services <ul style="list-style-type: none"> Pelvic x-ray Chest x-ray Skull x-ray Ultrasound CT Scan Examination MRI Examination	<ul style="list-style-type: none"> Investigation request form Payment for investigation 	General 1,200 800 1,000 1,800 8,500 17,000	Private 1,800 1,200 1,500 2,700 12,750 25,500	Emergency: Immediate Non-Emergency: 12 hours Emergency: Immediate, Non-Emergency 24 hours
Clinic review	<ul style="list-style-type: none"> Attendance card Payment 	600		1 hour
<ul style="list-style-type: none"> Normal delivery Caesarian section 	Ante-natal card	FREE		<ul style="list-style-type: none"> Depends on progress of labour Emergency: Immediate Elective: As per booking
Elective surgery	<ul style="list-style-type: none"> Attendance card with booked date Deposit payment 	Depends on surgical procedure		As per booking
Discharge	<ul style="list-style-type: none"> Discharge summary Bill payment 	As per invoice		1 hour
Farewell Home Services <ul style="list-style-type: none"> Body clearance 	<ul style="list-style-type: none"> Bill payment 	General <ul style="list-style-type: none"> Body handling fee - 5,000 plus 400 per day 	Private <ul style="list-style-type: none"> 14,000 for 10 days (Package), thereafter, 1,000 per day 	1 hour
Payment to suppliers	<ul style="list-style-type: none"> Copy of Purchase/Service Order Delivery note and goods receipt note Invoice and bank details 	FREE		<ul style="list-style-type: none"> Within 30 days (youth, disabled & women) 90 days (for others)
Customer feedback	Compliments/Complaints	FREE		<ul style="list-style-type: none"> Acknowledgement: 3 working days Resolution: 21 working days

Daily bed services	Charges (KES)
• Critical Care Unit & Emergency Ward	4,000
• General Wards	1,200
• Renal Unit	1,800
• Mother & child (paediatric)	1,500

- Notes**
- These charges apply to East Africa Community Citizens. Non-East African Community citizens shall pay double the charges.
 - This charter excludes charges for KNH Prime Care Centre (Private Wing).
 - Private implies clients with request forms from private doctors and other health facilities.
 - Kindly visit the relevant service delivery point for further guidance on specific services
 - Waiting time: The entire duration taken to complete the process of providing the service required by a client.
 - Terms and Conditions apply.

- Abbreviations:**
- CT – Computerized Tomography
 - MRI – Magnetic Resonance Imaging
 - U/S – Ultra Sound

Feedback Channels: (Incase you have a complain)

- Inform the Team leader or fill in the customer feedback register at the service point.
- Contact Customer Care Officers or Patient Affairs Department: paffairs@knh.or.ke or Tel: +254 2726300 Ext.43770/43445 Mobile: +254 715384470/708277621, Toll free 1521.
- Drop your written compliment/complaint in the suggestion boxes provided.
- Night/Public Holidays & Weekends, contact Room 108 through: +254 2726300 Ext.43165, 0722825599.
- Facebook: Kenyatta National Hospital (with KNH official logo as the profile picture).
- The Chief Executive Officer (as a last option) through: +254 722 829 500/1/2 Ext. 44037, Email: knhadmin@knh.or.ke, Website: www.knh.or.ke
- Clients have the right of appeal to the Commission on Administrative Justice (CAJ), P. O. Box 20414-00200, Nairobi. Tel: +254-20-2270000/2303000. Email: complain@ombudsman.go.ke

Approved.....
 Reviewed in May 2016
CHIEF EXECUTIVE OFFICER





MKATABA WA HUDUMA KWA WATEJA

HOSPITALI KUU YA KENYATTA

HUDUMA	MAHITAJI KWA MTEJA	MALIPO (KES)		MUDA WA KUNGOJA
Usajili wa wagonjwa wasiolazwa	<ul style="list-style-type: none"> Fomu ya uchunguzi Ada ya kumwona daktari Hati za utambulisho (Kitambulisho/pasipoti) 	600		Dharura: haraka iwezekanavyo Isiyo dharura: Saa 1
Kulaza Wagonjwa (Baada ya daktari kuamua kumlaza mgonjwa hadi apewe kitanda kwenye wodi) <ul style="list-style-type: none"> Ufunguzi wa faili Huduma za matibabu Huduma za upasuaji Huduma kwa wagonjwa walio taabani 	<ul style="list-style-type: none"> Pendekezo la daktari kuhusu haja ya mgonjwa kulazwa Hati za utambulisho (Kitambulisho/pasipoti) Kulipia faili Kulipa arbuni 	<ul style="list-style-type: none"> 300 12,000 30,000 100,000 		Dharura: haraka iwezekanavyo Isiyo dharura: Saa 1 <ul style="list-style-type: none"> Saa 3 Saa 3 Haraka iwezekanavyo
Uchunguzi wa maabara (Msingi) <ul style="list-style-type: none"> Kupima uwepo wa vimelea vya Malaria Kupima damu Urea, Electrolyte, Creatinine Kupima utendakazi wa ini Kupima kiwango cha sukari mwilini Kupima mkojo 	<ul style="list-style-type: none"> Fomu ya maombi ya uchunguzi wa maabara Malipo kwa ajili ya uchunguzi wa maabara 	Kawaida 150 500 900 900 160 250	Binafsi 225 750 1,350 1,350 240 375	Saa 1 Saa 2 Saa 2 Saa 2 Dakika 15 Saa 1
Huduma za Rediolojia <ul style="list-style-type: none"> Eksirei ya fupanyonga Eksirei ya kifua Eksirei ya Fuvu la kichwa Uchunguzi wa Ultrasound Uchunguzi wa CT Scan Uchunguzi wa MRI 	<ul style="list-style-type: none"> Fomu ya maombi ya uchunguzi wa maabara Malipo kwa ajili ya uchunguzi wa maabara 	Kawaida 1,200 800 1,000 1,800 8,500 17,000	Binafsi 1,800 1,200 1,500 2,700 12,750 25,500	Dharura: Haraka iwezekanavyo Isiyo dharura: Saa 12 Dharura: Haraka iwezekanavyo, Isiyo dharura: Saa 24
Ukaguzi wa kliniki	<ul style="list-style-type: none"> Kadi ya mahudhurio Kulipa 	600		Saa 1
<ul style="list-style-type: none"> Uzalishaji wa kawaida Uzalishaji kupitia upasuaji 	Kadi ya kuhudhuria kliniki kabla ya kujifungua	HAKUNA MALIPO		<ul style="list-style-type: none"> Hutegemea vile uchungu wa uzazi unavyoendelea hatua kwa hatua Dharura - Haraka iwezekanavyo Upasuaji isiyo lazima - Kulingana na makubaliano wakati wa kuweka nafasi
Upasuaji isiyo lazima	<ul style="list-style-type: none"> Kadi ya mahudhurio inayoonyesha tarehe ya upasuaji Kulipa arbuni 	Hutegemea aina ya upasuaji		Hutegemea makubaliano wakati wa kuweka nafasi
Kuondoka hospitali	<ul style="list-style-type: none"> Maelezo mafupi kuhusu mgonjwa wakati wa kuruhusiwa kutoka hospitali Kulipa bili 	Kulingana na Bili		Saa 1
Huduma za Farewell Home <ul style="list-style-type: none"> Kutolewa kwa mwili 	<ul style="list-style-type: none"> Kulipa bili 	Kawaida • Malipo ya kutayarisha mwili 5,000 pamoja na 400 kwa siku	Binafsi • 14,000 kwa siku 10 kisha, 1,000 kwa siku	Saa 1
Kulipa watoaji wa bidhaa/huduma	<ul style="list-style-type: none"> Nakala ya orodha ya vitu vilivyounuliwa/nakala ya huduma zilizotolewa Hati ya kuwasilisha pamoja na hati ya kupokea vitu Bili (Invoice) pamoja na maelezo kuhusu banki ya mwenye bidhaa 	HAKUNA MALIPO		<ul style="list-style-type: none"> Ndani ya siku 30 (vijana, walemavu na kina mama) Siku 90 (kwa wale wengine wote)
Majibu kuhusu utekelezaji wa maazimio kwa mteja	Wasifu/Malalamishi	HAKUNA MALIPO		<ul style="list-style-type: none"> Kumjulisha mteja kuhusu kupokelewa kwa sifa/malalamishi yake – Siku 3 za kazi Ututuzi – Siku 21 za kazi

Huduma za kila siku za kitanda

- Kitengo cha wagonjwa mahututi na wadi ya dharura
- Wadi za kawaida
- Kitengo cha mafigo
- Kitengo cha kina mama na watoto wagonjwa

Malipo (KES)

- 4,000
- 1,200
- 1,800
- 1,500

Tanbihi

- Malipo haya ni kwa wananchi wanaoishi katika eneo la Muungano wa Afrika Mashariki (East African Community). Wateja wasiotoka katika eneo hili watalipishwa kiwango cha pesa ambacho ni mara mbili ya kilichotajwa hapo juu.
- Mkataba huu wa huduma haijumlishi malipo ya KNH Prime Care Centre (Private Wing).
- Binafsi (Private) inamaanisha wale wateja wenye fomu za maombi kutoka kwa madaktari wao binafsi na wale wenye kutoka hospitali zingine.
- Unaombwa kutembelea mahali pa huduma ili upate maelezo zaidi kuhusu huduma unazohitaji.
- Muda wa kusubiri: Hii inamaanisha muda wote unaohitajika ili kukamilisha kutoa huduma anayohitaji mteja.
- Sheria na Masharti zitazingatiwa.

Vifupisho:

- CT – Tomografia iliyohifadhiwa kwenye kompyuta (Computerized Tomography)
- MRI – Magnetic Resonance Imaging
- U/S – UltraSound

Njia za mawasiliano kuhusu majibu ya utekelezaji wa maazimio:(Iwapo unalalamika)

- Wasiliana na Kiongozi wa timu au ujaze rejista ya maoni ya wateja iliyoko katika eneo la kutolewa huduma.
- Wasiliana na maafisa wa kuangalia maslahi ya wateja au Idara ya kushughulikia mahitaji ya wagonjwa kupitia: Barua pepe; paffairs@knh.or.ke au Simu +254 2726300 Ext.43770/43445 Rununu: +254 0708 277 621, Isiyo lipiwa, 1521.
- Wasilisha waraka wenye Wasifu/lalama kwenye masanduku ya maoni yanayopatikana katika sehemu mbalimbali.
- Wakati wa usiku, siku za Umma na Wikendi, wasiliana na Chumba 108 kupitia: +254 2726300 Ext.43165, 0722825599.
- Wasiliana na Afisa Mkuu Mtendaji (ikibidi) kupitia: +254 722 829 500/1/2 Ext. 44037, Barua pepe: knhadmin@knh.or.ke, [Tovuti: www.knh.or.ke](http://www.knh.or.ke)
- Facebook: Kenyatta National Hospital (ikiwa na nembo rasmi ya KNH kama picha ya utambulisho).
- Wasiliana na Mkurugenzi Mkuu Mtendaji (ikibidi) kupitia: +254 722 829 500/1/2 Ext. 44037, Barua pepe: knhadmin@knh.or.ke, [Tovuti: www.knh.or.ke](http://www.knh.or.ke)
- Wateja wanaweza kuwasilisha malalamishi kwa Tume ya utekelezaji wa haki (CAJ), S.L.P. 20414-00200, Nairobi. Simu: +254-20-2270000/2303000. Barua pepe: complain@ombudsman.go.ke

Ihdhini.....

Ilikaguliwa Mei 2016

AFISA MKUU MTENDAJI



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