



KENYATTA NATIONAL HOSPITAL

SERVICE DELIVERY CHARTER

SERVICES	CLIENT REQUIREMENT	CHARGES (KES)		WAITING TIME
Registration for Out-Patient Service	<ul style="list-style-type: none"> Observation Sheet Identification Documents (National ID Card/ Passport/ Birth Certificate/ Student ID) Payment for Consultation 	Sh 1,100 (Consultation) Sh 300 – (File Opening if in a Specialized clinic)		Non-Emergency: 1 hour Emergency: Immediately
Admission of patients (After Clinical decision to admit up to the allocation of Ward)	<ul style="list-style-type: none"> Doctor's Recommendation for Admission Identification Documents (National ID Card/ Passport/ Birth Certificate / Student ID) Payment for file Payment of deposit NHIF Card NHIF Pre-authorization 	File Opening: Sh 300 Deposit Medical Services: Sh 12,000 Deposit Surgical Services: Sh 30,000		Emergency: Immediately Non-Emergency: 2 hours
Laboratory Investigations (Basic) <ul style="list-style-type: none"> Test for Malaria Parasites Full Haemogram Urea, Electrolytes, Creatinine Liver Function Tests Random Blood Sugar Urinalysis Payment for investigation 	Investigation request form	General Sh.400 Sh.800 Sh.900 Sh.700 Sh.300 Sh.400	Private Sh.600 Sh.1,400 Sh.1,400 Sh.1,800 Sh.390 Sh.400	1 hour 2 hours 2 hours 2 hours 15 minutes 1 hour
Radiology Services <ul style="list-style-type: none"> X-Ray Ultra sound CT Scan MRI Examination 	<ul style="list-style-type: none"> Investigation request form Payment for investigation Previous Radiology reports 	As per the User Fee Manual		Emergency: Immediately Non-Emergency 24 hours 5 hours 24 hours 24 hours
Clinic Review	<ul style="list-style-type: none"> Attendance card Payment for the consultation fee 	Sh 1,100		1 hour
Dispensing of medicines to Out-patient clients	<ul style="list-style-type: none"> Attendance card Valid Prescription Patients Receipt /Invoice 	As per the approved Hospital Medicine User fees		40 minutes
Chemotherapy Order Review, Dispensing and Reconstitution	<ul style="list-style-type: none"> Patients Medical Record file Valid prescription or treatment sheet NHIF pre-authorization/ payment receipt/ Invoice For In-patient clients: <ul style="list-style-type: none"> Counter requisition & issue voucher / Internal requisition 	As per the approved Hospital Medicine User fees		2 hours 30 minutes
Maternity Services <ul style="list-style-type: none"> Normal Delivery Caesarian Section 	<ul style="list-style-type: none"> Ante-Natal Card Linda Mama Card NHIF Card 	NIL Charges		Depending on the progress of labor Emergency: Immediately Elective: As per the booking
Surgery <ul style="list-style-type: none"> Emergency Elective 	<ul style="list-style-type: none"> Attendance Card with booked date Deposit payment NHIF Card NHIF Pre-Authorization 	Depends on Surgical Procedure		Emergency: Immediately Elective: As per the booking
Discharge	<ul style="list-style-type: none"> Discharge Summary Bill payment receipts NHIF Card NHIF Pre-Authorization 	As per invoice		3 hours
Farewell Home Services <ul style="list-style-type: none"> Body Clearance 	<ul style="list-style-type: none"> Receipt of payment for both Ward and Farewell Home Identification documents for next of kin 	General <ul style="list-style-type: none"> Body handling fee-Sh.4,700 plus Sh.470 per day 	Private <ul style="list-style-type: none"> Sh.14,000 within 10 days (package) thereafter Sh.1,070 per day 	1hour
Payment to Suppliers	<ul style="list-style-type: none"> Copy of Purchase/Service Order Delivery Note and Goods Receipt Note Invoice Bank Details 	FREE		Within 30 days (Youth,Disabled & Women) 90 days (others)
Refund	<ul style="list-style-type: none"> Bank Details Original Receipt Copy of National ID/Passport Mobile Number 	FREE		10 days after NHIF Reimbursement In patient-2 days Out patient-1 day
Customer Feedback	<ul style="list-style-type: none"> Compliments/Complaints/ Enquiries 	FREE		Acknowledgment: Within 3 working days Resolution: Within 14 working days after receipt of Complaints

MODE OF PAYMENT – Through NHIF/M-Pesa/ Debit or Credit Card/ Bank Transfer/ Other accepted Health Care Insurance

- For NHIF get a reference number within 24 hours of Admission.

- **Specialized Services:** Critical Care Unit & Emergency Ward, Renal Services (Dialysis & Kidney Transplants), Endoscopy Services, Open Heart Surgeries

Notes:

1. Pre-Authorization by NHIF is required when seeking services as an In-Patient and Out-Patient.
2. These charges apply to East Africa Community Citizens. Non-East African Community citizens shall pay double the charges.
3. This charter excludes charges for KNH Prime Care Centre (Private Wing).
4. Private implies clients with request forms from private doctors and other health facilities.
5. Kindly visit the relevant service delivery points for further guidance on specific services/requirements and costs
6. Waiting time: The entire duration taken to complete the process of providing the service required by a client.
7. Delayed reports may be occasioned by the complexity of cases requiring further consultation and discussion.

Abbreviations:

- CT-Computerized Tomography
- MRI – Magnetic Resonance Imaging

Feedback Channels:

- Inform the Team Leader or fill out the Customer Feedback Register at the respective service points.
- Contact the Marketing and Communication Department through the Email address -caffairs@knh.or.ke or Patient Affairs Department, through the Email address - paffairs@knh.or.ke or Tel: **+2542726300 Ext.43121/43969/43770** Mobile: **+254708277621**, Toll free **1521**.
- Drop your written Compliments/ Complaints/ Enquiries in the Suggestion Boxes, Email addresses, Feedback Registers, and the various Online platforms available.
- Night/Public Holidays & Weekends, contact **Room 108** through: **+254722829500/1/2** Ext. **44037**, Email: knhadmin@knh.or.ke, Website: www.knh.or.ke
- Facebook: **Kenyatta National Hospital** (with KNH official logo as the profile picture); Twitter: [@KNH_Hospital](https://twitter.com/KNH_Hospital)
- The Chief Executive Officer (as a last option) through **+25473064300 / +254709854000**, Ext. **44037**, Email: knhadmin@knh.or.ke, Website: www.knh.or.ke, Twitter: [@Ceoknh](https://twitter.com/Ceoknh)
- Clients have the right to appeal to the Commission on Administrative Justice (CAJ), P.O Box **20414-00200**, Nairobi, Tel: **+254-20-2270000 / 2303000**, Email: complain@ombudsman.go.ke

*** Terms and conditions apply**

Reviewed in May 2023

Dr. Evanson .N. Kamuri, EBS
CHIEF EXECUTIVE OFFICER

Next Review shall be in May 2026



ISO 9001:2015 Certified
 Ref:KNH/M&C/83/005 (a)