



SERVICE DELIVERY CHARTER FY 2026-2027

	Preamble: Prime Care Centre is committed to deliver value-based health care services and optimize patient experience.			
NO	SERVICES	CUSTOMER REQUIREMENTS	COST (KES)	TIMELINE (PROCEDURE TIME AND WAITING TIME)
1	Consultation for out-patient service	- Queue management number - Identification documents for registration (National ID card/Passport/Student ID card/Birth Certificate) - Valid proof of payment for consultation	- General Consultation: 2,000 - Specialized consultation: 3,500 - Revisit specialized consultation: 3,000 - Medical examinations: 2,000 - Medical Report:7,500	Emergency: 10 minutes Non-Emergency: 3hours
2	Dental Services	- Queue management number - Identification documents for registration (National ID card/Passport/Student ID card/Birth Certificate) - Valid proof of payment for consultation	- Consultation:2000 - Tooth Extraction:3000 - Cleaning:6000 - Filling: 6000 - Disimpaction: Closed: 6000 Open: 12000 - Root Canal: Anterior: 12000 Posterior: 15000	1 hour 2 hours 2 hours 2 hours 3 hours 3hours 3hours
3	Laboratory investigations (Basic)	- Investigation order - Sample/specimen - Valid proof of payment - National Identification Card	- Test for malaria parasites: 650 - Full haemogram: 1,400 - ESR: 600 - Urea, Electrolyte, Creatinine: 1,400 - Liver function tests: 1,400 - Lipid profile test: 1,800 - Random blood sugar: 390 - Urinalysis: 520 - Thyroid Function Test: 4,320	1 hour 1hour 1 hour 2 hours 2 hours 2 hours 15 minutes 15 minutes 2 hours
4	Radiology Services	- Investigation order - Valid proof of payment - Previous radiology reports where applicable	Ultrasound: 3,500 – 65,000 ECG: 1500 OPG: 2000 CT scan: 8000 – 36,000 Digital X – Ray: 2000 - 5000	Emergency: 30 minutes Non-emergency: 1hour
5	Vaccinations services	- Valid proof of payment - National ID/passport for registration	As per the approved hospital medicine user fees	30 minutes
6	Pharmaceutical services Dispensing of medicines to Out-patient clients	- Valid prescription - Valid proof of payment	As per the approved hospital medicine user fees	30 minutes
	Inpatient pharmacy services	Drug order in the HMIS	As per the approved hospital medicine user fees	1 hour 30 minutes
	Pharmaceutical extemporaneous preparations	- Valid prescription - Drug order in the HMIS - Valid proof of payment	As per the approved hospital medicine user fees	1 hour
7	Admission of patients (Clinical decision to arrival in the ward)	- Doctor’s admission notes - Identification documents for registration (National ID card/Passport/Birth Certificate/Student ID) - Valid proof of payment of deposit/ letter of undertaking for corporate clients - SHA/ Insurance Card - Pre-authorization documents	- Deposit Medical services: 100,000 - Deposit Surgical services: 150,000 - Deposit Pediatric Services: 100,000 - Transfer main KNH to PCC: 100,000 - Referral from other facilities: 200,000 - Deposit New Born Unit: 300,000 - Deposit CCU Services: - COC admission 250,000 - Referrals: 300,000	Emergency: 30 minutes Non-Emergency: 2 hours
8	Maternity Services	- Doctor’s admission notes - Identification documents for registration (National ID card/Passport/Birth Certificate/Student ID) - Valid proof of payment of deposit/ letter of	- Deposit Normal delivery: 50,000 - Deposit Caesarian section: 100,000	Depends on progress of labor Emergency: 30 minutes Elective: 24 hours

		undertaking for corporate clients - SHA/ Insurance Card - Pre-authorization documents		
9	Surgery services	- Doctor’s admission notes - Identification documents for registration (National ID card/Passport/Birth Certificate/Student ID) - Valid proof of payment of deposit/ letter of undertaking for corporate clients - SHA/ Insurance Card - Pre-authorization documents	- Deposit Surgical services: 150,000 (excluding implants) - Deposit surgical services (Subject to cost of implant)	Emergency: 30 minutes Elective: 24 hours
10	Discharge of patients	- Discharge summary - Valid proof of payment - SHA/Insurance card - Birth certificate/notification - Pre-authorization documents - Clearance certificate	As per invoice	4 hours
11	Payment to suppliers	- Copy of local Purchase/Service Order - Delivery notes and goods receipt note - Inspection and Acceptance certificate - Invoice compliant to e-tims - Contract where applicable - Performance bond where applicable - Bank details - Professional opinion - ETR for VAT able goods - Credit notes if any - Supplier statement of account	FREE	Within 30days (youth, disabled & women) 90 days (others)
12	Refund services	- Bank details - Receipt - Copy of National ID/Passport - Mobile number	FREE	10 days after insurance reimbursement - Inpatient-14days - Outpatient-1day
13	Customer feedback services	Compliments/Complaints/Enquiries	FREE	- Acknowledgement: Within 2days - Resolution: Within 14 days after receipt of complaints

MODE OF PAYMENT –Through accepted Health Care Insurances /E-Citizen.

Notes:

1. Pre-authorization by insurance is required during admission process.

2. For SHA, get reference number during admission process.

3. These charges apply to East Africa Community Citizens. Non-East African Community citizens shall pay double the charges.

4. Kindly visit the relevant service delivery points for further guidance on specific services/requirements and costs.

5. Waiting time: the entire duration taken to complete the process of providing the service required by a service user.

6. Procedure time: The entire duration taken to complete a procedure for a service user.

7. Delayed reports may be occasioned by complexity of cases requiring further consultation and discussion.

Abbreviations

• CCU – Critical Care Unit

• CT – Computed Tomography

• ESR – Erythrocyte Sedimentation Rate

• ECG – Electrocardiogram

• OPG – Orthopantomogram

• SHA – Social Health Authority

• PCC – Prime Care Centre

Feedback Channels:

• Inform the team leader or fill the customer feedback register at the respective service points.

• Contact the Marketing and communication unit through the Email: kpcc-marketing@knh.or.ke.Toll free 1521.

• Write your compliment/complaints/enquiries in the email address, feedback registers, and the various online platforms available.

• Night/Public Holidays & Weekends, contact PCC **Hotline: +254799495851**

• Facebook/Twitter/Instagram: [@KNHPrimeCare](#), Website: www.knh.or.ke

• The Senior Director-PCC (as a last option) through: +254-20-2726300 Ext. 44956

• 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



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7TH August 2026