PATIENT RIGHTS CHARTER

YOUR RIGHTS IN HEALTHCARE:

1. Quality Care
- Receive timely, non-discriminatory and appropriate medical attention
- Be treated with respect and dignity
- Access care from qualified and competent health workers

2. Informed Decision-Making
- Give informed consent for treatment and data use
- Receive clear and accurate health information and education
- Seek alternative medical opinions and providers

3. Safety, Security & Privacy
- Receive care in a safe and secure environment
- Access safe medical products and practices
- Ensure the confidentiality of your medical information

4. Accountability & Feedback
- Have concerns and complaints heard and fairly resolved
- Be fully informed in case of a medical error
- Report unsafe care, equipment issues, or threats and suggest improvements

5. Patient & Family Involvement
- Include family in your care decisions
- Donate organs, tissues, and blood

OUR PRIORITY IS YOU THE PATIENT



We listen, we care

YOUR RESPONSIBILITIES AS A PATIENT:

1. Honesty & Compliance
- Provide accurate information and required documents
- Follow hospital policies, procedures, and treatment instructions
- Keep scheduled appointments
- Seek clarification when instructions are unclear

2. Respect & Safety
- Respect hospital staff, other patients, and their rights
- Refrain from verbal or physical violence
- Inform the hospital team of any safety concerns

3. Informed Decision-Making
- Nominate an alternative decision-maker
- Disclose any alternative treatments received
- Share advance directives regarding your care
- Communicate dietary, cultural, or religious needs

4. Financial & Ethical Responsibility
- Settle hospital bills on time
- Avoid and report corrupt practices

5. Environmental Sustainability
- Use hospital resources responsibly and help protect the environment

In case you have a complaint or compliment:
Contact officer in charge of the service delivery point;
OR
Marketing and Communications office
Cell Numbers: 0709854000, 0730643000 or EXT 43445,43770 / 43121
Visit Patient Affairs Unit Located At Consultant Offices No. 28 or call: TOLL FREE: 1521
Email: hou-patientaffairs@knh.or.ke, caffairs@knh.or.ke or www.knh.or.ke

DR. RICHARD LESIYAMPE,CBS
CHIEF EXECUTIVE OFFICER

Version III, May, 2026

VISION: A world class patient•centered specialized care hospital

ISO 9001:2015 Certified

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