KENYATTA NATIONAL HOSPITAL

SERVICE DELIVERY CHARTER

SERVICES	CLIENT REQUIREMENT	CHARGES (KES)		WAITING TIME
Registration for Out-Patient Service	•Observation Sheet •Identification Documents (National ID Card/ Alien ID/ Passport/ Birth Certificate/ Student ID) •Payment for Consultation	Sh 1,500 (Consultation) Sh 300 – (outpatient registration fee 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)	•Doctor's Admission Advice •Identification Documents (National ID Card/ Alien ID/ Passport/ Birth Certificate / Student ID) •Payment of deposit where applicable •Valid SHA •SHA Pre-authorization for surgical/ elective procedures	File Opening: Sh 300 Deposit Medical Services: Sh 12,000 Deposit Surgical Services: Sh 30,000 Intensive Care Unit/Critical Care Unit: Sh. 100,000		Emergency: Immediately Non-Emergency: 2 hours
Laboratory Investigations (Basic) • Slides for MPS (Malaria Parasites) • Full Blood Count (FBC) • Urea, Electrolytes, Creatinine (UEC) • Random Blood Sugar • Blood Donation	• Investigation request • Payment receipt for investigation • Sample/specimen	**General** Sh.400 Sh.1,000 Sh.1,000 Sh.400 Free	**Private** Sh.600 Sh.1,400 Sh.1,400 Sh.520 Free	 1 hour 2 hours 2 hours 15 minutes 45 minutes
Radiology Services •X-Ray •Ultrasound •CT Scan •MRI Examination •Interventional Radiology	•Investigation request •Payment for investigation •Previous Radiology reports	As per the User Fee Manual		Emergency: Immediately Non-Emergency: 24 hours 5 hours 24 hours 24 hours 24 hours
Clinic Review	•Attendance card •Payment for the consultation fee	Sh 1,500		1 hour
Dispensing of medicines to Out-patient clients	•Valid Prescription •Payment Receipt /Invoice	As per the approved Hospital Medicine User fees		45 minutes
Chemotherapy Order Review, Dispensing and Reconstitution	•Patients Medical Record file •Valid prescription/order or treatment sheet •SHA pre-authorization/ payment receipt/ Invoice •For In-patient clients: - Counter requisition & issue voucher / Internal requisition	As per the approved Hospital Medicine User fees		3 Hours
Maternity Services •Normal Delivery •Caesarian Section	•Ante-Natal booklet •Referral letter with an obstetric scan •Fully Paid Up SHA	**Non-SHA compliance deposit fee:** •Normal delivery Sh. 12,000 •Assisted delivery Sh. 12,000 •Caesarian Section Sh. 30,000		Depending on the progress of labor Emergency: Immediately Elective: As per the booking
Surgery •Emergency •Elective	• Attendance Card with booked date •Deposit payment • Valid SHA •Surgical pre-authorization filled and approved •SHA claim forms with a reference number	As per the approved hospital user fee		Emergency: Immediately Elective: As per the booking
Discharge	•Discharge Summary •Radiology reports/requests •Latest bloodwork results •Bill payment receipts •Filled SHA claim forms •Filled surgical pre-authorization form •Diagnostic pre-authorization form •Theatre Notes (In case of a surgical procedure)	As per the invoice		4 hours
Farewell Home Services •Body Clearance	•Receipt of payment for both Ward and Farewell Home •Post-mortem request •Identification documents for next of kin	**General** •Body handling fee-Sh.10,000 plus Sh.670 per day •Post-mortem charges Sh. 8,000	**Private** •Sh.20,800 within 10 days (package) thereafter Sh.1,500 per day •Post-mortem charges Sh. 8,000	45 Minutes
Payment to Suppliers	• Copy of Purchase/Service Order • Delivery Note and Goods Receipt Note • Invoice • Bank Details	FREE		Within 30 days (Youth, PWDs & Women) 90 days (others)
Refund	• Bank Details • Original Receipt • Copy of National ID/Passport • Mobile Number	FREE		10 days after SHA Reimbursement for inpatient Outpatient-2 days
Ward Visitor Management	• Original National Identity Card/Alien ID/ Valid Passport	FREE •Should be within the official hospital visiting hours		5 Minutes
Customer Feedback	• Compliments/Complaints/ Enquiries	FREE		Acknowledgment: Within 3 working days Resolution: Within 14 working days after receipt of Complaints

MODE OF PAYMENT – Through SHA/E-citizen (Paybill 222-222)/M-Pesa/ Debit or Credit Card/ Bank Transfer/ Other accepted Health Care Insurance
- For SHA, get a reference number/notification immediately on admission.
- **Specialized Services:** Critical Care Unit & Emergency Ward, Renal Services (Dialysis & Kidney Transplants), Endoscopy Services, Open Heart Surgeries

Notes:
1. Pre-Authorization by SHA is required when seeking services as an In-Patient
2. All outpatient services are on cash basis through the e-citizen portal
3. These charges apply to East Africa Community Citizens. Non-East African Community citizens shall pay double the charges.
4. This charter excludes charges for Prime Care Centre.
5. Private implies clients with request forms from private doctors and other health facilities.
6. Kindly visit the relevant service delivery points for further guidance on specific services/requirements and costs
7. Waiting time: The entire duration taken to complete the process of providing the service required by a client.
8. Delayed reports may be occasioned by the complexity of cases requiring further consultation and discussion.
9. Visitors with special needs are encouraged to visit the KNH Information Centre during official working hours, where assistance will be readily available.

Abbreviations:
- CT-Computerized Tomography
- MRI – Magnetic Resonance Imaging

Feedback Channels:
- Inform the Team Leader or share your experience on 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: **hou-patient affairs@knh or.ke** or Tel:**+2542726300 Ext.43121/43969/43445/43770** Mobiles:**+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**
- Follow us on Facebook: **Kenyatta National Hospital**; X :**@KNH_Hospital**, TikTok: **@knhofficialpage,** LinkedIn: **@knhofficialpage**
- The Senior Director- Clinical Services through **+254729666664 or** Director-Nursing Services through**+254729333336**
- The Chief Executive Officer (as a last option) through**+254724555444 /+25473064300 / +254709854000**, Ext.**44037**, Email: **knhadmin@knh.or.ke**, Website: **www.knh.or.ke**, X: **@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 2026

Dr. Richard Lesiyampe, CBS
CHIEF EXECUTIVE OFFICER

Next Review shall be in May 2029

Ref:KNH/M&C/83/010 (a)