

MWAI KIBAKI REFERRAL HOSPITAL

SERVICE DELIVERY CHARTER

	SERVICE BELIVERT CHARTER			
SERVICE	CLIENT REQUIREMENTS	CHARGES (KSH)	WAITING TIME	
General Consultation and Emergency Services	Identification documents (National ID/ birth certificate/passport) Payment receipt Attendance card Triage sheet	200	Emergency: 5 minutes Non-Emergency: 1 hour	
Admission procedure	Doctor's admission note Identification document (National ID/Birth certificate for minors/Passport) *Admission deposit for cash payers SHA/Other insurances pre-authorization	File opening - 300 Deposit medical services - 12,000 Deposit surgical services - 30,000	1 hour 30 Min	
Laboratory Investigations (Basic) Full Hemogram Urea, Electrolyte, Creatinine Liver Function test Urinalysis Lipid Profiling Tumor markers Test for malaria parasite Random blood sugar	Investigation request form Payment receipt/invoice	1,000 1,000 1,000 200 900 2,000 200	1 hour 1 hour 30 minutes 1 hour 30 minutes 1 hour 1 hour 30 mins 2 hours 1 hour 1 hour	
Radiology Services • X-Ray • Ultrasound • Echo • ECG	Investigation request form Payment receipt/invoice	As per invoice As per invoice 3,000 500	Emergency: 30 mins Non-Emergency: 3 hrs & 4 hrs respectively 1 hour 30 Min	
Clinic Review and booking	Attendance card Investigation request form Payment receipt/invoice	350	2 week	
Maternity Services Normal Delivery Caesarian section	Ante-natal card Linda Mama Card SHA/insurance pre-authorization form/Invoice for corporate client	NIL charges	Depending on the progress of labor Emergency: immediate Elective: As per booking	
Surgical Services	Valid Consent form Valid Consent form Approved SHA/Insurance Cover Deposit payment	As per invoice	30 mins As per booking	
Pharmacy Services	Valid prescription/Treatment sheet Payment receipt/ NHIF invoice	As per invoice	30 Minutes	
Discharge process	Discharge summary SHA card Payment receipt/ SHA/other insurance preauthorization	As per invoice	4 hours	
Resolution of Customer Complaints	Raised complaint	NIL charges	Acknowledgement: 3 working days Resolution: 7 working days	
Payment of suppliers	Bank details Duplicate copy of LPO Invoice/ETR receipt Suppliers statement	NIL charges	Special groups 30 days Other suppliers 90 days	
Farewell home • Body Clearance	Receipt of payment for both ward and farewell home Identification documents for next of kin	Express Clearance within 24 hours Ksh.3,490 First 7 days- Ksh.7,840 (Daily charges of Ksh.530 thereafter)	1 Hour	

Mode Of Payment

Through SHAM-Pesa/ Debit or Credit Card/ Bank Transfer/ Other accepted Health Care Insurance

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

Notes:

- 1. Clients with valid SHA cards and/or insurance cards can use them at the hospital where applicable.
- 2. 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/ or entire time from seeking a service to initiation of the service.

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

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

Feedback Channels: (In case you have a complaint)

- · Inform the Team leader or fill in the customer feedback register at the service point.
- Contact Customer Care Officers or Patient Affairs Officers. 0110 597701, 0769-472434
- · Write your compliment/ complaint in the customer feedback registers found on every floor.
- Facebook: Mwai Kibaki Hospital, Twitter: @Mwaikibaki_hosp, email: info-knhothaya@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

*Terms and conditions apply

Dr. Peter Muiruri
Ag.CHIEF EXCECUTIVE OFFICER



To be reviewed in July 2028

ISO 9001:2015