



DEPARTMENT OF HEALTH SERVICES - NAKURU COUNTY

CITIZEN HEALTH CARE SERVICE DELIVERY CHARTER

KITI DISPENSARY



VISION: - A healthy community

MISSION: To provide quality health care service that is equitable, accessible and affordable to the community

CORE VALUES: Professionalism, Integrity, Ethical and team work

SERVICES/Huduma	PATIENT/CLIENT REQUIREMENT/ Kinachohitajika kutoka kwa mgonjwa/ Mteja	USER CHARGES/ Malipo	WAITING TIME/ Muda
1. CUSTOMER CARE AND ENQUIRIES Huduma ya wintaji na kuulizia	Co-operation From Patient or Relatives/ Gonziiani wa mgonjwa au jama	Free/ Bila Malipo	Minutes/ Dakika 5
2. REGISTRATION/ Utalii	Patient Particulars/ Maelezo ya mgonjwa	Free/ Bila Malipo	Minutes/ Dakika 5
3. CONSULTATION/Mashaauriano	Out Patient Card: above 5yrs / Kad ya mgonjwa: Zetu ya mkaa Clinic booklet: below 5yrs/ Kitabu cha kliniki/ Chiri ya mkaa	Free/ Bila Malipo	Minutes/ Dakika 20
4. ANC SERVICES/ Huduma ya upuzuli	Anc Booklet/ Kitabu cha kliniki	Free/ Bila Malipo	Minutes/ Dakika 20
5. PNC SERVICES/ Huduma baada ya kugilangua	PNC Booklet/ Kitabu cha kliniki	Free/ Bila Malipo	Minutes/ Dakika 20
6. CWC/ IMMUNIZATION Huduma ya mahitaji ya wakazi/ Chango	Registration/ Utalii	Free/ Bila Malipo	Minutes/ Dakika 20
7. FP. SERVICES/ Huduma ya upanga/ uzazi	Clinic Booklet/ Kitabu cha kliniki	Free/ Bila Malipo	Minutes/ Dakika 20
8. LABORATORY SERVICES/ Huduma ya mahabara	Out Patient Card/ Lab Request Form/ Kad ya mgonjwa/ fomu ya maabizi	Free/ Bila Malipo	Minutes/ Dakika 60
9. HIV COUNSELING/ TESTING/ Ushauriano kuhusu virusi vya ukimwi / Hupimwa	Clinic Booklet/ Kitabu cha kliniki	Free/ Bila Malipo	Minutes/ Dakika 20
10. NUTRITION ASSESSMENT AND COUNSELING/ Huduma ya mawadhi ya lala bora	Cooperation From Client/ Ushirikiano wa mteja	Free/ Bila Malipo	Minutes/ Dakika 30
11. PUBLIC HEALTH SERVICES/ Huduma ya ufyo kwa jama	Cooperation From Client/ Ushirikiano wa mteja	Free/ Bila Malipo	Minutes/ Dakika 30

Facility contact / Nambani ya Mawasiliano: 0736 022 576

AEYA BORA MAISHA BORA!