

COUNTY GOVERNMENT OF NAKURU DEPARTMENT OF HEALTH SERVICES



NAKURU COUNTY REFERRAL AND TEACHING HOSPITAL FACILITY SERVICES DELIVERY CHARTER

Vision	Mission	Core Values
• A Healthy County	• To Provide Integrated Quality Health Services To All	<ul style="list-style-type: none"> • Customers Focused • Professionalism • Integrity, Equity, Equality • Transparency & Accountability • Team Work, Creativity & Innovativeness.



NAKURU COUNTY REFERRAL AND TEACHING HOSPITAL FACILITY SERVICES DELIVERY CHARTER

Maono	Lengo	Maadili Ya Maingi
• County Yenye Afya.	• Kutoa Huduma Za Afya Kwa Wote.	<ul style="list-style-type: none"> • Kutafutwa Muhtaji Ya Wote. • Utasilima. • Usaidizi. • Uaminifu. • Kazi Ya Tena. • Usaidi Na Uamajikaji. • Ushauri.

A) OUTPATIENT	CHARGES Kwa SAKI	WAITING
1. CUSTOMER CARE	FREE	5 MINS
2. OPD REGISTRATION	150	5 MINS
3. LABORATORY	150-2100	30 MINS
4. PHYSIOTHERAPY	150	20 MINS
5. IMAGING	150	30 MINS
6. DENTAL	400-10000	30 MINS
7. ORTHOPAEDIC	50-10000	30 MINS
8. ONCOLOGY	100-2000	20 MINS
9. COMPREHENSIVE CARE	FREE	30 MINS
10. MCH	50-500	20 MINS
11. PHARMACY	50	30 MINS
12. RENAL	150-18000	30 MINS
13. FAREWELL HOME	550 PER DAY	20 MINS
14. PSYCHIATRY	100-3000	30 MINS
15. MEDICAL LEGAL	100-1000	40 MINS
16. NUTRITION	100-500	20 MINS

B) IN-PATIENT	CHARGES
THEATRE	3400-6400
SURGERY	
INTERNAL MEDICINE	
DAILY BED CHARGES	550
MATERNITY	FREE

CLIENTS OBLIGATIONS
 SEEK TREATMENT PROMPTLY
 COMPLY WITH TREATMENT AND MEDICAL INSTRUCTIONS
 FOSTERING PARTNERSHIP IN SERVICE DELIVERY
 ENSURING SECURITY OF HEALTH RECORDS
 RESPECT THE RIGHT OF OTHER PATIENT AND HEALTH CARE PROVIDERS.

**FOR ANY COMPLAIN
CALL: 0748 225 120**

A) WAGONJWA WASIOLAZWA	MALIPO Kwa SIKU	KUSUBIRI
1. HUDUMA TUNZI KWA WATEJA	150	DAKIKA 5
2. USAJILI WA WAGONJWA WASIOLAZWA	150	DAKIKA 5
3. HUDUMA YA MAABARA	100-2100	DAKIKA 30
4. MAZOEZI	150	DAKIKA 20
5. UCHUNGUZI WA PICHA	150	DAKIKA 30
6. KITENGO CHA MENO	400-10000	DAKIKA 30
7. KITENGO CHA MIFUPA	50-10000	DAKIKA 30
8. MATIBABU YA SARATANI	100-2000	DAKIKA 30
9. HUDUMA YA CCC	5000	DAKIKA 20
10. KITENGO CHA KINA BIANA NA WATOTO WAJIJI (CHUO YA MAHAJI TAYARI)	50-500	DAKIKA 20
11. IDARA LA DAWA	50	DAKIKA 30
12. KITENGO CHA FIGO	750-10000	DAKIKA 30
13. HUDUMA YA MOGHARI	100 KWA SIKU	DAKIKA 20
14. MATIBABU YA WAGONJWA YA AKILI	100-1000	DAKIKA 30
15. HUDUMA ZA KISHERIA	100-1000	DAKIKA 40
16. LISHE BORA	100-500	DAKIKA 20

B) WAGONJWA WANAOLAZWA	CHUMBA CHA UPASUAJI
CHUMBA CHA UPASUAJI	3400-6400
HUDUMA YA UPASUAJI	
MATIBABU YA HOSPITALI	
MALIPO YA KITANDA KWA SIKU	550
HUDUMA YA UZAZI	BURE

WAJIBU WA MTEJA
 TAFUTA MATIBABU HARAKA
 ZINGATIA MATIBABU YNA MAAGIZO YA HOSPITALI
 KUKUZA USHIRIKA KATIKA UTOAJI WA HUDUMA
 KUHAKIKISHA USALAMA WA REKODI ZA AFYA
 HESHIMU HAKI ZA WAGONJWA WENGINE NA WAHUDUMU WA AFYA

**KWA MALALAMISHI YEYOTE
PIGA: 0748 225 120**