



KENYATTA UNIVERSITY TEACHING, REFERRAL AND RESEARCH HOSPITAL



CITIZENS' SERVICE DELIVERY CHARTER

Vision

A regional leader renowned for excellent patient experience, transformative clinical outcomes, training, cutting edge research and innovation.

Mission

To enhance the health and wellbeing of Kenyans and global citizens through provision of patient-centred and evidence-based healthcare.

No	Service	Requirements to obtain service	Cost of service	Timelines
1.	Accidents and Emergency and Outpatient Services	Referral Form except for Accidents and Emergencies	Free	Immediately for emergencies
	a) Triage and Registration			Within 30 minutes, depending on acuity
	b) Consultation	Registration	Accident and Emergency- Ksh. 700	
	c) Outpatient Consultation Services	Registration	OPD- Ksh. 700	Within 2 hours
2.	Specialised Clinics Consultation	Referral Form	KES 1,000	Within 2 hours
3.	Admission	- Admission Sheet - Identification documents (ID, Passport) - SHA/Insurance Card - Payment of the applicable Deposit	a) Admission pack (Paid once) - General ward - Ksh. 1,500 - ICU/HDU - Ksh. 30,000 b) Deposit - General ward - Ksh. 20,000 - ICU/HDU - Ksh. 150, 000 c) Bed Charges per day - General Ward - Ksh. 2,500 - Private Deluxe - Ksh. 20,000 - ICU/HDU - Ksh. 32,430 d) Doctor's Review - Ksh. 1,000	Within 2 hour
			e) Nursing Fees - General ward - Ksh. 1,500 - Private ward - Ksh. 1,500	
4.	Laboratory Services	- Request form - Proof of payment	Applicable fee as per laboratory test menu	- Routine Tests - 2 hours - Histo-cytopathology - 14 days
5.	Imaging CT Scan, Ultra Sound, MRI, X Ray	- Doctor's prescription - Referral Form - SHA or Insurance authorization or payment	Applicable fee as per imaging price list	As per applicable timelines
6.	Pharmacy Dispensing of drugs	- Prescription - Payment receipts - Treatment sheet for inpatients	Applicable fee as per pharmacy price list	- Within 20 minutes - Chemotherapy within 1-2 hrs
7.	Cancer Care i.Consultation	- Referral Form - SHA or Insurance authorization or payment - Booking card for successive session	Ksh. 1,000	Within 15 minutes
	ii.CT Scan Planning		Ksh. 18,000	Within 25 minutes
	iii.Radiotherapy		Ksh. 3,600 Per session	Within 1hour
	iv.Chemotherapy administration		As per pharmacy charges	Within 1 hour
8.	Renal Dialysis i. Doctor's Consultation-	- Referral form - SHA/Insurance authorization or Cash payment - Appointment Booking card	Ksh. 1,000	Within 15 minutes
	ii. Hemodialysis		Ksh. 9,500 per session	Within 5 hours
9.	Rehabilitative Services i. Physiotherapy	Outpatients - Referral form - Appointment Booking card - Proof of payment In- Patients - Service Request Form	Outpatients - Ksh. 900 for the initial session - Ksh. 700 for successive sessions Inpatients - General Ward patients- Ksh. 700	Within 10 minutes
	ii. Occupational therapy			Within 4 hours except for emergencies
10.	Discharge of Patients	- Discharge Sheets - Payment of hospital bill	Free (Discharge process is free)	Within 2 hours
11.	Payment of Suppliers	Invoice and bank details	Free	Within 60 days
12.	Response to written correspondence	Written correspondence	Free	Within 4 days
13.	Customer Feed back	Complaint/Compliments	Free	Within 14 days
14.	Access to information	Request for access to information	As per applicable costs	- Within 14 days for general requests - Within 48 hours for information affecting the life and liberty of an individual

Disclaimer: All payments shall be made through Credit Cards or MPESA paybill numbers at the specific service points.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standard or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Chief Executive Officer
Kenyatta University Teaching, Referral & Research
Hospital,
P.O. Box 7674-00100
NAIROBI
Tel: (+254) 794 589851
Email : info@kutrrh.go.ke

The Commission Secretary/ Chief Executive officer,
Commission of Administrative Justice 2nd Floor,
West End Towers, Waiyaki way, Nairobi
P.O. Box 20414-00200 Nairobi
Tel: (+254) (0) 020 2270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO