Welcome to: _____

County Government of Kitui
PO Box 460-90200, Kitui

Ministry of Health and Sanitation

HEALTH FACILITY PATIENT SERVICE CHARTER

Your Rights

To receive appropriate, timely health care, including emergency treatment, without discrimination.

To be attended to in an equal manner without regard to your status including Gender, Disability, Age, Health Status, Religion or membership to a minority or other special group.

To receive the highest attainable quality of health care that does not expose you to unnecessary harm; and to be served by qualified identifiable health care professionals and authorized staff in uniform.

To be served courteously, compassionately, and with respect.

To the right to freedom from torture, cruel, inhuman and degrading treatment while under the care of the health care facility.

To be served in a way that respects your privacy and right to confidentiality.

To the right to bodily integrity and security of your person while under the care of health care facility.

To be provided with clear, appropriate, timely, and understandable information about your health and health care and the facility policies, regulations and operational protocols.

To be involved in making informed decisions and choices about your health care including the right to a second opinion.

To continuity of services, referral, follow up and advice necessary for your health care.

To decline to receive treatment.

To clear and transparent information on the services that are provided free of charge and the costs of the paid services at the health facility.

To a clean and safe environment within the health facility.

To freely express your complements, comments and complaints about the health care you receive. On the submission of complaints- we promise to subject your complaint to a fair and due administrative process for yourself and any person involved in the matter.

Your Responsibilities

To follow and abide by the health facility's policies, regulations and processes, and to complete any forms as required.

To follow the first-come first-served system regardless of your social, political or other status unless your case warrants to be fast-tracked.

To treat health care professionals, authorized staff and other clients with respect and dignity.

To provide the health care professionals with accurate information about your health and to ask for clarification about what you do not understand.

To follow the prescribed treatments, rehabilitative procedures and follow-up care.

To sign against your decision to decline any treatment recommended by the health facility.

To make payments only for services that require authorized payment and obtain official receipts, and to inform management of any irregularities.

Hours of Operation

Monday - Friday	.....	to .....
Saturday & Sunday	.....	to .....
Public Holidays	.....	to .....

Our Contacts

Facility Name	.....
Emergency Telephone Contacts	.....
Email	.....
Contacts	.....
Feedback Contact	.....

Embassy of Denmark DANIDA International Development Cooperation

Commission for the Implementation of the Constitution
Utekelezaji wa katiba, jukumu la wote

Help us to help you!

Give suggestions on how we can serve you better and how you can assist us to serve you better.
You may submit any complaints regarding the services you have received. We promise to look into the matter and revert to you.

Please also read the full charter as provided in booklets in our waiting areas.

To improve the operations of this facility, this charter will be reviewed from time to time after public and stakeholder consultations.