



## MWAI KIBAKI REFERRAL HOSPITAL

### SERVICE DELIVERY CHARTER

SERVICE	CLIENT REQUIREMENTS	CHARGES (KSH)	WAITING TIME
General Consultation and Emergency Services	<ul style="list-style-type: none"> <li>Identification documents (National ID/ birth certificate/passport)</li> <li>Payment receipt</li> <li>Attendance card</li> <li>Triage sheet</li> </ul>	200	Emergency: 5 minutes Non-Emergency: 1 hour
Admission procedure	<ul style="list-style-type: none"> <li>Doctor's admission note</li> <li>Identification document (National ID/ Birth certificate for minors/Passport)</li> <li>Admission deposit for cash payers</li> <li>SHA/Other insurances pre-authorization</li> </ul>	File opening - 300 Deposit medical services - 12,000 Deposit surgical services - 30,000	1 hour 30 Min
Laboratory Investigations (Basic)	<ul style="list-style-type: none"> <li>Investigation request form</li> <li>Payment receipt/invoice</li> </ul>	1,000 1,000 1,000 200 900 2,000 200 200	1 hour 1 hour 30 minutes 1 hour 30 minutes 1 hour 1 hour 30 mins 2 hours 1 hour 1 hour
Radiology Services	<ul style="list-style-type: none"> <li>Investigation request form</li> <li>Payment receipt/invoice</li> </ul>	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	<ul style="list-style-type: none"> <li>Attendance card</li> <li>Investigation request form</li> <li>Payment receipt/invoice</li> </ul>	350	2 week
Maternity Services	<ul style="list-style-type: none"> <li>Ante-natal card</li> <li>Linda Mama Card</li> <li>SHA/insurance pre-authorization form/invoice for corporate client</li> </ul>	NIL charges	Depending on the progress of labor Emergency: immediate Elective: As per booking
Surgical Services	<ul style="list-style-type: none"> <li>Emergency surgery</li> <li>Elective surgery</li> </ul>	Valid Consent form Valid Consent form Approved SHA/Insurance Cover Deposit payment	30 mins As per booking
Pharmacy Services	<ul style="list-style-type: none"> <li>Valid prescription/Treatment sheet</li> <li>Payment receipt/ NHIF invoice</li> </ul>	As per invoice	30 Minutes
Discharge process	<ul style="list-style-type: none"> <li>Discharge summary</li> <li>SHA card</li> <li>Payment receipt/</li> <li>SHA/other insurance preauthorization</li> </ul>	As per invoice	4 hours
Resolution of Customer Complaints	<ul style="list-style-type: none"> <li>Raised complaint</li> </ul>	NIL charges	Acknowledgement: 3 working days Resolution: 7 working days
Payment of suppliers	<ul style="list-style-type: none"> <li>Bank details</li> <li>Invoice/ETR receipt</li> <li>Suppliers statement</li> <li>Duplicate copy of LPO</li> <li>Delivery note</li> </ul>	NIL charges	Special groups 30 days Other suppliers 90 days
Farewell home	<ul style="list-style-type: none"> <li>Body Clearance</li> <li>Receipt of payment for both ward and farewell home</li> <li>Identification documents for next of kin</li> </ul>	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 SHA/M-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.
3. 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.
4. Delayed reports may be occasioned by the complexity of cases requiring further consultation and discussion.
5. These charges apply to East Africa Community Citizens. Non-East African Community citizens shall pay double the charges

#### 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 EXECUTIVE OFFICER

To be reviewed in July 2028



ISO 9001:2015