

Information on Kenya's emergency services

According to the http://www.parliament.go.ke/sites/default/files/2023-03/The_Constitution_of_Kenya_2010.pdf 2010 Constitution of Kenya, Chapter Four - The Bill of Rights, Part 2. Rights and fundamental freedoms:

Economic and social rights. 43. (1) Every person has the right– (a) to the highest attainable standard of health, which includes the right to health care services, including reproductive health care; (b) to accessible and adequate housing, and to reasonable standards of sanitation; (c) to be free from hunger, and to have adequate food of acceptable quality; (d) to clean and safe water in adequate quantities; (e) to social security; and (f) to education. (2) A person shall not be denied emergency medical treatment. (3) The State shall provide appropriate social security to persons who are unable to support themselves and their dependants.

NDOC

<https://web.archive.org/web/20100329023645/http://www.nationaldisaster.go.ke/>

The National Disaster Operations Centre (NDOC) is a Kenyan government agency that coordinates and manages the country's disaster response:

- **Purpose:** The NDOC's purpose is to coordinate the response to disasters and emergencies in Kenya.
- **Responsibilities:** The NDOC's responsibilities include monitoring, coordinating, mobilizing national resources, and responding to disaster incidents.
- **Reporting center:** The NDOC's reporting center is open 24 hours a day, 7 days a week.
- **Establishment:** The NDOC was established in January 1998 by an act of Parliament.
- **Contact:** To report an emergency, you can call the NDOC at +254-020-2212386 or 2151053.

The NDOC responds to disaster emergencies using a four-phase process: Alert, Standby, Activation, and Stand Down/activation of recovery.

<http://libraryir.parliament.go.ke/bitstream/handle/123456789/4318/National%20Disaster%20Response%20Plan.pdf?sequence=1&isAllowed=y>

??

KIPPRA

Kenya Institute for Public Policy Research and Analysis (KIPPRA) is a public institution that was established in May 1997 through a Legal Notice and commenced operations in June 1999. In January 2007, His Excellency the President signed the KIPPRA Bill into law and the KIPPRA Act No. 15 of 2006 came into effect on 1st February 2007. The Institute is thus a state corporation established by an act of parliament with a primary mandate of providing quality policy advice to the Government of Kenya and other key stakeholders by conducting policy research and analysis and through capacity building in order to contribute to the achievement of national long term development objectives.

They are related in this way:

"Emergency and disaster management is a co-shared function between the national and county governments, which requires adequate coordination and collaboration. County governments are charged with offering emergency medical services, including ambulance services, while the Ministry of Health is the overall body that regulates the emergency medical care." from <https://kippra.or.ke/strengthening-emergency-medical-care-in-kenya/#:~:text=the%20healthcare%20system.-,Ambulances%20response%20capacity,and%20plans%20towards%20emergency%20response.>

"Kenya had 16,517 health facilities comprising of 12,821 level 2 (dispensaries and private clinics), 2,712 level 3 (health centres), 958 level 4 (sub-county hospitals), 20 level 5 (county referral hospitals, teaching and referral, and private hospitals) and 6 level 6 (National referral hospitals)."

". Assault is the leading cause of medical emergency as per the Kenya Emergency Medical Care Policy 2020-2030, comprising of 42 per cent of all reported cases. The number of road-related injuries has been rising from 0.6 per cent to 1.9 per cent of all disease-related cases reported between 2018 and 2022 as shown in Table 2. Also, road injuries is the 7th cause of death in Kenya, with estimates showing that a half of deaths and a third of disabilities could be addressed with effective emergency care. Further, accidents and injuries are leading in the Average Length of Stay (ALOS) in hospital, with affected patients spending an average of 22.2 days. The Ministry of Health classifies road accidents and injuries as disease burdens. Road accidents result in injuries and trauma. Injuries cause mortality, disability and even impairment, which have an implication on treatment cost, quality of life and productivity of an individual. These statistics imply a need for agility in response and adequate preparedness. Post-accident crash response (immediate care after an accident up to hospitalization) is an emergency need. This requires an effective emergency medical care system, including handling at the accident scene, ferrying of the victims to hospital and in-hospital care."

Table 1: Medical Emergency Cases (2018-2022)

Emergency Cases	2018	2019	2020	2021	2022
Rape	921	950	973	1,013	827
Defilement	4,767	5,397	6,801	6,492	5,530
Incest	308	261	323	367	279
Unnatural/Sodomy	71	91	54	88	86
Bestiality	5	20	19	14	22
Indecent Assault	141	248	267	315	375
Abduction	527	170	615	91	687
Bigamy	122	65	89	92	11
Assault	16,088	16,304	13,139	16,259	16,497
Total Cases	22,365	23,368	21,704	24,708	23,696

Data source: National Police Service (2023)

Table 2: Medical Emergencies Related to Road Traffic Accidents (2018-2022)

Disease	2018	2019	2020	2021	2022
No. of Injuries (Road Traffic Accident)	411,704	480,993	247,252	243,391	1,687,525
Injuries (Road Traffic Accident in percentage)	0.6	0.5	0.4	0.3	1.9

Data source: Ministry of Health (2023), Kenya Health Information System (KHIS/DHIS2)

"Kenya has made significant progress in ensuring access to emergency medical care, with two policies in place, that is: Kenya Emergency Medical Care Policy 2020-2030 and Kenya Emergency Medical Care Strategy 2020-2025."

" there is need to build county emergency departments to respond to unique local emergency service needs up to sub-county and ward levels. Further, collaboration between communities and emergency care centres to build capacities of the public in handling emergencies through campaigns and targeted trainings are important. By-stander trainings on emergency handling can be targeted on boda-boda operators and public service vehicle drivers. An emergency response framework is needed to respond to flood-related medical emergencies. Water harvesting, building of dykes and opening drainage systems can help reduce the effects of floods. Also, there is need to set up an ambulance database to inform on their numbers and increase the number to meet the

ambulance population ratio in line with international standards. More effort could be placed on implementing the policy commitments and expanding coverage of pre-hospital emergency handling structures while strengthening in-hospital systems to be affordable to the less privileged."

Authors: Delphina Dali–KIPPRA Young Professional

Yegon Wilbon – KIPPRA Young Professional

that is from the article: Thank you Ms. Dali and Mr. Wilbon

The Kenya Medical Research Institute (KEMRI)

The Kenya Medical Research Institute (KEMRI) is a state corporation established through the Science and Technology (Amendment) Act of 1979, (since amended to the Sciences, Technology and Innovation Act 2013), during the tenure of [Nicholas Biwott](#) as Minister of State,¹(https://en.wikipedia.org/wiki/Kenya_Medical_Research_Institute#cite_note-1) as the national body responsible for carrying out health research in Kenya.

<https://www.citizen.digital/news/life-and-times-of-nicholas-kiptator-biwott-170361/>

Regional Maritime Search and Rescue Coordination Center

"As the Regional Maritime Search and Rescue Coordination Center (RMRCC), we play a crucial role in responding to distress situations and coordinating rescue efforts with multiple agencies." @

<https://kma.go.ke/rmrcc>

Contact Information

- Phone: +254 724319344
- RMRCC Satellite Voice ID- is +88 164 170 7178
- Email: info@kma.go.ke
- Website: www.kma.go.ke

In case of a maritime emergency, please follow these steps:

- Send a distress signal using VHF radio, flares, or other emergency devices.
- Contact the RMRCC directly by phone or email.
- Provide accurate details of the situation, including your location, the type of vessel, the number of people on board, and the nature of the distress.

Also, very cool:

Community Engagement

1

Training Workshops

The Authority conducts regular training workshops for local fishermen, maritime professionals, and other

2

Public Awareness Campaigns

The Authority uses various communication channels, including media outreach,

3

Partnerships with Local Organizations

On Wikipedia this is listed as a search rescue service, consider.

Non-Government Organizations and Businesses

There is actually a project similar to ours:

flare.co.ke

"We operate in the market as Flare, but are legally registered as Capsule Global." <https://solve.mit.edu/challenges/healthy-cities/solutions/9884>

The problem they are trying to solve : ": a 2017 study by the Johns Hopkins International Injury Research Unit found that the average response time in Kenya is an astounding 162 minutes", from this article: <https://www.cartierwomensinitiative.com/fellow/caitlin-dolkart> that quoted this 2017 Study :

but they say it is built for first responders. I respect these guys' work and so it is first.

Flare is designed with and for emergency response professionals - built to address the goals and concerns of your emergency response team.



Security

Coordinate resources along-side ambulances and fire engines for multi-agency response.



Fire

Coordinate fire responders along-side available water sources for more effective fire rescues.



Ambulance

Coordinate medical transport based on multiple variables like level of life support, personnel training, and traffic.



Medical Facilities

Directly interface with hospitals and clinics, government and private, to better facilitate immediate intake.

Unfortunately, I was not able to find this website during the incident that made me want to build this. Also, while researching, I was only able to find this in a BBC article <https://www.bbc.com/news/business-42064067>, and even after googling some more, I could only find it after fishing for the company's name from the article. <https://flare.co.ke/>

But it seems they later turned into a for profit organization, more information needed.

rescue.co

Leading emergency rescue provider in East Africa.

Cover starting at 4,000 KSh per annum.
Choose from multiple packages including
ambulance, road rescue, air rescue, and our
short-term SafeTravels cover.

something very fishy about this whole thing:



rescue.co/newaboutus

NUMBERS

2,000,000+

MEMBERS TRUST US

From corporate executives, adventure travellers, industry site workers and conservancy staff.

30,000+

RESCUES CONDUCTED

From Nairobi's hectic roads, rural locations, islands and mountains tops.

110+

SIGNED PARTNERS

From tour operators, conservancies, manufacturing industry or insurances.

Very rounded numbers. I wonder if they are still active.



+254 (0) 110 929 011

tel: +254110929011

info@rescue.co

mailto:[info@rescue.co](mailto:info@rescue.co?subject=rescue.co%20inquiry)?subject=rescue.co%20inquiry

the api might help us:

Business, service, and program integrations

Service and digital integrations for teams, businesses, apps, and large organizations.

Want to offer rescue.co services or packages to your members or clients? Integrate with our services or using our API.

I am uncomfortable with these two (rescue and flare) being linked, with some people being affiliated with both, it not being founded by Kenyans, and the business model being what it is:

"Our value proposition to each customer segment varies, but we structure packages as follows: 1) we offer facility or employee/member benefit packages to corporates and NGOs, and 2) we offer direct to consumer memberships to individuals, families and households." <https://solve.mit.edu/challenges/healthy-cities/solutions/9884>

"To access its platform, users subscribe to Rescue.co, an annual membership service catering to corporate, individual, family and school subscriptions, with the average yearly fee for an individual costing \$15" <https://www.cartierwomensinitiative.com/fellow/caitlin-dolkart>

This project is meant to be free for everyone but time will tell if they are chill with being involved or not. They have an API which is a step above articles I guess, as well as the experience in the field. I feel like down the line, a discussion will have to be had about remuneration. Is it proper that we exchange "exposure", which actually means a lot to companies, for access to their APIs and knowledge, whoever maintains this will decide, this is just for a coding weekend.

"Flare is mapping all the available water hydrants in the city and recording them on the platform" <https://www.bbc.com/news/business-42064067>

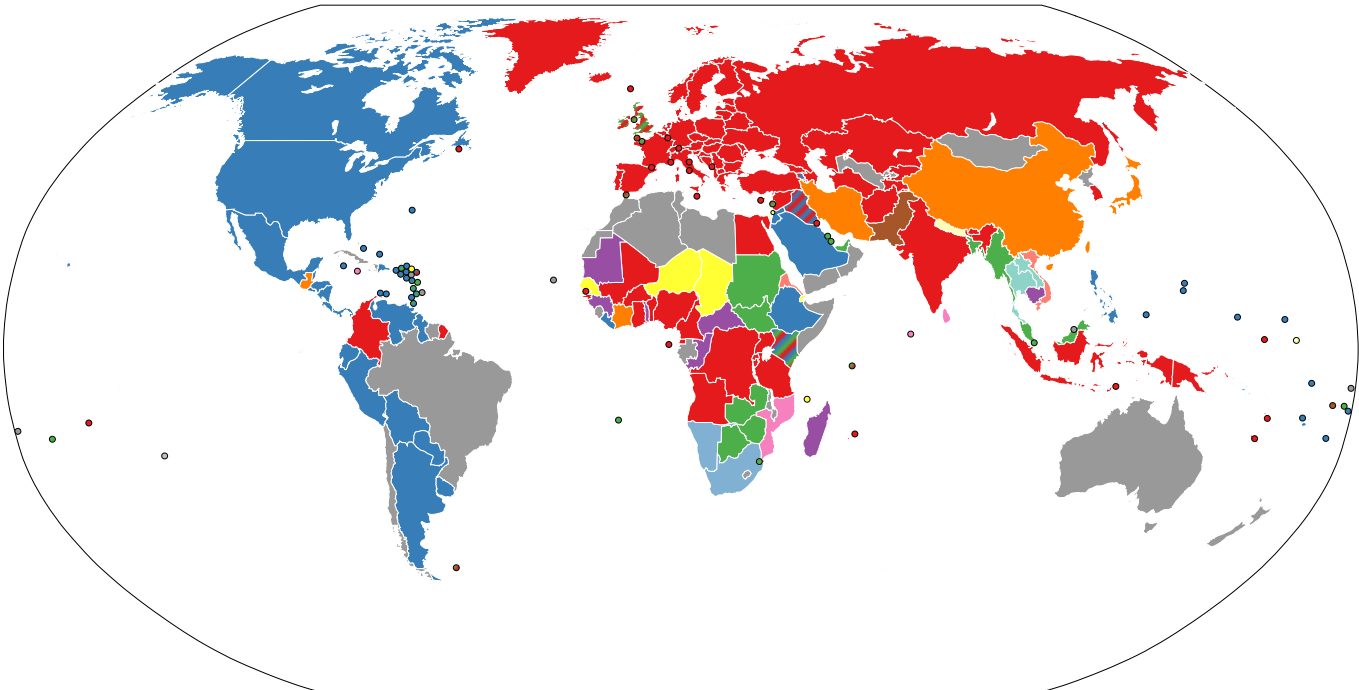
There is also the possibility that this may actually be perceived as competition?? Slippery slope, I vote not to work with them. It is easier that way.

But it is a startup, and they are worthy.

Thank you Co-founders, Caitlin Dolkart and Maria Rabinovich.


List of emergency telephone numbers

https://en.wikipedia.org/wiki/List_of_emergency_telephone_numbers



 Kenya	112 or 999 or 911	
---	-------------------	--

Others



Conception Pregnancy Childbirth Baby Toddler Parenting [more](#) Products

Child safety ▶

- Home safety +
- Baby safety equipment
- Baby car safety +
- Stroller safety
- Kid's first aid -
- First aid courses
- Emergency first aid
- Kenyan emergency numbers
- Water safety +

Kenya emergency numbers and a list of hospitals

Emergency phone numbers in Kenya

National Emergency Numbers 999

Hospital 020-2222181/ 020-2222182/020-234459

Police Headquarters 0726035455

Kenya Red Cross Emergency Hotline 1199 (toll free) or on Twitter [@KenyaRedCross](#)

St John Ambulance 0721 225 285/(020) 2210000 or On Twitter: [@StJohnKenya](#)



Emergency numbers you should have over the holiday

By Betty Njeru | 2yrs ago

Police

Police hotlines in Kenya to report crime, fire, or request ambulance services and emergency medical services (EMS) are: 999

112

911

Kenya Police Headquarters: 2240000 or 0726-035455 or Tel: +254 (020) 341411

Any suspicious activity can also be reported to 0800722203.

Ambulance

To request ambulance services, you can call: 999

or Kenya Red Cross Society Ambulance: Call 1199 or Tel: 020-3950000

Alternative hotlines for Kenya Red Cross are; 0700395395 or 0738395395

AMREF flying doctors ambulance- Tel: 020-3315454/5

AAR Emergency Ambulance: 020-2717374

Avenue Rescue Services: 020-3743858

St. John Ambulance: 020-2210000

Fire Brigade

For fire emergencies, call: 999

Nairobi Fire Brigade- Tel: 0202222181 or 0202222182 or 0202344599

Emergency Hotline: 0206982999

EMERGENCY NUMBERS

AMBULANCE



999

Kenya Red Cross Society Ambulance:
Call 1199
Tel: 020-3950000

Alternative hotlines for Kenya Red Cross are:
0700395395
or 0738395395

AMREF flying doctors ambulance
Tel: 020-3315454/5

AAR Emergency Ambulance:
020-2717374

St. John Ambulance:
020-2210000

POLICE



999

112

911

Kenya Police Headquarters:
2240000
or 0726-035455
or Tel: +254 (020) 341411

Any suspicious activity can also be reported to 0800722203.

FIRE BRIGADE



For fire emergencies, call:
999

Nairobi Fire Brigade - Tel:
0202222181
or 0202222182
or 0202344599

Emergency Hotline:
0206982999

HOSPITALS



Kenyatta National Hospital
Tel: 020 2726300
2726550
or 0738606409

Moi Teaching and Referral Hospital
COVID-19 hotline number:
0110052150

Hospitals

To access hospitals, call

Kenyatta National Hospital

Tel: 020 2726300, 2726550, or 0738606409,

Mathare Hospital

Tel: 020 3763315/7, 07176943399 or 0731649846

Moi Teaching and Referral Hospital

COVID-19 hotline number: 0110052150

Nakuru Level 6 Hospital: 0758 722032

Tel: 051 2215580

Jaramogi Oginga Odinga Teaching and Referral Hospital

Tel: 057 2020801 or 057 2020803 or 057 2020321

Covid-19 Emergency Response numbers

719: The toll-free line by the Ministry of Health to help get information on the coronavirus and report any suspected cases.

Or call 0800 721316

Kenya Power:

24hr contact centre hotline (not toll free) for Kenya is 97771

Missing Child Report

To file a report on missing or lost but found children, call 0800 223 344, a hotline operated by Missing Child Kenya (MCK).

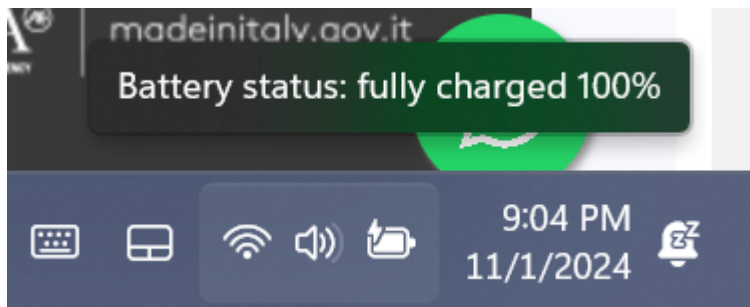
Gender-Based Violence (GBV)

1195: Toll-free national hotline for victims of Gender-Based Violence (GBV).

Child Abuse

To report child abuse, call or WhatsApp Chat: 0722 116 116 (between 7 am-6 pm),

Or call 116: a 24-hour toll free number operated by Childline Kenya.



Kenyans.co.ke

<https://www.kenyans.co.ke/news/74075-emergency-contacts-every-kenyan-must-have>

The public should contact the fire department by dialing 112 or 999. Alternatively, the public can contact the G4S fire services through 0206982999.

Health Care Emergency

No individual is invisible to deteriorating health. There are instances where health emergencies might be triggered by accidents or personal health conditions.

The public should call the Nairobi Metropolitan Services if in Nairobi through 0800720541 or the Ministry of Health through 0800721316.

Power Outage Emergency

There is a correlation between the growth of the economy and energy. When there is a power outage, the health care systems, industries, and small and medium enterprises are affected.

The public can get help by reaching out to Kenya Power on 87771 or 0703070707.

National Police Service



www.dignited.com

https://www.dignited.com/102891/emergency-services-contacts-kenya/#google_vignette

Institution	Emergency Contacts	Areas Available	Email Address
Kenya Red Cross or E-Plus Kenya	0700 395 395 0738 395 395	All 47 Counties	dispatcch@eplus.co.ke
Critical Care Ambulance Services Limited	0716 400 500, 0728 918 000, 0735 844 904	Pumwani Nairobi	
St John's Ambulances	0721 225 285	Nairobi	
St John's Ambulances	0723-956649 0722-664042	Kisumu	nyanza@stjohnkenya.org
St John's Ambulances	0721-392223 0722-956803	Mombasa	coast@stjohnkenya.org
St John's Ambulances	0718-189671	Kakamega	western@stjohnkenya.org

Institution	Emergency Contacts	Areas Available	Email Address
St John's Ambulances	0721-355773 0721-486211	Nakuru	rftvalley@stjohnkenya.org
St John's Ambulances	0724-418811	Nyeri	central@stjohnkenya.org
Intensive Care Air Ambulances	0722-600600 0733-600600 020-6000600 020-604945 020- 602767	Nairobi	icaa@icaanairobi.com
AAR Health Emergency	0725 225 225 0734 225 225 0709 701 000 020- 2717374/5/6	Nairobi	radio.room@aar-healthcare.com
AAR Health Emergency	0734 444470	Kisumu	radio.room@aar-healthcare.com
AAR Health Emergency	0729 933559	Mombasa	radio.room@aar-healthcare.com
Avenue Rescue Services	020-3743858 0711 060 000 0732 175 000	Mombasa, Nakuru, Nairobi, Ongata Rongai, Eldoret and Kisumu.	dispatch@avenuehealthcare.com
OCOA Ambulance Service	0758 692 000	Nairobi County	admin@ocoambulance.co.ke
Josmori Ambulance	0700 767 664	Mombasa County	
Ivory Health Solutions	0726 998 880 0786 998 880	Nairobi county Kiambu County	
Radiant Ambulances	0717 666 695 0717 666 626 0725 532 000	Nairobi County	info@radianthospitals.org
Mama Lucy Kibaki Hospital	020 8022 676	Nairobi County	
AMREF Flying Doctors	0722-207350 020-6000552 020-6003988 020-6002492	Country Wide	emergency@flydoc.org

Institution	Emergency Contacts	Areas Available	Email Address
	020-6000833 020-6000868		
Kenyatta National Hospital	0738 606 409 020 2726300 020 272 5272 2726550 2726450/1-5	Nairobi County	knhadmin@knh.or.ke
Moi Teaching and Referral Hospital (MTRH)	0701 393 979	Uasin Gishu County	
Nyeri County Health Services Ambulances	0717 001 649	Nyeri County	
Red Cross	0722 774 693 0720 596 661	Nyeri County	
Consolata Mathari Mission Hospital	0729 098 324 0203536939	Nyeri County	
Mary Immaculate Hospital	0723 576 106	Nyeri County	
Outspan Hospital	0722 696 901 0712 030 742	Nyeri County	
PCEA TumuTumu Hospital	0720 948 474	Nyeri County	
Mewa Ambulance	0716292 798	Mombasa County	
Pandya Mission Hospital	0722 206 424 041-229252 041-221783	Mombasa County	
Gertrude Children's Hospital	020 720 6000 0730 645 000 0709 529 000	Nairobi County Kiambu County	
Bliss Medical Centre	0780 328 381 0730 704 000	Country Wide	

Hospital	Contacts
The Nairobi Hospital	020 2845000 020 2714400 0722 204 114/5/6/7 020 2713662 020 2728003
The Mater Hospital	0719 073 000 0732 163 000 0719 073 000 0732 163 000
MP Shah Hospital	020 4291 100 0722 204 427 0733 606 113
Aga Khan University Hospital	020366 2025 020 3740000 0711092000 0722 204 146
Sayyida Fatimah Hospital	0729 410 016
Mbagathi County Hospital	020 2724712 0721 311 808
Kenyatta National Hospital	0738606409 020 2726300 2726550
Mathare Hospital	020 3763315/7 0731 649 846
Moi Teaching and Referral Hospital	011 0052 150
Nakuru Level 6 Hospital	0758 722 032 051 2215 580
Jaramogi Oginga Odinga Teaching and Referral Hospital	057 2020 801 057 2020 803 057 2020 321
Avenue Hospital	020 3744 554
Gertrude Garden Children's Hospital	0722 898 949 3763477 020 720 6000 020 244530/1
Emergency Service	Contacts
Fire Brigade/Fire Emergency	999 911

Hospital	Contacts
	112
Kenya Police Service	999 911 112
Kenya Police Headquarters	0726 035 455 020 341 411 2240000
Kenya Power and Lighting Co. (KPLC) Hotline	97771
Gender-Based Violence (GBV)	1195
Child Abuse	116 0722 116 116
Missing Child Report	0800 223 344
Report suspicious activity (Police)	0800 722 203

Nyongesasande.com

<https://www.nyongesasande.com/list-of-emergency-contacts-in-kenya/>

Emergency Contacts in Kenya

Ambulance Services

Service	Contacts
Ambulance (General)	999
AMREF Flying Doctors Ambulance	020-3315454/5
AAR Emergency Ambulance	020-2717374
Kenya Red Cross Society Ambulance	020-3950000
Avenue Rescue Services	020-3743858
St. John Ambulance	020-2210000
Emergency Plus Medical	020-700395395 / 020111990

Fire Brigade

Service	Contacts
Fire Brigade (General)	999
Nairobi Fire Brigade	0202222181 / 0202222182 / 0202344599
Emergency Hotline	0206982999

Police

Service	Contacts
Kenya Police Headquarters	2240000 / 0726-035455 / 020341411

Hospitals

Hospital	Contacts
Nairobi Hospital	020 2845000, 020 2714400, 0722 204 114/5/6/7, 0733020 2713662, 020 2728003
MP Shah Hospital	020 3742763-7020 3746177
Aga Khan University Hospital	020 3740000, 020 374 2531, 0711092000, 0722204146020 3741749
Mater Hospital	020 531197/9, 020 536572/7, 0724531199, 0722828629
Kenyatta National Hospital	020 2726300, 2726450/1-5, 2726550, 0738606409, 073020 272 5272
Gertrude Garden Children's Hospital	3763477, 020 720 6000, 020 244530/1, 0722898949
Avenue Hospital	254 20 3744554
Mathare Hospital	020 3763315/7, 3763922, 07176943399, 0731649846

Other Emergency Contacts

Service	Contacts
Kenya Power	97771
Missing Child Report	0800 223 344
Gender-Based Violence (GBV)	1195
Child Abuse	116 / 0722 116 116

Service	Contacts
COVID-19 Hotline	719 / 0800 721316