**MINISTRY OF HEALTH**

**

**KENNETH MATIBA HOSPITAL SERVICE CHARTER**

**MISSION**

PROMOTE AND PROVIDE HIGHEST QUALITY PREVENTIVE, PROMOTIVE, CURATIVE AND REHABILITATIVE CARE TO ALL KENYANS

**VISION**

TO BE THE BEST SPECIALIZED HOSPITAL IN THE REGION OFFERING QUALITY PATIENT CENTRED CARE

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|  | **SERVICES OFFERED** | **CHARGES (KSH)** | **TIME** |
|  | **ENQUIRIES/CUSTOMER CARE** | Free | 5 Minutes |
|  | **REGISTRATION & BOOKINGS** | Free | 5 - 10 minutes |
|  | **TRIAGE** | Free | 10 - 20 minutes |
|  | **CONSULTATION** | KSH 100 - KSH 200 | 15 - 45 minutes |
|  | **LABORATORY** | KSH 100 -KSH 1,000 | From 30 minutes |
|  | **PHARMACY** | KSH 20 - KSH 1,000 | 15 -30 minutes |
|  | **ACCIDENT AND EMERGENCY SERVICES**  **GENERAL OUTPATIENT SERVICES**   * Trauma * Communicable Diseases * Non Communicable Diseases * Chronic ailments | Free  KSH 100 | 15 - 30 minutes  15 - 30 minutes |
|  | **EYE CLINIC**  Cataract Surgery  Eye Laser Procedures  Other Eye Surgeries  Optometry (Eye wear selection and corrective lenses) | Kshs 200  KSH 3,000 - KSH 5,000  KSH 1,500  KSH 2,500  From Ksh 2,000 | 15 - 30Minutes  In -Patient   1. 40 minutes   30 - 60 minutes |
|  | **DENTAL CLINIC**   * Extractions * Root Canal * Fillings * Full mouth scaling * Disimpaction * Pulpotomy * Dentures * Other Dental Conditions | Kshs 200  KSH 200  KSH 2,000 - KSH 3,000  KSH 1,000  KSH 500  KSH 2,000  KSH 1,000  KSH 1,500 - KSH 6,000 | 15 - 30Minutes  30 - 40 Minutes  40 - 60 Minutes  30 - 40 Minutes  30 -40 Minutes  60 - 90 Minutes  30 - 40 Minutes  40 - 60 Minutes |
|  | **Rehabilitative services**   * Medical Social Work | KSH 100 | 30 - 40 Minutes |
|  | **Nutrition and Dietetic Services** | KSH 300 | 15 - 30 Minutes |
|  | **X - ray**   * OPG * IOPA | KSH 1,000 - KSH 1,500  KSH 500 - KSH 800 | 30 min – 1 hour |

**MODE OF PAYMENT**

* Through: SHA/Kang’ata Care/POMS/M-Pesa**\*267#**

**FEEDBACK CHANNELS**

* Contact the hospital through **01021 886778**
* Drop your compliment/ complaint in the Hospital **suggestion box** provided.