

## MALINDI SUB-COUNTY HOSPITAL SERVICE DELIVERY CHARTER

SERVICES	CLIENT REQUIREMENT	CHARGES	WAITING TIME
REGISTRATION FOR OUTPATIENT SERVICES	1. Identification documents (Elephant Card) 2. Observation book/sheet 3. Payment for consultation	Elephant card: FREE	Emergency: 5min Non-emergency: 30 min
ADMISSION OF PATIENT(after clinical decision to admit to allocated ward)	1. Doctor's recommendation for admission 2. Identification documents (ID, Elephant Card, NHIF)	To be receipted during discharge	Emergency : 45mins Non-emergency: 1hr 30mins
LABORATORY INVESTIGATIONS	1. Investigation request form 2. Payment for investigation	As per the hosp. lab charter	As per the hosp. lab charter
RADIOLOGY SERVICES X-RAY MRI ULTRASOUND	1. Investigation request form 2. Payment for investigation	As per the radiology charter	Emergency : Immediately Non-emergency: 30mins
CLINIC REVIEW	1. Attendance card 2. Payment for consultation and investigation	To be receipted before consultation	1 hour
MATERNITY SERVICES <b>-Normal</b> <b>-Cesarean</b>	1. Ante-natal card 2. Linda Mama card if available	As per maternity department charter	Depends on progress of labour  Emergency: Immediately Elective: As per booking
SURGERY <b>-Emergency</b> <b>-Elective</b>	Attendance card with booked date	Depends on surgical procedure	Emergency: Immediately Elective: As per booking
DISCHARGE	1. Discharge summary 2. Bill payment receipts	As per invoice	2 hours
FAREWELL HOME SERVICES <b>-Body clearance</b>	1. Identification documents for next of kin 2. Bill payment	As per the department charter	1hr 30mins
GENDER BASED VIOLENCE CENTRE	1. Identification documents (Elephant card) 2. Observation book	<b>FREE</b>	10 minutes
COMPREHENSIVE CARE CLINIC	1. File opening 2. CCC unique identifier number/ card	<b>FREE</b>	30 minutes
METHADONE ASSISTED THERAPY CLINIC	1. File opening 2. MAT unique identifier number	<b>FREE</b>	20 minutes
CUSTOMER FEEDBACK	1. Complements/complaints	<b>FREE</b>	Acknowledgement: 3 working days Resolution: 10 working days