OUR MAIN SERVICE POINTS ARE:
I. Outpatient, Accident and Emergency services on a 24 hours basis
II. A fully equipped Intensive Care Unit
III. Operating Theatre Unit for a wide range of surgical procedures
IV. Obstetric and Gynecological services
V. Radio-diagnostic using ultra-modern X-Ray machines
VI. In-patient wards; Private and General Wards
VII. Specialized surgical services; General, Orthopedic, Plastic and Neurosurgery
VIII. Clinical support services; Physiotherapy, Nutrition, Pharmacy, Diabetic Clinic and Palliative Care
IX. Family clinic services: FP, ANC, PN, CWC
X. ENT, Ophthalmology and Dental services
XI. Laboratory services in Microbiology, Hematology, Morbid Anatomy/Histopathology and Chemical Pathology

PATIENTS RIGHTS
I. Prompt comprehensive efficient and safe effective health care service delivery
II. In the course of treatment, the patient should expect courteous and polite service delivery by the hospital staff
III. Emergency diagnoses and treatment
IV. A patient should receive treatment based on their health needs and if there is need to wait for treatment; communication should be done on how long they can expect to wait
V. Wait times may vary depending on the demand of the service on the particular day
VI. Should have access to an interpreter within reasonable limits
VII. To be treated with respect, dignity and consideration for privacy and special needs
VIII. To be accompanied by a family member, friend, care giver or person of the clients choice where appropriate
IX. Should receive high quality health care provided with professionalism, skill and competence
X. Should receive a clear explanation of any proposed treatment, including possible risks and alternatives, before agreeing or refusing to have the treatment
XI. A patient may seek a second opinion
XII. Should be given information about continuous health care before leaving the hospital and to have their contact details kept up to date
XIII. May compliment, comment or complain about service received and be guided on how to lodge a complaint, without compromising their health care
XIV. Protection from discrimination based on culture, ethnicity, language, religion, gender, age and type of illness or disability

GRIEVANCE REDRESS MECHANISM
• The Customer Care officer at the Out Patient Department waiting bay acts as complaints desk and directs patients and their relatives to the various service points and locations.
• Suggestion boxes are available at strategic points within the hospital to facilitate communication to the management. The entries in the boxes are collected on a daily basis for further action.

THE PATIENTS’ RESPONSIBILITIES
The patient should understand that he/she is responsible for his/her own health and should therefore co-operate fully with healthcare providers.
The patient is responsible for:
I. Providing full and accurate medical/surgical history for his/her diagnosis, treatment, counseling and rehabilitation purposes.
II. Requesting additional information and or clarification regarding his/her health or treatment which may not have been well understood.
III. Complying with prescribed treatment, reporting adverse effects and adhering to follow up requests.
IV. Informing his/her healthcare provider of any anticipated problems in following prescribed treatment for advice.
V. Obtaining all necessary information which has a bearing on his/her management and treatment including all financial implications.
VI. Timely payment for all services received.
VII. Acquiring knowledge, on Promotive, Preventive and Curative practices where necessary.
VIII. Respecting the rights of other patients/clients and health services providers.
IX. Seeking professional help early enough.
X. Maintaining safe and hygienic environment in order to promote good health.
XI. Protecting the property of the health facility.
XII. Keeping appointments and notifying the hospital of cancellation on week before the appointment date.

RESPONSIBILITY
The Executive Director is responsible for delivery of the services outlined in this charter.

FEEDBACK
AIC Kijabe hospital welcomes your feedback as we use it to continuously improve our services. Feedback is respected and addressed without prejudice. To provide feedback kindly; complete a feedback questionnaire or contact us on these numbers; Out Patient Department and In patient services; 0787145122, General enquires; 0203246500/492; 0712504056, Email: info.kh@kijabe.net