

CUSTOMER SERVICE DELIVERY CHARTER

SERVICES	CLIENT REQUIRMENT	CHARGES (KES)	WAITING TIME
Registration and membership for Outpatient Diabetic and Hypertensive services.	<ul style="list-style-type: none"> Registration fee Membership fee (monthly) 	<ul style="list-style-type: none"> 500 700 	
Consultation	<ul style="list-style-type: none"> Fee 	<ul style="list-style-type: none"> NIL 	
<u>LABORATORY INVESTIGATION COVER'S</u>			
<ul style="list-style-type: none"> Full Haemogram (FHG) 	Presence	<ul style="list-style-type: none"> 1000 	<ul style="list-style-type: none"> 20mins
<ul style="list-style-type: none"> Brucella 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 30mins
<ul style="list-style-type: none"> Rheumatoid factor (RF) 	Presence	<ul style="list-style-type: none"> 400 	<ul style="list-style-type: none"> 30mins
<ul style="list-style-type: none"> Bs for malaria 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 1hr
<ul style="list-style-type: none"> H.Pylori 	Presence	<ul style="list-style-type: none"> 800 	<ul style="list-style-type: none"> 30mins
<ul style="list-style-type: none"> Haemoglobin 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> Instant
<ul style="list-style-type: none"> Salmonella typhoid 	Presence	<ul style="list-style-type: none"> 800 	<ul style="list-style-type: none"> 30mins
<ul style="list-style-type: none"> HCG (pregnancy) 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 10mins
<ul style="list-style-type: none"> Syphillis (VDRL) 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 30mins
<ul style="list-style-type: none"> Random blood sugar (RBS) 	Presence	<ul style="list-style-type: none"> 200 	<ul style="list-style-type: none"> Instant
<ul style="list-style-type: none"> Urinalysis 	Presence	<ul style="list-style-type: none"> 200 	<ul style="list-style-type: none"> 20mins
<ul style="list-style-type: none"> Blood grouping 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 10mins
<ul style="list-style-type: none"> HIV 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 1hr
<ul style="list-style-type: none"> E.S.R Erythrocytes Spdeminatation rate 	Presence	<ul style="list-style-type: none"> 300 	<ul style="list-style-type: none"> 20mins
<ul style="list-style-type: none"> Stool for microscopy 	Presence	<ul style="list-style-type: none"> 200 	<ul style="list-style-type: none"> 2hrs

• Grouping 'N' Crossmatch (GXM)	Presence	• 700	• 1hr
<u>RADIOLOGY SERVICES COVER'S</u> <u>GENERAL X-RAY SERVICES</u>			
• Skull	Presence	• 1400	• 2HRS
• Neck	Presence	• 1200	• 2HRS
• Chest	Presence	• 800	• 2HRS
• Abdomen	Presence	• 800	• 2HRS
• Pelvis	Presence	• 800	• 2HRS
• Shoulder	Presence	• 800	• 2HRS
• Hip	Presence	• 800	• 2HRS
• Clavicle	Presence	• 800	• 2HRS
• Scapula	Presence	• 800	• 2HRS
• Humerus	Presence	• 1200	• 2HRS
• Elbow	Presence	• 800	• 2HRS
• Forearm	Presence	• 1200	• 2HRS
• Wrist	Presence	• 800	• 2HRS
• Hand	Presence	• 800	• 2HRS
• Femur	Presence	• 1500	• 2HRS
• Knee	Presence	• 1200	• 2HRS
• Leg	Presence	• 1500	• 2HRS
• Ankle	Presence	• 800	• 2HRS
• Foot	Presence	• 800	• 2HRS
• Cervical spine	Presence	• 1200	• 2HRS

• Thoracic spine	Presence	• 1500	• 2HRS
• Lumbar spine Excluding X-Ray Report	Presence	• 1500	• 2HRS
<u>ULTRA SOUND COVER'S</u> <u>GENERAL ULTRA SOUND SERVICES</u>			
• Abdominal ultra sound	Presence	• 1800	• 2HRS
• Obstetric ultra sound	Presence	• 1800	• 2HRS
• Pelvic ultra sound	Presence	• 1800	• 2HRS
• Prostrate ultra sound	Presence	• 1800	• 2HRS
• Scrotal ultra sound	Presence	• 1800	• 2HRS
• Testicular ultra sound	Presence	• 1800	• 2HRS
• KUB ultra sound	Presence	• 1800	• 2HRS
• Breast ultrasound	Presence	• 1800	• 2HRS
<u>MOTHER CHILD HEALTH (MCH)</u> <u>Antenatal Clinic (ANC) COVER'S</u>			
• Family planning	Presence	• 300	
• Consultation	Presence	• 500	
• IUCD	Presence	• 800	
• Implant	Presence	• 600	
• Depo	Presence	• 200	
• Pills	Presence	• 100	
• First Antenatal Clinic	Presence	• 2000	
• Revisits	Presence	• 300	

• Nutritional Counselling	Presence	•	
• Cervical screening	Presence	• 500	
• Breast Examination Excluding first visit	Presence	• 300	
Child Welfare Clinic (CWC) COVER'S			
• Immunization + Weighing	Presence	• 300	• 15mins
• Nutritional Counselling	Presence	• 300	• 5mins
• Weighing	Presence	• 50	• 15-20mins
• Post- Natal services	Presence	•	• 10mins
PHARMACY COVER'S			
• Generic drugs <u>Except</u> • All specialized medication and Original drugs	Presence		• 1hr
Customer feedback	Compliments/ Complaints Via SMS to the Institution.	• Acknowledgement 3working days • Resolution 21 working days	