JUMUIA HOSPITALS

SERVICE CHARTER

Compassionate Healthcare with Integrity and Excellence

1 OUR MISSION

To provide a comprehensive range of accessible, affordable, high-quality and integrated Christ-centred heakthcare and training for all.

2 WHO WE ARE

Jumuia Hospital is a Level 5 faith-based referral hospital of the National Council of Churches of Kenya (NCCK). We are committed to providing equitable, affordable and evidence-based healthcare to every person regardless of age, gender, faith, ethnicity or financial status.

3 OUR CORE VALUES

Integrity
We act honestly, ethically and transparently.

Compassion
We treat every patient with kindness, empathy and dignity.

Accessibility
We strive to make quality healthcare available and affordable to all.

Respect
We treat every person fairly and with dignity.

Excellence
We strive for excellence through professionalism and continuous improvement

4 OUR SERVICE PROMISE

- Treat you with courtesy, dignity and respect.
- Provide emergency treatment without unnecessary delay.
- Explain your illness, treatment options and costs clearly.
- Respect your privacy and maintain confidentiality.
- Provide safe, evidence-based healthcare.
- Process SHA/SHIF and insurance claims professionally.
- Listen to your feedback and continuously improve our services.
- Serve every patient without discrimination.

5 PATIENT RIGHTS

- Receive safe, high-quality and timely healthcare.
- Be treated with dignity, courtesy and respect at all times.
- Receive information about their illness, treatment options and expected outcomes in a language they understand.
- Participate in decisions regarding their treatment, including giving or withholding informed consent.
- Privacy and confidentiality of personal and medical information.
- Know the cost of services and receive transparent billing.
- Receive services without discrimination based on age, gender, religion, ethnicity, disability or financial status.
- Submit compliments, suggestions or complaints without fear of victimization and receive timely feedback.

6 WORKING TOGETHER FOR BETTER HEALTHCARE

We can serve you better when we work together. We therefore ask every patient to:

- Provide complete and accurate information about their health.
- Treat hospital staff, other patients and visitors with courtesy and respect.
- Follow agreed treatment plans and medical advice.
- Keep appointments or notify the hospital if unable to attend.
- Ask questions whenever they need clarification about their care.
- Safeguard hospital property and maintain a clean environment.
- Meet their financial obligations for services not covered by SHA, insurance or other approved schemes.

7 OUR SERVICE STANDARDS

	Service	Our Commitment	Timeline
1.	Emergency Care	Immediate assessment and stabilization	Immediate
2.	Registration	Registration completed	15 minutes
3.	General Outpatient Consultation	Consultation by a qualified clinician	60 minutes
4.	Specialist Clinics	Consultation according to appointment	According to appointment
5.	Laboratory Services	Timely processing of laboratory tests	According to test
6.	Radiology Services	Prompt imaging services	According to schedule
7.	Pharmacy	Accurate dispensing of prescribed medicines	20 minutes
8.	Admission	Efficient admission process	Within 2 hours
9.	Discharge	Efficient discharge process	Within 2 hours
10.	Complaint Acknowledgement	Acknowledge receipt of complaint	Within 48 hours
11.	Complaint Resolution	Investigate and provide feedback	Within 14 days

8 OUR COMMITMENT TO UNIVERSAL HEALTH COVERAGE

Jumuia Hospital proudly supports Universal Health Coverage by providing services covered under SHA/SHIF without requiring additional co-payments, except where services fall outside the approved benefit package or where required under applicable regulations.

9 WE VALUE YOUR FEEDBACK

Your compliments, suggestions and complaints help us improve.

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EVERY PATIENT MATTERS. **EVERY LIFE MATTERS.**

JUMUIA HOSPITALS

AHADI YETU YA HUDUMA

Huduma Bora za Afya zenye Huruma, Uadilifu na Ubora

1 DHAMIRA YETU

Kutoa huduma za afya na mafunzo ya kina, yanayopatikana kwa wote, yenye gharama nafuu, ubora wa hali ya juu, na yanayozingatia huduma ya Kristo kwa wote.

2 SISI NI AKINA NANI

Jumuia Hospital ni hospitali ya rufaa ya kiwango cha 5 inayomilikiwa na National Council of Churches of Kenya (NCCK). Tumejitolea kutoa huduma bora, nafuu na zenye usawa kwa kila mtu bila ubaguzi wa umri, jinsia, dini, kabila au uwezo wa kifedha.

3 MAADILI YETU YA MSINGI

Uadilifu
Tunafanya kazi kwa uaminifu, maadili mema na uwazi.

Huruma
Tunamhudumia kila mgonjwa kwa huruma, upendo na utu.

Upatikanaji wa Huduma
Tunajitahidi kuhakikisha huduma bora za afya zinapatikana kwa wote kwa gharama nafuu.

Heshima
Tunamheshimu kila mtu kwa haki na utu.

Ubora
Tunazingatia ubora wa hali ya juu kupitia weledi na maboresho endelevu.

4 AHADI YETU KWAKO

- Tutakuhudumia kwa heshima, utu na upendo.
- Tutatoa huduma za dharura mara moja bila kucheleweshe.
- Tutakueleza ugonjwa wako, matibabu na gharama kwa uwazi.
- Tutalinda faragha na usiri wa taarifa zako.
- Tutatoa huduma salama zinazozingatia ushahidi wa kitaalamu.
- Tutashughulikia madai ya SHA/SHIF na bima kwa weledi na uwazi.
- Tutathamini maoni yako na kuyatumia kuboresha huduma zetu.
- Tutawahudumia watu wote bila ubaguzi wa aina yoyote.

5 HAKI ZA MGONJWA

- Kupata huduma za afya zilizo salama, bora na kwa wakati.
- Kutendewa kwa heshima, utu na adabu wakati wote.
- Kupata maelezo kuhusu ugonjwa, matibabu yanayopatikana na matokeo yanayotarajiwa kwa lugha anayoielewa.
- Kushiriki katika maamuzi kuhusu matibabu yake, ikiwa ni pamoja na kutoa au kukataa ridhaa baada ya kupewa taarifa za kutosha.
- Kulindwa faragha na usiri wa taarifa zake binafsi na za kitabibu.
- Kujua gharama za huduma na kupata taarifa wazi kuhusu malipo.
- Kupokea huduma bila ubaguzi kutokana na umri, jinsia, dini, kabila, ulemavu au hali ya kifedha.
- Kutoa pongezi, mapendekezo au malalamiko bila kuogopa kunyanyaswa na kupokea mrejesho kwa wakati.

6 TUSHIRIKIANE KWA AFYA BORA

Ili tuweze kukuhudumia vizuri zaidi, tunakuomba ushirikiane nasi kwa kufanya yafuatayo:

- Kutoa taarifa kamili na sahihi kuhusu afya yao.
- Kuwaheshimu wahudumu wa hospitali, wagonjwa wengine na wageni.
- Kufuata maelekezo ya matibabu yaliyotolewa na wahudumu wa afya.
- Kuhudhuria miadi au kuijulisha hospitali mapema ikiwa hawawezi kuhudhuria.
- Kuuliza maswali wanapohitaji ufafanuzi kuhusu huduma wanazopokea.
- Kutunza mali ya hospitali na kusaidia kudumisha mazingira safi.
- Kutimiza wajibu wa malipo kwa huduma ambazo hazijalipiwa na SHA, bima au mpango mwingine unaotambulika.

7 VIWANGO VYETU VYA HUDUMA

	Huduma	Ahadi Yetu	Muda
1.	Huduma za Dharura	Tathmini na huduma ya haraka ya kuokoa maisha	Mara Moja
2.	Usajili	Kukamilisha usajili	Dakika 15
3.	Kliniki ya Wagonjwa wa Nje	Kuhudumiwa na daktari au mhudumu wa afya mwenye sifa	Dakika 60
4.	Kliniki za Madaktari Bingwa	Kuhudumiwa kulingana na muda wa miadi	Kulingana na Miadi
5.	Huduma za Maabara	Kufanya vipimo na kutoa matokeo kwa wakati	Kulingana na Kipimo
6.	Huduma za Mionzi	Kutoa huduma za mionzi kwa wakati	Kulingana na Ratiba
7.	Duka la Dawa	Kutoa dawa sahihi zilizoandikwa	Dakika 20
8.	Kulazwa Hospitalini	Kukamilisha mchakato wa kulazwa	Ndani ya Saa 2
9.	Kuruhusiwa Kurudi Nyumbani	Kukamilisha mchakato wa kuruhusiwa	Ndani ya Saa 2
10.	Kupokea Malalamiko	Kukiri kupokea malalamiko	Ndani ya Saa 48
11.	Kushughulikia Malalamiko	Kuchunguza na kutoa mrejesho	Ndani ya Siku 14

8 AHADI YETU KWA HUDUMA YA AFYA KWA WOTE

Jumuia Hospital imejitolea kuendeleza Huduma ya Afya kwa Wote kwa kutoa huduma zote zinazolipiwa na SHA/SHIF bila kuwatoza wagonjwa malipo ya ziada, isipokuwa pale ambapo huduma hizo hazijajumuishwa katika kifurushi kilichoidhinishwa au pale sheria inapohitaji.

9 MAONI YAKO NI YA THAMANI KWETU

Pongezi, mapendekezo na malalamiko yako hutusaidia kuboresha huduma zetu.

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KILA MGONJWA NI WA THAMANI KWETU.

KILA MAISHA NI MUHIMU.