County Government of Bungoma

DEPARTMENT OF HEALTH SERVICES

Health Facility Service Charter

FOREWORD

This service charter is a statement of our commitment to provide you with the best health

services possible in_____ health care facility. The County Government of Bungoma, its leadership and all its team from the health sector will work in collaboration with other sectors that impact on the health of the residents of Bungoma. We will work with the people and communities in Bungoma County and commit ourselves to ensure we provide the best services towards the delivery of health services. We endeavor to do the best within our circumstances and to improve the services rendered in this facility. We shall progressively seek to achieve levels of excellence that can facilitate the enjoyment of the right to health in Bungoma County.

The entire team is committed to establishing a policy and operational framework that is supportive of good service delivery in this health facility.

The _____ health facility undertakes to review its operational service delivery culture from time to time and to ensure full integration of the constitutional values and principles under Article 10 of the Constitution of Kenya in line with our obligation to the people we serve including the protection of their rights.

This service charter has been developed in collaboration with the Commission for the implementation of the Constitution (CIC) together with the support of the Danish International Development Agency (DANIDA). The process was participatory and it involved different actors in the health sector including the health facility staff as well as the sector policy leaders.

The_____ health facility superintendent and the staff will develop the management and operational protocols to guide on the continuous implementation and application of this charter in regard to job training. This will be in order to establish a work culture that lives in the charter. We will therefore endeavor to fully implement this charter and to keep reviewing it periodically for the improvement of our services.

Signed:

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Mr. Stephen Kokonya Bungoma County CEC Health	Mr. Barnard Mureka The Chief Officer in charge of Health

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Head of Facility / Medical Superintendent

INTRODUCTION

This Service Charter is a statement of our commitment as the entire health service team in

[……]. It provides you with the standards of service that we will constantly strive to achieve as we serve you, our clients. It shares with you our responsibilities to you as the health service providers. The Charter describes the health related rights of all clients visiting or receiving assistance in this facility.

This Charter draws from the constitutional provisions on your rights as clients seeking health services in Kenya. These rights include:

- The right to the highest attainable standard of health – Article 43(1);
- The right to life – Article 26;
- The right to emergency medical treatment – Article 43(2);
- The right to Reproductive health services – Article 43(1)(a);
- The right to equality and non-discrimination in health service delivery – Article 27;
- The right to the protection of your health and safety through provision of safe products and services - Article 46;
- The right to basic nutrition and healthcare for children – Article 53;
- The right of minorities and marginalized groups to have reasonable access to health services – Article 56 (e);
- The right to access information – Article 35;
- The right to the protection of your privacy and confidentiality – Article 31;

This Charter highlights your individual responsibilities when you seek health services that will help service providers to deliver the best possible care to you and others in this facility.
It also provides you with information on what actions you can take when your rights are violated. Together we can all ensure the services we offer are the most effective within the limits of the resources we have and progressively aim at the very best in the long run.

GUIDING PRINCIPLES

The standards of service that we provide within this facility are guided by the following principles:

- A comprehensive service that is available to all without discrimination;
- Access to services based on need;
- Designing services that are accessible to all persons without exclusion or discrimination;
- Excellence, integrity and professionalism for quality health service delivery;
- Efficient and effective service delivery system;
- People-centered health care system that puts clients at the heart of the service we provide;
- Providing the best care possible within available resources;
- Upholding our professional ethics as healthcare providers and accountable to you as the clients we serve;
- Working with communities to empower them to take charge of their own health;
- Continuous learning and improvement of our systems to better the services we provide;
- Participatory management approaches where teamwork is encouraged – working collectively in the health facility and with clients, families, communities and other players for continued improvement of our health services.

YOUR RIGHTS

ACCESS TO HEALTH CARE	You have the right to appropriate, timely, promotive, preventive, curative, rehabilitative, and palliative health care • We will serve you equally and without discrimination on any grounds, including age, sex, marital status, religion, ethnicity, disability, nationality, social class, sexual orientation, or social or political affiliation. • We will serve you on a first-come-first-served basis or by appointment, except in the case of an emergency. • We will progressively design our services and facilities to facilitate access to all services by persons with different disabilities. • We will strive to serve you promptly and with minimal delays. • We will provide prompt emergency medical attention to stabilize your condition regardless of your ability to pay. • You have the right to be transferred to another public health facility if the health service you need is not available at this health facility.
SAFETY	You have the right to receive the highest attainable quality of health care that does not expose you to unnecessary harm • We will serve you in a clean and safe environment using available, appropriate and effective medical practices. • You will be served by identifiable healthcare professionals and authorized staff who will be uniformed. • The products, commodities and services provided in this facility will be of good quality that is safe to you. • You will be informed if learning healthcare workers are involved in your care and your consent will be sought before a learner is allowed to provide supervised care to you.
DIGNITY AND RESPECT	You have the right to be served courteously, compassionately, and with respect • While serving you, we will respect your culture, beliefs, values and other personal characteristics (such as race, marital status, age, sex, sexual orientation, faith, political beliefs, or disability) while making sure we follow the law and medical best practice and we do not compromise on your constitutional rights or those of others • We will provide you with all the information relating to your care in a manner that will enable you to understand and participate in any decisions on the options for your care.

	• We will listen to your views on your healthcare, even if they are different from those of your healthcare provider • We will listen attentively and respectfully to you and respond to any questions you may have • Whenever we perform any physical examinations or any other procedures on you, we will ensure your comfort and privacy are respected.
PRIVACY AND CONFIDENTI-ALITY	You have the right to be served in a way that respects your privacy and keeps all your information confidential • We will ensure consulting sessions, physical examinations, and procedures are conducted in a private space so that they are not observed or overheard by others. • We will seek your permission and explain whenever someone else is present during your consulting session, physical examination or procedure and respect your right to decline permission for such person to be present. • We will strive to ensure that your sessions with the health providers are not interrupted unnecessarily without reasonable cause. • All your medical and private information within this facility will be kept securely with access strictly limited to authorized staff • We will not give your information to others without your consent.
ACCESS TO INFORMATION	You have the right to be given clear, appropriate, timely, and understandable information about your health and health care • We will, from time to time, provide you with any public health information that may be necessary for you to know about the health care facility including the policy decisions that may affect your care while at the facility. • We will clearly announce or display the services that we will provide without charge to any category of clients. • Information displayed regarding this facility shall be designed in a manner that provides simple and clear communication. • We will provide you with information on the estimated cost of health services where appropriate before you receive any treatment • We will display or make periodic announcements on the costs of any drugs and health commodities that you may be required to buy. • We will ensure you receive an official receipt for any payment you make for services within this facility.

	• We will explain to you, whenever possible, any examinations or procedures to be done on you, why they are needed and what you can expect • We will encourage you to ask any questions you may have and respond to them clearly • Whenever it is possible and necessary, we will facilitate access to language interpretation services • We will provide you with information on alternative health interventions where available
INFORMED CONSENT	You have the right to be involved in making informed decisions and choices about your health care • We will support you to make an informed choice regarding your treatment by giving you clear information about available options on treatments and procedures. We will tell you the advantages and disadvantages of each alternative • We will respect your wish to either involve or not involve others in discussions about your care • We will respect your decision to start or stop a course of treatment • We will seek your consent before involving you in any research or learning sessions for health care and other learners. • In an emergency situation where you are unable to give consent, we will provide you with emergency treatment, but once you are in a position to give consent, we will inform you of any further treatment and seek your consent • We will respect the regulations relating to informed consent in the different laws and regulations.
CONTINUITY OF CARE	You have the right to continuity of services, referral, follow up and advice necessary for your healthcare • You have the right to continuity of health services including the right to have follow-up done in the course of your treatment • We will give you the advice necessary to manage your condition and refer you to another facility for further treatment if the required treatment is unavailable • We will facilitate your access to your health records and history within the facility to enable you to seek care elsewhere.

SECOND OPINION	You have the right to a second opinion • We respect your right to seek a second opinion from another medical practitioner before you make a decision on any aspect of your care and treatment • We will respect your decision to seek a second opinion at any point during your care from a qualified health professional of your choice
REFUSAL OF TREATMENT	You have the right to decline to receive treatment • We will provide the best advice on your options for treatment • We will respect your decision to refuse treatment whether verbal (spoken) or in writing, as long as your refusal to receive treatment does not endanger the health of others and you are of sound mind and of appropriate age • Where you refuse treatment, as part of our responsibility to you and others, we will note your refusal in writing
PARTICIPATION AND FEEDBACK	You have the right to freely express your concerns about the care you receive • We welcome your compliments, comments and suggestions on what we can do to provide higher quality services • You have a right to compliment or complain about the nature of the services provided • We will acknowledge your complaints and address your concerns courteously and promptly and without victimization • We welcome your support in ensuring that we continue to provide the highest attainable quality of health care • Your complaints and compliments will be addressed at through a mechanism that will be determined after consultations among the staff and clients.
HEALTHY AND SAFE ENVIRONMENT	You have the right to a clean and safe environment within the facility • We will strive to provide you with an environment that promotes your physical, mental and social well-being • Within this facility, we will ensure you have access to clean water, good sanitation and a safe environment.

YOUR RESPONSIBILITIES

CONDUCT WITHIN FACILITY	As a client receiving services in this facility, you have the responsibility to: • Treat the healthcare professionals and authorized staff with respect • Not abuse or violate in any way the health facility staff. • Respect the rights of other clients within the health facility • Use the resources and amenities in this facility responsibly, including water, toilets, sitting areas, etc. • Respect the operational regulations that apply to the different section of this health facility. • Not use people in political or other social offices to interfere with the health facility protocols or regulations • Use the lawful mechanisms to raise any complaints you may have with the facility authorities.
RESPONSIBILITY FOR YOUR OWN CARE AND TREATMENT	To enable the health care team within this facility to provide you and other clients with the best possible treatment, you have the responsibility to • Provide the health care professionals with accurate information regarding your health condition and any medications to ensure that proper diagnosis, treatment, potential outcome determination, counselling and rehabilitation can be done • Comply with the prescribed treatment and follow-up care • Ask any questions or concerns you may have, and seek clarification for anything that may not be clear about your treatment • Let the health facility know if you do not understand any aspect of information that is given to you • Take charge of and actively participate in your own health care • Provide honest information for optimal care.
RESPONSIBILITY FOR PAYMENT	To enable us to serve all clients effectively within the limits of the resources available you have a responsibility to: • Make payments for services that require payment • Make only authorized payments for those services that require payment • Obtain an official receipt for any payments you make within the facility • Not to bribe for preferential treatment and services • Report anyone who tries to obtain bribe from you.

RESPONSIBILITY FOR DOCUMENTS AND RECORDS	You have a responsibility to: • Take care of the client health cards, books and records issued to you • Keep your hospital appointments and give reasonable notice if there is need to cancel or re-schedule visits.
RESPONSIBILITY FOR YOUR OWN CARE AND TREATMENT	As a client using the facility with other clients, you have the responsibility to: • Follow the first-come-first-served system of attending to clients • Follow and abide by the health facility's policies and regulations • Complete any forms, as required before leaving the health facility.
RESPONSIBILITY TO RESPECT RULES AND REGULATIONS	To enable us to serve all clients effectively within the limits of the resources available you have a responsibility to: • Make payments for services that require payment • Make only authorized payments for those services that require payment • Obtain an official receipt for any payments you make within the facility • Not to bribe for preferential treatment and services. • Report anyone who tries to obtain bribe from you.
Others	

HOURS OF OPERATION:

MONDAY – FRIDAY: .....

SATURDAY & SUNDAY: .....

PUBLIC HOLIDAYS: .....

OUR CONTACTS:

FACILITY NAME .....

EMERGENCY TELEPHONE CONTACTS .....

FEEDBACK CONTACT .....

For more information please contact:

The Officer in Charge .....

Name of Health Facility .....

Tel: ..... **Email:** .....

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