County Government of Kitui
Ministry of Health and Sanitation

HEALTH SERVICE CHARTER

EMBASSY OF DENMARK
DANIDA | INTERNATIONAL DEVELOPMENT COOPERATION

Commission for the Implementation of the Constitution
Utekelezaji wa katiba, jukumu la wote

Foreword

On behalf of the Kitui County Government, the health sector team and

the ..... health care facility, we wish to commit ourselves to the full implementation and application of this charter as part of our social contract with the people of Kitui county as they seek services in our facility.

This charter was developed by the County Government of Kitui in collaboration with the Commission for the Implementation of the Constitution (CIC). We are glad to begin the journey of meeting our constitutional obligation to integrate the values and principles of Article 10 of the Constitution of Kenya in health service delivery. We endeavour to infuse them in our facility operational culture including the responsibility to provide services that respect human rights and provide quality people centred services.

This charter will be one of the prominent tools for the management of this health facility. We expect our services to substantively improve as we do the best within our circumstances to progressively improve the services.

We are committed to establishing an operational framework that will live this charter and improve the services in this facility. We shall also, from time to time, revise the charter as we gain more knowledge and experience on the application of the constitutional values and principles in our day-to-day work.

The ..... health facility Superintended and all cadres of staff at this facility shall be involved in the efforts to entrench a work culture that is conducive for the implementation of this charter. We will also develop the management and operational protocols to guide the continuous job training on the application of this charter

We thank CIC and the Danish International Development Agency (DANIDA) who supported the project and assisted us to develop this charter. We also would like to thank the team of consultants that worked with us to come up with this charter.

Signed: ....

Dr. Ruth Koki **Kitui County CEC Health**	**Mr. Fredrick Martin Muli** **The Chief Officer in charge of Health**	**Head of Facility /** **Medical Superintendent**

County Government of Kitui
Ministry of Health and Sanitation

HEALTH SERVICE CHARTER

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;
- The right to life – Article 26;The right to Reproductive health services;
- The right to emergency medical treatment – Article 43(2);
- The right to the protection of your health and safety through provision of safe products and services. Article 46;
- 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 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- centred 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.

Efficient and effective service delivery system

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HEALTH SERVICE CHARTER

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YOUR RIGHTS

SAFETY OF HEALTHCARE	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. • The products, commodities and services provided in this facility will be of good quality that is safe to you.

ACCESS TO HEALTHCARE	You have the right to appropriate, timely healthcare
	• 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 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 to reduce unnecessary waiting times. • We serve our clients on a first-come, first-served basis, or by appointment, except in the case of an emergency. • We will provide prompt emergency medical treatment to stabilize your condition regardless of your ability to pay. • You have the right to be transferred to another health facility if the health service you need is not available at the health facility you have attended.

SAFETY *cont.*	
	• You will be served by qualified identifiable healthcare professionals and authorized staff who will be uniformed. • You will be informed if student healthcare workers are involved in your care and these students will seek your consent before providing any 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 your race, marital status, age, sex, sexual orientation, faith, political beliefs, or disability) while making sure we follow the law and medical best practice. • We shall respectfully discuss with you and with your permission your family or communities any cultural, religious or social belief or practice that may present itself as endangering or harming your health or the health of others. • We welcome your views about 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 required to be 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 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 openly display and or announce the services that are provided free at this facility and what category people qualify for the free services. • We will provide you with information on the estimated cost of health services where appropriate before you receive any treatment. • We will ensure you receive an **Official** receipt for any payment you make for services within this facility.

INFORMATION *Cont.*	
	• We will explain to you the proposed treatment options recommended for your situation and any examinations or procedures to be done on you including 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, you will have 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 healthcare**
	• 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. • In an emergency situation where you are unable to give consent, we are authorized to provide you with emergency treatment without your consent. Once you are in a position to give consent, we will inform you of any further treatment and seek your consent.

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 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.

REFUSAL OF TREATMENT *Cont.*	
	• 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. • We 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. • Your welcome your support in ensuring that we continue to provide the highest attainable quality of health care. • Your complaints and compliments will be addressed through a mechanism that will be established by the health facility or with the designated officer.

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. • 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.

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. • Be honest.

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. • You should not bribe for preferential treatment and services. • Report anyone who tries to obtain a 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 TO RESPECT RULES AND REGULATIONS	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.

OTHER	
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NOTES

Health Service Charter

County Government of Kitui
PO Box 460-90200, Kitui

Ministry of Health and Sanitation

Hours of Operation

Monday - Friday .....

Saturday & Sunday .....

Public Holidays .....

Our Contacts

Facility Name .....

Emergency Telephone .....

Contacts .....

Feedback Contact .....

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Name of Health Facility