



WE CARE ABOUT YOUR HEALTH

Citizen Service Delivery Charter and Patient Charter

Nyambene Sub-County Hospital - a Level 4 public hospital serving the Igembe region

Published by Nyambene Sub-County Hospital - County Government of Meru - September 2026

1 Citizen Service Delivery Charter

This Service Charter sets out the standards of service you can expect from Nyambene Sub-County Hospital. It provides information on the services we offer, applicable charges, requirements for accessing services, and the expected service timelines. Where applicable, payments should be made through SHA, M-PESA or other approved payment and health insurance channels at the designated service point. Members of the public are advised not to make payments directly to individual members of staff.

SERVICE	WHAT YOU NEED TO BRING	COST	TIMELINE
Accident and emergency	Referral form (except for emergencies and accidents)	Free	Emergency: immediately
Outpatient registration and consultation	Registration; ID card or passport; SHA or insurance authorisation, or mobile payment	Outpatient card Ksh 100	Within 30 minutes, depending on acuity
Admission	Admission sheet; ID or passport; SHA or insurance authorisation; payment of the applicable deposit and file-opening fee	Applicable deposit File opening Ksh 300 Bed charges per day - general ward Ksh 300	Within 1 hour
Clinic review	Attendance card; payment of consultation fee	Ksh 200	Within 1 hour
Laboratory services	Investigation request form; referral form; proof of payment	As per laboratory test menu	1 hour to 6 days
Imaging (ultrasound, X-ray, CT scan)	Investigation request form; referral form; SHA or insurance authorisation, or mobile payment	As per imaging price list	Depending on the investigation and clinical urgency
Maternity services Normal delivery / caesarean section	MCH booklet	Normal delivery Ksh 6,000 Caesarean section Ksh 18,000	Depends on progress of labour Emergency: immediately
Pharmacy and dispensing	Prescription; payment receipts; treatment sheet for inpatients	As per pharmacy price list	20 minutes to 2 hours
MCH and family planning	Attendance card	Applicable charges	Within 1 hour
Dental services	Attendance card	Applicable charges	—
Renal dialysis	SHA or insurance authorisation, or mobile payment	—	—
Haemodialysis	SHA or insurance authorisation, or mobile payment	Ksh 6,500 per session	Within 5 hours
Temporary catheter insertion	SHA or insurance authorisation, or mobile payment	Ksh 12,000	Within 1 hour



SERVICE	WHAT YOU NEED TO BRING	COST	TIMELINE
Permanent catheter insertion	SHA or insurance authorisation, or mobile payment	Ksh 20,000	Within 1 hour
Physiotherapy Outpatients	Referral form; appointment booking card; proof of payment	Adult Ksh 300 per session Child Ksh 200 per session	Within 10 minutes
Physiotherapy Inpatients	Service request form	Adult Ksh 300 per session Child Ksh 100 per session	Within 1 hour
Occupational therapy Outpatients	Referral form; appointment booking card; proof of payment	Adult Ksh 300 per session Child Ksh 200 per session	Within 1 hour
Occupational therapy Inpatients	Service request form	Adult Ksh 300 per session Child Ksh 200 per session	Within 1 hour
Discharge of patients	Discharge summary; bill payment receipts	As per invoice	Within 2 hours
Referral	Referral form	Applicable charges	Emergency: immediately Non-emergency: within 30 minutes
Payment of suppliers	Invoice and bank details	Free	Within 60 days
Mortuary services	Applicable services	Applicable charges	Applicable timelines
Body clearance	Bill payment; identification documents for next of kin (national ID or passport)	Applicable charges	Applicable timelines
Access to information	Request for access to information	Applicable costs	Applicable timelines
Customer feedback	Compliments or complaints	Free	Within 14 days

A dash (—) indicates that the applicable charge or service timeline is not specified in this Charter. Patients are attended to according to clinical urgency, with patients requiring more urgent care given priority.

2 Patient Charter

Our commitment to you and what we ask of you in return.

Our responsibilities to you

- Deliver safe, effective and high-quality health care that meets professional and ethical standards for every patient.
- Treat all patients with dignity, courtesy and compassion, with full respect for their privacy, cultural values, gender, social class and religion.
- Uphold and improve our standards through regular audit, staff training and continuing professional learning.



Patient rights

Every patient has a right to:

- Confidentiality.
- Informed consent to treatment.
- To be treated with respect and dignity.
- Privacy.
- To receive emergency treatment at any health facility.
- Information concerning their health and health care.
- To be informed of all the provisions of their medical scheme or health insurance policy.
- A second medical opinion.

Patient responsibilities

Every patient has a responsibility to:

- Keep scheduled appointments and observe time; if that is not possible, tell the health care provider.
- Follow the doctor instructions, and do not abuse or misuse prescribed medication or treatment.
- Respect the privacy and confidentiality of others - patients, visitors, families and staff.
- Safeguard any personal valuables not surrendered to the hospital security team.
- Abide by all hospital rules and safety regulations.
- Disclose relevant and accurate information about your health, including previous medical history.
- Ask about the cost of treatment and rehabilitation, and make appropriate arrangements for payment.
- Take care of any health records in your possession and produce them when the provider requires them.

Raising a Concern

If you believe that a service provided by Nyambene Sub-County Hospital has not met the standards outlined in this Service Charter, you are encouraged to raise your concern with the Medical Superintendent for appropriate attention.

Medical Superintendent
Nyambene Sub-County Hospital
P.O. Box 482-60600, Maua
Tel: +254 724 265 555
Email: info@nsch.go.ke