

Customer Service Delivery Charter

VISION:

MISSION:

SERVICES	CLIENT REQUIREMENT	WAITING TIME
Out-patient services	-Registration details i.e. ID card, insurance details -Payment of consultation fee	-Emergency Immediately -Non-Emergency 20 minutes
Admission -File Opening -Medical Services -Surgical services	-Payment of deposit if patient is a cash payer. -Insurance details i.e. card number. -Notifying the hospital which insurance they are using.	-Immediately -Non-Emergency 20 minutes -Immediately
Laboratory investigations -Blood for malaria parasites -Full haemogram -Blood for BAT,RF,ASOT -Urinalysis- HB, PDT,Helicobacter Pylori -Blood sugar(RBS/RBS)	-Investigation request form -Payment for investigation - Insurance approval	-45 minutes -1 Hour -1 Hour -1 Hour -30 minutes
Ultra Sound ECHO	-Request form	-30 minutes -45 minutes
Normal Delivery Caesarian Section	-Anti-Natal card	-Depends on Labor. -Immediately for emergencies. -As per Booking.
Pharmacy (Drug Dispensing)	-Discharge summary -Prescription -Payment for drugs	-5 minutes
Dental Root Canal Filling	-Payment of the fee - Insurance details i.e. card number.	-15 minutes -10 minutes

Extraction FMS		-10 minutes -20 minutes
Elective surgery Emergency Surgery	-Ensure approval of the Surgery by insurance firms -Payment of cash	-As per booking -Immediately.
Discharge	-Patient issued with discharge summary -Insurance approval -Bill Payment	-1 Hour -Depends on insurance approval
Customer Feedback	-Compliments/ Complaints	-Acknowledgement within 2 working days. -Resolution within 14 days.

For more information please visit the respective departments for further guidance on specific services.

FEEDBACK CHANNELS INCASE OF A COMPLAINT/COMPLIMENT

- Inform the Hospital Administrator or fill a customer feedback forms at the reception.
- Contact the hospital through the following channels: email: _____ or Mobile: _____
- Drop written compliment/complaint in the suggestion boxes provided.

APPROVED

REVIEWED JANUARY 2023

ADMINISTRATOR