



**County Government of Nyeri
Ministry of Health**

WELCOME TO:

HEALTH FACILITY SERVICE PATIENT CHARTER

YOUR RIGHTS

- To receive appropriate, timely health care, including emergency treatment, without discrimination.
- To be attended to in an equal manner without regard to your status including Gender, Disability, Age, Health Status, Religion or membership to a minority or other special group.
- To the right to freedom from torture, cruel, inhuman and degrading treatment while under the care of the health care facility.
- To the right to bodily integrity and security of your person while under the care of health care facility.
- To receive the highest attainable quality of health care that does not expose you to unnecessary harm; and to be served by qualified identifiable health care professionals and authorized staff in uniform.
- To be served courteously, compassionately, and with respect.
- To be served in a way that respects your privacy and right to confidentiality.
- To be provided with clear, appropriate, timely, and understandable information about your health and health care and the facility policies, regulations and operational protocols.
- To be involved in making informed decisions and choices about your health care including the right to a second opinion.
- To continuity of services, referral, follow up and advice necessary for your healthcare
- To decline to receive treatment.
- To clear and transparent information on the services that are provided free of charge and the costs of the paid services at the health facility.
- To a clean and safe environment within the health facility.
- To freely express your complements, comments and complaints about the care you receive.

YOUR RESPONSIBILITIES

- To follow and abide by the health facility's policies, regulations, processes and to complete any forms as required.
- To follow the first- come first- served system regardless of your social, political or other status unless your case warrants to be fast tracked.
- To treat healthcare professionals, authorized staff and other clients with respect and dignity.
- To provide the healthcare professionals with accurate information about your health and to ask questions to clarify what you don't understand.
- To follow the prescribed treatments, rehabilitative procedures and follow-up care.
- To sign against your decision to decline any treatment recommended by the health facility.
- To make only authorized payments for services that require payment and obtain official receipts and to inform management of any irregularities.

Hours of Operation:

Monday-Friday: To

Saturday-Sunday: To

Public Holidays: To

Our Contacts:

FACILITY NAME:

Email:

EMERGENCY TELEPHONE CONTACTS:

FEEDBACK:

TELEPHONE CONTACT:

Help us to help you

Give suggestions on how we can serve you better and how you can assist us to serve you better.

You may submit any complaints regarding the services you have received. We promise to look into the matter and revert to you.

To improve the operations of the facility, this charter will be reviewed from time to time after public and stakeholder consultations.

We promise to subject your complaint to a fair and due administrative process for yourself and any person involved in the matter.

Please also read the full charter as provided in booklets in our waiting areas.





**Serikali ya Kaunti ya Nyeri
Wizara ya Afya**

KARIBU KATIKA:

HATI YA HUDUMA KWA MGONJWA KATIKA KITUO CHA AFYA

HAKI ZAKO

- Kupokea huduma ya afya pamoja na matibabu ya dharura kwa wakati unaofaa bila kubaguliwa.
- Kuhudumiwa kwa usawa bila kujali hadhi yako, ikiwemo Jinsia, Ulemavu, Umri, Hali ya Afya, Dini au uanachama wa kikundi cha walio wachache au cha watu wenye mahitaji maalumu
- Kuwa na uhuru kutokana na mateso, ukatili, unyama na kuhujumiwa unapoendelea kupata matibabu katika kituo cha afya
- Kuwa na haki ya kuheshimiwa kimwili na kuhakikishiwa usalama wa utu wako unapoendelea kupata matibabu katika kituo cha afya
- Kupokea huduma bora zaidi ya afya iwezekanavyo ambayo haikuweki katika madhara yasiyohitajika; na kuhudumiwa na wataalamu wa afya waliohitimu na wanaotambulika na wenye idhini na wamevalia sare rasmi.
- Kuhudumiwa kwa adabu, huruma na heshima.
- Kuhudumiwa kwa njia inayoheshimu usiri wako na haki yako ya kudumisha usiri.
- Kupatiwa habari kamili, sahihi na inayoleweka na kwa wakati ufaao kuhusu afya yako na huduma za afya, sera za kituo cha afya, kanuni na itifaki zake.
- Kuhusishwa katika kufanya maamuzi kwa ufahamu, maamuzi kuhusu afya yako ikiwemo haki ya kutafuta maoni ya mhudumu mwengine wa afya.
- Kupokea huduma zaidi, kuhamishwa katika hospitali nyingine na mashauri yanayohitajika kwa utunzi wa afya yako.
- Kukataa kupokea matibabu.
- Kupokea habari wazi na zinazoleweka kuhusu huduma zinazotolewa bila malipo na gherama za huduma zinazotolewa kwa malipo katika kituo cha afya.
- Kuwa na mazingira safi na salama katika kituo cha afya.
- Kutoa pongezi, maoni na malalamishi kuhusu matibabu uliyopokea bila uwoga.

WAJIBU WAKO

- Kufuata na kutii sera, kanuni na taratibu za kituo cha afya na kujaza fomu zozote kama inavyotakikana.
- Kufuata mfumo wa huduma kwa yule aliyetangulia kwanza bila kujali hadhi yako ya kijamii, kisiasa au nyingineyo ila tu hali yako ikilazimu kuwa uhudumiwe kwa haraka.
- Kuwashemtu na kuwathamini wahudumu wa afya, wafanyakazi wengine waliodhinishwa na wateja wenzako.
- Kuwapa wahudumu wa afya habari sahihi kuhusu afya yako na kuuliza maswali kupata ufanuzi wa mambo usiyoyaelewa.
- Kufuata matitabu yaliyoagizwa, hatua za urekebishaji na huduma fuatilizi za matibabu
- Kutia sahihi kwa maamuzi yako ya kukataa kupokea matibabu yaliyopendekezwa na kituo cha afya.
- Kulipia yale malipo yaliyoidhinishwa pekee kwa ajili ya huduma zinazohitaji malipo na kupata risti rasmi za malipo hayo; na kuwajulisha wasimamizi hitilafu zozote.

MASAA YA KUTOA HUDUMA:

Jumatatu – Ijumaa: Hadi

Jumamosi: Hadi

Jumapili: Hadi

Sikukuu za Umma: Hadi

NAMBARI ZA MAWASILIANO:

Jina la kituo cha afya:

Baruapepe:

Nambari za simu za dharura:

Nambari za za simu za majibu:

Tusaidie ili tukusaidie

Toa mapendekezo kuhusu jinsi tunavyoweza kukuhudumia vyema na jinsi unavyoweza kutusaidia kukuhudumia vyema. Unaweza kuwasilisha malalamishi kuhusu huduma ulizopata. Tunaahidi kulishughulikia swala hilo na kukupa majibu. Ili kuimarisha shughuli za kituo hiki, hati hii itafanyiwa mabadiliko mara kwa mara baada ya mashauriano baina ya umma na wadau. Tunaahidi kushughulikia malalamishi yako kwa wakati ufaao na kupertia kwa mchakato huru wa kiutawala kwa manufaa yako na mtu yeyote anayehusika katika jambo hilo. Tafadhali visome hati yote kama iliyotolewa katika vijitabu katika maeneo yetu ya kusubiri.





**Thirikari ya Kaunti ya Nyeri
Rúhonge rwa Útungatíri wa Úgima wa Mwíri**

NÍWANYITWO ÚGENI GÜKÜ :

KÍRKANÍRO GÍA ÚTUNGATI WA ÚGIMA WA MWÍRI KÚRÍ ARÚARU

ÚRIA WAGÍRÍRWÓ NÍ KÜHINGÍRIO

- Küheo útungati wa úgima wa mwíri úria wagíriire na ríria kwagíriire hamwe na gütungatíriwo ríria wí ugwtati-iní ütegúcagúranio.
- Gütungatíriwo ta andú aría angí hatarí kúrora úria üri: gúkorwo wí mündürume kana wí mütumia, üri na wathe kana útarí, úkúrú waku, úgima wa mwíri waku, wítikia waku, kana gúkorwo wí ümwe wa gíkundi kínini kana gíkundi oro kíngí kína mabataro matiganíte.
- Gúkorwo úkígeo gíto na ügitíri wa mwíri híndí íria üri thibitarí-iní.
- Gúkorwo úkígeo gíto na ügitíri wa mwíri híndí íria üri thibitarí-iní
- Küheo útungati wa úgima wa mwíri waku wega uria kwahoteka na kwa njíra ítarí na ugwtati; na gütungatíriwo ní aruti a wíra mathomeire üthondekani na mekírite nguo cia wíra wa úrigitani.
- Gütungatíriwo na ümenyereri, rwendo, na gíto.
- Gütungatíriwo na njíra íratíya na kúmenyerera hito ciaku.
- Küheo ühoro mükinyaníru, wagíriire, ütegúcerithírio na mütataáku úkonainie na úgima wa mwíri waku na útungatíri úria wagíriire; na gütarírio mawatho ma thibitarí, na mítaratara íria íratumíka.
- Küheo kamweke ga gütua itua na gwíthuríra úria úkwenda gütungatíriwo hamwe na kamweke ka njíra ingí cia gütungatwo.
- Küheo útungati kírúmanírío, gütwarwo thibitarí-iní íngí, na küheo mataaro maríia magíriire ma úgima wa mwíri waku.
- Kürega güthondekwo angíkorwo ndüiganíre na útungati úria úraheo.
- Küheo ühoro mükinyaníru na üri na útheri úkonainie na útungati úria úraheyanwo hatarí maríhi na gütarírio maríhi ma motungati maríia maraheanwo thibitarí-iní.
- Gütungatíriwo kündú gútheru na gütarí na mogwati.
- Kwíyaria ütegwítingíra ríria ürenda gúcokia ngatho kana kuonania kwaga kúiganíra na útungati úria úraheo.

ÚRIA WAGÍRÍRWÓ NÍ KÜHINGIA

- Kúrúmírrira na kúgwatíriria mawatho, na mítaratara ya thibitarí hamwe na kúiyúria fomu úria kwagíriire.
- Kúrúmírrira mítaratara úria wího wa gúthondekwo ütekühítuka arúaru aría angí hatarí kúrora kúmenyeka gwaku kana maündú maku mangí ta ma ütetí, tiga ríria wekinyia thibitarí-iní wí ugwtati-iní.
- Kuonania gíto na wínyihia kúrí atungati a úgima wa mwíri na aruti aría angí a thibitarí na aruaru angí.
- Kühe atungatíri ühoro mükinyaníru wa úgima wa mwíri waku na kúria ciúria cia gütataúra ühoro úria útarí mütataáku.
- Kúgúatíriria útungati úria úraheo, mítaratara ya gúthondekwo na gúthií na mbere na gütungatíriwo.
- Gwíkíra kírore kíia atí níwaregana na útungati úria úraheanwo thibitarí-iní íyo.
- Kúrihíra maríhi maríia mahítükítio kúrihírwo na kúrufírwo ríthiti; na kúmenyithia atongoria hangíkorwo na ungumania.

MATHAA MA GÜTHONDEKWO:

- Jumatatú – Wagatano: Kinya
 Jumamothi: Kinya
 Kiumia: Kinya
 Thigukúú: Kinya

NJÍRA CIA GÜTÜKINYÍRA

- Rítwa ríia thibitarí:
 Email:
 Namba cia thimú cia híndí ya ugwtati:
 Namba cia thimú ríria ürenda kwíyaria:

Túteithie gúgütungatíra.

Heana meciria maku makonainie na úria túngegúteithia na gúgütungatíra wega

No üheane meciria maku maríia makonainie na útungati úria úraheo. Ní tükwaríriria meciria maku na tükühe macokio.

Niguo tükinyanírie motungati ma thibitarí, kírkáníro gíkí níkírcokeragwo o híndí thutha wa gúthikíriria meciria ma műingí na anyitaníri aítú.

Nitögúkorwo tükíaríria kwaga kúiganíra gwaku na njíra ígwete níñundú waku ona wa mündú üngí úkonainie na ühoro úcio.

Ni worio wíthomere kírkáníro gíthe túbuku-iní türí tûgítwo kündú gwa gweterera.

