



# NATIONAL SPINAL INJURY REFERRAL HOSPITAL

*Advancing Spine Care Through Innovation and Excellence*



## PATIENTS CHARTER

### PATIENTS RESPONSIBILITIES

1. Provide accurate information
2. Respect and cooperation
3. Participate in care and decisions
4. Safety and accountability
5. Follow your care plan

### OUR COMMITMENT TO YOU

1. Skilled quality and compassionate care
2. Personalized care plan
3. Family involvement
4. Rehabilitation and recovery support
5. Effective communication
6. Ethical practice
7. Continuous improvement

Dr. Kibet P. Shikuku

*Director Medical Services*

Launched on *Feb. 6, 2026*

### PATIENTS RIGHTS

1. Right to safe and accessible health facilities.
2. Right to care by a qualified health professional.
3. Right to information and decision-making.
4. Right to be heard.
5. Right to informed consent.
6. Right to safe and quality care.
7. Right to timely and effective care.
8. Right to safe processes and practices.
9. Right to safe and quality health products and technologies.
10. Right to dignity and equity.
11. Right to confidentiality.

**For any enquiries, complaints or compliments, please contact;**

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