NATIONAL SPINAL INJURY REFERRAL HOSPITAL

CITIZEN SERVICE DELIVERY CHARTER

Vision

To be a centre of excellence in care, teaching and research in Spinal Health and Trauma in Africa.

Mission

To provide comprehensive, specialized spinal health services with excellence using innovative, cutting edge technology.

Motto

Advancing Spine Care Through Innovation and Excellence

SERVICES	CLIENT REQUIREMENT	WAITING TIME
Health Records and Information Management System Unit	**Outpatient Card | Replacement of outpatient Attendance card | Observation Sheet | Identification Documents (National ID Card/ Passport/ Birth Certificate) | Payment for Consultation**	**10 minutes**
Admission of in-patient	**Doctor's Recommendation for Admission | Payment for inpatient file/Attendance card | Referral from other facility | Identification Documents (National ID Card/ Passport/ Birth Certificate) | Registered by SHA**	**Emergency: Immediately** **Non-emergency: 2 hours**
Laboratory Investigations (Basic) Hematology & Infectious Disease Tests; Test for Malaria Parasites, Full Haemogram Biochemistry / Metabolic Tests; Urea, Electrolytes, Creatinine, Liver Function Tests, Random Blood Sugar, Prostate Specific Antigen (PSA) Urine & Other Laboratory Investigations; Urinalysis, Other laboratory investigations	**• HMIS investigations request** **• Payment for investigation**	**1hr** **2hrs** **20 minutes** **1hr**
Radiology and Imaging Services X-Ray (chest, Spine, Hip, Knee etc.), Ultra sound, CT scan, MRI Examination,OPG	**Investigation request form | Payment for investigation | Previous Radiology reports | SHA Pre- authorization | Registered by SHA (six months prior payment) | Patient preparation (incases of ultra sound)**	**Emergency: Immediately** **20 mins** **24 hours** **30min – 6hrs**
Special Clinic MOPC | Promotive, curative and preventative medical services, SOPC| Promotive, curative, preventative and surgical management of patients, Orthopedic Clinic	**• Attendance card** **• Payment for the consultation fee**	**35-45minutes**
Dental Services **Consultation** **Oral Surgery & Emergency Care:** Simple Tooth Extraction, Closed Disimpaction ,Open Disimpaction, Dry Socket Dressing, Minor Oral Surgery, Incision and Drainage, Splinting, Mandibulo-Maxillary Fixation **Restorative Dentistry:** Fillings, Amalgam, Composite, Glass Ionomer Cement (GIC) Masking, Post and Build-Up, Indirect Restorations, Endocrowns **Endodontics:** Pulpotomy / Pulpectomy, Root Canal Treatment(Anterior,Premolar,Molar) Periodontics & Preventive Care: Scaling,Prophylaxis, Fluoride Treatment **Prosthodontics:**Temporary Crowns, Porcelain Crowns, Porcelain Fused to Metal (PFM) Crowns, Zirconia Crowns, Crown & Bridge (Cost per Unit),Veneers Age Assessment	**• Attendance card** **• Payment for the consultation fee** **• Patient consent and cooperation** **• Dental xrays**	**10Minutes- 3 Hours**
Pharmacy Patient consultation and dispensing of drugs to Out- patient and in- patient | Prescriptions review, billing and refill to both Outpatient and inpatient | Medication therapy management | Patient education and counselling | Handling of drug complaints from the outpatient	**Attendance card | Valid prescription| Patients Receipt or Invoice (if using SHA or insurance claim form) | TB appointment card**	**10-30 minutes**
Surgery **• Emergency** **• Elective**	**• Attendance Card with booked date** **• Registered by SHA** **• SHA Pre-Authorization**	**Emergency: Immediately** **Elective: As per the booking**
Physiotherapy services Hydrotherapy,Heat therapy per moderity, Soft tissue manipulationAmbulation training, Routine Physiotherapy, Wax bath therapy, Wheelchair transfers, Cryotherapy,Traction, Nerve/muscle stimulation, Chest physiotherapy,Therapeautic execises,gym consultation	**• Attendance Card/Appointment** **• Registration** **• Payment receipts**	**45minutes- 2Hours (Outpatient)** **2-3 Hours (Inpatient)** **1 Hour (Rehabilitation)**
Orthopaedic trauma services • Radiological interpretation of images, Removal of assorted casts, Above and below elbow cast, Above and below knee cast, Hip and thumb spica, Figure 8, U- slab, Back slab , Full length cast, Cylinder cast, Scaphoid P.o.P, Crepe bandage application, Arm sling application, Boot cast, Robert johns cast, Patella tendon brace cast	**• Attendance Card** **• Registration** **• Payment receipts**	**15 minutes – 1 hour**
Orthopaedic Technology services · **Prosthesis:** TH & TR Prosthesis, TF & TT Prosthesis, Orthopedic insole · **Orthotics;** Knee ankle foot orthosis, Ankle foot orthosis, Spinal Orthosis Outreach services, And Other prosthesis and Orthotics services	**• Attendance Card** **• Registration** **• Payment receipts** **• Request by client**	**1 hour- 3 Hours**
Nutrition services Patient assessment (inpatient and outpatient), Patient nutrition diagnosis, counselling and education (inpatient and outpatient), In patient Modification and supervision of therapeutic diets, Patient supplementation,In patient monitoring and evaluation	**•Attendance Card** **• Registration** **• Payment receipts** **• Medical report/laboratory results**	**10minutes- 1hr**
Occupational Therapy Services Assistive devices, ADLs Re-training, Occupational Therapy Assessment,Vocational Rehabilitation	**• Attendance Card** **• Registration** **• Payment receipts**	**2 days** **1hr 30 minutes**
Medical Social Work Services Coordinating & Conducting family conferences, Social economic assessment, Job/school placement, Follow-ups/home visits, Soliciting donations for the needy clients, Reintegration	**• Attendance Card** **• Registration**	**2hours|15minutes|1day|1-3day|1-2days**
Psychological services Counselling sessions, Coordinating & conducting group therapy	**• Attendance Card** **• Registration**	**15 Minutes- 1 Hour** **1-2 Hours**
Public Health Services Medical Examination Certificate for Food Handlers, Collection of body from holding room to mortuary, Food inspection in the kitchen store and supplier, Collection of waste for disposal by offsite waste handlers	**Investigation request form | Payment for investigation | Receipt of payment| Summary of cause of death | D1 form duly filled by the doctor/Next of kin | Next of kin National Identification card |Show food stuff on arrival to the facility | Tracking document**	**1 hr 30 minutes** **1hr** **30 minutes** **1hr**
Reports Disability Assessment Report, Medical Report , Food handlers' certificate, Medical examination for students and for employment	**Attendance card | Request form | Medical Report from a public hospital where applicable | Payment for service fee | Receipt of payment | Medical examination report form either from NSIRH or institution | Payment for service fee**	**3 hours**
Training, Research and Innovation Student attachment approval | Research Protocol approval	**Institutional placement letter | Student application letter | Payment receipts** **Research Proposal; Approval letter from Director General, ministry of Health | Approval letter from C.E.O | Payment receipts**	**Within 5 Working Days** **1 month**
Discharge	**Discharge Summary | Bill payment receipts | Registered by SHA**	**3 hours**
Payment to Suppliers	**Copy of Purchase/Service Order | Delivery Note and Goods Receipt Note | Invoice | Bank Details**	**Within 30 days (Youth, Disabled & Women) 90 days**
Customer Feedback	**• Compliments/Complaints/ Enquiries**	**Acknowledgment: Within 3 working days** **Resolution: Within 14 working days after receipt of Complaints**

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

MODE OF PAYMENT – Through the government pay bill number 222222.
- For SHA get a reference number within 24 hours of Admission.
- Specialized Services: Critical Care Unit & Emergency Ward

Notes:

1. All services offered are charged as per NSIRH Fee For Service
2. All surgical cases are charged as fixed fee for service (SHA holders)
3. Free health care services to children under 5 years.
4. Pre-Authorization by SHA is required when seeking certain services.
5. Kindly visit the relevant service delivery points for further guidance on specific services/requirements and costs
6. Waiting time: The entire duration taken to complete the process of providing the service required by a client.
7. Delayed reports may be occasioned by the complexity of cases requiring further consultation and discussion

Abbreviations:

- CT-Computerized Tomography
- MRI – Magnetic Resonance Imaging
- MOPC – Medical Outpatient Clinic
- SOPC – Surgical Outpatient Clinic
- OPG - OrthoPantomoGram
- POP- Plaster of Paris

Feedback Channels:
- Drop your written Compliments/ Complaints/ Enquiries in the Suggestion Boxes, Email addresses, Feedback Registers, and the various online platforms available.
- Night/Public Holidays & Weekends, contact Nurse on duty through: **0722626641**, Email: **nsm@spinalinjury.go.ke**,
- Facebook, X: National Spinal Injury Referral Hospital (with NSIRH official logo as the profile picture);
- The Director Medical Services (as a last option) through Ext.101, Email: **info@spinalinjury.go.ke**

Or

Clients have the right to appeal to the Commission on Administrative Justice (CAJ), P.O Box 20414-00200, Nairobi, Tel: +254-20-2270000 / 2303000, Email: complain@ombudsman.go.ke

Dr. Kibet P. Shikuku
DIRECTOR MEDICAL SERVICES

Next Review shall be in 2028

HUDUMA BORA NI HAKI YAKO