



Patients' Charter

Moi Teaching and Referral Hospital is committed to providing you with specialized and accessible quality healthcare that respects individual rights.

W h a t a r e y o u r r i g h t s ?

- ❖ To receive the best available treatment in accordance with current clinical practices
- ❖ To be involved in decisions about your care and be given the opportunity to ask questions and discuss treatments so that you can understand your care plan. We offer facilities both Private and General .
- ❖ To be treated with respect, confidentiality, dignity and consideration regardless of your age, gender, religion and culture, race and ethnicity.
- ❖ To be informed that being a teaching hospital, Medical students under the supervision of a consultant may participate in your treatment while in the hospital.
- ❖ To receive reasonable safety and comfort while in the hospital
- ❖ To receive official receipt(s) for all payments made.

W h a t a r e y o u r r e s p o n s i b i l i t i e s ?

We want to make sure that you get the best possible care from us. To help us do this, please do a few things such as:

- ❖ Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalisation, medication and other matters related to your health.
- ❖ You are required to comply with the hospital rules and regulations affecting patient care and be well informed about hospital procedures. Always feel free to ask questions from our staff
- ❖ Do not give a bribe of any kind whatsoever since the Hospital is a **CORRUPTION FREE ZONE**
- ❖ The Hospital is a **NO SMOKING ZONE**

FOR ANY COMPLAINTS OR COMPLIMENTS, CONTACT:

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