



Frequently Asked Questions on
PATIENTS CHARTER

QUESTION 1: DO I HAVE THE RIGHT TO BE INFORMED OF MY ILLNESS?

ANSWER: Patients have the right to be informed about the conditions/situation of their illness.

QUESTION 2: WHAT SHOULD I DO IF A HEALTH CARE WORKER DISCLOSES MY CONDITION TO A THIRD PARTY WITHOUT MY CONSENT?

ANSWER: Every patient has the right to confidentiality and if their condition is disclosed, they should report to the hospital authority through the customer complaints procedure.

QUESTION 3: CAN RELATIVES OF AN IN-PATIENT BE INFORMED ABOUT THE PROGRESS OF THE PATIENT?

ANSWER: Relatives can be informed about the progress but not the diagnosis.

QUESTION 4: WHO IS RESPONSIBLE FOR INFORMING THE RELATIVES ABOUT THE PROGRESS OF AN IN-PATIENT?

ANSWER: Both the Nurse and the Doctor are responsible for informing the relatives about the progress of an in-patient.

QUESTION 5: WHAT SHOULD I DO IF I AM PRESCRIBED MEDICATION THAT IS NOT AVAILABLE IN THE FACILITY?

ANSWER: It is the responsibility of the facility to make sure that drugs/medication is available to the patient.

QUESTION 6: CAN I TAKE ALTERNATIVE TREATMENT WHILE ON TREATMENT?

ANSWER: Patients have to understand the implications of alternative treatment possibilities in relation to the treatment that they are being given at a Health facility?

QUESTION 7: WHAT SHOULD I DO IF I AM NOT SATISFIED WITH THE SERVICE OFFERED?

ANSWER: One can lodge their queries/concerns/dissatisfaction to health facility management through the customer complaints procedure..

QUESTION 8: CAN I BE ASSISTED IF I DON'T HAVE MY MEDICAL CARD?

ANSWER: One can lodge their queries/concerns/dissatisfaction to health facility management through the customer complaints procedure.

QUESTION 9: DO I HAVE TO PAY MEDICAL FEES IF SEEKING MEDICAL ASSISTANCE?

ANSWER: YES, all patients have to pay medical fees accordingly:

- CONSULTATION FEE P5.00
- AMBULANCE FEE P5.00
- MEDICAL EXAM FEE P30.00
- X-RAY FEE
 - Chest P20
 - Hand P10
 - Ankel and Knee P15 each
- CRUTCHES FEE P20.00
- ADMISSION FEE
 - 1. P2.00 per day for locals
 - 2. P80.00 per day for foreigners
- SCAN P40.00

QUESTION 10: WHAT ARE THE OPERATIONAL HOURS OF HEALTH FACILITIES?

ANSWER:

- Referral Hospitals 24 hours
- District Hospitals 24 hours
- Primary Hospitals 24 Hrs
- Clinics 7:30-16:30- 8 hrs (On call) In towns and cities
8 hours On call (Villages)
Others operate 24 hrs for OPD only
Others operate 24 hrs for both OPD and maternity

- Health Posts 7:30-16:30 hrs (On call)
Weekend its half day (07:30-12:30)
- Mobile Clinics According to schedule (During the day)

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**PNEUMOCOCCAL
DISEASE**

For More Information Contact
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