

Fees, SHA Cover & What to Bring

This guide explains how billing works at Pumwani Maternity Hospital and how to use your Social Health Authority (SHA) cover. It reflects the position at the date of download — always confirm current charges at the official billing office.

Free and subsidised services

- Maternity services are offered free or heavily subsidised to women across the country under government programmes.
- Emergency stabilisation and delivery care are never withheld while payment is arranged.
- Specialised items (some medicines, laboratory tests and procedures) may attract fees — ask the billing office first.
- Ask the Hospital Health Administrator about current fee waivers and any county-supported arrangements.

Using SHA cover at Pumwani

- Register with the Social Health Authority before admission if you can — the help desk at Main Reception assists with registration and cover questions.
- Bring your ID, SHA details and, where available, your dependants' details.
- Cover and eligibility are confirmed before admission so your bill is clear in advance.
- Keep every receipt issued to you and request an itemised bill at discharge.

Documents to bring

- Original ID or passport, plus a copy
- ANC / Mother & Child booklet and any previous clinic cards or scan reports
- SHA card or private insurer details
- Referral letter or form (for referrals from Level 1–3 facilities, bring it intact)

How billing works — four steps

1. Register or check cover: the Reception help desk assists with SHA registration before clinic.
2. Get a written estimate: the billing office explains what your care pathway covers before admission.
3. Care first, always: emergency care is delivered first; billing follows after stabilisation.
4. Keep your receipt: ask for an itemised receipt and keep it for reimbursements and records.

Beware of fraud

Pumwani Maternity Hospital does not charge any fee for services, tenders or job applications, and never asks for payment through unofficial mobile numbers. Report any demand for payment through the feedback form on our website, marked private, or to the officer-in-charge.