

Patient Service Charter

Every mother, baby and family member who comes to Pumwani Maternity Hospital has the right to safe, respectful and equitable care. This charter explains what you can expect from us and what we ask of you in return. It applies to all patients, at all times, in every unit of the hospital.

Your rights in our care

- Emergency care — treatment is given first; payment is never a barrier to emergency stabilisation or delivery care.
- Information — clear explanations about your condition, test results, treatment options and what happens next, in a language you understand.
- Dignity and respect — privacy, confidentiality, and care free from discrimination, neglect or mistreatment.
- Consent — you must be informed before any procedure and may refuse or withdraw consent.
- Confidentiality — your medical information is shared only with the people caring for you, or as the law requires.
- A companion in labour — a trained birth companion is welcome in most labour areas, subject to ward policy and your clinical condition.
- Feedback and complaints — every concern is recorded, routed to the responsible officer, and answered.

What we ask of you

- Give us honest information about your health, medicines, allergies and previous pregnancies.
- Follow the agreed care plan and come to your clinic dates; tell us early if you cannot attend, so your records stay current.
- Treat staff and other patients with respect — violence, threats and abuse are not accepted.
- Look after hospital property and observe visiting hours and ward rules, including one screened visitor per newborn cot.
- Speak up — if something feels wrong, tell the nurse-in-charge immediately.

How to raise a concern

1. Tell us the same day — speak to the nurse-in-charge or ward manager; most concerns are resolved on the spot.
2. Put it in writing — use the feedback form on our website or hand a written note to Reception.
3. Ask for a review — if you remain dissatisfied, request a review by hospital management or raise the matter through Nairobi City County health channels.

Pumwani Maternity Hospital does not charge any fee for services, tenders or job applications. Report any demand for payment through the feedback form, marked private.