



**CENTRE HOSPITALIER UNIVERSITAIRE  
UNIVERSITY TEACHING HOSPITAL**

***IBITARO BYA KAMINUZA BYA BUTARE/IKIGO CY'UBUVUZI CYA KAMINUZA  
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***SEREVISI ZITANGWA N'IBITARO BYA KAMINUZA BY'I BUTARE***

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## **IRIBURIRO**

Nejejwe no kubagezaho iki gitabo gikubiyemo serivisi zitangwa n'Ibitaro bya Kaminuza by'i Butare.

Iki gitabo cyateguwe hashingiwe kuri Gahunda y'Igihugu y'Ivugurura rifite icyerekezo cyo kuzamura ubushobozi bw'abakozi n'ibigo, hagamijwe kandi gutanga serivisi zinoze hanagerwa ku ntego nkuru y'Iterambere ry'Igihugu. Nanone ibi bigakorwa bigamije gusubiza ibibazo by'abaturage, bigakorwa mu mucyo kandi abantu bakabazwa ibyobakora.

Iki gitabo kigaragaza uruhare rw'Ibitaro bya Kaminuza by'i Butare mw'itangwa rya serivisi mu Rwanda kikanerekana serivisi zitangwa ibikenerwa kugira ngo uzihabwe. Kikagaragaza kandi urutonde rwaho izo serivisi zitangirwa n'ibyo amategeko yemerera umuntu kugira ngo abone izo serivisi.

Ishyirwaho ry'iki gitabo gikubiyemo serivisi zihabwa abaturage ryerekana ubushake Ibitaro bya Kaminuza by'i Butare bifite mw'itangwa rya serivisi nziza kandi zihuse.

**Dr André MUSEMAKWERI**

**Umuybozi Mukuru w'Ibitaro**

Iki Gitabo kigaragaza serivisi Ibitaro bya Kaminuza bya Butare ( CHUB) bigenera ababigana. Ni muri urwo rwego musanga gikubiyemo serivisi zitandukanye n’aho zitangirwa, uburyo zitangwa, igihe zitangirwa, n’Uburyo abatanyuzwe na Serivisi bahawe banyuramo bagaragaza ibibazo kugira ngo barenganurwe. Iki gitabo kigaragaza izi ngingo zikurikira:

- Icyerekezo n’Intego by’Ibitaro bya Kaminuza bya Butare (CHUB) byerekana ubushake bwo gutanga serivisi nziza kandi zinoze muri ubu buryo bukurikira:
  - Ubunyangamugayo
  - Hubahirizwa amategeko
  - Mu bwitonzi n’Ubupfura
  - Mu bwumvikane
  - Mu kuri no kudatoranya
  - Mu mucyo
  - Kugaragaza ibyo ikora
  - Gukorera ku gihe
  - Gutanga serivisi nziza kandi ku gihe cyabigenewe.
- Isesengura rya serivisi zitangwa n’Ibitaro bya Kaminuza bya Butare:
  - Kugaragaza neza serivisi zitangwa na CHUB,
  - Kwerekana Ishami serivisi zitangirwamo. Muri ubu buryo Abaturage bazamenya neza Ishami cyangwa Ibiro bagana, bityo bahabwe serivisi badatakaje igihe n’Ingufu zo gutegereza;
  - Kugaragaza igihe nyacyo bitwara buri serivisi itangwe. Ibi bizaha abaturage amakuru y’ingirakamaro bibarinde guhora mu nzira no gukubita amaguru y’ubusa.
  - Gushyiraho ibipimo bya serivisi nziza hagaragazwa amasaha bitwara kugira ngo umuturage abone iyo serivisi, uburyo izo serivisi ziboneka, ukuri kuba kuri mu itangwa ry’izo serivisi, icyizere cyo gukomeza kubona izo serivisi, niba umuturage ashobora kuyigeraho, uburyo yumvikanishwa, mu kuri, uburemere bifite n’ubwitonzi mu gutanga serivisi; Hashingiwe kuri ibi, Abaturage bashobora kwizera gutera imbere
  - Amakuru nyayo ku nyandiko zisabwa n’uburyo bwo kubona serivisi muri CHUB. Urugero, ibyangombwa bikeneye kwerekanywa, n’impapuro zigomba kuzuzwa n’umuturage ushaka serivisi.
- Gusobanura neza Abaturage, ibyiciro by’abantu bemerewe kwaka buri serivisi itangwa na CHUB.
- Kugaragaza Abakozi bashinzwe gutanga izo serivisi n’aho babarizwa ndetse n’uburyo bwo kubahamagara cyangwa kubandikira igihe bibaye ngombwa.
- Uburyo bwo kurenganurwa igihe udahawe iyo serivisi cyangwa se uburyo wayihawemo butakunogeye.

- Uko umuturage ashobora gutanga inama n'ibitekerezo ku buryo buhoraho hagamijwe guteza imbere no kunoza imitangire ya serivisi muri CHUB.
- Amakuru n'uburyo bwatuma serivisi za CHUB zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenera.

Iki Gitabo kirimo serivisi zihabwa abaturage ni igikoresho cyo kugeza amakuru ahagije kandi asobanutse ku bagana serivisi za CHUB no gushyiraho ibipimo hagamijwe kwimakaza umuco wo gukorera m'ukuri Nzego za Leta. Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kizatuma abagana serivisi za CHUB bazahabwa serivisi zihuse binarandure umuco wo gutinza serivisi byagaragaraga mu itangwa rya serivisi mu Nzego za Leta.

Hashingiye ko ko serivisi zigomba kujyana n'ibyifuzo by'Abaturage, CHUB yiyemeje kubamenyesha Serivisi bashobora gusaba, inshingano n'uburenganzira bwabo igihe bashaka izo serivisi.

Kubera ko CHUB isanga itakora ibi yonyine, niyo mpamvu isaba Abaturarwanda guhoza ijisho ku bakazi bayo kugira ngo bakorere ibibakwiye, bibereye, kandi bifite ireme no gutanga amakuru asobanutse kuri serivisi bifuzwa no gukuraho inzitizi zose zatuma itangwa rya serivisi ridatera imbere.

Mu by'ukuri, kugira ngo ishyirwamubikorwa ry'iki Gitabo gikubiyemo serivisi rishoboke, CHUB yizeye ko hazakomeza kubaho ubufatanye no guhana amakuru n'abaturage bayigana bashaka serivisi. Kubera iyi mpamvu CHUB yashyizeho uburyo bunozwe bwo bwo kugisha inama abagana serivisi zayo:

- Ifishi cyangwa urupapuro byandikwaho ibitekerezo n'inama zitangwa muri buri Shami;
- Agasanduku k'ibitekerezo kaboneka aho binjirira;
- Umunsi w'Imurikabikorwa
- Amatsinda ngishwanama ahuriwemo n'Abagana serivisi za CHUB
- Umurongo wa telefoni utishyurwa;
- Gukora anketi n'iperereza ku bagana serivisi za CHUB gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe
- Uburyo bwo kurenganurwa no gukemura ibibazo bugaragaza inzira abagana CHUB banyuramo batanga ibitekerezo kuri serivisi bahabwa.

Iki Gitabo cyerekana neza ingamba zafatwa igihe serivisi zidatanzwe uko bikwiye. Niyo mpamvu rero CHUB ishishikariza abagana serivisi zayo gutanga inama ku bibazo babinyujije mu buryo buhari bwagenwe bwo kugaragaza ibibazo, bworoshye gukoreshwa kuri buri wese. CHUB izakira

ibyho bibazo by'abayigana ibigire ibyayo ikabikemura kandi mu gihe kitarambiranye. Mu buryo bushoboka, igihe cyo kwakira no gukemura ibibazo cyashyizweho. CHUB irifuza gufatanya mu buryo bunoze n'abayigana mu gukemura ibibazo by'imitangire ya serivisi. Izi ngingo z'ingenzi nizo zizubahirizwa mu gihe cyo gushyira mu bikorwa iki gitabo gikubiyemo serivisi zitangwa na CHUB:

- Gutangiza uburyo buhoraho abasaba serivisi batangamo ibibazo. Uburyo bushoboka buzakoreshwa bugizwe n'urubuga rwa interineti, kohereza ubutumwa bwanditse kuri telefoni, no gukusanya amakuru ku basaba serivisi aho zitangirwa, udusanduku tw'Ibibazo, iyakure hamwe na telefoni.
- Kugena abashinzwe gukemura ibibazo no kwerekana uburyo bwo gukemura ibibazo imbere hagamijwe gukemura buri kibazo bakiriye.
- Gushyiraho uburyo bugezweho bukoreshwa imbere muri CHUB mu gutondeka ibibazo. Ibibazo bishoboka ko byakwandikwa mu buryo busanzwe cyangwa ubushobozi bwaboneka, hagakoreshwa mudasobwa mu buryo butuma ibona igihe nyacyo cyo guhuza imibare.
- Gushyiraho ingengabihe yo gukemura ibibazo, harimo n'igihe cyo kumenya kwakira ibibazo, igihe gikenewe cyo kurangiza iperereza kuri buri rwego, n'igihe cyo kumenyesha abasaba serivisi aho CHUB igeze mu iterambere.
- Kwemeza uburyo buzakoreshwa mu gihe habayeho kutubahiriza ibipimo mu itangwa rya serivisi.
- Gushyiraho uburyo bwo gukurikirana no kugenzura inzira zo gusesengura imibare n'imiterere y'ibibazo by'abatishimiye serivisi bahawe.

Mu rwego rwo gushyigikira guhanahana amakuru, inama no kungurana ibitekerezo ku ishyirwa mu bikorwa ry'iki Gitabo, CHUB yiyemeje gukoresha itangazamakuru n'ikoranabuhanga rishya, n'ubundi buryo bugezweho nk'ubutumwa bwanditse kuri telefoni, umurongo wa interineti, n'ubundi nka twitter na facebook, n'ibindi binyuranye, cyangwa uruhurirane rw'iyi miyoboro y'ikoranabuhanga.

Mu guteza imbere imitangire ya serivisi, CHUB iteganya gukoreshwa ibikoresho tekiniiki zikurikira mu ishyirwa mu bikorwa ry'iki Gitabo gikubiyemo serivisi zihabwa Abaturage:

- Gukora iperereza hagamijwe gukusanya no kumva icyo Abaturage bavuga kuri serivisi bahabwa;
- Gukurikiza ibyiza byakozwe ahandi;
- Isuzumamikorere;
- Amahugurwa, gucunga no kongera ubumenyi;

- Guha ubushobozi no gutanga uburenganzira ku nzego zo hasi zitanga serivisi;
- Kwihutisha ikemurwa ry'ibibazo byabagejejweho;
- Gucunga amakuru.

Hashingiwe ko amakuru ari inkingi nkuru mu gushyirwa mu bikorwa no gukurikirana uko serivisi zigera ku baturage, iki Gitabo gikubiyemo serivisi zitangwa na CHUB kizagera ku baturage hifashishijwe uburyo bunyuranye bw'itumanaho no guhana amakuru, bityo gitangazwe ku mugaragaro binyujijwe ku rubuga rwa interineti, radio, ibinyamakuru n'izindi nzira zishoboka kugira ngo kigere ku bantu bose. Kubera iyi mpamvu, CHUB irashaka gukoresha iyi miyoboro ikurikira hamwe n'uburyo bwose bwatuma serivisi zimenyekanishwa kandi zikajya ahagaragarira buri muturage wazikenere :

- Serivisi ishinzwe kwakira abagana Inzego no guhuza amakuru.
- Umunsi w'Imurikabikorwa /Umunsi wo kugaragaza ibyagezweho
- Gutegura no kunyuzwa mu icapiro inyandiko n'ibikoresho byamamaza:
  - Inyandikompine zitandukanye zamamaza,
  - Ibyapa
  - Ibiganira mbwirwa ruhame cyangwa bigenewe abanyamakuru
- Kwandika no gusohora udutabo: gukora inyandiko zamamaza cyangwa udutabo. Amakuru ari muri utu dutabo agomba kuba asobanura ingingo nyazo, zisobanutse kandi yoroshye kumva. Izi nyandiko zikazajya ziboneka ku buryo bworoshye;
- Gusohora Igitabo gikubiyemo Serivisi zihabwa Abaturage kikamanikwa imbere y'Ibikoresho kikanashyirwa ku rubuga rwa interineti;
- Kubinyuzwa mu matangazo no kubicisha mu binyamakuru bitandukanye;
- Ubutumwa bwo gucishwa kuri radiyo na televiziyo;
- Ibiganira mbwirwa ruhame kuri radiyo na televiziyo;
- Interineti n'Uburyo buhoraho bwo kuvugurura imiyoboro n'imbuga za interineti z'Inzego za Leta:
  - Gushakisha imiyoboro
  - imbuga za interineti rusange
  - imbuga za interineti ahuriweho n'Inzego zitandukanye
  - urubuga rwa interineti rwihariye
- Ubutumwa bugufi bwanditse buyobora abantu aho bajya bagahabwa serivisi;

- Gukwirakwiza kopi z'nyandiko mu bahagarariye inzego za Leta n'abafatanyabikorwa;
- Amakuru mu binyamakuru;
- Inama n'ibindi bikorwa bigamijwe guteza imbere itangwa rya serivisi.
- Amahugurwa agamije gutanga imirongo migari ku bakozi n'ababahagarariye ku birebana n'itangwa rya serivisi.
- Ubundi buryo (urutonde rw'inyandiko, n'ihuriro ry'Imbuga za interineti).

Muri make, Abagana serivisi zacu bagizwe n'Abashakashatsi, Abanyeshuri, Inzego zigenga, Abaterankunga, Imiryango mpuzamahanga, Abaturage, Inzego z'ibanze, n'Abaturarwanda muri rusange.

### **Ibyo Twiyemeje gukorera abagana serivisi zacu:**

Iki Gitabo gikubiyemo Serivisi zihabwa Abaturage kigaragaza ubushake bwa CHUB bwo kuba indashyikirwa mu guha Abaturage n'abafatanyabikorwa serivisi zinoze kandi mu buryo bwihuse. Ni muri urwo rwego twitangiye kubaha serivisi neza uko bikwiye, mu mutuzo n'umutekano kandi mu bushishozi. Tuzaharanira gutanga serivisi zacu mu bunyangamugayo.

### **Ibyo dutegereje ku bagana serivisi zacu:**

Kugira ngo tubahe serivisi neza, mwadufasha kuzamura imikorere mu buryo bukurikira:

- Gufata neza abakozi ba CHUB mu bwitonzi kandi mubahesha icyubahiro;
- Kubaha amategeko n'amabwiriza agenga Imitangire ya serivisi mu Nzego z'Ubuvuzi;
- Gutanga inama ku buryo kunoza serivisi zitangirwa muri CHUB;
- Guhanahana amakuru ku buryo serivisi zitangwa muri CHUB binyujijwe mu miyoboro inyuranye ry'itumanaho rikoresha Ikoranabuhanga rigezweho;
- Kwakira ibibazo byose, inama n'ibitekerezo birebana na buri serivisi no kubishakira ibisubizo bikwiye.

**Aho wabariza:**

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Tuzakira, twemere kandi tunashakire ibisubizo ibibazo byose twakiriye mu gihe cy'iminsi itatu (3) y'akazi.

Mu gihe ikibazo kizaba gisaba gukorerwa iperereza rihagije n'igihe cyo kugikemura, tuzakumenyesha igihe nyacyo cyo kuza gufata igisubizo.



## I. INTANGIRIRO

Ibitaro bya Kaminuza bya Butare ni bimwe mu bitaro by'intangarugero byemewe mu gihugu bifite ibitanda by'abarwayi 500. Ibitaro bifite amashami ane yose agenzurwa n'umuyobozi mukuru, serivisi 20 z'ubuvuzi busanzwe na serivisi 18 z'ubuyobozi bufasha mu kazi k'ibitaro gahoraho:

### ❖ **Amashami (Units):**

- Ishami ry'ubuvuzi rusange ;
- Ishami ry'imiyoborere n'abakozi;
- Ishami ry'imitungo n'imari;
- Ishami ry'abaforomo n'abaforomokazi;

### ❖ **Serivisi z'ubuvuzi**

- Ubuvuzi bw'abana ;
- Kubaga ;
- Gutera ikinya ;
- Gukurikirana abagore babyara ;
- Ubuvuzi bw'indwara zisanzwe ;
  - Kuvura ubwonkwo ;
  - Ubuvuzi bw'indwara zandura na SIDA;
  - Isuzumiro ry'indwara;
  - Ubuvuzi bw'Indwara z'ubuhumekero;
  - Ubuvuzi bw'indwara zo mu mutwe;
  - Hemodialysis;
  - Rheumatology;
  - Ubuvuzi bw'indwara z'isukari.
- Ubuvuzi by'amatwi, izuru n'umuhogo;
- Ubuvuzi bw'indwara z'akanwa ;
- Ubuvuzi bw'indwara z'uruhu;
- Kugorora ingingo;
- Guca mu cyuma ;
- Ubuvuzi bwo kumenyekanisha no kwigisha abarwayi ku ndwara zitandukanye no gutanga imiti y'urukingo ;
- Ubuvuzi bwo gusuzuma indwara z'imikorere y'umubiri ;
- Serivisi itanga imiti;
- Ubushakashatsi k'ubuvuzi;
- Ubuvuzi bw'amaso;
- Inzu y'indembe.

### ❖ **Inzego zunganira serivisi z'ubuvuzi**

- Imirire myiza ;
- Serivisi z'uburuhukiro;
- Serivisi z'imibereho myiza ;

- Serivisi zo kwakira neza abatugana ;
- Gusukura imyinda n'ibikoresho.

❖ **Inzego zunganira:**

- Ubuyobozi no gucunga abakozi;
- Ubucungamutungu, kwishyuza, no kwishyuza imyenda ;
- Ingengo y'imari n'imari ;
- Umunyamabanga;
- Umujyanama mu by'amategeko;
- Kugenzura ikoresha ry'umutungu;
- Gutanga amasoko;
- Igenamigambi, imibare, n'ishingura nyandiko;
- Imitungo n'ibikoresho;
- Ikoranabuhanga;
- Ububanyi;
- Ubunyamabanga rusange;
- Inyubako/Estate ;
- Gufata neza Inyubako (Maintenance);
- Transiporo ;
- Umutekano.

## II. ICYEREKEZO

Kuba aba mbere mu gutanga ubuvuzi bufite ireme, inyigisho z'ubuvuzi, no gukora ubushakashatsi bw'indashyikirwa muri Afrika

## III. INTEGO

Intego z'Ibitaro bya Kaminuza by'i Butare ni ugutanga ubuvuzi ku baturage bufite ireme bijyanye n'ibipimo mpuzamahanga, gutanga uburezi n'amahugurwa yubunararibonye mu buvuzi, guhugura abakozi b'ibitaro, gukora ubushakashatsi no gutanga ubufasha mu bijyanye n'ubuvuzi.

### **Intego z'Ibitaro bya Kaminuza kandi ni:**

- Gutanga serivisi ku baturage,
- Uburezi,
- Ubushakashatsi,
- Kugenzura ibitaro by'uturere mu gihugu.

Ibi kagegerwaho hashingiwe ku bushobozi n'ubwitange by'abakozi babifashijwemo kandi bafaniye n'abafatanyabikorwa mu bushobozi buhari by'umutungu.

#### IV. UBURENGANZIRA BY'ABATUGANA

Kurushaho kunoza uburenganzira bw'abarwayi turushaho kumenya ibyo abatugana bashaka kandi dushyira igenamigambi rigamije gufata neza abatugana. Ibitaro bya Kaminuza by'i Butare bishishikajwe no kunoza serivisi zihabwa abagana ibitaro twakira amakuru yose ari ashima cyangwa anenga kugira ngo tunoze imikorere.

Ibikorwa byacu bya buri muni bishingiye kuguha serivisi abatugana kandi nziza, gutanga serivisi z'agahebuzo zisumbye ku byo abatugana batekereza. Dushishikajwe no gutanga serivisi nziza kandi zinogeye abagana ibitaro bya Kaminuza by' i Butare.

Abagana ibitaro bafite uburenganzira bukurikira:

- ✓ Kwakiranwa urugwiro, neza kandi bubaswe
- ✓ Guhabwa amakuru y'ibikenewe byose kugira ngo ube ukwije guhabwa serivisi
- ✓ Gushyiraho umuco wo kwubaha abatugana;
- ✓ Amakuru ajyanye na politiki y'ibitaro mu buvuzi, amategeko n'amabwirizwa ndetse n'imyitwarire y'abarwayi.
- ✓ Ibisobanuro bihamye kandi bisobanutse ku bijyanye n'ingaruka z'ubuvuzi;
- ✓ Kugira ijamba mu kumenya ubuvuzi bugukorerwa.
- ✓ Kumenya amazina n'inshingano by'abakuvura.
- ✓ Kwanga kuvurwa bitajyanye n'amategeko no kumenyeshwa ingaruka z'icyo cyemezo.
- ✓ Uburenganzira bwo kutabangamirwa keretse aribyo buryo bwonyine bwo kukurinda.
- ✓ Kuvuzwa neza, bikwiriye, kandi no gukomeza kugenzura ububabare.
- ✓ Kubwirwa niba hari igice cy'umubiri wawe gishaka gukorerwaho ubuvuzi bityo ukagira uruhare mu guhitamo no kubyemera.
- ✓ Ubunyangamugayo no kugira ibanga.
- ✓ Kugirirwa ibanga mu buvuzi wakorewe keretse ari wowe utanze uburenganzira ko ayo makuru atangazwa cyangwa biteganywa n'itegeko.
- ✓ Gusaba no guhabwa urupapuro rw'ibyo wishyuzwa n'ibitaro kandi bakagusobanurira ibikubiyemo.
- ✓ Kugenzurwa ari nta kiguzi hagamijwe kureba igenamigambi ry'ubuvuzi no kuganirizwa ku bijyanye n'uburenganzira bwo gukemura amakimbirane hagati y'umurwayi.
- ✓ Gusaba kurenanurwa no gutanga ibibazo ugatereza igisubizo mu gihe gito gishoboka.
- ✓ Kumenya uburyo wavuzwa mu bitaro mu gihe ubona ubuvuzi atari bwiza/butakunogeye.

- ✓ Biteganwa n'amategeko, ugomba kuva mu bitaro umuganga abizi. Iyo ubikoze binyuranye n'ubwo buryo, ari umuganga ari ibitaro ntawe bireba iyo hari ingaruka zikubayeho arizo waba witeye cyangwa uzitewe n'abandi.

## **V. INDANGAGACIRO Z'INGENZI**

Indangagaciro z'ingenzi zishyirwa imbere n'izi zikurikira:

- Ubunyangamugayo
- Urugwiro
- Urukundo
- Kuba indashyikirwa
- Kwiyoroshya
- Kuba abanyamwuga
- Gushishoza
- Kwita ku batugana
- Guhindura ireme ry'ubuvuzi tubuteza imbere
- Kugabanya igihe cyo gutegereza kuvurwa
- Kuzamura imyizerere y'abatugana m'ubuvuzi
- Kuzamura imivurire kugira ngo ibisubizo byiza no gukoresha umutungo neza
- Kwita ku gaciro k'abatugana tugamije gushyiraho uburyo bwiza bwo gufata neza abatugana kandi mu cyubahiro.
- Kunoza imyizerere y'abatugana mu bijyanye n'iby'ubuvuzi
- Kuzamura ibirebana n'inshingano z'ubuvuzi

## VI. SERIVISI ZITANGWA N'IBITARO BYA KAMINUZA BY'I BUTARE

### 1. Ubwoko bwa serivisi: Gutanga serivisi zihariye mu buvuzi kuri rubanda

<p><b>Serivisi n'iyihe?</b></p> <p><b>Nujuje ibisabwa?</b></p>	<p>Serivisi z'ubuvuzi (gusuzuma Abarwayi bari mu bitaro cyangwa batarinjira ibitaro)</p> <p>Serivisi z'ubuvuzi ndetse na serivisi zunganira ubuvuzi zikora zigamije imibereho myiza y'umurwayi</p>
<p><b>Ishami ryo kubarizamo</b></p>	<ul style="list-style-type: none"> <li>• Ubuvuzi bw'abana: kwita ku bana bavukanye ibibazo, centre zita ku bana bavukanye ubwandu bw'agakoko gatera SIDA, indwara z'imihogo, serivisi y'indembe, ubujyana kuburirizi bishingiye kuri SIDA k'ubuntu,</li> <li>• Kubaga na serivisi zijyanye nabyo</li> <li>• Gutera ikinya, kwita, no gukurikirana ababara</li> <li>• Kwita ku babyeyi: gukingira ababyeyi kugira ngo batanduzwa abana, ihohotera rishingiye ku gitsina, kuboneza urubyaro, n'ibindi</li> <li>• Ubuvuzi rusange :             <ul style="list-style-type: none"> <li>- Indwara z'imitsi</li> <li>- Indwara zandura harimo na SIDA</li> <li>- Igifu</li> <li>- Umusonga</li> <li>- Indwara zo mu Mutwe,</li> <li>- Hemodialysis,</li> <li>- Rheumatology,</li> <li>- Ubuvuzi bw'indwara z'isukari.</li> </ul> </li> <li>• Ubuvuzi bw'ugutwi, izuru, n'umuhogo (imyanya y'ubuhumekero)</li> <li>• Ubuvuzi bw'indwara zo munda</li> <li>• Ubuvuzi bw'amaso</li> <li>• Ubuvuzi bw'uruhu</li> <li>• Ubugororangingo rusange</li> <li>• Ibyunganira ubuvuzi</li> <li>• Ubuvuzi bwo kumenyekanisha no kwigisha abarwayi ku ndwara zitandukanye no gutanga imiti y'urukingo.</li> <li>• Ubuvuzi bwo gusuzuma indwara z'imikorere y'umubiri</li> <li>• Gutanga imiti</li> <li>• Imirire myiza</li> <li>• Ubushakashatsi ku bijyanye n'ubuvuzi</li> <li>• Serivisi z'uburuhukiro by'imibiri</li> <li>• Imibereho myiza</li> <li>• Kwita ku batugana</li> <li>• Serivisi yo kwita ku ndembe</li> </ul>

Serivisi itangwa ryari?

Indembe zitabwaho amasaha :24/24

Abivuzababa mu bitaro bitabwaho amasaha: 24/24

Abivuzabataha bitabwaho guhera saa moya za mugitondo kugeza saa sita z'amanywa

**Umwihariko kuri serivisi zitandukanye:**

- ✓ Kwita no kwakira abatugana amasaha: 24/24

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri:**0783548123/0788849762/0788563436**

- ✓ Gutanga imiti amasaha: 24/24

\*amasaha y'akazi guhera kuwa mbere kugeza kuwa kane uherye saa moya kugeza saa kumi n'imwe z'igicamunsi naho kuwa gatanu n'uguhera saa moya kugeza saa sita z'amanywa.

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri:**0783548131**

- ✓ Ubuvuzi bw'ugutwi, izuru, n'umuhogo (imyanya y'ubuhumekero: ku barwayi batahawe ibitaro babonana na muganga : kuwa mbere, kuwa Gatatu, no kuwa Gatanu uherye saa moya ukageza saa sita z'amanywa, naho abarwayi bahawe ibitaro n'indembe bavurwa amasaha 24/24

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri :**0783548139**

- ✓ Ubuvuzi rusange : abarwayi bivuzabavahanze y'ibitaro: ni buri muni guhera saa moya kugeza saa sita z'amanywa, naho abivuzababa mu bitaro n'amasaha 24/24

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0788845696**

- ✓ Kwita ku babyeyi no ku bakurikirana: abarwayi bivuzabavahanze y'ibitaro: ni buri muni guhera saa moya kugeza saa sita z'amanywa, naho abivuzababa mu bitaro n'amasaha 24/24

Iyo ushaka gushyirwa kuri gahunda yo kubonana

na muganga uhamagara kuri : **0788772694**

- ✓ Ubuvuzi bw'abana : abarwayi bivuza baturutse hanze y'ibataro: ni buri muni guhera saa moya kugeza saa sita z'amanywa

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0783548129**

- ✓ Kubaga : abarwayi baturutse hanze y'ibitaro ni buri wa kabiri, wa gatatu, no kuwa kane

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0785758901**

- ✓ Ubuvuzi bw'amaso : abarwayi baturutse hanze y'ibitaro ni buri wa mbere, kuwa kabiri, kuwa kane no kuwa gatanu

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0785000152**

- ✓ Ubuvuzi bw'uruhu: Abarwayi baturutse hanze y'ibitaro ni buri muni, guhera saa moya za mugitondo kugeza saa sita z'amanywa

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0783548139**

- ✓ Mu isuzumiro ry'ibizamini (labo): ibizamini byunganira muganga byakirwa buri muni guhera saa moya za mu gitondo kugeza saa cyenda z'amanywa

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0783548132**

- ✓ Ubuvuzi bw'amagufa n'ubugororangingo : ni buri muni mu muni y'akazi

- ✓ Ubuvuzi bw'indwara zo munda : ni buri muni iminsi y'akazi

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri : **0785199928**

- ✓ Guca mu cyuma : ni buri muni iminsi y'akazi

Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri: **0783548140**

- ✓ Ubuvuzi bw'indwara z'isukari: ni buri muni iminsi y'akazi

	<p>Iyo ushaka gushyirwa kuri gahunda yo kubonana na muganga uhamagara kuri: <b>0783556351</b></p> <p>✓ Ubuyobozi : ni buri munsu (mu minsi y’akazi)</p> <p>Iyo ushaka gushyirwa kuri gahunda yo kubonana n’umuyobozi uhamagara kuri: <b>0788526554</b></p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Nta gihe ntarengwa</p>
<p><b>Niba serivisi yishyurwa, igiciro ni ikihe?</b></p>	<ul style="list-style-type: none"> <li>- 10% ku bwisungane mu kwivuza mituweri (Mutuelle de Sante Communautaire)</li> <li>- 15% ku bundi bwishingizi bw’indwara</li> <li>- 100% ku bivuzwa nta bwishingizi bafite nk’uko bigenwa na minisiteri y’ubuzima</li> </ul>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<ul style="list-style-type: none"> <li>- Ubwishingizi bw’indwara</li> <li>- Urwandiko rukwohereza mu bitaro ku bafite ubwishingizi bw’indwara rusange (mituweri)</li> </ul>
<p><b>Binyura muyihe nzira ngo uyihabwe?</b></p>	<p>Iyo ugeze ku irembo ry’Ibitaro wakirwa n’ushinzwe kwakira abatugana akakuyobora aho ugomba kujya</p>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushyirwa ibindi byangombwa)</b></p>	<ul style="list-style-type: none"> <li>- RAMA, (ikigo cy’ubwishingizi bw’indwara cya leta)</li> <li>- Ubwisungane bw’indwara bya Kaminuza,</li> <li>- Ubwisungane bw’indwara mituweri,</li> <li>- AAR,</li> <li>- CORAR,</li> <li>- SORAS,</li> <li>- Banki Nkuru y’Igihugu cy’u Rwanda,</li> <li>- Ubwishingizi bw’indwara ku basirikare (MMI),</li> <li>- Minisiteri y’ubuzima,</li> <li>- Akarere ...</li> </ul>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<ul style="list-style-type: none"> <li>- Iyo ugize ikibazo kuri serivisi ushaka ubibwira ushinze kwakira abatugana</li> </ul> <p>Iyo utishimiye serivisi uhawe ureba ushinze kwakira abarwayi mu biro byabo cyangwa ukabahamagara kuri 0788563436/0788574215;</p>
<p><b>Hari ibindi by’ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Wasura urubuga rwa interineti y’ibitaro kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> iyo ushaka amakuru. Iyo ushaka amakuru ahagije ushobora guhamagara ushinze kwakira abatugana kuri 0788563436/0788574215</p>
<p><b>Impapuro zuzuzwa</b></p>	<ul style="list-style-type: none"> <li>✓ Impapuro zohereza abarwayi mu bitaro</li> <li>✓ Impapuro zishyirwaho ibisubizo byuko umurwayi agenda avurwa</li> <li>✓ Impapuro zisezerera umurwayi</li> </ul>
<p><b>Amategeko cyangwa</b></p>	<ul style="list-style-type: none"> <li>- Itegeko rishyiraho Ibitaro bya Kaminuza by’i Butare</li> </ul>



<b>izindi zivuga serivisi</b>	<b>nyandiko kuri iyi</b>	<ul style="list-style-type: none"><li>- Amabwiriza ya Minisiteri y'ubuzima arebana no guherekanya abarwayi</li><li>- Amategeko y'imbere mu bitaro ashiraho imikorere n'imyitwarire</li><li>- Itegeko cyangwa amabwiriza arebana n'ubwishingizi mu kwivuza</li><li>- Itegeko cyangwa amabwiriza arebana n'ireme ry'ubuvuzi</li><li>- Serivisi zihabwa abarwayi ndetse n'uburenganzira bwabo</li><li>- Amabwiriza arebana n'urwego n'ireme mu buvuzi</li><li>- Uburyo abarwayi bakirwa mu bitaro</li></ul>
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## 2. Ubwoko bwa serivisi: icyemezo gikenerwa n'inzego z'ubuyobozi gitangwa na muganga

<b>Serivisi n'iyihe? Nujuje ibisabwa?</b>	Icyemezo gikenerwa n'inzego z'ubuyobozi gitangwa na muganga, gihabwa buri wese ugishaka
<b>Ishami ryo kubarizamo</b>	Ishami ry'Ubuwuzi rusange
<b>Serivisi itangwa ryari?</b>	Buri munsi, uhereye kuwa mbere kugeza kuwa kane kuwa saa moya za mu gitondo kugeza saa kumu n'imwe z'igicamunsi  naho kuwa gatanu n'uguhera saa moya kugeza sita z'amanywa
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Umunsi umwe
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	5, 000 RWF ku cyangombwa ndetse no kuba witeguye kwishyura ibizamini rusange.
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Inyemezabwishyu kuva k'umubitsi igaragaza icyangombwa ushaka
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Wishyura amafaranga mu bunyamabanga rusange cyangwa k'umubitsi</li> <li>- Kugaragaza inyemezabwishyu mu bunyamabanga rusange kugira ngo ushobore kubona icyangombwa wasabye</li> <li>- Ugaragaza inyemezabuguzi kw'ushinzwe kwakira abatugana noneho akakwohereza k'umuganga</li> <li>- Kwishyurira ibizamini wakorewe</li> <li>- Kuyoborwa ahafatirwa ibizamini by'unganira muganga</li> <li>- Ibizubizo kubizamini biboneka mu masaha ane (4) nyuma yo gusaba gukorerwa ibizamini</li> <li>- Iyo bamaze kubona ibisubizo bajya kubyereka umuforomo wakira abatugana noneho akakwohereza k'umuganga kugira ngo ubone icyangombwa wasabye.</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<ul style="list-style-type: none"> <li>• Kwishyura mu Ishami ry'Imari rya CHUB</li> <li>• Nta zindi Nzego, uretse urwego rwagutumye icyo cyangombwa</li> </ul>
<b>Ese hari uburyo</b>	Gusaba kurenganurwa bishyikirizwa Umuyobozi w'ishami,

<p><b>bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>ikibazo iyo kidakemutse ukareba Umuyobozi ushinzwe serivisi y'ubuvuzi, bitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza</p> <p>Iyo ugize ibibazo mu kubona ibyangombwa wahamagara kuri telefoni zikurikira:</p> <ul style="list-style-type: none"> <li>- 0783275123 ( ushinzwe agashami )</li> <li>- 0788611276 (ushinzwe kugenzura imikorere y'ishami)</li> <li>- 0788563436 (ushinzwe kwakira abatugana mu bitaro bya kaminuza)</li> </ul>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Ku bafite ubwishingizi bw'indwara barabwifashisha mu gukoresha ibizamini, ariko bizamini byasabwe na muganga.</p> <p>Wasura urubuga rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibyisumbuyeho wahamagara ushinzwe kwakira abatugana kuri 0788563436</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Impapuro zabugenewe zikenerwa n'inzego z'ubuyobozi ziba ziri mu bunyamabanga rusange, iyo umaze kwishyura amafaranga 5000 k'umubitsi urazihabwa</p>
<p><b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>	<p>Amabwiriza arebana n'icyemezo gikenerwa n'inzego z'ubuyobozi gitangwa na muganga</p>

**3. Ubwoko bwa serivisi: Raporo ya muganga igaragaza uko ubuzima bwifashe k'uwazuzumwe cyangwa wakorewe Ibizamini byihariye**

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Raporo ya muganga ihabwa Ubushinjacyaha cyangwa Polisi y'Igihugu
<b>Ishami ryo kubarizamo</b>	Serivisi iyo ariyo yose bitewe n'inararibonye cyangwa ubuzobere bikenewe
<b>Serivisi itangwa ryari?</b>	Buri munsi, uhereye kuwa mbere kugeza kuwa kane kuwa saa moya zigitondo kugeza saa kumu n'imwe z'igicamunsi naho  kuwa gatanu n'uguhera saa moya kugeza sita z'amanywa
<b>Uherye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Buri munsi
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	5, 000 RWF ku cyangombwa ndetse no kuba witeguye kwishyura imizamini rusange.
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Inyemezabwishyu kuva k'umubitsi igaragaza icyangombwa ushaka
<b>Binyura muihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Wishyura amafaranga mu bunyamabanga rusange cyangwa k'umubitsi</li> <li>- Kugaragaza inyemezabwishyu mu bunyamabanga rusange kugira ngo ushobore kubona icyangombwa wasabye</li> <li>- Ugaragaza inyemezabuguzi kw'ushinzwe kwakira abatugana noneho akakwohereza k'umuganga</li> <li>- Kwishyurira ibizamini wakorewe</li> <li>- Kuyoborwa ahafatirwa ibizamini by'unganira muganga</li> <li>- Ibizubizo kubizamini biboneka mu masaha ane (4) nyuma yo gusaba gukorerwa ibizamini</li> <li>- Iyo bamaze kubona ibisubizo bajya kubyereka umuforomo wakira abatugana noneho akakwohereza k'umuganga kugira ngo ubone icyangombwa wasabye.</li> </ul>
<b>Ese hari izindi nzego bisaba</b>	<ul style="list-style-type: none"> <li>- Ubushinjacyaha c</li> <li>- Polisi</li> <li>- Kwishyura mu Ishami ry'Imari rya CHUB</li> </ul>

<p><b>kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Gusaba kurenganurwa bishyikirizwa Umuyobozi w'ishami, iyo ikibazo kidakemutse ukareba Umuyobozi ushinzwe serivisi y'ubuvuzi, bitakemuka ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza Iyo ugize ibibazo mu kubona ibyangombwa wahagara kuri telefoni zikurikira:</p> <ul style="list-style-type: none"> <li>- : 0788563436 ( umuyobozi ushinzwe kugenzura serivisi zo kwakira abatugana)</li> <li>- :0788526554 ( umuyobozi ushinzwe kugenzura imiyoborere n'abakozi)</li> <li>- :0788634644 ( umuyobozi ushinzwe kugenzura ibikorwa by'ubuvuzi)</li> </ul>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Kubafite ubwishingizi bw'indwara barabwifashisha mu gukoresha ibizamini, ariko byasabwe na muganga gusa.  Wasura urubuga rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibyisumbuyeho wahamagara ushinzwe kwakira abatugana kuri 0788563436</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Impapuro zabugenewe za raporo ya muganga ziba ziri mu Bunyamabanga rusange, iyo umaze kwishyura amafaranga 5000 k'umubitsi urazihabwa</p>
<p><b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>	<p>Amabwiriza arebana na raporo ya muganga igaragaza imiterere y'ubuzima wasuzumwe</p>

#### 4. Ubwoko bwa serivisi: Serivisi y'uburuhukiro

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Serivisi y'uburuhukiro ihabwa umuntu ubisabye ufite umuntu wapfuye mbere yo gushyingura
<b>Ishami ryo kubarizamo</b>	Serivisi y'Imibereho Myiza
<b>Serivisi itangwa ryari?</b>	Amasaha 24/24
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Iminota 30
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	7, 500 RWF kuri buri joro yishyurwa mu Bunyamabanga rusange
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Impapuro zigaragaza ko wishyuye k'umubitsi
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<b>Ku muntu waguye mu bitaro:*</b> Umuforomo uri mu gashami umuntu yaguyemo abwira umukozi akajyana umurambo mu buruhukiro yitwaje umwirondoro we wose *Umuryango wa nyakwigendera ushobora kwishyura uwo mwanya cyangwa bakazishyura baje kujyana umurambo *Mbere yo guhabwa umurambo ugomba kubanza kugaragaza impapuro wishyuriyeho k'ushinzwe uburuhukiro
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero, nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Kwishyura mu Ishami ry'Imari rya CHUB
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe</b>	Gusaba kurenganurwa bishyikirizwa umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ubuyobozi, bitakemuka hakarebwa umuyobozi ushinzwe

<b>iyoye serivisi?</b>	ibikorwa by'ubuvuzi mu bitaro bya kaminuza Uramutse ugize ingorane wahagara kuri telefoni zikurikira: <ul style="list-style-type: none"> <li>- Tel: 0788570072 ( uhagarariye uburuhukiro bw'imibiri)</li> <li>- Tel: 0788563436 ( umuyobozi ushinzwe kugenzura serivisi zo kwakira abatugana)</li> <li>- Tel: 0788849762 ( uyobora kwishyuzanya no kugaruza imyenda)</li> <li>- Tel: 0788526554 ( umuyobozi ushinzwe kugenzura imiyoborere n'abakozi)</li> <li>- Tel: 0788634644 ( umuyobozi ushinzwe kugenzura ibikorwa by'ubuvuzi)</li> </ul>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Serivisi z'uburuhukiro zishyurwa 100%, cyangwa haba hari ubwishingizi bugakoreshwa.  Wasura urubuga rwa interineta rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe uburuhukiro kuri 0788570072 cyangwa ushinzwe kwakira abatugana kuri 0788563436
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivugako kuri iyi serivisi</b>	Amabwiriza arebana n'imirungire y'inzu y'uburuhukiro

**5. Ubwoko bwa serivisi: Kugenzura Impamvu y'urupfu (Gusuzuma icyishe umuntu)**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Ibizamini bigaragaza impamvu z'urupfu bisabwa na Polisi cyangwa izindi nzego zibifitye ububasha
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kugenzura impamvu z'urupfu
<b>Serivisi itangwa ryari?</b>	Kuwa mbere kugeza kuwa kane: 7h 00 za mugitondo 17h00 za nimugoroba  Kuwa gatanu: 7h00 za mugitondo kugeza saa sita (12h00)
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Umunsi wose : amasaha 8
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Amafaranga 20, 000 rwf
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Impapuro zigaragaza ko wishyuye k'umubitsi w'ibitaro
<b>Binyura muihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- Kwishyura amafaranga 20000 k'umubitsi w'ibitaro</li> <li>- Ugaragaza imparuro wishyuriyeho mu bunyamabanga rusange uhabwa imparuro zabugenewe z'ibizamini byasabwe</li> <li>- Ugaragaza izo mpapuro hamwe n'impapuro z'uko wishyuye k'ushinzwe uburuhukiro bw'imibiri akakwohereza k'umuganga</li> <li>- Utegereza gahunda wahawe na muganga, noneho ukagaruka kujyana umurambo.</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	<ul style="list-style-type: none"> <li>- Ubushinjacyaha,</li> <li>- Polisi y'Igihugu</li> <li>- Kwishyura mu Ishami ry'Imari rya CHUB</li> </ul>



<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Gusaba kurenganurwa bishyikirizwa Umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ubuyobozi, bitakemuka ukareba Umuyobozi ushinzwe ibikorwa by'ubuvuzi mu Bitaro bya Kaminuza</p> <p>Uramutse ugize ingorane wahagara kuri telefoni zikurikira:</p> <ul style="list-style-type: none"> <li>- Tel: 0788570072 ( uhagarariye uburuhukiro bw'imibiri)</li> <li>- Tel: 0788563436 ( umuyobozi ushinzwe kugenzura serivisi zo kwakira abatugana)</li> <li>- Tel: 0788849762 ( uyobora kwishyuzza no kugaruza imyenda)</li> <li>- Tel: 0788526554 ( umuyobozi ushinzwe kugenzura imiyoborere n'abakozi)</li> <li>- Tel: 0788634644 ( umuyobozi ushinzwe kugenzura ibikorwa by'ubuvuzi)</li> </ul>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Wasura urubuga rwa interineta rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe uburuhukiro kuri 0788570072 cyangwa ushinzwe kwakira abatugana kuri 0788563436</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Impapuro zabugenewe zisuzumirwaho ziba ziri mu Bunyamabanga rusange by'ibitaro</p>
<p><b>Amategako cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>	<p>Amabwirizwa y'umuyobozi mukuru w'ibitaro ku birebena no gusuzuma imirambo</p>

**6. Ubwoko bwa serivisi: Ubushakashatsi k'ubuvuzi/Ubwenge bwavuye m'ubushakashatsi bwakozwe**

<p><b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b></p>	<p>Ubushakashatsi budasanze k'ubuvuzi/Ubwenge bwavuye m'ubushakashatsi bwakozwe</p> <p>Iyo hari ubushakashatsi byakozwe ndetse ibyavuyemo bikemezwa n'akanama gashinzwe kwemeza ubushakashatsi, ubwo ibitaro bifite inshingano yo kugeza ibyavuye mubushakashatsi kuri rubanda, no guha kopi uwo ariwe wese wayikenera.</p>
<p><b>Ishami ryo kubarizamo</b></p>	<p>Komite ishinzwe ubushakashatsi mu bitaro</p>
<p><b>Serivisi itangwa ryari?</b></p>	<p>Mu minsi y'akazi, guhera kuwa mbere kugeza kuwa gatanu amasaha y'akazi</p>
<p><b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b></p>	<p>Biterwa n'ubushakashatsi ariko dushimangira serivisi yihuse</p>
<p><b>Niba serivisi yishyurwa, igiciro ni ikihe?</b></p>	<p>Biterwa n'ubwoko bw'ubushakashatsi</p>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b></p>	<ul style="list-style-type: none"> <li>- Kuba warabisabye kandi ugaragaza umutwe w'ubushakashatsi;</li> <li>- Amasezerano y'ubwumvikane, iyo ari ngombwa.</li> </ul>
<p><b>Binyura mu yihe nzira kugira ngo uyihabwe?</b></p>	<p>Ibaruwa ibisaba uyijyana mu Bunyamabanga rusange bw' Ibitaro cyangwa ugahamagara kuri telefoni zikurikira:</p> <ul style="list-style-type: none"> <li>- Tel: 0788848454 ( umunyamabanga rusange w'ibitaro)</li> <li>- Tel: 0783679294 ( ushinze ububanyi)</li> <li>- Tel: 0788563436 (uyobora serivisi zo kwakira abatugana mu bitaro)</li> <li>- Tel: 0788526554 (umuyobozi ushinze imiyoborere n'abakozi)</li> <li>- Tel: 0788634644 (umuyobozi ushinze serivisi z'ubuvuzi mu bitaro)</li> <li>- Tel: 0788592150 (umuyobozi mukuru w'ibitaro)</li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko</b></p>	<p>Ntazo</p>

<b>kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<p>Gusaba kurenganurwa bishyikirizwa umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ubuyobozi, bitakemuka hakarebwa umuyobozi ushinzwe ibikorwa by'ubuvuzi mu bitaro, uyo utanyuzwe ukareba umuyobozi mukuru w'ibitaro bya kaminuza.</p> <p>Uramutse ugize ingorane wahagara kuri telefoni zikurikira: 0788592150 ( umuyobozi mukuru w'ibitaro)</p>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<p>Iyi serivisi iri muri zimwe mu nshingano z'ingenzi</p> <p>Wasura urubuga rwa enterineta kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe serivisi z'ubuvuzi kuri 0788634644 cyangwa umuyobozi mukuru w'ibitaro kuri 0788592150</p>
<b>Impapuro zuzuzwa</b>	<p>Ntazo</p>
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	<p>Amabwiriza arebana n'imyitwarire y'abanyamwuga m'ubushakashatsi mu by'ubuvuzi</p>

## 7. Ubwoko bwa serivisi: Kuboneza urubyaro

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Kuboneza urubyaro bikorerwa buri wese ubishaka/ubikeneye
<b>Ishami ryo kubarizamo</b>	Ishami rishinzwe kubyaza abagore no gubakurikirana
<b>Serivisi itangwa ryari?</b>	Mu minsi y'akazi, guhera kuwa mbere kugeza kuwa gatanu amasaha y'akazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Umunsi umwe
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Iyi Serivisi ni ubuntu; Ariko ibizamini muganga akenera byo birishyuzwa ibiciro bigashingira k'ubwishingizi bw'indwara umuntu aba afite.
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Umuntu mukuru ikarita y'ubwishingizi n'impapuro wivurizaho
<b>Binyura mu yihe nzira ngo uyihabwe?</b>	Ubanza gusaba gahunda yo kubonana na muganga uhamagaye kuri: 0783548128/0782532852 ushinze ako gashami
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntazo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Gusaba kurenganurwa bishyikirizwa umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinze ibikorwa by'ubuvuzi mu bitaro, uyo utanyuzwe ukareba umuyobozi mukuru w'ibitaro bya kaminuza. Uramutse ugize ingorane wahagara kuri telefoni zikurikira: <ul style="list-style-type: none"> <li>- Tel: 0788563436 ( umuyobozi ushinze serivisi zo kwakira abatugana)</li> <li>- Tel: 0788526554 ( umuyobozi ushinze ubutegetsu n'imiyoborere y'abakozi)</li> <li>- Tel: 0788634644 ( umuyobozi ushinze ibikorwa by'ubuvuzi)</li> <li>- Tel: 0788592150 (umuyobozi mukuru</li> </ul>

	w'ibitaro)
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	<p>Iyi serivisi ikenera kuba umugabo n'umugore babyumvikanyeho, kandi bakanazana kwa muganga cyangwa umwe udahari akaba yasinyiye uburyo bwahiswemo gukoreshwa</p> <p>Wasura urubuga rwa interineta rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe serivisi z'ubuvuzi kuri 0788634644 cyangwa Umuyobozi mukuru w'ibitaro kuri 0788592150</p>
<b>Impapuro zuzuzwa</b>	Inyandiko igaragaza kwemera kw'impande zombi ndetse n'uburyo bwahiswemo gukoreshwa mu kuboneza urubyaro
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Amabwiriza ya Minisiteri y'ubuzima arebana no kuboneza urubyaro mu Rwanda

**8. Ubwoko bwa serivisi: Gutanga serivisi y'Ubujoyanama mu buzima no kwigisha**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	<b>Gutanga serivisi y'Ubujoyanama mu buzima no kwigisha</b>
<b>Ishami ryo kubarizamo</b>	Ishami ry'Abaforomo
<b>Serivisi itangwa ryari?</b>	Mu minsi y'akazi, guhera kuwa mbere kugeza kuwa gatanu amasaha y'akazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Umunsi umwe
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Biterwa n'ibyo uteganya gukoresha
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Ibaruwa ibisaba
<b>Binyura muihe nzira ngo uyihabwe?</b>	Utanga ibaruwa isaba mu Bunyamabanga rusange bw'Ibitaro: <ul style="list-style-type: none"> <li>- Tel: 0788848454 ( Umunyamabanga rusange w'ibitaro)</li> <li>- Tel: 0783679294 ( ushinzwe ububanyi)</li> <li>- Tel: 0788563436 ( ushinzwe serivisi zo kwakira abatugana)</li> <li>- Tel: 0788468384 ( umuyobozi ushinzwe abaforomo mu bitaro)</li> <li>- Tel: 0788526554 ( umuyobozi ushinzwe ubutegetsi no kuyobora abakozi)</li> <li>- Tel: 0788634644 ( umuyobozi ushinzwe ibikorwa by'ubuvuzi)</li> <li>- Tel: 0788592150 ( Umuyobozi mukuru)</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka</b>	Ntazo

<b>ibindi byangombwa)</b>	
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Gusaba kurenganurwa bishyikirizwa Umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ibikorwa by'ubuvuzi mu bitaro, uyo utanyuzwe ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza. Uramutse ugize ingorane wahagara kuri telefoni zikurikira: - Tel: 0788468384 (umuyobozi ushinzwe abaforomo); - Tel: 0788592150 (Umuyobozi Mukuru w'Ibitaro)
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Wasura urubuga rwa interineti rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe abaforomo kuri 0788468384; cyangwa Umuyobozi Mukuru w'Ibitaro kuri 0788592150
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Itegeko rishyiraho Ibitaro bya Kaminuza by'i Butare

**9. Ubwoko bwa serivisi: Serivisi yo kuyungurura amaraso (Hemodialysis) igihe impyiko zanze gukora**

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Serivisi yo kuyungurura amaraso (Hemodialysis) igihe impyiko zanze gukora bikorerwa buri wese ubishaka
<b>Ishami ryo kubarizamo</b>	Agashami gashinzwe kuyungura amaraso
<b>Serivisi itangwa ryari?</b>	Mu minsi y’akazi, guhera kuwa mbere kugeza kuwa gatanu amasaha y’akazi.  N.B: ku ndembe n’igihe cyose, ushobora no guhamagara kuri: 0783556351
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Biterwa n’umubare w’abarwayi cyangwa ibyuma byo gukoresha bihari
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Gukorerwa ubwo buvuzi inshuro imwe k’umuntu wiyishyurira ni amafaranga: 230, 000 rwf ; noneho wajya ugaruka inshuro zikurikiyeho bikaba amafaranga 140, 000 rwf uko uje.
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	- Ku biyishyurira, ugomba kuzana raporo ya muganga wakuvuye, - Ku bafashwa na minisiteri y’ubuvuzi binyuze mu byisungane (mituweri) yakenerwa urwandiko rwa muganga rukwohereza mu bitaro, hamwe n’urwandiko ruvuye muri minisiteri y’ubuzima rugaragaza uko amafaranga azishyurwa.
<b>Binyura muihe nzira ngo uyihabwe?</b>	Wandika ubisaba Umuyobozi mukuru w’ibitaro
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Inzego z’ubuyobozi bw’ibanze, Minisiteri y’Ubuzima, banki nkuru y’igihugu cy’u Rwanda igihe ugomba kwishyura kuri banki



<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Gusaba kurenganurwa bishyikirizwa umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ibikorwa by'ubuvuzi mu bitaro, uyo utanyuzwe ukareba umuyobozi mukuru w'ibitaro bya kaminuza.</p> <p>Uramutse ugize ingorane wahagara kuri telefoni zikurikira:</p> <ul style="list-style-type: none"> <li>- Tel: 0788539904 ( umuyobozi w'ishami)</li> <li>- Tel: 0788563436 ( umuyobozi ushinzwe serivisi zo kwakira abatugana)</li> <li>- Tel: 0788526554 ( umuyobozi w'ubutegetsu n'imirungire y'abakozi)</li> <li>- Tel: 0788634644 ( umuyobozi ushinzwe serivisi z'ibikorwa by'ubuvuzi)</li> <li>- Tel: 0788592150 ( umuyobozi mukuru w'ibitaro)</li> </ul>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Ibaruwa igaragaza uko umutungo uzacungwa igomba kugaragazwa nyuma yo kugaragariza raporo ya muganga ushinzwe imibereho myiza mu murenge aho umurwayi atarutse, na kopi igaragaza ko udashoboye kwiyishyurira. Iyo umaze kubona iyo kopi wandikira minisiteri uyisaba kugufasha, ugashiraho ururwandiko rwa muganga, hamwe n'urwushinzwe imibereho myiza mu murenge. Mu cyumweru kimwe, ubona igisubizo.</p> <p>Wasura urubuga rwa interineti rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere ushinzwe ibikorwa by'ubuvuzi kuri 0788634644; cyangwa umuyobozi mukuru w'ibitaro kuri 0788592150</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Ntayo</p>
<p><b>Amategeko cyangwa izindi nyandiko zivugaga kuri iyi serivisi</b></p>	<p>Ntayo</p>

## 10. Ubwoko bwa serivisi: Raporo ya muganga

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	Raporo ya muganga k'umurwayi
<b>Ishami ryo kubarizamo</b>	Umuganga wakurikiranye umurwayi
<b>Serivisi itangwa ryari?</b>	Mu minsi y'akazi, guhera kuwa mbere kugeza kuwa gatanu amasaha y'akazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Umunsi umwe
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Serivisi ni ubuntu
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	K'umuntu mukuru inimeru imuranga cyangwa iya dosiye y'ivurizaho Dosiye y'Umurwayi
<b>Binyura muyihe nzira ngo uyihabwe?</b>	<ul style="list-style-type: none"> <li>- K'umuntu mushya mu bitaro, arabanza akabonana na muganga</li> <li>- K'usanzwe yivuriza mu bitaro, asaba gahunda yo kubonana na muganga</li> <li>- Umuforomo ushinzwe kwakira abatugana akurikirana dosiye y'umuntu kugeza amushyikirije impapuro ashaka.</li> </ul>
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ntayo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	<p>Gusaba kurenganurwa bishyikirizwa Umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba Umuyobozi ushinzwe ibikorwa by'ubuvuzi mu bitaro, uyo utanyuzwe ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza.</p> <p>Uramutse ugize ingorane wahagara kuri telefoni zikurikira:</p> <ul style="list-style-type: none"> <li>- Tel: 0788563436 (ushinzwe serivisi zo kwakira abatugana)</li> <li>- Tel: 0788526554 ( umuyobozi ushinzwe ubutegetsu no kuyobora abakozi)</li> <li>- Tel: 0788468384 (umuyobozi ushinzwe abaforomo)</li> <li>- Tel: 0788634644 ( umuyobozi ushinzwe</li> </ul>

	<p>ibikorwa by'ubuvuzi)  - Tel: 0788592150 ( umuyobozi mukuru w'ibitaro)</p>
<p><b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b></p>	<p>Iyo inyandiko irafasha iyugiye kugira abufasha hanze y'ibitaro</p> <p>Wasura urubuga rwa interineti rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru. Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe abaforomo kuri 0788468384; cyangwa umuyobozi mukuru w'ibitaro kuri 0788592150</p>
<p><b>Impapuro zuzuzwa</b></p>	<p>Ntayo</p>
<p><b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b></p>	<p>Amabwiriza arebana no gutanga raporo ya muganga</p>

## 12. Ubwoko bwa serivisi: Amahugurwa

<b>Serivisi ni iyihe?</b> <b>Nujuje ibisabwa?</b>	<b>Amahugurwa</b>
<b>Ishami ryo kubarizamo</b>	Ubuyobozi bw'Ibitaro
<b>Serivisi itangwa ryari?</b>	Mu minsi y'akazi, guhera kuwa mbere kugeza kuwa gatanu amasaha y'akazi
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Biterwa n'amahugurwa yasabwe
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Biterwa n'amahugurwa yasabwe
<b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe ?</b>	Ibaruwa isaba amahugurwa yandikirwa Umuyobozi Mukuru w'ibitaro Ibaruwa igushyigikira kuva mu kigo ukoramo
<b>Binyura muyihe nzira ngo uyihabwe?</b>	Unyuza gusaba kwawe m'ubunyamabanga rusange bw'ibitaro
<b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero,nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b>	Ibaruwa igushyigikira kuva mu kigo ukoramo
<b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b>	Gusaba kurenganurwa bishyikirizwa umuyobozi w'ishami, ikibazo iyo kidakemutse ukareba umuyobozi ushinzwe ibikorwa by'ubuvuzi mu bitaro, uyo utanyuzwe ukareba Umuyobozi Mukuru w'Ibitaro bya Kaminuza. Uramutse ugize ingorane wahagara kuri telefoni zikurikira: <ul style="list-style-type: none"> <li>- Tel: 0788526554 (umuyobozi ushinzwe ubutegetsi n'imicungire y'abakozi)</li> <li>- Tel: 0788634644 (umuyobozi ushinzwe ibikorwa by'ubuvuzi)</li> <li>- Tel: 0788592150 (umuyobozi mukuru w'ibitaro)</li> </ul>
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo</b>	Iyi serivisi iri muri zimwe mu nshingano z'ingenzi Wasura urubuga rwa interineti rwa CHUB kuri: <a href="http://www.chub.org.rw">www.chub.org.rw</a> kugira ngo umenye amakuru.

<b>serivisi?</b>	Ushaka kumenya ibiruseho wahamagara mbere k'ushinzwe serivisi z'ubuvuzi kuri 0788634644; Umuyobozi ushinzwe Imicungire y'abakozi 0788526554 cyangwa Umuyobozi Mukuru w'Ibitaro kuri 0788592150
<b>Impapuro zuzuzwa</b>	Ntayo
<b>Amategeko cyangwa izindi nyandiko zivuga kuri iyi serivisi</b>	Amabwiriza arebana n'ubutegetsi bw'ibitaro n'amahugurwa

Bikorewe Huye, kuwa ...../...../2011

**Dr. André MUSEMAKWERI**

Umuyobozi Mukuru w'Ibitaro bya Kaminuza bya Butare