

REPUBLIC OF RWANDA



UNIVERSITY TEACHING HOSPITAL OF KIGALI U.T.H.K/CHUK

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CITIZEN'S CHARTER

December, 2011

Foreword

It is my pleasure to present to you this Service Charter for the University Teaching Hospital of Kigali (UTHK).

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of UTHK and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

Dr HATEGEKIMANA Theobald

Director General of UTHK/CHUK

The present Citizen's Charter reflects the service provided by UTHK/CHUK to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the UTHK/CHUK which affirms its commitment to deliver the services with:
 - Integrity
 - Judiciousness
 - Courtesy
 - Understanding
 - Objectivity and impartiality
 - Transparency
 - Accountability
 - Promptness
 - Efficiency and effectiveness.
- Details of services delivered by the UTHK/CHUK:
 - Specification of services provided by UTHK/CHUK,
 - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
 - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
 - Clear information about the required document and procedures to get a service in UTHK/CHUK. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by UTHK/CHUK
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of UTHK/CHUK and sets standards for transparency in public services. It is expected that through Citizen's Charter, UTHK/CHUK's

Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, UTHK/CHUK commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Feedback mechanism

Realizing that UTHK/CHUK cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, UTHK/CHUK expects continuous interaction with citizens seeking its services. For this, UTHK/CHUK has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, UTHK/CHUK encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the UTHK/CHUK takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The UTHK/CHUK is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the UTHK/CHUK and outline the internal grievance redress process for addressing each grievance subcategory.

- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits the UTHK/CHUK to identify “real-time” trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, UTHK/CHUK commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, UTHK/CHUK is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

Information and communication

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen’s Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, UTHK/CHUK will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
 - Leaflets,
 - Posters
 - Press releases

- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
 - Search engines
 - Public Websites
 - Partner Websites
 - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include patients, researchers, students (and pupils), private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the UTHK/CHUK to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

Expectations from customers:

In order to serve you better, you can help us improve performance by:

- Treating UTHK/CHUK staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at UTHK/CHUK;
- Providing the UTHK/CHUK with adequate feedback on service delivery through various dissemination technologies;

- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

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Website: www.chk.org.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

1. INTRODUCTION:

Kigali Hospital Centre is one of the referral hospitals of the Country that began to work as health centre in 1928. Whereby it started to work as hospital in 1965.

With the enactment law N° 41/41/2000 of 7/12/2000 on the establishment and organization of Kigali Hospital Centre it has been an integral part and became a public institution with legal personality known as UNIVERSITY TEACHING HOSPITAL OF KIGALI (UTHK). The UTHK carry out following clinical services:

- Internal medicine services;
- Gynecology and Obstetrics / Maternity services re-opened
- Surgery, urology, neurosurgery
- Pediatric services
- ENT
- Ophthalmology services
- Radiology
- Anesthetics and resuscitation
- Stomatology
- Dermatology
- Nursing
- Emergency services
- Laboratory
- Physiotherapy
- Orthopedic workshop

2. VISION :

To be the leader in providing of quality healthcare services, education and conducting research for excellence in Africa

3. MISSION :

UTHK Mission is :

- To provide quality healthcare to the population according to international standards,
- To Provide education and train health professionals,
- To conduct outstanding research and provide technical support to the health system.

4. CORE FUNCTIONS :

The core functions of UTHK are following:

- Provide the population with healthcare services;
- Carry out teaching and develop clinical research;
- Ensure the continuity and quality of education, training nurses and support doctors and nurses trainees;
- Improve and promote the environmental health of hospital;

- Improve access to care for the needy population;
- Provide technical support to District hospitals;
- Endow the UTH of adequate regulations;
- Develop ICT and activities of telemedicine;
- Provide administrative services required by clients.

5. CORE VALUES:

The core values promoted by UTHK are:

- Accountability,
- Integrity
- Courtesy
- Compassion
- Excellence
- Flexibility
- Professionalism
- Vigilance
- Customer care focus
- Improve the quality of care at the facility level
- Reduce waiting times in the process of care
- Improve client confidence in the medical care system
- Improve the diagnosis and the treatment for a better outcome and a cost effectiveness
- Emphasize the importance of having a positive attitude towards our customers and treat them with dignity.
- Improve client adherence to the medical care to be provided
- Improve responsiveness of all the medical system

6. Services offered by University of Teaching Hospital of Kigali (UTHK/CHUK)

1. Type of service: Health care (Consultation, Examination/ Operations, Treatment, Hospitalization)

What is the service? Am I eligible?	Health care given to anybody who needs it
Department to be approached	<p>All clinical services departments:</p> <ul style="list-style-type: none"> • Pediatrics: Neonatology, Centre for Excellence in charge of children with HIV/AIDS, bronchoscopy, pediatric emergency, VCT, PHmetry, allergology • Surgery; Orthopedic surgery, general surgery, urology • Anesthesiology, intensive care and pain management Unit • Obstetrics and Gynecology: PMTCT, GBV, PF, hysterosalpengography, coelioscopy, colposcopy) • Internal Medicine <ul style="list-style-type: none"> - Infectiology and HIV/AIDS Unit, - Gastroenterology: diagnostic and intervention Gastroscopy and colonoscopy, - Diabetology. • ENT : (Surgery, audiometry) • Stomatology/dentistry • Ophthalmology • Dermatology: puvatherapy, cryotherapy, minor surgery • Physiotherapy: Kinesitherapy and orthoprothesis • Medical Imaging: General radiology, ultrasound, Specialized radiology(fluoroscopy, sonography, CT-scan and mammography) Preventive medicine <ul style="list-style-type: none"> - Hygiene and infection control, - IEC (Information, Communication and Education) - Other communicable & non communicable preventions. • Medical Biology and Functional Testing: Anatomopathology, serology, parasitology, biochemistry, Hematology, phlebotomy, bacteriology, media preparation, sterilization, mycobacteriology and molecular diagnostics • Pharmacy : Clinical, masterful preparations and pharmaceuticals dispensation • Nutrition • Medical research • Mortuary service • Social service • Customer Care • Emergency service
When can I access the service?	<p>For consultation:</p> <p>From Monday to Thursday: morning 7:00 to 12:00 pm and afternoon 13:00 to 17:00</p>

	For emergency: Saturday, Sunday(24 hours /24) and every day after the working hours
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	This is based on the service requested
What, if any, are the costs for accessing the service?	All health care is paid
What documents are required?	The identity papers, transfer and insurance health card
What is the procedure?	Come to the reception for the registration and orientation
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> * RAMA, CORAR, SORAS, MMI, COGEAR, SONARWA,UBPR * Different banks of Kigali * Prisons of Kigali, Muhanga, Nsinda, Rilima * MSC,MS/UNR Staff,MS/UNR Student, MSISAE, CTAMS * Partners in Health, AAR Health services Rwanda, ICAP Columbia * AHA, RDRC, Projet San Francisco, SFB, MAGERWA * Higher Institutes of Kigali(KHI,KIST,KIE, * MVK, CSR, TPIRII, Save the Children, Stippag, MOD, * FARG,URWEGO, AVEGA
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Department concerned; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours.
Available forms	For registration and payment
Relevant Legal documents	<p>Law determining the organization, functioning and responsibilities of the University Hospital Centre (CHU) N° 37/2007 of 03/09/2007, « Reglement d'ordre interieur » du Centre Hospitalier Universitaire de KIGALI (CHUK)</p> <p>Law or Instructions regarding Medical Insurance</p> <p>Law or Instructions Quality Assurance</p> <p>Patient's Charter of rights and responsibilities</p> <p>Instructions regarding Standards/Quality Healthcare Services</p>

2. Type of service: Medical Certificate

What is the service? Am I eligible?	Medical Certificate to anybody who needs it
Department to be approached	Every Clinical Service Department
When can I access the service	From Monday to Friday: morning 7:00 to 12:00 pm and afternoon 13:00 to 17:00 If there is a doctor
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	It depends on the type of medical certificate required: - Detailed fitness: 2 hours - For non detailed fitness: 30 minutes - For the physical fitness of consolidation (for insurance companies): a few minutes
What, if any, are the costs for accessing the service?	5 000 Rwf
What documents required	None
What is the procedure?	<ul style="list-style-type: none"> - Reception for orientation - Cashier for payment - Finance for having the form to fill - Doctor to complete and sign the form - Central service to take the medical certificate sealed
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	Finance Department for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Department concerned; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours.
Available forms	None
Relevant Legal documents	Instructions about the administrative medical certificate

3. Type of service: Medical Expertise

What is the service?	Medical Expertise to Police or other competent person who needs it
Am I eligible?	
Department to be approached	Central Secretariat
When can I access the service	Every day (during working hours) except Friday afternoon and the week end
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Two days
What, if any, are the costs for accessing the service?	5 000 Rwf
What documents required	Application Letter requesting expertise
What is the procedure ?	<ul style="list-style-type: none"> - Central secretariat for registration and orientation for payment - Cash for payment - Central secretariat to lead the person to the applicant physician - Central secretariat for typing the document - Applicant physician for signing the document - Central secretariat for stamp - Police for take the medical expertise sealed
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> - National Prosecution (NPPA) - National Police - CHUK Finance Department for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Department concerned; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours.
Available forms	The form filled by the doctor
Relevant legal documents	Instructions about the medical expertise

4. Type of service: Mortuary Service

What is the service? Am I eligible?	Mortuary Service to anybody who needs it
Department to be approached	Social Service Dept
When can I access the service	24/24hours
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	30 minutes
What, if any, are the costs for accessing the service?	It depends on where the person was before the death. Hospitalized in CHUK: <ul style="list-style-type: none"> - In mortuary service; 5 000 Rwf/night - In VIP mortuary: 10 000 Rwf/night Hospitalization out of CHUK: <ul style="list-style-type: none"> - In mortuary service:10000Rwf/night - In VIP mortuary: 20000Rwf/night
What documents required	Any document issued by the doctor
What is the procedure ?	<ul style="list-style-type: none"> - Doctor to certify death - Cash for payment of the bill - Social service to access to the mortuary service
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Social Service Department ; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours.
Available forms	The form used to certify the death of a patient
Relevant legal documents	None

5. Type of service: Post-mortem exam

What is the service? Am I eligible?	Post-mortem exam requested by the National Police, or other competent authority
Department to be approached	Anatomopathology service and the service specialized for the suspected cause of the death
When can I access the service	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	20, 000 RWF (Twenty thousand Rwandans francs)
What documents required	Receipt from the cashier of CHUK
What is the procedure?	<ul style="list-style-type: none"> - Pay 20000 FRWS to the cashier of CHUK - Show the receipt to the central reception for getting the form reserved for the exam requested - Present the form and the original receipt to the in charge of mortuary for orientation to the doctor - Wait for any appointment of a doctor and return according to the stated appointment for getting your body.
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> - National Prosecution (NPPA) - National Police
Is there a complaint procedure?	Complaints can be addressed to the Head of Department concerned; and when not solved contact the Head of Social Service; and when not satisfied contact Director of Medical Services
Is there any additional information regarding this service that is useful to know?	The mortuary charges are paid 100 per 100, any insurance which could be used. Always visit CHUK website: www.chk.org.rw for information. For further information call + 250 575555 during office hours
Available forms	Form reserved to the post-mortem exam available

		to the central secretary of CHUK
Relevant documents	legal	Instructions of the General Director of CHUK about post-mortem exam

6. Type of service: Specialized medical laboratory testing Services

What is the service?	Specialized medical laboratory testing Services to anybody who have the request form done by a doctor
Am I eligible?	
Department to be approached	Laboratory
When can I access the service	Every day even on weekends (24 hours/24)
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	It depends on type of the test requested. For example: <ul style="list-style-type: none"> - 1 hour for the GE; - 1 week for Hormone.
What, if any, are the costs for accessing the service?	It depends on type of the test requested
What documents required	<ul style="list-style-type: none"> - The request form or - The transfer form
What is the procedure ?	<ul style="list-style-type: none"> - Reception for registration and orientation - Labo in phlebotomy unit for knowing if the test is done - Cash to pay the test - Phlebotomy unit for the sample collection - Labo for the results of test
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	Finance department for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Laboratory Department; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours
Available forms	The form used in laboratory
Relevant legal documents	Law or Instructions Quality Assurance Patient's Charter of rights and responsibilities Instructions regarding Standards/Quality Healthcare Services

7. Type of service: General Medical Checking /Medical Biology and Functional Testing

What is the service? Am I eligible?	General Medical Checking /Medical Biology and Functional Testing to anybody who needs it
Department to be approached	Internal Medicine
When can I access the service	Every day (during working hours) except Friday afternoon and the week end
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	This is based on tests or exams to do and the number of tests and examinations
What, if any, are the costs for accessing the service?	This is based on tests or exams to do and the number of tests and examinations
What documents required	<ul style="list-style-type: none"> - Any document health insurance, - other medical documents
What is the procedure ?	<ul style="list-style-type: none"> - Reception for registration and orientation - Cash for pay consultation - Doctor for consultation - Cash for pay test or examination decided by the doctor - Other services for test, examination,..... - Reception for having results.
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	It depends on tests or exams to do and the number of tests and examinations
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Internal Medicine Department ; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours during office hours.
Available forms	The forms usually used for consultations
Relevant legal documents	Law or Instructions Quality Assurance Patient's Charter of rights and responsibilities Instructions regarding Standards/Quality Healthcare Services

8. Type of service: Pharmacy (Dispensing medications for inpatients and outpatients using internal prescription, compounding of preparations , clinical pharmacy service (medication counseling, patient education, drug utilization evaluation),

What is the service?	Dispensing medications for inpatients and outpatients using internal prescription, compounding of preparations , clinical pharmacy service (medication counseling, patient education, drug utilization evaluation), to anybody who have an internal prescription
Am I eligible?	
Department to be approached	Pharmacy
When can I access the service	Every day 24 hours / 24
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	30 minutes
What, if any, are the costs for accessing the service?	It depends on what services needed: -For pharmaceuticals, the cost varies by product
What documents required	Internal prescription and the receipt for people in search of pharmaceuticals
What is the procedure ?	Reception for orientation, Pharmacy to see if the prescribed product is available Cash to pay Pharmacy to have the product If the product prescribed is an ARV, the procedure is reduced to the payment at the counter before going to pharmacy to have the product. For other services, the person goes directly to the pharmacy
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Pharmacy Department ; and when not solved contact the Medical doctor; and

	when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: 250 575555 during office hours
Available forms	None
Relevant legal documents	Law or Instructions regarding Medical Insurance Law or Instructions Quality Assurance Patient's Charter of rights and responsibilities Instructions regarding Standards/Quality Healthcare Services

9. Type of service: Knowledge of Research Findings/ Medical outstanding research

What is the service? Am I eligible?	Knowledge of Research Findings/ Medical outstanding research
Department to be approached	Clinical Research Department
When can I access the service	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Depending on the specific research but we insure that the service will be hurry as soon as possible
What, if any, are the costs for accessing the service?	No cost for accessing the service.
What documents required	A well designed research proposal with a clear methodology. Request letter
What is the procedure?	Submit research proposal with a clear methodology to DG with a copy to Director of Clinical Research Department
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Clinical Research Department ; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours. We encourage doing research to everyone who wants.
Available forms	None
Relevant legal documents	Instructions about medical research ethic

10. Type of service: Family Planning

What is the service? Am I eligible?	Family Planning to anybody who needs it
Department to be approached	Obstetric–gynecology
When can I access the service	Every day (during working hours) except Friday afternoon and the week end)
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	30 minutes
What, if any, are the costs for accessing the service?	The PF is supported by RAMA for its policyholders. For others, the cost depends on the level of training of the doctor: <ul style="list-style-type: none"> - For the specialist, the cost is 4.690 Rwf - To graduate, the cost is 3.750 Rwf
What documents required	None
What is the procedure ?	<ul style="list-style-type: none"> - Reception for registration and orientation - Cash for pay consultation - Doctor for consultation
What, if any, other institutions do I need to visit to access the service? (e.g.: for payment of service costs or to get additional documents)	Finance department for payment
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Head of Obstetric–gynecology Department ; and when not solved contact the Medical doctor; and when not satisfied contact Director General of UTHK
Is there any additional information regarding this service that is useful to know?	Always visit CHUK website: www.chk.org.rw for information. For further information call on this telephone number: + 250 575555 during office hours.
Available forms	None
Relevant legal documents	Family Planning Policy

Approved by: **Dr HATEGEKIMANA Theobald**

Director General of UTHK/CHUK

Kigali, on...../...../.....