

**IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABATURAGE**

# Citizen's Charter



**IBITARO BYA NYAGATARE**

**INTARA Y'IBURASIRAZUBA**

**WWW.NYAGATAREHOSPITAL.YAHOO.FR**

**IRIBURIRO**

Nshimishijwe no kubagezaho igitabo gikubiyemo urutonde rwa serivisi zitangwa n'ibitaro bya nyagatare (Nyagatare Health Center)

Iki gitabo cyateguwe hashingiwe ku ivugururwa ry'Inzego za Guverinoma no mu rwego rwo gushaka gusubiza ibyifuzo by'abaturage, gukorera mu mucyo na kumenyekanisha ibikorwa.

Iki gitabo kiribanda ku kamaro k'Ibitaro bya nyagatare, kikagaragaza serivisi zihatangirwa n'ibisabwa kugira ngo umuntu ahabwe serivisi yifuza, aho zitangirwa n'ibisabwa mu rwego rw'amategeko.

Gutegura iki gitabo biragaragaza ubushake bw'Ibitaro bya nyagatare bwo gukomeza guha abayigana icyerekezo cyo gukomeza kumva ibibakorerwa no kurushaho gutanga serivisi zinoze

Umuyobozi Mukuru

**Umuyobozi w' Ibitaro bya nyagatare**

## **I. Intangiriro**

Ibitaro bya nyagatare gihereye mu Muji wa Nyagatare mu Karere ka Nyagatare, kamwe mu Turere tw'Intara y'Iburasirazuba. Iki Kigo cyashinzwe mu mwaka wa 1983 gifite ubushobozi bwo gushyira mu bitaro abarwayi 65. Ikigo cyashinzwe gifite intego yo kuvura abaturage batuye aka Karere.

Nyuma ya 1994 mu Rwanda hatahutse bavuye mu gihugu cy'Uganda, iki Kigo cyacyiriyeye abantu benshi barengeje ubushobozi bwacyo. Mu gukemura iki kibazo, Umuryango w'Ibihugu by'Iburayi, watangije ibikorwa byo kwagura iki Kigo ku va mu mwaka wa 1998 birangirana n'umwaka wa 2002. Ubu Ikigo Nderabuzima gifite ubushobozi bwo gushyira mu bitaro abarwayi 200.

Ikigo gifite amashami akurikira: Ahavurirwa indwara zo mu mubiri (Internal medicine), ahavurirwa abana, aho babagira abarwayi, Aho bavurira abagore, Iguriro ry'imiti, aho bapimira ibizami (laboratory), Aho bacishiriza abarwayi mu cyuma, Aho bavurira amenyo, aho basuzumira, aho bakirira indembe, aho bavurira ingingo z'umubiri (physiotherapy), aho bagirira inama z'ubuzima (social), aho batangira imiti igabanya ubukana bwa sida, ishami rishinzwe gusana no gufata neza ibitaro, Ishami rishinzwe isuku, ubunyamabanga, ishami ry'ubutegetsi n'imari.

Ibitaro bya nyagatare gikorana n'amavuriro akurikira:

1. Ivuriro rya Nyagatare mu Murenge wa Nyagatare;
2. Ivuriro rya Cyabayaga mu Murenge wa Nyagatare;

3. Ivuriro rya Karangazi mu Murenge wa Nyagatare;
4. Ivurira rya Rulenge mu Murenge wa Rukomo;
5. Ivurira rya Rukomo mu Murenge wa Rukomo ;
6. Ivuriro rya Kabuga mu Murenge wa Karama ;
7. Ivuriro rya Nyarurema mu Murenge wa Karama ;
8. Ivuriro rya Mahambo mu Murenge wa Mukama;
9. Ivuriro rya Cyondo mu Murenge wa Kiyombe ;
- 10.Ivuriro rya Nyagahita mu Murenge wa Mimuri;
- 11.Ivuriro rya Mimuri mu Murenge wa Mimuri;
- 12.Ivuriro rya Katabagemo mu Murenge wa Katabagemo ;
- 13.Ivuriro rya Bugaragara mu Murenge wa Rwimihaga ;
- 14.Ivuriro rya Ntoma mu Murenge wa Musheru ;
- 15.Ivuriro rya Matimba mu Murenge wa Matimba ;
- 16.Ivuriro rya Kagitumba mu Murenge wa Matimba ;
- 17.Ivuriro rya Rwempasha mu Murenge wa Rwempasha ;
- 18.Ivuriro rya Tabagwe mu Murenge wa Tabagwe ;
- 19.Ivuriro rya Nyakigando mu Murenge wa Katagagemo ;
- 20.Ivuriro rya Ndama mu Murenge wa Ndama .

## **II. INTEGO**

Koroheraza abaturage batuye Nyagatare kubona serivizi nziza mu by'ubuzima.

## **III. INSHINGANO**

Kurinda no kuvura intwara, guteza imbere ibijyanye n'ubuzima mu Karere ka Nyagatare.

## SERIVISI ZITANGWA N'IBITARO BYA NYAGATARE:

### 1. Kwivuzza

<b>Serivisi ni iyihe? Nujuje ibisabwa?</b>	Umurwayi uwo ari wese yaba afite ubwishingizi bwo kwivuzza cyangwa atabufite ashobora kwivuriza ku bitaro bya Nyagatare.
<b>Serivisi itangwa ryari?</b>	Buri muni, amasaha makumyabiri n'ane kuri makumyabiri n'ane
<b>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</b>	Serivisi itangwa ako kanya.
<b>Niba serivisi yishyurwa, igiciro ni ikihe?</b>	Amafaranga yo kwivuzza: Amafaranga yo kwivuzza yishyurwa bitewe n'ubwishingi bwo kwivuzza umuntu ufite: <ul style="list-style-type: none"><li>• Ku barwayi badafite ubwishingizi bwo kwivuzza bishyura amafaranga 2,250 Rwf yo kwisuzumisha.</li><li>• Ku barwayi bafite ubwishingizi bwo kwivuzza bishyura ku buryo bukurikira:<ul style="list-style-type: none"><li>➤ Urugero: abarwayi bafite ubwishingizi bwa RAMA, CSR, MMI, bishyurira 15% by'amafaranga 1.800 Rwf yo kwisuzumisha;</li><li>➤ abarwayi bafite ubwishingizi bwa Mituweli (Mutuelle de santé) bishyura 10% by'amafaranga 900 Rwf yo kwisuzumisha.</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>• Abarwayi bavuye mu kandi Karere boherejwe kwivuriza ku bitaro bya Nyagatare bishyura 2,250 Rwf naho abaje kuhivuriza baturutse ahandi batoherejwe n’Umuganga kandi nta bwishingizi bwo kwivuza bafite bakishyura amafaranga 2,813 Rwf.</li> </ul>
<p><b>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</b></p>	<ul style="list-style-type: none"> <li>• Ikarita yo kwivurizaho iyo ufite ubwishingizi bwo kwivuza</li> <li>• Urupapuro rwa Muganga rukohereza kwivuriza ku bitaro by’Akarere iyo uturutse ku Ivuriro rikorana n’Ibitaro by’Akarere cyangwa urupapuro rwa Muganga rukohereza kwivuriza aho iyo uturutse mu kandi Karere rwerekana ko indwara wivuza aho wagiye badafite ubushobozi bwo kuyivura.</li> </ul>
<p><b>Binyura mu zihe nzira kugira ngo uyihabwe?</b></p>	<p>Iyo ushaka kwivuriza ku ivuriro mbere y’uko ujya kwivuza ku bitaro by’Akarere ugomba :</p> <ul style="list-style-type: none"> <li>• Kujya ku ivuriro wafatiyeho ikarita y’ubwishingizi bwo kwivuza ("mutuelle de santé" card) cyangwa ku ivuriro ryose wifuza iyo ufite ubwishingizi bwa RAMA cyangwa MMI. Usuzumwa n’Umuforomo, ugakoresha ibizamini ugahabwa n’imiti (nk’uko bisabwa kandi bikwiye)</li> <li>• Kwishyura amafaranga asabwa bitewe n’ubwishingizi bwo kwivuza ufite.</li> </ul> <p>Igihe ivuriro rikohereje kwivuriza ku bitaro by’Akarere ugomba:</p> <ul style="list-style-type: none"> <li>• Kujya ku bitaro ku biro bishinzwe abarwayi bafite ubwishingizi ufite (buri kigo cy’ubwishingizi kigira ibiro bishinzwe abanyamuryango bacyo) witwaje ikarita yawe yo kwivurizaho n’urupapuro rwa Muganga rukohereza kwivuriza ku Kigo Nderabuzima ukerekana ibyo byangombwa byombi</li> <li>• Baguha itike yo kujyana aho bakirira abantu ku bitaro. Umukozi</li> </ul>

	<p>ubishinzwe akagukorerera ifishi iyo uje kwivuzza ku nshuro ya mbere iyo atari ubwa mbere akagushakira ifishi usanzwe wivurizaho</p> <ul style="list-style-type: none"> <li>• Ifishi yawe yohererezwa Umuganga bitewe n’indwara urwaye, iyo ahari arakuvura</li> <li>• Iyo Umuganga ukuvura asanze ari ngombwa ashobora kukoherereza ku Bitaro Bikuru (reference hospital)</li> <li>• Kwishyura amafaranga yo kwivuzza <ul style="list-style-type: none"> <li>➤ Umurwayi uba mu Karere ka Nyagatare udafite ubwishingizi bwo kwivuzza si ngombwa ko abanza guca ku ivuriro rikora n’Ibitaro. Iyo ugeze ku Bitaro by’Akarere uhita ujya aho bakirira abantu bakagushakira ifishi wivurizaho. Nyuma yo kwivuzza wishyura amafaranga asabwa.</li> <li>➤ Umurwayi ufite ikarita yo kwivurizaho yafatiye mu kandi Karere, agomba kubanza guca ku ivuriro rikorana n’Ibitaro by’Akarere nk’uko abandi barwayi babigenza (inzira zavuzwe haruguru).</li> </ul> </li> </ul>
<p><b>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</b></p>	<p>Ntazo</p>
<p><b>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</b></p>	<p>Iyo utishimiye serivisi uhawe, ujya kureba umukozi ushinzwe guhuza Abantu n’Inzego (public relation officer) ukamugezaho ikibazo cyawe akagisuzuma byaba ngombwa akageza ikibazo kuri Komite ishinzwe ubuyobozi bw’Ikigo kugira ngo igifatire umwanzuro bwa nyuma. Hategenyijwe agasanduku k’ibitekerezo gashyirwamo ibitekerezo ku mitangire</p>



	ya serivisi; gaherereye ku biro by'ubuyobozi.
<b>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</b>	Ntabyo
<b>Impapuro zuzuzwa</b>	Ntazo
<b>Ibyangombwa bisabwa n'amategeko</b>	Ntabyo

Byemejwe na .....Dr Rukundo Benon.....

Umuyobozi Mukuru w'Ibitaro bya Nyagatare

Itariki:.....