IRIBURIRO

Nejejwe no kubagezaho Igitabo gikubiyemo serivisi zihabwa abagana Ibitaro bya gisirikare by'u Rwanda.

Iki gitabo cyateguwe hashingiwe kuri gahunda y'ivugurura ya Leta yo kuba umuti w' ibibazo byugarije abaturage, gukorera mumucyo no kuba igisubizo kuri buri wese.

Iki gitabo kiragaragaza akamaro k' ibitaro bya gisirikare by'u Rwanda, icyo bikora, n'aho ushobora kubisanga.

Iki gitabo kigamije kandi kudufasha kumenya ibibazo abatugana bahura nabyo n'uburyo twafata ingamba n'amategeko yorohereza abatugana murwego rwo kubaha serivisi z'agahebuzo.

Ishyirwaho ry'iki gitabo kiragaragaza ubushake dufite mu kwita ku bafatanyabikorwa bacu n'imikoranire myiza murwego rwo kubagezaho serivisi z'agahebuzo.

Dr Ben KARENZI
Col
Commandant

I. ITANGIRIRO

Ibitaro bya gisirikare by'u Rwanda byashinzwe mu 1968 bigamije kuvura no kwita ku basirikare n'imiryango yabo kugeza nyuma ya jenoside yakorewe abatutsi mu 1994 aho byakinguye imiryango ku baturarwanda bose. Ubungubu Ibitaro bya Gisirikare byakira 80% by'abaturage basanzwe na 20% by'abasirikare. Ibitaro bya gisirikare biri kwaguka kuburyo bizabasha kujya byakira abarwayi 500 icyarimwe maze bikaza no mubitaro bimwe by'ikitegererezo mu Rwanda.

II. ICYEREKEZO

Icyerekezo cy'ibitaro bya gisirikare ni " kuba ibitaro by'agahebuzo mu gutanga serivisi zinoze z'ubuvuzi". Bitewe nuko ibi bitaro byazobereye mu kwita ku bashinzwe umutekano w'igihugu, Ibitaro bya Gisirikare biteganya kwaguka cyane kugira ngo bibashe gutanga ubuvuzi ku bayobozi bakuru mu gihugu no hanze yacyo.

III. INTEGO

Intego y'Ibitaro bya Gisirikare by'u Rwanda ni Gutanga ubuvuzi bwubahirije ibisabwa bugendanye n'igitekerezo cy'iranga Igisirikari cy'u Rwanda cyo " **kuba indashyikirwa mu kintu cyose gikora**".

IV. INSHINGANO Z'INGEZI

Inshingano z'ibanze ibitaro bya gisirikare by'u Rwanda bizibandaho mu kwesa imihigo y'icyerekezo cyihaye ni izi zikurikira:

- **Kuzamura ubushobozi bw'abakozi:** Hazibandwa mu gushaka abaganga b'inzobere no kwishyurira amashuri abari basanzwe kugira ngo nabo bagere ku rwego rwo hejuru mu buvuzi

- **Gukoresha ikoranabuhanga rigezweho:** ibitaro bizibanda mu gukoresha ikorananbuhanga kabuhariwe mu kwakira abarwayi, kubavura, no kubaha imiti. Ikoranabuhanga rizifashishwa kandi mu gukorana n'ibindi bitaro byaba ibyo mu gihugu cyangwa mu mahanga aho inzobere zacu z'abaganga zizabasha kwiga, kwigisha no kungurana ibitekerezo ahakenewe hose.

- **Kwagura no kubaka ibitaro ku buryo bugezweho:** uko ubushobozi buzagenda buboneka ibitaro bizubakwa ku buryo bugendanye n'igihe tugezemo hagamijwe gutanga serivisi nziza no kwirinda ingaruka zituruka k'umwanda

- **Kugura imashini n'ibikoresho bigezweho:** Hagamijwe kuba ibitaro by'ikitegererezo. Ibitaro ya Gisirikare bizagura imashini zo kuvura zigezweho ndetse n'imiti yose ikenewe kugira ngo abatugana bahabwe serivisi z'agahebuzo.

V. INDANGAGACIRO

Indangagaciro z'Ibitaro bya Gisirikare by'u Rwanda bigenderaho ni : Gukunda umurimo, ubudahemuka, gukunda abatugana, ubunyangamugayo no gukorana umurava.

A. Serivisi zitangwa n'ishami rya Serivisi y'abivuzi bataha

Serivisi zihabwa abarwayi bivuza bataha

Ni izihe serivisi nemerewe?	*Ibitaro bya gisirikare byakira umuntu wese uje abigana yaba umu siviri cyangwa umusirikare.* *Umurwayi wese ugeze ku bitaro agana serivisi y'abivuza bataha ikamwakira ikanamusobanurira umuganga akwiye kugana.*
Ni iyihe serivisi nagana?	*Serivisi y'abivuza bataha*
Iyo serivisi nayisanga he?	*Mu bitaro bya gisirikare i Kanombe mu karere ka Kicukiro.*
Serivisi nayihabwa ryari?	*Aamasaha 24 yose*
Mugihe nujuje ibisabwa nategereza igihe kingana iki ngo nakirwe?	*Iminota 15 yo kubonana na muganga, n'iminota 30-40 yo guca mu cyuma cyangwa gutanga ibizamini.*
Nsabwa kwishyura amafaranga angahe ngo mpabwe serivisi?	*Biterwa n'ubwishingizi umurwayi akoresha bikanaterwa n'ibyo yakorewe byose avurwa.*
Ni bihe byangombwa ngomba kuba nujuje ?	*-Ikarita y'ubwishingizi* *-Urupapuro rutangwa n'ibitaro by'akarere ku bakoresha ubwisungane mu kwivuza*
Ni izihe nzira nkwiye gucamo nakirwa?	*- Gana aho bakirira abarwayi bakuyobore aho ukwiye kugana;* *- Kurikiza amabwiriza wahawe n'uwakira abarwayi* *-Injira kwa Muganga umubwire usuzumwe;* *- Genda utange ibizami bitewe n'ibyo muganga yakwandikiye*
Hari ikindi kigo nkeneye kujyaho ngo nuzuze ibisabwa mbere yo guhabwa serivisi?	Ntacyo
Mu gihe ngize ikibazo nabariza?	Ugana abashinzwe kwakira abarwayi bakageza ikibazo cyawe ku babishinzwe; ushobora no kwandikira ubuyobozi ugashyira mu gasanduku k'ibitekerezo.
Hari ikindi kijyanye ni iyi serivisi dukwiye kumenya?	Ukeneye kuduhamagara wakoresha numero itishyurwa 4060. Ushaka ubufasha waza kutwirebera.
Hari impapuro zuzuzwa?	Ushobora kubihabwa hakoreshejwe ikoranabuhanga, cyangwa se ukabihabwa mu mpapuro. Ushobora no kugana ushinzwe amategeko mu bitaro akabigufashamo.
Hari ibindi byangombwa byihariye bisabwa?	ntabyo

B. Serivisi Itangwa n'Ishami ry'Imiyoborere n'Umutungo

Kw'ishyurwa serivisi cyangwa ibintu bya gurishijwe Ibitaro bya Gisirikare by'u Rwanda

Serivisi y'icungamutungo

Ni izihe serivisi nemerewe?	*Umuntu wese cyangwa ikigo cyatanze serivisi cyangwa ibicuruzwa mu Bitaro bya Gisirikare kemerewe kwishyurwa.*
Ni iyihe serivisi nagana?	*Ishami Rishinzwe Ubuyobozi n'Icunga mari*
Iyo serivisi nayisanga he?	*Mu bitaro bya gisirikare i Kanombe mu karere ka Kicukiro.*
Serivisi nayihabwa ryari?	*Kuva kuwa mbere kugeza kuwa gatanu kuva samoya za mu gitondo kugeza sakumi n'imwe z'umugoroba.*
Mugihe nujuje ibisabwa nategereza igihe kingana iki ngo nakirwe?	*Iminsi itanu(5)*
Nsabwa kwishyura amafaranga angahe ngo mpabwe serivisi?	*Ntacyo wishuzwa*
Ni bihe byangombwa ngomba kuba nujuje ?	*- kopi enye z'inyemezabuguzi,* *- urupapuro rusinyweho n'impande zombie rwerekana ko serivisi cyangwa igicuruzwa cyahageze,* *- amasezerano y'ubugure cyangwa y'akazi* *- inyandikomvugo yerekana ko imirimo yakozwe* *- nomero ya konti* *- nomero ya telephone n'izindi aderesi niba uzifite*
Ni izihe nzira nkwiye gucamo nakirwa?	*- Gana ibiro by'Ubunyamabanga bw'ibitaro* *- Ubahe impapuro zose zikenewe* *- Mugihe wujuje ibyangombwa byose tegereza iminsi itarenze 5 wishyurwe.*
Hari ikindi kigo nkeneye kujyaho ngo nuzuze ibisabwa mbere yo guhabwa serivisi?	*Ntacyo*
Mu gihe ngize ikibazo nabariza he?	*Mu biro by'ubuyobozi bw'ibitaro*
Hari ikindi kijyanye ni iyi serivisi nkwiye kumenya?	*Ntacyo*
Nkeneye ibindi byangombwa ibyangombwa nabibona nte?	*Wasabi Igitabo kijyanye n'imari n'imicungire y'umutungo mu bitaro*
Hari ibindi byangombwa byihariye bisabwa?	ntabyo

Byemejwe na

Dr Ben KARENZI
Col
Commandant

Kuwa: …………………

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanye n'icyo wifuza)

Complement *(Gushima)* ☐

Complaint *(Kugaya)* ☐

Suggestion *(Icyakorwa)* ☐

Person(s)/Unit/Office Concerned or involved: ______________________________
(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze servisi

Facts or Details Surrounding the Dissatisfaction
(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office
Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names : ______________________________
Amazina

Office/Agency(if any): ______________________________
Ikigo mukorera(niba gihari):

Adress: ______________________________
Aho ubarizwa

Contact number(s) (if any): ______________________________
Telefoni

E-mail Address (if any) ______________________________

Signature: ______________________________
Umukono

Date: ______________________________
Itariki

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanye n'icyo wifuza)

Complement *(Gushima)*	**Complaint** *(Kugaya)*	**Suggestion** *(Icyakorwa)*
☐	☐	☐

Person(s)/Unit/Office Concerned or involved: ____________________
(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze servisi

Facts or Details Surrounding the Dissatisfaction
(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Recommendation(s)/Suggestion(s)/Desired Action from our Office
Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary *(Koresha urupapuro rw'inyongera niba ari ngobwa)*

Names : ____________________ **Office/Agency(if any):** ____________________
Amazina *Ikigo mukorera(niba gihari):*

Adress: ____________________
Aho ubarizwa

Contact number(s) (if any): ____________________ **E-mail Address (if any)** ____________________
Telefoni

Signature: ____________________ **Date:** ____________________
Umukono *Itariki*

SERVICE OFFERED BY THE DIRECTORATE OF ADMINISTRATION AND FINANCE

Payment for services rendered to Rwanda Military Hospital

What the Service am I eligible?	Individuals, firms or companies who have provided service or goods to the Military Hospital are eligible for payment.
Department to be approached	Directorate of Administration of Finance
Where can I access the service?	*At Rwanda Military hospital, Kanombe sector, Kicukiro District*
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm.
Once a request is made or an application is submitted, how long will it take?	5 days
What, if any, are the costs for accessing the service?	No charge for this service
What documents are required?	- 4 copies of the invoice, - Delivery note signed by both parties to the contract, - Contract, - Work execution report - Your bank account number - Your contact (phone and email if any)
What is the procedure?	- Go to the Central Secretariat of RMH - Submit all required documents above; - Provided that your application is in order payment will be made within 5 days.
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)	None
Is there a complaint procedure?	The complaint can be addressed to the Directorate of Rwanda Military Hospital
Is there any additional information regarding this service that is useful to know?	None
Available forms	Financial Manual Procedure and Accounting
Relevant legal documents	Individuals, firms or companies who have provided service or goods to the Military Hospital are eligible for payment.

Approved by Col. Dr Ben KARENZI
Col
Commandant of …….Commandant

Date:………………………………………………………………

A. **Service offered by Out Patient Department**

Acquiring a Health service

What the Service am I eligible?	*The Military Hospital receives any patient Who needs medical care, even a civilian or a military, with a health insurance or not.* *Each patient who arrive at the Military Hospital start by the Out Patient Department which directs him/her to the department of specialty neede.*
Department to be approached	*Out patient department*
Where can I access the service?	*At Rwanda Military hospital, Kanombe sector, Kicukiro District*
When can I access the service?	*24hrs*
Once a request is made or an application is submitted, how long will it take?	*15 min for consultation,30-40min depending on the test for Radiology,30-a day depending on the test to be done.*
What, if any, are the costs for accessing the service?	*It depends on the category of insurance the patient holds and on the medical act.*
What documents are required?	*-Insurance card if the patient has a health insurance* *-Transfer from district hospital for Mutual insurance holder*
What is the procedure?	*- Go to the main reception for orientation;* *- Follow the route indicated by the receptionist;* *- Meet the Doctor for consultation;* *- If there are no test to, go to pay the invoice …….*
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)	*None*
Is there a complaint procedure?	*The patient talks to the customer care staff who will intervene and consult the ones responsible to solve the problem.*
Is there any additional information regarding this service that is useful to know?	*A person who needs to visit a patient, sake for administrative personnel can always call on 4060 for any help if an able reach us physically.*
Available forms	*You can either get a Softcopy if applicable and also hard copies are always available if allowed. You can always contact our legal adviser.*
Relevant legal documents	*None*

IV. CORE VALUES

The core values of Rwanda Military Hospital are professionalism, loyalty, duty, selfless service, integrity and personal courage.

I. INTRODUCTION

Rwanda Military Hospital (RMH) was built in 1968 as a Military Referral Hospital. It continued to provide health care services to the military and their immediate families until after the 1994 genocide against the Tutsi when doors were opened to the general population. RMH currently treats 80% Civilian and 20% Military patients. RMH is now growing faster and becoming one of the best Referral hospitals in the country.

II. VISION

To provide “leadership in quality health care with security.” Due to its specialty in managing security personnel, RMH is planning to provide high quality health care for the population, including high government officials.

III. MISSION

Rwanda Military Hospital’s Mission is to provide Quality tertiary health care in line with RDF’s philosophy of “**being the best in what it does**”.

IV. CORE FUNCTIONS

The four major Functions that will be the drivers of RMH’s new vision are:

Human Resources Capacity Building – While human resource development will continue at all levels, recruitment of young doctors, nurses and paramedics will be a priority. This will entail motivating and innovative approaches that will serve to attract and retain the most skilled individuals in Rwanda in order to offer the best health care services.

Ultra-Modern Management Systems – RMH will utilize the modern ICTs as drivers for modernity in its management systems. ICTs will be a pivotal step in making integrated electronic patient records, accounting systems, pharmacy and billing systems operational. Modern internal and external communication methods, with Voice over Internet Protocol (VoIP), will be utilized to enhance the efficiency of RMH’s operations. One key innovation will be the installation of E-health (including telemedicine) infrastructure so that specialist and teaching departments can communicate with clients within and outside Rwanda.

Infrastructural Rehabilitation and/or Construction – Efforts will be made to change the face of RMH by addressing the sanitation and hygiene challenges posed by the current open and polluting waste disposal system and the presence of asbestos in the hospital. Progressive and phased rehabilitation and/or construction will be conducted based on resource mobilization and availability.

Equipment, Supplies and Consumables Acquisition – As a referral hospital, RMH’s aim will be to provide the highest possible quality of services in the health sector, requiring modern and state of the art equipment in all departments. These services must be supported by adequate supplies of drugs and consumables.

FORWARD

It is my pleasure to present to you the Service Charter for Rwanda Military Hospital (RMH).

The Service Charter has been prepared in tandem with the government's reform agenda and in the spirit of doing responsive to citizen's needs, transparency and accountability.

This Service Charter spells out the role of Rwanda Military Hospital and highlights the service the services offered and requirements therein. It lists the service centers at which our services can be accessed.

It serves as a mirror to not only RMH but also to inform the development of strategies that will be reviewed regularly in order to improve on areas where complaints are presented and where weaknesses are identified based on public feedback. The aim is be for better implementation of these plans for the wellbeing of all Rwandans and anyone living in and out of Rwanda in need of RHM services

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

Dr Ben KARENZI
Col
Commandant