



UNIVERSITY OF EMBU

DEPARTMENTAL SERVICE CHARTER

Department of Health Services

SERVICE OFFERED	REQUIREMENTS	COST	TIMELINE
Responding to formal correspondence	Request submitted to the relevant offices	Nil	7 working days
Registration/ verification of identification documents for bona fide staff and students; waiting time at the reception	Identification documents. Staff Smart cards/students identification cards.	Nil	≤ 1 hour
Outpatient care for students(Consultation)	Bona fide University of Embu student in session i.e. duly filled registration form Student identification card for every visit.	Nil	≤30 mins
Outpatient care for staff and their dependants (consultation)	Provision of smart cards for staff and dependants.	As per University medical allocations for staff and their dependants.	≤30 mins



ISO 27001:2013 Certified

Knowledge Transforms



ISO 9001:2015 Certified

Inpatient care for students	Bona fide University of Embu student in session Referral by clinician	Cost taken care of by the student/family	Offered 24 hours by external contracted health facilities
Inpatient care for staff and dependants	As per terms of service	As per University medical allocations for staff and their dependants	Offered 24 hours by external contracted health facilities
Laboratory	Duly filled request from clinician. Sample from the patient. Test results.	As per university medical allocations.	≤ 24 hours
Pharmacy	Valid prescription authorized by University clinician. Availability of pharmaceuticals and non-pharmaceuticals.	As per university medical allocations.	≤ 30 mins
Ambulance	Authorization by clinician on duty	Nil	Offered 24 hours
Processing of claims	Duly filled supporting documents	Nil	≤ 3 working days



Sick bay	Outpatient cases that requires prolonged observation and care.	As per medical allocation.	≤12 hrs
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