

# NYERI COUNTY DEPARTMENT OF HEALTH NYERI COUNTY REFERRAL HOSPITAL

## OUTPATIENT MENTAL HEALTH SERVICE CHARTER



SERVICES	PATIENT /CLIENT OBLIGATIONS	COSTS IN KSHS.	TIME TAKEN
OPD Consultation	Registration receipt	100/=	30 Minutes
Psychiatrist's Consultation	Registration receipt Consultation Fee receipt	Registration - 100/= Consultation - 200/=	30 Minutes
Attending to New Patients	Registration receipt	FREE	15 Minutes
Review of Patients	Revisit receipt	FREE	10 Minutes
Booking of Patients for Consultant Psychiatrist Review	Registration receipt	FREE	10 Minutes
Refilling of Prescription for Stable Patient	Registration receipt	FREE	5 Minutes
Clerking and History Taking of Patients Needing Admission	Registration Receipt and Admission File	FREE	20 Minutes
Psychiatric Assessment for Patients Needing Rehabilitation	Registration Receipt and Evidence of Rehab Admitting the Client	FREE	15 Minutes
<b>PSYCHIATRIC ASSESSMENTS</b>			
Rehabilitation placement	Evidence of Rehab Centre Placement	500/=	
Disability assessment	Disability Form	FREE	1 Weeks
Gun Holder Report	Medical/psychiatric report	10,000/=	
Court Assessment	Court Order	FREE	
Outreach clinics	Client availability	As per the facility	2 Weeks
Health Education, Awareness and Promotion	Availability of individuals and groups	FREE	Immediate

**WORKING HOURS:** Every Day, 24 hours

**FEEDBACK MECHANISM;** For enquiries, complaints, and questions, please contact the Hospital Medical Superintendent through the official contact details below:

**Medical Superintendent Nyeri CRH**  
P.O. Box 27- 10100, Nyeri | Tel: 0724 249 693  
Email: pghnyeri@yahoo.com

You can also contact the Customer Care Desk in the Hospital (0724 249 693); drop your message inside any of the Suggestion Boxes that are available within the Hospital, or you can ask to talk directly to the Person In-Charge of the Unit.