

**DEPARTMENT OF HEALTH SERVICES
MALINDI SUB-COUNTY HOSPITAL**

**MENTAL HEALTH DEPARTMENT
SERVICE CHARTER**



**COUNTY
GOVERNMENT
OF KILIFI**

PREAMBLE

Malindi Sub-County Hospital is committed to provide quality preventive, promotive, curative rehabilitative and referral mental health services to all our clients with dignity, professionalism and within the shortest time possible.

VISION

A community that maintains inclusive Mental Health care

MISSION

To provide high quality, promotive, preventive curative and rehabilitative Mental Health services that are affordable, accessible, sustainable and timely.

SERVICES OFFERED AT MALINDI SUB-COUNTY HOSPITAL

SERVICES RENDERED	TIME TAKEN	USER CHARGES (KSHS)	PATIENT/CLIENT REQUIREMENTS
Registration	10 minutes	Free	Clients' book
Consultation	60 minutes	100/=	Clients' book and receipt
Revisit	15 minutes	100/=	Clients' book and receipt
Counselling	45 - 60 minutes	100/=	Clients' book and receipt
Forensic evaluation	45 - 60 minutes	Free	Clients' book
Mental status assessment with an intention of acquiring firearms	20 minutes	5,000/=	Clients' book and receipt
Pharmacy	10 minutes	As per prescription	Prescription and clients' book
Laboratory	60 minutes	As per the test/ investigation	Laboratory request and Receipt
Occupational Therapy	60 minutes	As per the Occupational Therapy department	Clients book and referral note
Referral	10 minutes	Free	Clients' book

WORKING HOURS:

Monday - Friday - 8:00am – 4:30pm

FEEDBACK/COMPLAINT MECHANISM

Malindi Sub-County Hospital Mental Health Department welcomes feedback and suggestions for improvement of their services through the following contacts:

Hospital Covering Cellphone:
0702-744 917/0736213701

Sub-County Hospital of Malindi
Department of Health Services
P.O. Box 4 – 80200. Malindi, Kenya
Email: malindimedicalsuperintendent@gmail.com



HUDUMA BORA NI HAKI YAKO

