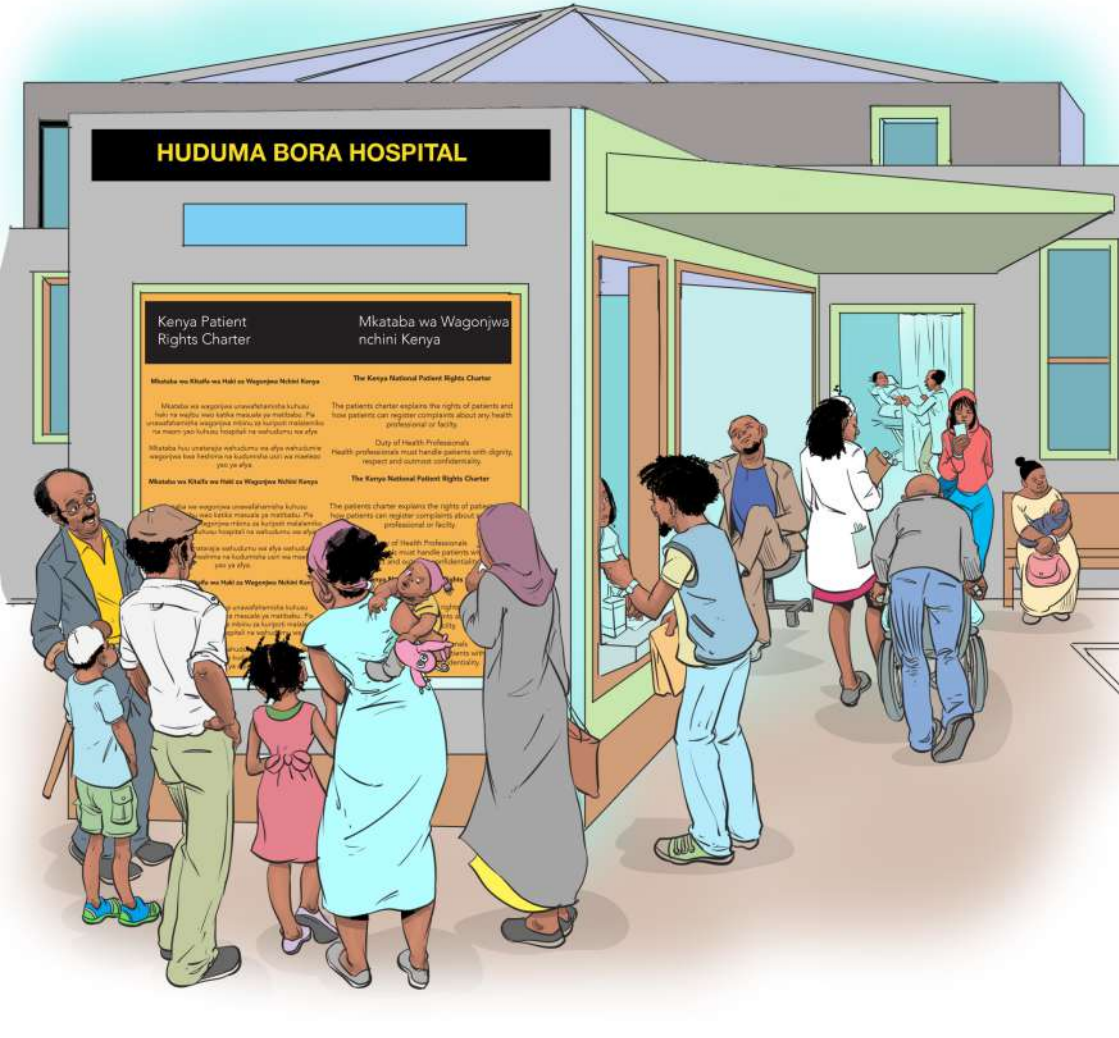


THE KENYA NATIONAL PATIENTS' RIGHTS CHARTER

MKATABA WA WAGONJWA NCHINI KENYA



Simplified & Illustrated by:





Who are we and why do we act?

Kenya is a much safer space today when compared to 1948 when the Universal Declaration of Human Rights was agreed. However, according to Kenyans polled in “Our Better but Unequal: State of Human Rights” Survey, one in two Kenyans feel that wealth inequality and corruption are primary obstacles for all to enjoy equality under the law.

Until we can create a respect for democracy and human rights as mainstream popular culture and boldly inspire our youth to lead us, the rights violations, corruption and public office abuse may continue for the next seventy years.

We are an integral part of a global movement of more than 7 million people who take injustice personally. We are campaigning for a world where human rights are enjoyed by all. We are independent of any political ideology, economic interest or religion. No government is beyond scrutiny and no situation is beyond hope.

At Amnesty International Kenya, we commit to investigate and call citizens and government attention to human rights abuses whenever and wherever they happen. By telling powerful stories of people we work with, we mobilize supporters in all our 47 counties to campaign for change. Members are the corner stone of these efforts. Together we make a difference and continue to recruit members to join this global movement.

@ Amnesty International Kenya

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Mkataba wa Kitaifa wa Haki za Wagonjwa Nchini Kenya

Mkataba wa wagonjwa unawafahamisha kuhusu haki na wajibu wao katika masuala ya matibabu. Pia unawafahamisha wagonjwa mbinu za kuripoti malalamiko na maoni yao kuhusu hospitali na wahudumu wa afya.

The Kenya National Patients' Rights Charter

The patients charter explains the rights of patients and how patients can register complaints or compliments about any health professional or facility.

Haki zako ukiwa mgonjwa

Your rights as a patient

Una haki za **Matibabu ya kuimarisha afya:**
yanakusaidia uimarisha na kuboresha afya yako.



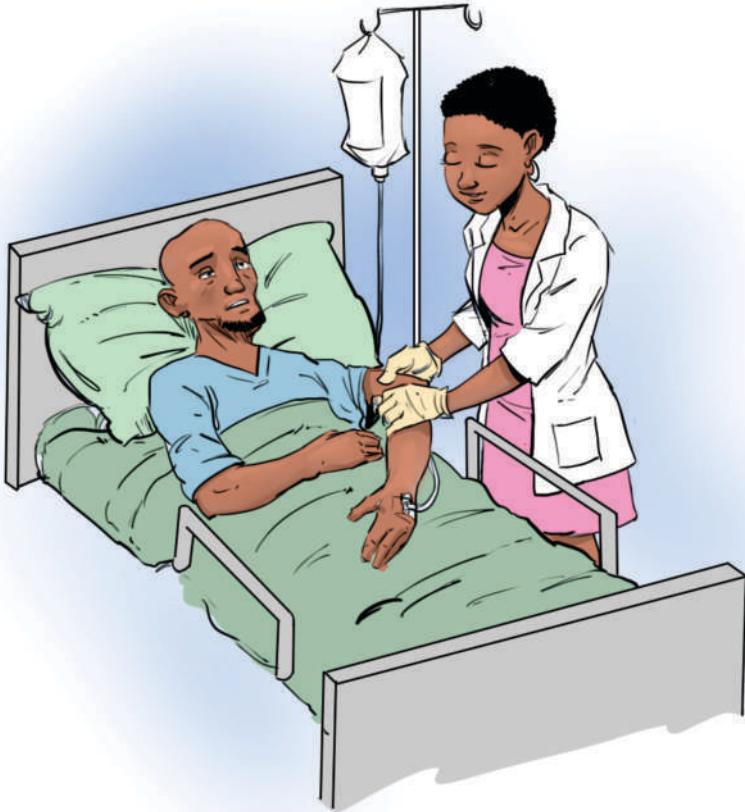
You have the right to **Promotive care:** so that you
can control and improve your health.

Una haki za **Matibabu ya kuzuia magonjwa**: hatua ambazo zinachukuliwa ili kuzuia maumivu au magonjwa. Pia inajumuisha ushauri wa kuzuia matatizo ya afya.



You have the right to **Preventive care**: which aims to prevent illnesses or diseases and includes counseling.

Una haki za **Matibabu ya kuponyesha:** huduma ambazo zitakusaidia utibiwe, upate dawa na upate nafuu kutokana na hali yako ya afya.



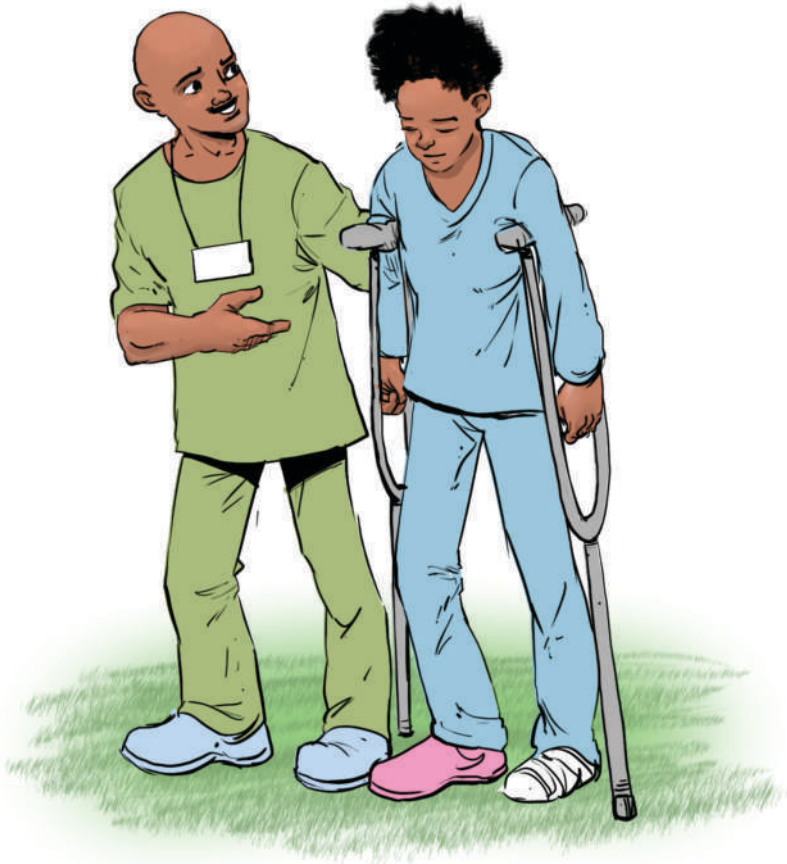
You have the right to **Curative care:** which aims to treat and cure any health condition.

Una haki za **Matibabu ya uzazi:** mchanganyiko wa mbinu na huduma ambazo zinachangia ustawi na afya ya uzazi na kusuluhisha matatizo ya uzazi.



You have the right to **Reproductive care:** to ensure reproductive health and well-being.

Una haki za **Matibabu ya kuwezesha kuishi maisha ya kawaida:** huduma ambazo zinakusaidia udumishe, urejeshe au uboreshe ujuzi na utendaji wa shughuli za kila siku ambazo zilipotea au kuathiriwa kwa sababu ulikuwa mgonjwa, uliumia au ulipata ulemavu.



You have the right to **Rehabilitative care:** services that help you keep, get back, or improve skills and functioning for daily living that have been lost or impaired because you were sick, hurt, or disabled.

Una haki za **Matibabu ya muda mrefu**: matibabu maalum kwa watu walio na magonjwa hatari. Huleta nafuu na kupunguza maumivu yanayotokana na dalili au hofu ya magonjwa hatari. Yanahusu kuboresha hali ya maisha.



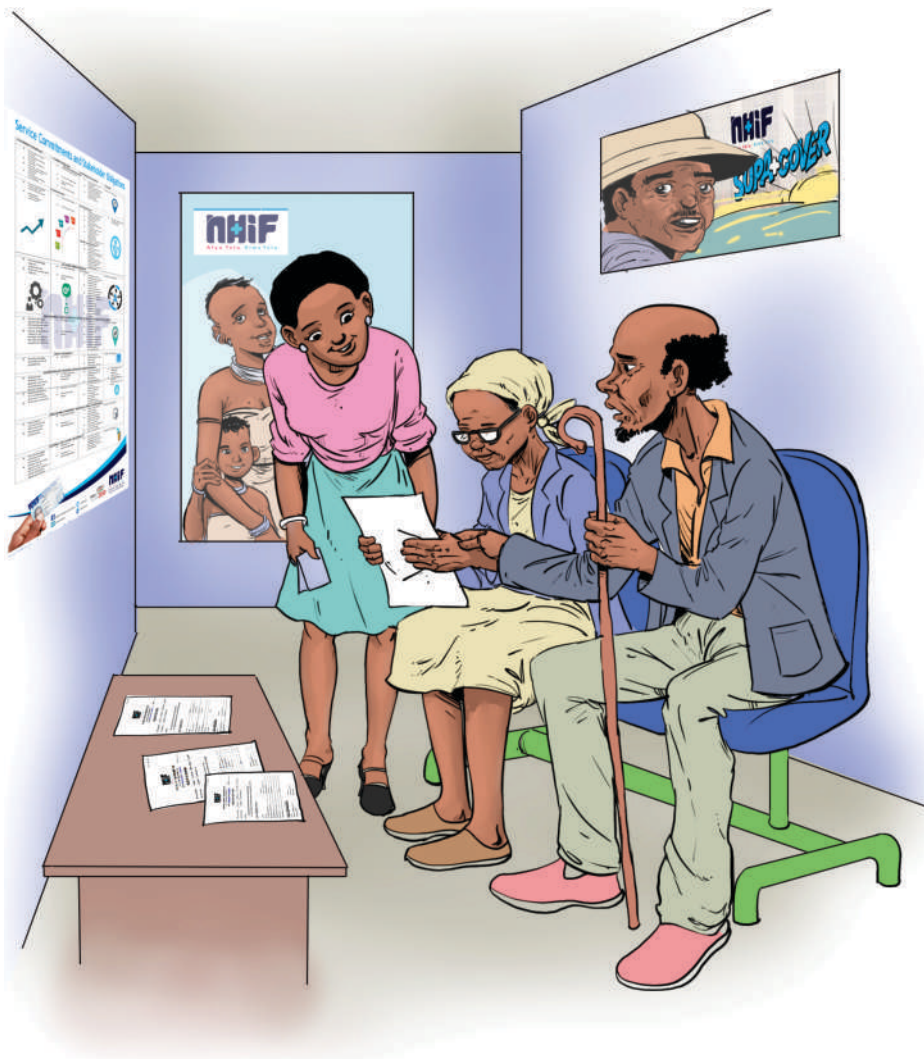
You have the right to **Palliative care**: which aims to provide relief from the symptoms and stress of a serious illness.

Una haki ya **kupokea matibabu ya dharura katika hospitali yoyote**. Hali hii haitegemei uwezo wako wa kulipa.



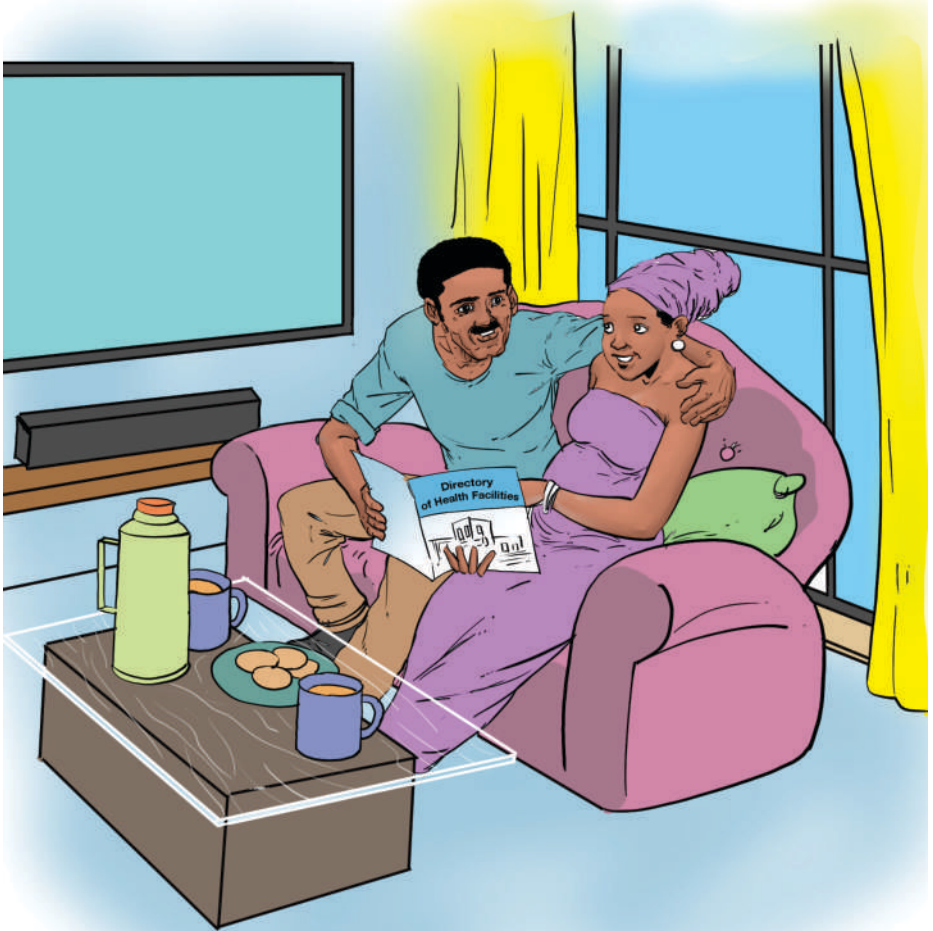
You have the right to **receive emergency treatment in any health facility** (public or private). This does not depend on your ability to pay.

Una haki ya **kupata bima ya afya bila kubaguliwa** na uelezwe manufaa na masharti yote ya mpango wako wa bima ya afya.



You have the right to **medical insurance** and to be informed about your medical insurance scheme.

Una haki ya **kuchagua mhadumu wa afya.**



You have the right to **choose healthcare provider.**

Una haki ya **kupata huduma na bidhaa za matibabu zenye ubora wa juu.**



You have the right to **the highest attainable healthcare products and services.**

Una haki ya **kukataa kutibiwa** lakini kukataa kwako kutibiwa haipaswi kusababisha hatari yoyote kwa mgonjwa husika au kwa afya ya watu wengine.



You have the right to **refuse treatment** as long as your refusal does not endanger you or others. Where you refuse treatment, your medical service provider must write/record your refusal in the presence of an independent witness.

Una haki ya **kuwekewa maelezo yako ya matibabu kwa usiri**. Yanaweza kufichuliwa tu kupitia rufusa yako, amri ya kisheria au kwa ajili ya masilahi ya umma.



You have the right to **not have any details about your medical condition and treatment disclosed to anyone** unless you agree to it.

Una haki ya **kujulishwa kuhusu hali ya ugonjwa wako**, hatua za uchunguzi, matibabu unayopendekezewa, matibabu mengine na bei yake katika lugha ambayo unaelewa.



You have the right to **be informed about your illness**, any tests performed and all available treatments options in a language you are familiar with.

Wajibu wako ukiwa mgonjwa

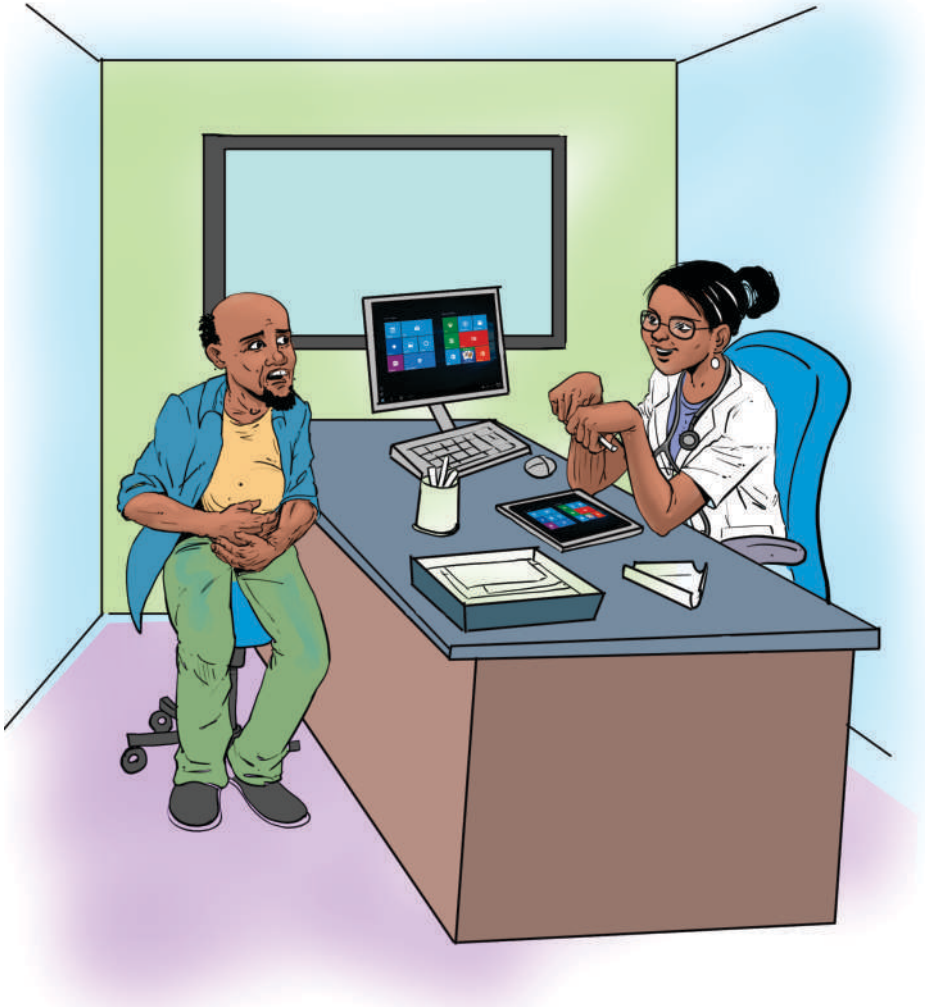
Your responsibilities as a patient

Una wajibu wa kulinda afya yako



You should live a healthy lifestyle

Una wajibu wa kuwapa wahudumu wa afya maelezo sahihi, muhimu na ya kweli ili waweze kukutibu kwa urahisi.



You should give healthcare providers truthful, relevant and accurate information.



Una wajibu wa kwenda kumwona daktari tarehe uliyopangiwa, bila kuchelewa.



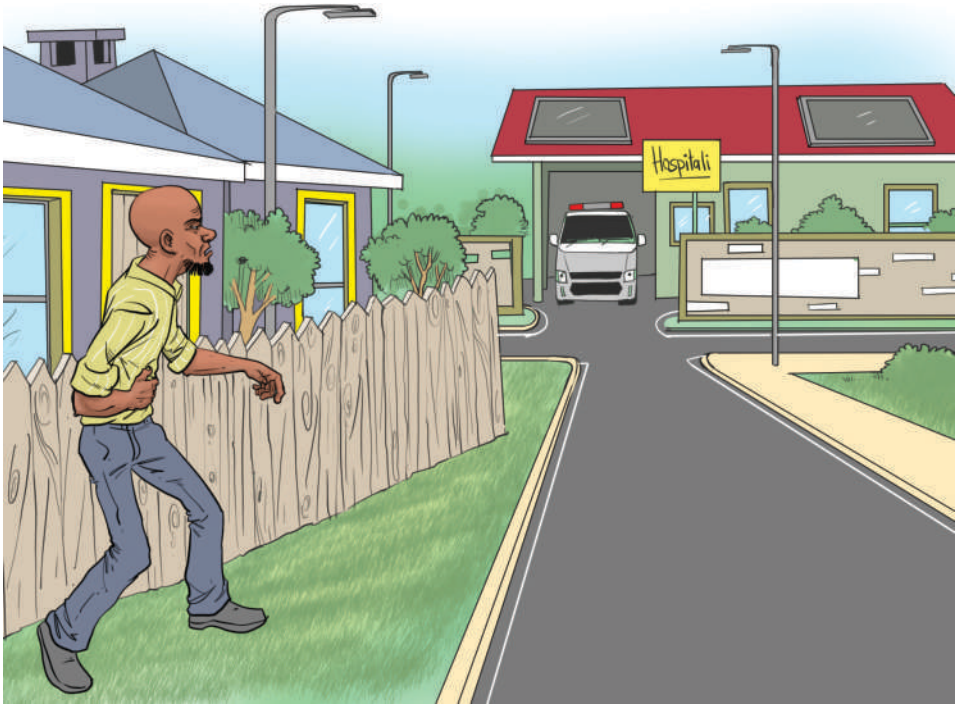
You should keep all scheduled appointments and where you can't, you need to inform your health service providers as soon as possible.

Una wajibu wa kufuata maelekezo kutoka kwa wahudumu wa afya na kufuata matibabu jinsi unavyoelekezwa.



You should follow all instructions regarding any medication and treatment method prescribed to you.

Una wajibu wa kujua hospitali zote zinazopatikana mahali ulipo
na kwenda kutibiwa haraka iwezekanavyo.



You should know available health-care facilities near you and,
when you are unwell, you must seek treatment as soon as
possible.

Una wajibu wa kuuliza bei ya matibabu na huduma za afya, na kulipa gharama zozote, iwapo huduma hizo zinalipishwa.



You should ask about the cost of any tests of treatment and pay any medical bills you incur.

Una wajibu wa kutoa malalamishi dhidi ya huduma zozote za afya kupitia njia zinazofaa.



Where you are unhappy with any medical professional of facility, you should lodge any complaints through appropriate channels.

Je haki zako kama mgonjwa zikikiukwa, utafanyaje?



If your rights as a patient are violated, how can you get help?

Mgonjwa anaweza kuchagua kuwasilisha malalamishi yoyote kwa mamlaka husika zinazosimamia matibabu nchini Kenya, kwa mfano, Bodi ya Madaktari wa Kawaida na Madaktari wa Meno na Baraza la Wauguzi nchini Kenya.



Lodge any complaints with relevant medical regulatory authorities in Kenya, e.g. The Medical Practitioners and Dentists Board and The Nursing Council of Kenya.

Shirikiana na wahusika wakuu katika jamii kuhamasisha umma kuhusu haki za wagonjwa na kuhakikisha kwamba wale wanao wadhulumu wanawajibika.

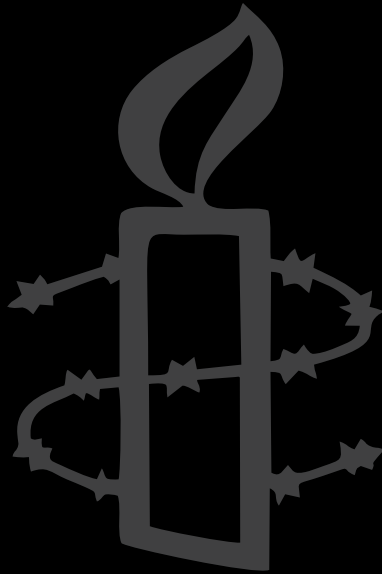


Mobilize your community, create awareness and demand for accountability on patient rights violations.

Dhuluma zote dhidi ya wagonjwa yafaa yatangazwe wazi kwenye vyombo vya mawasiliano kama mikutano za kijamii, mitandao ya kijamii, televisheni na redio.



Publicize patient rights violations through existing channels, including public forums, social media, TV and radio.



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