



**From:** Hospital Administration

**To:** Patients and their Representatives

**Ref:** General Information for Patients and their Representatives

Thank you for choosing Kilimani Hospital as your preferred medical services provider. We wish your patient a quick recovery while admitted at our wards. Below are a few things you need to know as your patient recovers at The Kilimani Hospital.

1. All medical bills are payable to **Kilimani Hospital**. You can pay your medical bill **via MPESA till number 889725**. You can also deposit/transfer cash **to Prime Bank, Kisumu Branch account # 3000101111, SWIFT CODE: PRIEKENX**. Always request an official receipt each time you make a payment.
2. Patient's medical bill is due in full upon discharge. While in the ward the patient's medical bill balance should not accumulate more than five days.
3. The cost of our medical services is not subject to discounts as we are a low cost medical care provider.
4. We encourage patient visitation as much as possible. Our visitation hours are 9:00am – 6:00pm daily. If you would like to visit a patient during non-visiting hours please contact the hospital administration.
5. A maximum of three visitors per patient are allowed in the ward at one time.
6. When clinical staff need to perform procedures on patients we request that you to leave the ward until the procedures have been completed.
7. All patients are provided clean drinking water and 3 meals a day.
8. If your patient requires a haircut please request the nurse on duty to arrange for a barber.
9. Patients are not allowed to have jewelry, cash, cheques, or credit cards in the ward.
10. The hospital provides entertainment as appropriate i.e television, radio, board games, and magazines.
11. If you have any comments about our services please drop us a line at [kilimanihospital@gmail.com](mailto:kilimanihospital@gmail.com)