



HealthX

# PATIENT CHARTER

This important document explains what you can expect, and what is expected of you, whenever you use HealthX Africa services in Kenya.

**This document aligns with global and local best guidance on patient rights and responsibilities, including the Kenya Ministry of Health Kenya National Patient Rights' Charter 2013**

This document goes hand-in-hand with the HealthX Africa Quality Charter, which is our commitment to you, our patients and clients.

## AS A PATIENT, YOU HAVE A RIGHT TO:



- Choose a healthcare provider, and through subscribing to and using HealthX Africa services you are exercising that right and selecting HealthX Africa for the purpose of that clinical encounter.



- Receive preventive, promotive, curative, rehabilitative, palliative health care and wellness advice within the scope, remit, and guidelines of HealthX Africa licensure, and referral for services outside of that scope, remit, or guidelines.



- Receive the highest attainable quality, considerate, respectful, and compassionate care in a safe physical and virtual setting regardless of your age, gender, race, language, national origin, religion, or any disabilities.

- Receive care free from all forms of abuse, neglect, or mistreatment.



- Refuse care, to the extent permitted by law. If you refuse/ decline treatment against the advice of HealthX Africa medical providers, HealthX Africa and its providers will not be responsible for any medical consequences that may occur.



- Be told the names and roles of all your health care team members directing and/or providing your care.

- Be provided full and accurate information from your health provider about your current condition and treatment, the benefits, and risks of proposed treatment (and alternative treatments), and the expected outcomes of various treatment options.



- Full consideration of your privacy and confidentiality in care discussions and treatment plans, and documentation and storage of your medical records. This includes the right to not have details of your medical condition and treatment disclosed to anyone without your written or verbal recorded consent.



- Participate in decisions about your care, your treatment, and services provided, including informed consent for any recommended treatment.

- Communication that you can understand.



- Be involved in, and aware of, any referral and/or follow up plans for your care.

- Access and obtain information about your health, including your health records.



- Be informed of the provisions of your medical scheme/ health insurance policy if those are made available to HealthX Africa.

- Appoint someone to make health care decisions for you if you are unable, with your written or recorded verbal permission.



- Allow designated adult family members to have access to your clinical records, with your written or recorded verbal permission.



- A second medical opinion of your choosing, and at your own cost.

- Provide complaint about services offered by HealthX Africa, including a thorough investigation and feedback on the same.

## AS A PATIENT, YOU ARE RESPONSIBLE FOR:



- Taking care of your health by maintaining a healthy lifestyle.
- Making informed decisions about your health care, and the health of any dependents.



- Seeking treatment at the earliest opportunity.
- Providing us with relevant, complete, and accurate information when required, including (but not limited to) the following:

- Your full name
- Address
- ID Number
- Telephone number
- Date of birth
- Insurance carrier (if applicable)
- Your health and medical history
- Present condition
- Past illnesses
- Previous hospital stays
- Medicines, including wellness products, vitamins and supplements, herbal products etc.
- Any other matters that pertain to your health, including perceived safety risks



- Asking questions when you do not understand information or instructions.
- Following instructions, adhering to, and not misusing or abusing HealthX Africa prescriptions/ laboratory requests/ imaging requests or other documentation; prescribed medications and treatment/ wellness regimes.



- Sharing health records, including documentation of consultations, laboratory and imaging reports, past prescriptions, and other relevant medical documentation, when required by a HealthX Africa medical provider.

- Telling your health provider if you believe you cannot follow through with your treatment plan as recommended.



- Reporting changes in your condition or symptoms, including pain, to a medical doctor in the HealthX Africa team.
- Enquiring about the costs of your selected treatments and make appropriate arrangements for payment of the same.



- Treating all HealthX Africa staff with a courtesy and respect.
- Keeping all scheduled appointments and where you can't, informing HealthX Africa as soon as possible.
- Expressing concerns or complaints through the right channels confidentially.



# QUALITY CHARTER

## OUR VISION

A Doctor for every Kenyan - in support of the goal of Universal Health Coverage (UHC) in Kenya

## OUR MISSION

To leverage technology to provide high quality & affordable primary health care available on-demand

# OUR VALUES



### Obsess over quality

*Everything we do in our clinical and business operations prioritizes the quality of the service we offer.*



### Make a difference daily

*The people we serve matter to us, and we will work not just to solve their clinical problems today, but to support and maintain their health long into the future.*



### Do the right thing

*When we focus on our client's needs, all else falls into place.*



### Innovation at a fast pace

*In striving for excellence, we will not let time be a hindrance. We will move forward quickly with utmost safety to achieve the best clinical and healthy lifestyle outcomes for our clients.*



### Integrity always

*We will build trust through transparency, driven by data.*



### Empathy and compassion

*We treat our clients, colleagues and ourselves with empathy, compassion, and respect.*

# OUR QUALITY PROMISE



HealthX Africa makes high quality primary health care, including mental health and nutrition, accessible, affordable, convenient, and equal. We use the power of digital technology to reach every user with quality primary health care services wherever they are, whenever they want, and as often as they need. Our dedication to providing care at the highest level is reflected in our transparent approach to reporting our quality data and treatment outcomes. We believe that this evidence-based approach is the true way to demonstrate value to our patients.

Your best health and wellbeing is our first priority. We guarantee you licensed and registered caregivers who have your best interests at heart, and technology and an environment designed to perform the highest standards of safety and effectiveness.

We commit to providing quality care that is safe, timely, efficient, effective, equitable, accessible, and centred on what you need, not driven by cost. We will adhere to the highest guidance on data protection and confidentiality, so your information is secure and private. We will constantly evaluate and iterate our systems to ensure there are no incentives for fraud in how we operate. By following the most up-to-date medical evidence and guidance, measuring and analysing our data, and constantly improving our practices based on those data, we aim for the best possible health outcome and long-term wellness for you, and every client who accesses our services.

## **This is our Quality Promise to you.**

**If you feel we have not lived up to our Quality Promise and would like to discuss this further or lodge a complaint, please:**

- I. Call us on 0800 720 795 and speak to a Care Coordinator  
24 hours a day, 7 days a week**
- II. Email us on [support@healthxafrica.com](mailto:support@healthxafrica.com)**

**Your experience and your feedback matters to us. We want to hear from you.**