

CLIENT CHARTER

2025/ 2026- 2029/30

BUTABIKA NATIONAL REFFERAL
MENTAL HOSPITAL

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FOREWORD

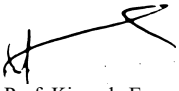
The Government of Uganda recognizes the benefit of using Client Charter as a tool to drive change.

Butabika National Referral Mental Hospital has made efforts to improve mental health services in the country. Through her construction policy framework of mental health structures in some regional and District Health Units, the hospital offers support supervision and training among other services.

The client charter serves, as an accountability for the staff of Butabika to its clients in terms of service delivery.

The Client Charter is a social contract between Butabika National Referral Mental Hospital and her clients. It sets out standards of performance for service delivery, spells out what its clients should expect, sets out a complaint and feedback handling mechanism and what is crucial in all this is the client-focused nature of the social contract.

On behalf of Butabika National Referral Mental Hospital, I would like to thank the committee that worked tirelessly to produce this Client Charter. In a special way let me thank the Client Charter Development Committee for the technical guidance during the preparation and development stage.



Prof .Kiyanda Eugene
CHAIRMAN HOSPITAL BOARD

PREAMBLE

The Government has a responsibility of providing services to steer economic growth and to promote the welfare of its citizens. Government has therefore, institutionalized a mechanism, for monitoring the quantity and quality of the services it provides and for obtaining feedback from the citizens, regarding their level of satisfaction with
the services that are provided.

This is in line with one of the key strategies of the third phase of the Public Service Reform Programme, that is, enhanced Performance, transparency and accountability by Public Service Organizations. This Client Charter spells out Hospital main clients, services we offer and the standards of service our clients should expect.

The Client Charter reinforces the vision of Butabika National Referral Mental Hospital, which is **"To be a centre of excellence in the delivery of specialized and Super specialized mental health services to the people of Uganda and beyond."**

It is my sincere hope that, through this client's charter, Butabika National Referral Mental Hospital, will enhance the level of client centered focus and response in the provision of the Mental Health services as well as use it as a tool for continuous quality improve
Finally, I would like to appreciate the work done by the task force and the stakeholders for their participation and contribution in the preparation and development of this Client Charter.

OBJECTIVES OF THE CLIENT CHARTER

The objectives of the client charter are to:-

1. Inform the general public of the availability of psychiatric services at Butabika National Referral Mental Hospital.
2. Inform the general public of availability of super specialized mental health Service at the hospital.
3. Create awareness in the populace that mental health is a serious health challenge but can be managed at the hospital

Dr. Nakku Juliet
EXECUTIVE DIRECTOR

CHAPTER ONE:
INTRODUCTION

The mandate of Butabika National Referral Mental Hospital is guided by principle fourteen (XIV) of the constitution of the republic of Uganda, the Mental Health Act, amended of 2018 establishes mental health Units, and the fourth National Development Plan (NDPIV) under objective 3 of the Human Capital Development Program provides for improving population health, safety and management.

Butabika National Referral Hospital is located in Butabika, a neighborhood within Kampala. Butabika lies in the southeastern part of the city, in Nakawa Division, adjacent to the northern shores of Lake Victoria, Africa's largest fresh-water lake.

1.3 Mission

To offer specialised and super specialised mental health treatment, conduct mental health training and research and support mental health services in Uganda."

1.4 Vision

To be a centre of excellence in the delivery of specialised and Super specialised mental health services to the people of Uganda and beyond."

1.5 Core values

1.**Professionalism**: Butabika Hospital seeks to carry out its Mandate in a professional manner, with tasks performed according to the laid down professional standards in consultation with the various professional regulatory bodies.

2.**Teamwork:** In the course of executing its Mandate, the Hospital derives its effectiveness from all its staff acting in tandem, to enable process flows and effectiveness. Tasks are accomplished through teams and via consultations with one another, with emphasis on consensus.

3.**Integrity**: The Hospital operates with a high sense of Moral and Ethical Standards in all its dealings with its stakeholders, and expects and demands that its entire staff perform their duties while following the established principles and protocols, which must be seen to be fair and just.

4.**Transparency and Accountability**: Butabika Hospital operates in an open environment, with a zero-tolerance policy towards underhand methods within its own ranks and from stakeholders and partners.

5.**Quality of care**: Butabika Hospital seeks to understand and address the individual needs and concerns of our patients and provide for their comfort while treating them with honour and dignity. We show respect for our patients' privacy and confidentiality in all that we do. We respect human dignity and patient rights irrespective of colour, sex, economic status, religion. Whether it is in matters pertaining to human resource management or to the needs of patients, the Hospital operations will be guided by timely response in a manner that encourages efficiency and meets expectations.

6.**Innovativeness:** As part of the approach to overcome challenges faced by the institution, research and innovation is encouraged at Butabika Hospital within the confines of approved moral ethics and standards set nationally and internationally.

7.**Human rights-based care**: The facility builds capacities of duty bearers to meet obligations expected of them by rights holders and empowers people to know and claim their rights. It also focuses on increasing the transparency and accountability of individual staff who are responsible for respecting, protecting and fulfilling human rights.

1.6 Strategic Objectives

1. To improve access to quality specialized and super specialized mental health care in the country.
2. To strengthen mental health promotion and prevention of mental illnesses in the population
3. To strengthen institutional management and governance systems.
4. To contribute to availability of knowledgeable, and appropriately skilled ethical mental health human resources.
5. To conduct mental health related research and innovations.

CHAPTER TWO: PRINCIPAL SERVICES AND COMMITMENTS

Service	Access criteria/ requirements	Service delivery point	Minimum access time	**Cost if any**
Strategic Objective 1. To improve access to quality curative and rehabilitative mental health care services in Butabika Hospital				
Quality curative mental healthcare	Physical visitations Admissions	OPD Inpatient wards Lab Radiology Pharmacy	Patient is seen by a Clinician within two hours of registration. 24-hour psychiatric emergency coverage. Evaluation by a Psychiatrist within 72 hours.	Services are free except for private services. Refer to the private services rates on appendix 1
Rehabilitative services	Physical visitations. Home visits. Community engagements.	Community Recovery Department	Immediately	Services are free except for private services. Refer to the private services rates on appendix 1
Super specialized mental health clinics	Physical visitations. Referrals (internal &external)	EEG LAB Alcohol and Drug Unit Convulsant Admission Ward ECT	Within 1 – 2 hours	Services are free except for private services. Refer to the private services rates on appendix 1

Medical laboratory and diagnostic imaging services	Referrals (internal &external)	Laboratory Radiology	Within 30 – 60 minutes	Services are free except for private services. Refer to the private services rates on appendix 1
Equipment Maintenance services	Broken equipment	Engineering workshop	Within 30 – 60 minutes	No. user fee
Pharmacy services	prescription from the clinician	Hospital dispensary	30 – 60 minutes	No user fee
Strategic Objective 2. To strengthen mental health promotion and prevention of mental illness in the population				
Mental health promotion and prevention services	All interested parties	Community & Recovery unit through Media, Schools, Outreaches	Daily	No user fee
Strategic Objective 3. To strengthen institutional management and governance systems				
Institutional Policies, manuals, Standard operating procedures (SOPs) and protocols	Interested clients	Administration through Institutional website Dissemination meetings, Library	As and when required	No user fees
Kitchen services	Admission (physical presence)	Kitchen/ward	Ontime Breakfast: before 8-9am Lunch: between 1-2pm Dinner: between 5-	No user fee

			6pm	
Laundry services	Admission (physical presence)	Laundry unit	Within 3days	No user fees
Procurement services	Physical walk-in	Procurement unit	As per the PPDA guidelines	All services are free except for the bids that are advertised ranging between (Shs:50,000-Shs:100,000)
Records retrieval	Application of the record user	Executive Director's office	Within 10 minutes	No user fee
Strategic Objective 4: To contribute to availability of knowledgeable and appropriately skilled ethical mental health human resources in the country				
Training on mental health	Need in mental health knowledge and skills	Human Resources Unit through Online. Conferences., Attending lectures. Internship placements	As and when students are referred	Refer to the new private services rates in Appendix 1
Strategic Objective 5. To conduct mental health research and innovation				
REC services	Submission of research proposals	REC Office	As and when submissions are made	Refer to the new private services rates in Appendix 1

COMMITMENTS

1. **To improve access to quality curative and rehabilitative mental health care services in Butabika Hospital**

We shall:

i. Ensure patients are seen by a Clinician within two hours of registration.

ii. Provide a 24-hour psychiatric emergency coverage.

iii. Ensure patient evaluation by a psychiatrist is done within 72 hours.

2. **To strengthen mental health promotion and prevention of mental illness in the population**

We shall: -

Promote and publicize mental health services through the media, Schools, outreaches and observance of World Mental Health days.

3. **To strengthen institutional management and governance systems**

We shall:

a) Provide information on governance and accountability systems to our clients through the website, reports and the media

b) Access new employees on the payroll

c) Hold departmental meetings

d) Hold monthly senior management meetings

e) Hold quarterly board

4. **To contribute to availability of knowledgeable and appropriately skilled ethical mental health human resources in the country**

   We shall;

   1. Hold regular awareness campaigns on mental health
   2. Organize and participate in conferences, seminars and lectures.
   3. Support student Internship and placements in the field of mental health

5. **To conduct mental health research and innovation**

   We commit to;

   Support research in the field on mental health and innovation

CHAPTER THREE: GENERAL SERVICE DELIVERY STANDARDS

In implementation of the commitments under this charter, the hospital shall observe the following standards:

3.1 Attendance to duty

a) Our staff shall be available at all times during working hours.

3.2 Client management

Our clients shall:

a) Be attended to with courtesy irrespective of status, sex, age, color, ethnic origin, tribe, birth, creed or religion, health status, social or economic standing, political opinion or disability, and take affirmative action in favor of groups marginalized on the basis of gender, age, disability.

b) Attend to all our clients within 30 minutes from the time of arrival to our respective service points.

3.3 Conduct and appearance of our officers

Our officer shall:

1. Present themselves to our clients in a respectable and descent manner
2. Maintain client confidentiality
3. Respond to our clients with promptness and clarity
4. Provide timely and accurate information to our clients.
5. Shall wear staff identity cards all times while at work
6. Be personally responsible for their actions or inactions
7. Strive to achieve the commitments in the Charter and promote a positive image of Butabika National Referral Mental Hospital
8. Not put their personal interests before public interests.
9. Guide visitors to the respective office whenever required
10. All health workers shall be dressed in uniforms
11. All health workers should be identified with name tags

3.4 Office outlook and working environment

Our offices shall:

1. Be clearly labelled and accessible for clients to navigate
2. Be clean and tidy at all times
3. Be safe and secure to avoid work place accidents and loss of client property

3.5 Communication

We shall:

1. Answer all telephone calls that come through the Hospital's general line by the third ring.
2. Communicate using the hospital's letterhead for all written communications, which shall be done by the Hospital Director
3. Attend to all incoming written correspondences within a period of 3 days.
4. Use English for Official correspondences

CHAPTER FOUR: CLIENTS

Our Clients are;

Nurses, physicians and other professionals, students, trainees, employees of the hospital, departments and committees , patients,Patient attendants, the Government (Central and Local) Political and Religious leaders , the Community, Press media,Security organs-Police, Prisons, Army , Other institutions like: National Medical Stores, Regional Blood Bank, Medical Equipment Workshop, School of Clinical Officers and the School of Nurses and Midwives, school of ophthalmic clinical officers,Health service providers in the region,Utility service providers: National Water and Sewerage Corporation, UEDCL and any other contractors,Health Development and Implementation Partners,NGOs and Civil Society Organisations,Traditional healers and complementary health practitioners.

4.1 Client Rights

Our Clients have a right to;

a) Access to services- Our clients are entitled to access services in accordance with the existing regulations and guidelines.

b) Non-discrimination- Our clients shall not be discriminated against on grounds of political affiliation, disability, race, age, sex, social status, economic status, disease, ethnicity, nationality or other such grounds when receiving services.

c) Privacy- Our clients have right to access relevant mental health care within their designated comfort.

d) Information- Our clients have a right to access relevant mental health related information in line with standard regulations and guidelines.

e) Participation- Our clients have a right to participate or be represented in development, implement, monitoring and evaluation of mental health policies, systems, programs, treatment and care.

f) Confidentiality- Our clients have a right to confidentiality on their mental health status or condition except when consent has been given or disclosure of information is legally required for safety.

g) Be treated with respect and dignity- Our clients should be treated with respect and courtesy and have their dignity respected including protection from abuse, exploitation, inhumane practices and unnecessary isolation/restraint that is not in line with the relevant laws, regulations and guidelines.

h) Informed consent- Our clients have a right to make informed decisions about their treatment and care.

i) To accept or refuse treatment except in circumstances of emergencies or situations permitted by the law. They have their right of consent reviewed regularly especially for restrictive or long-term treatments.

j) To be attended to in timely manner.

4.2 Clients' Obligations

Our clients shall exhibit the following obligations.

a) Treat the hospital staff and other clients with dignity and respect.

b) Provide the Hospital with full information to guide the Staff in offering appropriate services.

c) Respect facility rules, property and safety measures.

d) Respond to hospital requests for accurate and timely information.

e) Not to possess, use, deliver or administer to anyone within hospital, substances of abuse.

f) Readily give consent where they have capacity to do so in accordance with the relevant laws.

CHAPTER FIVE: FEEDBACK MECHANISMS AND COMPLAINTS HANDLING

In order to improve performance, we expect feedback from our clients.

5.1 Feedback channels

a) Suggestion boxes

b) hotline telephone

c) Customer care desk

d) Stakeholders' meetings: Hospital staff meeting / Board meetings,

e) Client Charter feedback during the routine support supervision activities.

f) Independent surveys e.g., Client satisfaction surveys/Exit interviews.

g) email messages.

h) Public Barazas

i) Official website - www.butabikahospital.go.ug

j) Health Consumer Organizations reports

k) Media reports

l) Writing letters through the Hospital address

5.2 Complaints Handling

Our clients shall have a right of redress in case of complaints or grievances.

a) The complaints shall first be addressed internally by the immediate supervisor of the officer(s) who provided the service or designated person to handle complaints within two weeks.

b) If the complaint is not handled in the agreed time then it shall be referred to the next level of supervision e.g. the Head of Department or Programme Manager.

c) In case of failure to handle it at Departmental level, the matter shall be referred to the next level i.e., Top Management (Hospital Director or Hospital Administrator or the Head Nursing).

d) The final level for addressing complaints internally is the Hospital Management Board.

e) In the event that such a disagreement takes a violent form, the use of relevant security organs such as police shall be considered.

f) Complaints can also he shared though;

g) If a client is not satisfied with a response form the action officer attending to him/her, or with the way the complaint has been handled, he/she may refer the matter to the Executive Director.

CHAPTER SIX: DISSEMINATION AND IMPLIMENTATION OF THE CLIENT CHARTER

Channels of dissemination the client charter

i. Notice boards
ii. Website
iii. Soft copy of the client charter

Implementation of the client charter

a) We shall report and discuss our performance through various mechanisms listed here:

   i. Stakeholders' meetings or conferences (e.g., Joint Review Missions and National Health Assemblies)
   ii. Hospital Management board meetings
   iii. Annual Ministerial Policy Statements
   iv. Budget framework papers
   v. Performance Reports (e.g. Annual Health Sector Performance Reports)

b) We shall continuously improve our performance by undertaking annual review of this Charter in a participatory manner including taking on various recommendations from stakeholders.

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