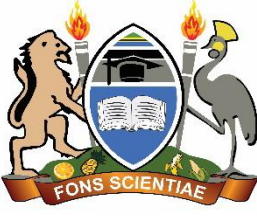
 REPUBLIC OF KENYA	 FONS SCIENTIAE
<b>Institution/Organization Name:</b>	<b>KISII UNIVERSITY</b>
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>	<b>MINISTRY OF EDUCATION</b>
<b>Economic Sector Alignment:</b>	<b>Education Sector (Universities)</b>
<b>Big 4 Alignment:</b>	<b>Cross cutting:</b> Human Resource Capacity Development for all four agenda items.
<b>Accounting Officer:</b>	PROF. JOHN S. AKAMA, PhD <b>VICE CHANCELLOR</b>
<b>Report Period: FY</b>	<b>FY 2021/22</b>

**PROCESS DOCUMENTATION**  
(For all services in the Citizen's Service Delivery Charter)

<b>Service Name</b>	PROVISION OF MEDICAL SERVICES
<b>Brief Description</b> Document Purpose/Service	This process begins when a client/patient visits the medical annex to seek medical services and ends when they have been attended to.
<b>Document Control:</b> Change Record/ Version No.	KSU/SDCP/001/019
<b>Process Owner:</b> Name and Position	Chief Medical Officer
<b>Process Writer (s):</b> Name and Position	Chief Medical Officer
<b>Process Reviewer (s):</b> Name and Position	Deputy Vice Chancellor (APF)

**STEPS/FLOW/SEQUENCE**

Step	Event/Activity/Action	Time/ No. of Days	Actor
1.	The patient/client reports to the Health Records Officer who records the visit in the relevant outpatient register depending on the patient's category and refers them for consultation		Health Records Officer
2.	The patient visits the Clinical / Medical Officer for consultation		Clinician/ Medical Officer
3.	The clinician/Medical Officer recommends patient to either proceed for a laboratory test, visit the pharmacy for drugs, proceed to the medical annex nursing station or refers them to a recommended specialist or hospital admission outside the University		Clinician/ Medical Officer

4.	The patient submits the medical report to the Health Records Officer upon return from the recommended specialist		Health Records Officer		
5.	The Health records Officer files the medical report in the respective patients' medical files		Health Records Officer		
<b>Laboratory Examination</b>					
6.	The patient presents the Laboratory Examination Request to the Laboratory Technologist who advises on the cost of the test where applicable.		Lab Tech		
7.	The Laboratory Technologist verifies the patient details and collects specimen for testing.		Lab Tech		
8.	The Laboratory Technologist does the analysis, documents and releases the result to the Clinician/Medical Officer.		Clinician / MO		
9.	The Laboratory Technologist records the results in the Laboratory Results Register.		Lab Tech		
<b>Provision of Pharmaceutical Services</b>					
10.	The client presents a prescription from the Clinician/Medical Officer to the Pharmacist/Pharmaceutical Technologist who advises on the cost of the test where applicable.		Pharmacist/Pharmaceutical Technologist		
11.	The Pharmacist/Pharmaceutical Technologist scrutinizes the prescription. In case of anticipated drug interactions, the Pharmacist/Pharmaceutical Technologist consults and advises the prescriber on the safe treatment.		Pharmacist/Pharmaceutical Technologist		
12.	The Pharmacist/Pharmaceutical Technologist gives instructions and advice to client/patient on how to take the prescribed medication.		Pharmacist/Pharmaceutical Technologist		
13.	The Pharmacist/ Pharmaceutical Technologist dispenses the drugs to the patient/client.		Pharmacist/Pharmaceutical Technologist		
14.	The Pharmacist/ Pharmaceutical Technologist records the drugs dispensed to the clients/patients into the respective Register		Pharmacist/Pharmaceutical Technologist		
<b>XCEPTIONS TO THE NORMAL FLOWS</b>					
Title (Triger)		No.	Description	Time	Actor
1.	The patient requires a referral		In cases where the University lacks a specialist or medical equipment in an area		
2.	The prescribed drug has anticipated interaction		Pharm tech recommends alternative prescription and patient is sent back to clinician/ MO		
3.					

FLOW DIAGRAM FOR THE MEDICAL SERVICES PROCESS

