



# HASHI MEDICAL CENTRE

Touching Lives for Better Health Care



Company Profile

# Service With A Smile.



0110006678 | 0110006679



@hashimedicalcentre



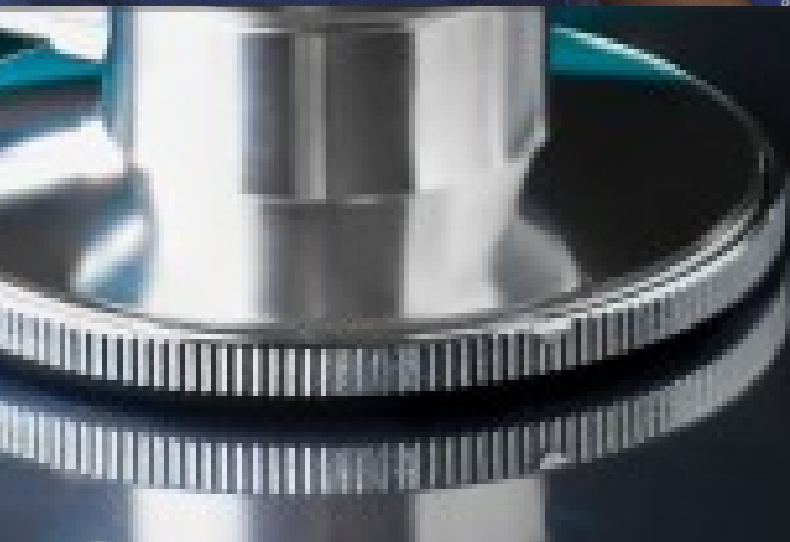
Hashi Medical Centre



[www.hashimedicalcentre.co.ke](http://www.hashimedicalcentre.co.ke)



[info@hashimedicalcentre.co.ke](mailto:info@hashimedicalcentre.co.ke)





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# ABOUT US

Hashi Medical Centre (HMC) is a registered healthcare service organisation running specialist medical centers located in Nairobi, Migori and Muranga. It was founded with the aim of providing 'best-in-class' affordable, high standard healthcare services to patients. HMC has gained a niche in the provision of dialysis services that provide premier patient experience.

HMC offer specialist services covering internal medicine, obstetrics, gynecology, rheumatology, ear nose and throat surgery, dietetics, physiotherapy, dialysis and general practice. At HMC, we believe that attending to our patients' medical needs enables them to better their lives and hence our customer value proposition statement 'Touching lives for better healthcare'.

These key specialists are supported by highly trained and courteous doctors, nurses, imaging scientists, laboratory scientists, administrative and auxiliary staffs who strive to make patients' experience at HMC as pleasant as possible. HMC facilities are NHIF Accredited to provide – Outpatient services, Inpatient services, Radiology Diagnostic Package and Surgical Package.

At HMC, we place high regard for safety, professionalism and clear understanding of the patient's needs which are the hallmark of our culture. The medical centre is anchored by six key distinctive qualities:



A focus on client service, communication and responsiveness



Honest practical and technically astute advice



A strong focus on delivering efficient reliable and timely service.



Adopting best business practices that enhance integrity



High Quality documentation.

# Our Story

Almost every Kenyan turn to a local clinic for their healthcare needs. There are many humble, often informal clinics across the country. While affordable, most these clinics reside in a disorganized market rife with substandard training and counterfeit medication.

Although quality clinics exist, they are financially beyond the reach of the majority with no specialised care. One major specialised care that is lacking is hemodialysis for patients suffering from chronic kidney disease (CKD). The burden of chronic kidney disease (CKD) is increasing at an alarming rate, it is estimated that one in every Kenyan is suffering from some sort of Chronic Kidney Disease There is no remedy for CKD and the only solution is dialysis or a kidney transplant to maintain life. Many Kidney patients have to make long trips every week for dialysis, incurring heavy travel costs on top of other medication and special lifestyle needs.

This acute shortage of affordable, specialised quality care is the biggest challenge in Kenyan healthcare today. HMC was founded by Abdikadir Hashi in 2016 to address this problem. Its offering is unique: simple, inexpensive clinics that deliver high quality care through specialized services such hemodialysis, inpatient and outpatient consultation, diagnostic and pharmacy services. Started with the Parklands clinic in Nairobi, HMC has grown and now has two other satellite clinics in Migori and Muranga.

While working for a local hospital, the then 21-year-old medical student was touched by the sick and suffering patients needing lifetime dialysis. He was deeply touched and felt compelled to do something to contribute to the alleviation of their suffering and with that HMC was born. Like any organisation, at start up HMC went through tremendous challenges but with resilient and a lot of external assistance from friends and family, Hashi was able to keep the clinic afloat.



## OUR MISSION

To be a leader in providing quality, compassionate patient-centered care that seeks physical cures and comforts as well as peace of mind and peace of heart



## OUR VISION

Providing affordable, efficacious and high-quality health care through in-patient and out-patient services to all without deviation.



## OUR VALUES

To provide quality and affordable health care to all.



## OUR MISSION

Providing affordable, efficacious and high-quality health care through in-patient and out-patient services to all without deviation.

The above strategic statements give us impetus to constantly move in the right direction, we aim for a horizon where HMC is a market-leading, international, diversified healthcare provider providing our patients with international. We are able to realize this vision as we support it with our strategic pillars:

- ∴ To provide unique specialized out-patient and in-patient medical services within the hospital
- ∴ To utilize technological advancements in adding value to health diagnostic services.
- ∴ Provide a safe and therapeutic environment for all patient, staff and visitors
- ∴ Increase overall satisfaction rates of patients, employees and visiting medical officers
- ∴ To establish long-term working relationships with public and private health facilities and centres.
- ∴ Increase the range of services wherever there are opportunities to meet an area of customer need and demand, on financially viable basis
- ∴ Achieve clinical, financial and human resource key performance indicators





## OUR VALUES

With “Passion, Respect, Performance pride, Personal care, Lifetime partnership,” HMC continuously explores and expands the depth and breadth of healthcare services.

- ∴ **Passion for people:** those that are the life of our business,
- ∴ **Respect –** We treat our clients, workforce and other stakeholders in the utmost respect in all our undertakings,
- ∴ **Integrity –** We handle our operations and client relations with high level transparency and professionalism,
- ∴ **5e- Quality to the power of “e”** (Ethics, excellence, empowerment, empathy, energy),
- ∴ **Performance pride:** we act for the right reasons with quality in mind,
- ∴ **Personal care:** adding the human touch,
- ∴ **Lifetime partnership:** with our patients at the very centre,
- ∴ **Attention –** Our workforce and professionals are very particular with understanding and reliably satisfying client needs,



# Touching Lives for Better Health Care



**Inpatient  
Outpatient**



**Dialysis**



**Laboratory**



**Dental**



**Pharmacy**



**Maternity**



**Surgical  
Theater**



**Imaging**



**Optical**



# Dialysis



Our inpatient Dialysis Units in Nairobi and Migori runs 7 days a week. They are equipped with the state-of-the-art new machines which are regularly serviced to enable smooth running. The units are run by qualified Renal Nurses who get directions from our resident Nephrologist.



# Dental

At HMC, we are committed to treating patients with the compassion and respect they deserve. We believe in providing comprehensive treatment and skilled dental services that address both your short- and Long-term dental care needs in an honest, judgment-free environment where it all comes down to great care





# Laboratory



The hospital Laboratory offers all basic and special Laboratory investigations. It is manned by qualified personnel and is fully equipped with the state-of-the-art machines that are regularly serviced to ensure efficiency and accuracy of results.



# Theater

Hashi Medical Center Migori is a 20-bed capacity fully fledged modern specialty facility. Hashi Medical Centre Migori consists of top line radiology and diagnostics centre, consisting digital X-ray, three probe Ultrasound ECG and endoscopy. Well-equipped theatres good to hand both major and minor surgeries.





# Pharmacy



Manned by highly qualified professional staff with specialized certifications, Hashi Medical Centre pharmacy prides in the quality of professional services offered to clients. The pharmacy is committed to providing effective services to both in-patients and out-patients, whilst ensuring that treatment is safe and appropriate. We dispense quality medicines at the best price possible.



## Consultation

We employ qualified and experienced Doctors and clinical officers to ensure that our patients get the best medical advice and care.

We have a fully fledged hospital Management System that improves on the speed of delivery of services.

We also offer specialized clinics such as Gynecology, Dermatology, Orthopedic, Nephrology, Optical and ENT





# Maternity



Manned by highly qualified professional staff with specialized certifications, Hashi Medical Centre maternity wing offer exceptional maternity services, obstetric and gynecology specialized services. We have a state of the art hygienic facility that is well equipped.



# Imaging

We employ qualified and experienced Radiologists to ensure that our patients get the best radiology services.

- Ultra-sound
- X-ray



# Quality Standards



## Quality Standards and Protocols

In order to ensure that all our clients receive the same high quality of service, we operate a quality management policy, which is continually updated and re-appraised, to ensure that the highest level of service is delivered at all times.

All the departments have tailor-made standard operating procedures that act as guidelines and maps for efficiency and effective service delivery. The procedures contain instructions of service delivery methods, safety and security of clients amongst others.

There are protocols laid down to deal with integrity, ethics, confidentiality of information and other aspects of service provision and wellbeing of the staff. We aim to agree with each client a service standard relating to our work and we monitor our performance against that standard.



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**nhif**  
Arya Yeta. Bima Yeta  
accredited

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## Our Clinics

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We have 3 state of the art modern NHIF accredited clinics in Parklands, Migori and Murang'a.



### PARKLANDS

Dialysis Unit

0110006678

Doctor's Park | 3rd Park-  
land | Nairobi-Kenya



### MIGORI

In/Outpatient | Dialysis Unit

0757665959

Junior Bizmart | Opposite  
Grabo Hotel along Gill road  
– Suna East | Migori Town



### MURANG'A

In/Outpatient | Dialysis Unit

0110006679

Farmers Union Building  
|Murang'a Town

**nhif**  
Afya Yetu. Dima Yetu

accredited



# WHY CHOOSE US.

- ◆ **Personalized Service:** We provide outstanding customer service and conduct constant customer follow ups to gather their feedback on our services and evaluate customer satisfaction.
- ◆ **Convenience:** We strive to ensure that our services are conveniently available to all population segments and also have personalized delivery. No waiting time at our dialysis unit and less than 30 minutes waiting time for other services.
- ◆ **Quality:** Hashi Medical Centre prides as a quality sensitive firm by investing in all the facets necessary to give consumer confidence at all times. In the ever-evolving healthcare industry that is often influenced by changes in technology, regulations and rules of engagement, HMC stays abreast of ground-breaking healthcare technologies medical practices ensuring that patients get the best care.
- ◆ **Partnership:** HMC partners with meticulously identified health facilities and organisations across various counties in Kenya offering referrals to the best in any medical field.





# Hashi Medical Centre Gallery

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Doctors park | 3rd Parklands | Parkland  
Nairobi- Kenya



[info@hashimedicalcentre.co.ke](mailto:info@hashimedicalcentre.co.ke)