



**UNIVERSITY OF ABUJA
TEACHING HOSPITAL**
GWAGWALADA, ABUJA



**SERVICE
CHARTER**

REVISED 2019

FOREWARD

This is the revised second edition of the service charter of our great institution, University of Abuja Teaching Hospital, Gwagwalada - Abuja, FCT.

As a public health-care Institution that serves our teaming population, it mirrors and showcase the commitment our Government has with her people. Over, the years, the Government have helped the Institution to expand to enable her render more quality services to her citizens. So, improving the quality of care to our clients is now a statutory obligation. That we can achieve by attitudinal change and more determination to excel in our place of duty.

The SERVICOM Golden Rule “states that you should serve other as you would like to be served.”

I hereby, felicitate with the SERVICOM unit for the hard work shown in the course of putting this service charter together as a guiding operation tool in the Hospital.

My sincere desire is to see our dream come through by becoming the number one referral centre in the country through a cream of highly talented, purposeful and well dedicated workforce.



Professor Bissallah Ekele

Chief Medical Director,
University of Abuja Teaching Hospital,
Gwagwalada, Abuja.

TABLE OF CONTENT

Foreword	2
Background of UATH	5
Our Vision	6
Service Provision and Delivery	7
Department of Administration	8
Department of Audit	9
Department of Finance & Accounts	10
Department of Anaesthesia	11
Department of Internal Medicine	16
Department of Surgery	26
Department of Family Medicine	31
Department of Paediatrics	34
Department of Obstetrics and Gynaecology	38
Department of Orthopaedic & Trauma	41
Department of Dental and Maxillofacial	43
Department of Ear, Nose and Throat (ENT)	50
Department of Ophthalmology	53
Department of Radiology	58
Department of Community Medicine	62
Department of Mental Health	67
Department of Physiotherapy	69
Department of National Health Insurance Scheme (NHIS)	71
Department of Nursing	73
Department of Pharmaceutical Services	84
Department of Health Information Management	88
Department of Haematology / Blood Transfusion	91
Department of Chemistry	93
Department of Histopathology	96
Department of Microbiology & Immunology	98

Department of Nutrition & Dietetics	99
Department of Medical Library	100
Department of Medical Social Services	101
Department of Works & Engineering	103

BACKGROUND OF THE UNIVERSITY OF ABUJA TEACHING HOSPITAL, GWAGWALADA - ABUJA.

University of Abuja Teaching Hospital (UATH) formerly known as Gwagwalada Specialist Hospital is located in the Gwagwalada Area Council of the Federal Capital Territory (FCT). This 350-bed hospital was conceived by the FCT as a reference hospital for the Federal Capital Territory and its environs. Building started in 1981 and was commissioned by the former President Ibrahim Babangida in 1992. It functioned as a general hospital under FCDA from 1992 - 1993. It was handed over from the FCDA to the Federal Ministry of Health (FMOH) to be ran as a Federal Medical/Specialist Hospital in 1993. The hospital was approved for training of undergraduate medical students of the University of Abuja in 2006, thus its present status as a teaching hospital. This present structure of the hospital represents the first phase of a 500-bed capacity hospital.

This charter is targeted at all our clients/patients who patronize this health facility to whom we, the entire staff pledge our complete service to humanity. It will enable our users know what services are available in the teaching hospital, the quality of services patients are entitled to and the means through which complaints on service failure can be remedied.

OUR VISION

To render qualitative and effective Specialists' health care services through well-motivated staff at an affordable rate.

Our corporate mission is that of a well-equipped, modern tertiary health facility with a dedicated manpower to fulfill the following functions:

MISSION

1. Render efficient and effective health care services to all categories of patients/clients within and outside the Federal Capital Territory.
2. Provide clinical teaching in all medical fields at undergraduate and postgraduate levels.
3. Carry out health-related researches to the benefit of humanity.

SERVICE PROVISION AND DELIVERY

Our services can be accessed through the following entry points.

1. General Outpatient Clinics
2. Accident and Emergency Unit
3. Obstetrics & Gyneacology Emergency Unit
4. Dental/Eye/ENT Clinics
5. Referral Clinics MOPD, POPD, SOPD, ANTENATAL, POSTNATAL, FAMILY PLANNING. PUBLIC HEALTH, PEPFAR

The hospital has specialists in so many fields of Medical practice covering General Surgery, Paediatric Surgery, Urology, Orthopaedics and Trauma, ENT, Ophthalmology, Nephrology, Cardiology, Endocrinology, Gastroenterology, Radiology, Obstetrics and Gynaecology, Plastic Surgery, Dental Surgery, Family Medicine, Pathology, Paediatrics, Haematology, Microbiology and many more.

DEPARTMENT OF ADMINISTRATION

Number of Staff

Chief Medical Director/Directorate cadre	-	6
Admin Officers	-	41
State Counsels	-	3
Information Officers	-	2
Procurement Officers	-	3
Programme Analysts	-	5
Executive Officers	-	32
Store Officers	-	15
Confidential Secretaries	-	28
Clerical Officers/ Assistants	-	32
Catering Officers/Housekeeping	-	3
Drivers	-	17
Office Assistants/Cleaners	-	4
Photographer	-	1

Services Rendered by Department

The Admin department deals with the day to day needs of the entire staff of the hospital.

DEPARTMENT OF AUDIT

Number of Staff

Deputy Director Audit	-	1
Chief Accountant - Audit	-	1
Asst. Chief Auditor	-	1
Principal Auditor	-	1
Principal Executive - Audit	-	1
Higher Executive Officer-Audit	-	1
Executive Officer - Audit	-	3
Chief Conf. Secretary - Audit	-	1

Services Rendered by the Unit

- a. Inspection and appraisal of the accounting system in operation and to ascertain its adequacy and effectiveness.
- b. Vouching the cash book with the receipts and payment vouchers on continuous basis.
- c. Verifying the cash and other assets of the organization.
- d. Examining and checking all books of accounts.
- e. Ensure that the system of internal check and internal control's in place for the prevention or early detection of fraud and loss of cash, stores and other assets of the organization.
- f. Ensure that the checking of Revenue is adequate.
- g. Ensure the issuance of receipts properly authorized.

DEPARTMENT OF FINANCE & ACCOUNTS

Number of Staff

Deputy Director Finance/HFA	-	1
Assistant Director Finance	-	5
Chief Accountant	-	4
Assist Chief Accountant	-	2
Principal Accountant	-	5
Senior Accountant	-	4
Accountant I	-	14
Accountant II	-	3
Chief Executive Officer (Accts)	-	9
Assistant Executive Officer (Accts)	-	16
Principal Executive Officer I	-	5
Principal Executive Officer II	-	5
Senior Executive Officer (Accts)	-	7
Higher Executive Officer (Accts)	-	5
Executive Officer	-	3
Assistant Executive Officer	-	2
Chief Clerical Officer	-	8
Senior Clerical	-	1

2. Services rendered by the Department

- a. Preparation of financial reports
- b. Preparation of Annual Budgets
- c. Payment of Salaries
- d. Payment of Suppliers
- e. Custodians of Government Funds
- f. Rendition of weekly reports
- g. Advises Management on Financial Matters

DEPARTMENT OF ANAESTHESIA

Number of Staff

Physician Anaesthetists

Consultants	-	3
Senior Registrars	-	8
Registrars	-	3
Chief Medical Officer	-	2

Nurse Anaesthetists

Assistant Director	-	3
Chief Nursing Officer	-	8
Principal Nursing Officer	-	1
Senior Nursing Officer	-	2
Nursing Officer II	-	1
Porter's (ICON)	-	2

Recovery Room - Nurses

Assistant Director	-	1
Chief Nursing Officer	-	6
Assistant Chief Nursing Officer		3
Senior Nursing Officer	-	2
Nursing Officer I	-	1
Nursing Officer II	-	3
Porters (ICON)	-	1

Intensive Care Unit

Assistant Director	-	1
Chief Nursing Officer	-	7
Assistant Chief Nursing Officer		1
Principal Nursing Officer	-	1

Senior Nursing Officer	-	2
Nursing Officer I	-	2
Nursing Officer II	-	3

Administrative Staff

Chief Confidential Secretary	-	1
Clerical Officer	-	1

Services Rendered by the Department

Physician Anaesthetist

1. Labour Analgesia
2. Central Venous Catheterization
3. Anaesthesia for specialized radiological procedures
4. Provision of Oxygen and related services
5. Monitoring of Oxygen consumption
6. Training of Doctors and other Specialties
7. Training of Doctors from other institutions in Diploma and Fellowship Anaesthesia programme

Regional Anaesthesia

1. Spinal Anaesthesia
2. Combine Spinal Epidural Anaesthesia
3. Peripheral Nerve Blocks

General Anaesthesia for different surgeries depending on specialty

1. Anaesthesia for elective surgery
2. Anaesthesia for Emergency Surgery
3. I.C.U. Admission and Care

4. Monitoring of Oxygen Consumption
5. CVP insertion
6. Pre op Review of elective cases
7. Pre op review of emergency cases
8. Training of Neonatologist on Intubation and use of the Mechanical Ventilator
9. Pain management on the ward
10. CPR (Cardiopulmonary Resuscitation)
11. Sedation for pediatric Patients on the ward
12. Transfer of critically ill patients intra and inter hospital

Nurse Anaesthetists

1. Spinal Anaesthesia
2. General Anaesthesia for elective surgery
3. General Anaesthesia for Emergency Surgery

Recovery Room

1. Recovery and care of patients post anaesthesia and surgery

Intensive Care Unit (ICU)

1. Nursing of patients in the ICU
2. Bed bathe and oral care
3. Admission and transfer to the ward
4. Hourly observation of patients
5. Suctioning of ETT and oropharynx of patients to maintain patent airway Changing of Patients' position
6. Care of patients on ventilator
7. Administration of drugs
8. Blood transfusion
9. NG tube and oral feeding

2. Maintenance of urethral catheter
3. Strict hourly maintenance of fluid input and output
4. Requisition of items and drugs
5. Resuscitation of patients
6. Wound dressing
7. Assist in intubation and extubation of patients
8. Care and management of tracheostomy
9. Random blood sugar monitoring
10. Pain management
11. Ambubagging of patients
12. Administration of oxygen

Average number of patients seen

Theater - 15 daily
ICU - 12 monthly

Cost of Services Rendered

S/N	SURGERY	DRAPES	CONSUMABLE	ANAESTHESIA	TOTAL
1.	Major	15,000	30,000	40,000	85,000
2.	Intermediate	15,000	20,000	30,000	65,000
3.	Minor GA	15,000	15,000	15,000	45,000
4.	Minor LA	15,000	15,000	5,000	35,000
5.	Caesarian Section	15,000	20,000	30,000	65,000
Paediatrics					
6	Major	15,000	18,000	20,000	53,000
7.	Intermediate	15,000	13,000	15,000	43,000
8.	Minor	15,000	10,000	10,000	35,000
Ear,Nose and Throat (ENT)					
9	Endoscopic Sinus Surgery	15,000	95,000	40,000	150,000
10	Endoscopic/Microscopic Ear Surgery	15,000	35,000		

UNIVERSITY OF ABUJA TEACHING HOSPITAL, GWAGWALADA, ABUJA
SERVICE CHARTER

Obstetrics & Gynaecology, General Surgery					
11	Laparoscopy/ Dye Test (O&G)	15,000	20,000		
12	Hysteroscopy (O&G)	15,000	20,000		
13.	DIAGNOSTIC Procedures General Surgery	15,000	35,000		
14	Intermediate Therapeutic Laparoscopy	15,000	30,000		
15.	Major Therapeutic Laparoscopy	15,000	75,000	40,000	130,000

ENDO-UROLOGY THEATRE OPERATION PRICE LIST

S/N	PROCEDURE	PERIOP (003)	DRAPES (003)	ANAESTHESIA (036)	TOTAL
1	Prostate biopsy	5,000	15,000	5,000	25,000
2	Trans Urethral Resection of Prostrate (TURP)	95,000	15,000	40,000	150,000
3	Trans Urethral Resection of Blamer Tumour TURBT	95,000	15,000	40,000	150,000
4	Laparoscopy (except Varicocelectomy)	95,000	15,000	40,000	150,000
5	Laparoscopic variccelectomy	55,000	15,000	30,000	100,000
6	Direct Visual Internal Urethrostomy (DVIU) (LA)	55,000	15,000	5,000	75,000
7	Direct Visual Internal Urethrostomy (DVIU) (GA)	55,000	15,000	30,000	100,000
8	Endoscopic Deroofing/TURED	55,000	15,000	30,000	100,000
9	CYSTOSCOPY (LA)	30,000	15,000	5,000	50,000
10	Cystoscopy (GA/Spinal)	30,000	15,000	15,000	60,000
11	Cystoscopy (Paediatrics)	10,000	15,000	10,000	35,000

DEPARTMENT OF INTERNAL MEDICINE

DERMATOLOGY UNIT

Number of Staff

Consultant.	-	3
Senior Registrars	-	2
Registrar	-	1
House Officers	-	2
Dermatology Nurse	-	1

Services rendered by the Unit

Daily Routines/Clinics

Monday	-	Consultant Ward round Paediatric Dermatology Clinic
Tuesday	-	Skin Procedure Day
Wednesday	-	Senior Registrars Ward round
Thursday	-	Registrars Ward round
Friday	-	Adult Dermatology Clinic

Average Number of Patients Seen

250-300 patients seen weekly

Existing Facilities in the Department

Cost of Services Rendered in the Department

Photo therapy (weekly)	-	₦12,000
Patch test	-	₦15,000
Skin biopsy	-	₦4,000
Excision biopsy	-	₦15,000

Nail Avulsion	-	₦ 20,000
Electrofuguration	-	₦ 20,000
Cryotherapy	-	₦ 7,500
Nail biopsy	-	₦ 10,000
Intralesional steroid	-	₦ 2,000
Chemical peel	-	₦ 20,000
Skin scrapping for mycology	-	₦ 2,000

CARDIOLOGY UNIT

Number of Staff

Consultants	-	3
Senior Registrars	-	9
Registrars	-	1
House Officers	-	4
Technicians	-	3
Porters	-	1

Services rendered by the Department

Expert Clinical consultation, diagnosis, management.

Electrocardiography (routine and stress ECG, ambulatory ECG monitoring)

Trans thoracic echocardiography

Ambulatory blood pressure monitoring

Daily Routines/Clinics

Mondays: Senior Registrar's Ward Rounds/ Echocardiography

Tuesdays: Clinic

Wednesdays: Consultant Ward Rounds/ Echocardiography

Thursdays: Clinic/ Echocardiography

Fridays: Consultant Ward Rounds/ Echocardiography

Average Number of Patients Seen

260-300 Weekly

Existing Facilities in the Department

Electrocardiography

Holter (Ambulatory blood pressure monitoring)

Transthoracic echocardiography

Ambulatory blood pressure monitoring

Cost of Services Rendered in the Department

Electrocardiography	-	₦4000
Stress ECG.	-	₦ 10,000
Holter ECG monitoring.	-	₦ 10,000
Transthoracic Echocardiography	-	₦ 7,000
Ambulatory blood pressure monitoring.		₦ 10,000

PULMONARY UNIT

Number of Staff

Consultant	-	1
Senior Registrar	-	1
Registrar	-	1
House Officer	-	3

Services rendered by the Department

Inpatient and outpatient care

Procedures (spirometry, lung biopsy, pleural biopsy)

Daily Routines/Clinics

Monday: - Respiratory clinic

Tuesday: - Consultant ward round and teaching

Wednesday:	-	Registrar ward round/unit presentations
Thursday:	-	Senior registrar ward round
Friday:	-	Consultant ward round
Saturday:	-	Weekend round
Sunday:	-	Weekend round

Average Number of Patients Seen

80-100 Monthly

Existing Facilities in the Department

Cost of Services Rendered in the Department

Spirometry: - ₦5,000

GASTROENTEROLOGY UNIT

Number of Staff

Consultants	-	3
Senior Registrars	-	2
Registrars	-	1
House Officers	-	variable(2 - 3)
Nurses	-	2
Porter	-	1
Cleaner	-	1

Services rendered by the Department

Clinics

Endoscopy

Upper gastrointestinal endoscopy

Lower gastrointestinal endoscopy

Endoscopic variceal ligation and other haemostatic mechanisms
Rapid urease testing
Liver biopsy
Urea breath test

Daily Routines/Clinics

Monday - Endoscopy/SR ward rounds
Tuesday - Consultant ward rounds/afternoon clinic
Wednesday - Endoscopy
Thursday - Unit presentation/registrar ward round
Friday - Clinic/endoscopy
Saturday - Registrar ward round
Sunday - House Officers' ward round.

Average Number of Patients Seen

300 Patients Monthly

Existing Facilities in the Department

Endoscopy
Urea breath test

Cost of Services Rendered in the Department

Upper GI endoscopy	-	₦30,000
Lower GI endoscopy	-	₦40,000
EVL	-	₦16,000
UBT	-	₦15,000
RUT	-	₦2,000
Liver biopsy	-	Free
Hemorrhoidal banding	-	

NEUROLOGY UNIT

Number of Staff

Consultants	-	2
Senior Registrars	-	2
Registrars	-	1
House Officers	-	4

Services rendered by the Department

Inpatient care of patients with Neurological Diseases

Running Outpatient clinics

Electroencephalography

Daily Routines/Clinics

Monday:	-	Consultant's ward rounds
Tuesday:	-	Registrar's ward rounds/ Electro- encephalogram Reporting
Wednesday:	-	Consultant's wardrounds/Seminar Afternoon clinic (Headaches and movement disorders)
Thursday:	-	Morning clinic (other neurological diseases)
Friday:	-	Senior Registrar's ward rounds

Average Number of Patients Seen

In patients: 50 per monthly

Clinics: 50-60 per week

Existing Facilities in the Department

Electroencephalography

Cost of Services Rendered in the Department

EEG costs ₦7,000 for Children

₦15,000 for Adults

INFECTIOUS DISEASE UNIT

Number of Staff

Consultants	-	2
Senior Registrars	-	2
Registrars	-	2 shared with Dermatology unit
House Officers	-	3 shared with Dermatology unit

Services rendered by the Department

Specialist Clinical consultation, diagnosis, management.

Daily Routines/Clinics

Mondays:	-	Clinic
Tuesdays:	-	PEPFAR clinic/ Switch committee
Wednesdays:	-	Senior Registrars Rounds
Thursdays:	-	Consultant Ward Rounds
Fridays:	-	Registrars Ward Rounds

Average Number of Patients Seen

50-80 Monthly

ENDOCRINE UNIT

Number of Staff

Consultant:	-	3
Senior Registrar:	-	2
Registrar:	-	1
House Officers:	-	4

Daily Routines/Clinics

Monday:	-	Consultant Ward Round
Tuesday:	-	Registrars Ward round
Wednesday:	-	Consultant ward round/ Afternoon clinic
Thursday:	-	Clinic
Friday	-	Senior Registrar Ward round

Average Number of Patients Seen

250-300 patients seen weekly

Cost of Services Rendered in the Department

Blood Sugar Testing:	₦ 250
HBA1c:	₦ 4000

NEPHROLOGY UNIT

Number of Staff

Consultants	-	2
Senior Registrars	-	5
Registrar:	-	1
House Officers:	-	3
Dialysis Nurses:	-	8
Technicians: -	-	4
Porters:	-	4

Services rendered by the Department

Haemodialysis
In-Patient Services
General Nephrology Clinics
Dialysis Clinics
Transplant Clinics
Renal Biopsy

Central Venous Catheter Insertion

Daily Routines/Clinics

Monday	Consultant Ward Round / Unit Seminar
Tuesday	Registrar's Ward Round/ Research
Wednesday	Outpatient Clinics
Thursday	Consultant Ward Round
Friday	Senior Registrar's Ward Round/ Procedure Day

Existing Facilities in the Department

Haemodialysis

Renal Scan

Renal Biopsy

Cost of Services Rendered in the Department

Dialysis:	-	N21000
Renal Biopsy	-	N10000
CVC Insertion	-	N10000

CLINIC SCHEDULE				
DEPARTMENT OF INTERNAL MEDICINE				
DAYS	MORNING	VENUE	AFTERNOON	VENUE
MONDAYS	Mental Health Pulmonology Infectious Disease	MOPD MOPD NHIS	Dermatology	MOPD
TUESDAYS	Cardiology Gastroenterology	MOPD NHIS	Nephrology Clinical Microbiology	MOPD NHIS
WEDNESDAYS	Nephrology Clinical Microbiology	MOPD NHIS	Haematology Endocrinology Neurology	MOPD MOPD NHIS
THURSDAYS	Cardiology Endocrinology Neurology	MOPD MOPD NHIS	Mental Health	MOPD
FRIDAYS	Dermatology Cardiology Gastroenterology	MOPD MOPD NHIS		

DEPARTMENT OF SURGERY

Number of Staff

Professors	-	6
Consultants	-	16
Senior Registrars	-	24
Registrars	-	11

Services rendered by the Department

The services rendered by the Surgery department include, running outpatient clinics from Monday all through Friday both morning and afternoon Clinics, Theatre sessions, Mondays through Fridays, Ward rounds both Consultants and residents ward round, emergency calls, residency training and training of medical students, minor procedures, and research.

SERVICES AREAS

The main surgical service areas are:

Surgical Outpatients' Department (SOPD)

Surgical Wards – MSW, FSW, A&E, ICU, SCBU, PMSW, EPU

Casualty

Theatre

The Consultants in surgery run Division/Unit system with outpatient services in the clinics while emergency surgical cases are attended to and where necessary are admitted through the casualty. The emergency paediatric cases are admitted into the emergency paediatric unit for non-trauma paediatric surgical cases while trauma cases are attended to at the casualty before onward admission to paediatric medical ward. Elective and emergency theatre sessions hold in the main theatre while minor emergency operations are done in the casualty theatre. All House Officers and Residents on call sleep in the call rooms.

SOPD

The SOPD handles about 2,063 new cases per year while the total outpatients' turnout per year is about 9,985 (i.e. new and follow-up cases). A wide range of cases, encompassing various surgical specialties, are seen. The surgical outpatients' clinics open from 8:00a.m. to 1.00pm for the morning session and from 1.00pm to 4:00pm for the afternoon clinics, Monday to Friday every week, for services. Emergency surgical services are on 24 hrs. coverage daily.

Surgical Wards

Five wards, with a total capacity of 124 beds, are available to the Surgical Departments as follows:

Male Surgical Ward (MSW)	-	36 beds
Female Surgical Ward (FSW)	-	36 beds
Accident & Emergency Ward - A & E (Orthopaedic Ward)	-	36 beds
Paediatric Medical / Surgical Ward (PMSW)	-	12 beds (12 beds are available here for paediatric surgical cases in addition to 4 beds for day cases).
Special Care Baby Unit (SCBU)	-	4 beds reserved for Paediatric Surgery Division

The average number of admissions in each of the wards is as follows:

Male Surgical Ward	- 942/year
Female Surgical Ward	- 979/year
Accident & Emergency Ward	- 370/year
Paediatric Medical /Surgical Ward	- 493/year
S.C.B.U. (Paediatric Surgery Section)	- 92/year

CASUALTY

The hospital's casualty is open 24 hours every day of the week for adult trauma surgical and medical emergencies. It can accommodate 15 patients at once with rapid transfer to the appropriate wards. It handles about 3,944 cases per year and up to 75% of these are surgical cases. The hospital, being on a major high way (Lokoja – Abuja - Kaduna), receives a lot of road traffic accident victims and most of these present through the casualty. In addition to permanent Casualty Officers, Surgery Residents rotate through the casualty as part of their training requirement. The casualty is equipped with a theatre where some emergency procedures are done.

THEATRE

Four, out of six available suites in the main theatre are dedicated to surgery. These theatre suites are equipped with modern equipment like anaesthetic machines, standard operating tables, diathermy machines, laparoscopy/endoscopic equipment, operating microscope, etc. These theatres are available for both elective and emergency surgeries. The theatre is manned by a full complement of anaesthetists and Peri-operative Nurses. The theatre complex includes rest room for surgeons, recovery rooms for patients, amongst other sections. The hospital intensive care unit (ICU) is adjacent to the main theatre. On the average, number of surgical cases in the main theatre/year is as follows:

Urology	-	176
General Surgery	-	466
Orthopaedics	-	370
Plastic Surgery	-	167
Paediatric	-	247
Neurosurgery	-	95
Vascular surgery	-	2
Total	-	1,523

DEPARTMENTAL ACADEMIC ACTIVITIES

In addition to the teaching in various units in the Department, the formal academic activities of the Department include:

- Weekly discharge summary presentation by all units.
- Weekly Clinical Presentation
- Weekly Journal club meetings.
- Radiology Conference.
- Monthly Mortality Conference.
- Surgical Pathological Conference.

The main resource centers for academic materials are the hospital library and Departmental libraries as well as internet facility which the hospital has acquired (a Vsat for internet services).

Existing Facilities in the Department

There are existing facilities that patients can access in the department

Cost of Services Rendered in the Department

1. Consultation fees - New patients	-	N1,500
Follow-up	-	N750
2. Wound dressing	-	N500
3. Catheterization	-	N1,000
4. Stitches removal	-	N200
5. Biopsy	-	N5,000

CLINIC SCHEDULE				
DEPARTMENT OF SURGERY				
DAYS	CLINIC	VENUE	ROOM	
MONDAYS	Orthopaedics Urology General Surgery	SOPD SOPD SOPD	Room 1 Room 3 & 4 Room 2	
TUESDAYS	Paediatrics Surgery Orthopaedics	SOPD SOPD	Room 1 & 2 Room 3 & 4	
WEDNESDAYS	Neuro - Surgery Orthopaedics General Surgery	SOPD SOPD SOPD	Room 1 Room 2 Room 3 & 4	
THURSDAYS	Plastic Surgery General Surgery	SOPD SOPD	Room 1 & 2 Room 3 & 4	
FRIDAYS	Orthopaedics	SOPD	Room 4	

DEPARTMENT OF FAMILY MEDICINE

The family medicine department is the entry point for health care delivery in the University of Abuja Teaching Hospital (UATH). The department is situated within the National Health Insurance Scheme (NHIS) complex.

Number of Staff

Consultants	-	9
Senior Registrars	-	12
Registrars	-	11

Services rendered by the Department

The department renders comprehensive, continuous and coordinated care to patients irrespective of their age or gender using via holistic and patient centered approach. The services rendered include:

1. Running of General outpatient clinic everyday
2. Running of Geriatrics Clinic on Mondays and Wednesdays
3. Running of Adolescent/Family Therapy Clinic on Tuesdays
4. Running of Lifestyle/Wellness Clinic daily (for now)
5. Coordination of Patients' care through referral to other specialty clinics as needed
6. Issuing of medical certificates of fitness
7. Admission of Patients requiring in Patient care
8. Resuscitation and observation of patients in the observation room
9. Minor surgical Procedures such as incision and drainage, removal of in grow toe nail, suturing of minor laceration among others.

Daily Routines/Clinics

DAY	ACTIVITY
Monday	Departmental Presentation GOPC, Geriatrics Clinic
Tuesday	Residents' Presentation, GOPC, Adolescent Clinic
Wednesday	Journal Club/Drug Presentation, GOPC, Geriatrics Clinic.
Thursday	Departmental Clinical Presentation, GOPC
Friday	Residents' Presentation, GOPC
Saturday	GOPC
Sunday	GOPC

Average Number of Patients Seen

Daily	-	259
Weekly	-	1813

Existing Facilities in the Department

1. 15 Consulting rooms
2. Observation/Procedure room
3. Side Laboratory
4. Nursing Station
5. Waiting hall for patients
6. General outpatient pharmacy
7. NHIS Pharmacy
8. Pay Point
9. Health Information Management unit
10. NHIS Authorization code room
11. NHIS Admin office
12. NHIS Accounts office

Cost of Services Rendered in the Department

Consultation fee	-	₦700 (week days)
(Weekends/Public Holidays)	-	₦ 1000
I&D	-	₦ 2000
In growing toe nail	-	₦ 2000
Suturing of minor lacerations	-	₦ 1000
Medical certificate of fitness	-	₦ 2000
Excuse Duty	-	₦ 500

DEPARTMENT OF PAEDIATRICS

Number of Staff

Consultants	-	9
Senior Registrars	-	8
Registrars	-	18

Services rendered by the Department

1. Outpatient Clinical Services
2. Specialist Clinic Services
3. Emergency Services
4. Daily ward round
5. Special Treatment Clinic Services
6. Nutrition Services

Special Procedures

1. Exchange blood transfusion, vene puncture, lumbar puncture,
2. Side laboratory services
3. Echocardiography services
4. Electrocardiographic services
5. Peritoneal Dialysis
6. Incubator care
7. Phototherapy services
8. Peritoneal/Haemodialysis

Daily Routines/Clinics

1. Academic programmes
2. Specialized clinics
3. Paediatric outpatient clinic service

4. Emergency paediatric services
5. Ward round
6. Counseling
7. Bedside laboratory services
8. Venepuncture
9. Nutrition services
10. Special investigation/Procedures

CLINIC SCHEDULE				
DEPARTMENT OF PAEDIATRICS				
DAYS	MORNING	VENUE	AFTERNOON	VENUE
MONDAYS	Cardiology	POPD	Pulmonology	POPD
TUESDAYS	Haematology	POPD	Haematology	POPD
WEDNESDAYS	Neonatology d1 Neonatology d2	POPD POPD	Nephrology	POPD
THURSDAYS	Neurology	POPD	Sickle Cell Adolescent Clinic	POPD
FRIDAYS	Infectious Disease and Nutrition	POPD	Endocrinology Hydroxyurea monitoring	POPD

Average Number of Patients Seen Daily

POPD	-	50 – 60
EPU	-	20 – 35
SCBU	-	30 – 35
PMSW	-	20 – 25
Paed. Special Treatment Clinic (PSTC)	-	15 – 20

Existing Facilities in the Department

1. Side laboratory
2. Recreational room for children
3. Breastfeeding room
4. Lying in ward for nursing mothers in SCBU
5. Pharmacy
6. Departmental library
7. Seminar room
8. In-patient services(EPU,PMSW,SCBU)
9. Isolation room services
10. Exchange blood transfusion cubicle
11. Convenience for patients/ staff

Cost of Services Rendered in the Department

Bed fees

- | | |
|-------------------|----------------|
| a. SCBU | N500 per night |
| b. PMSW Open ward | N500 per night |
| c. PMSW 4 Bedded | N900 per night |
| d. PMSW 2 Bedded | N2,000 |

Consumables

- | | |
|--------------------|-------------|
| a. First week | N3,000 |
| b. Subsequent week | N1,000/week |

Consultation fees

- | | |
|--------------------------------|-------|
| a.General consultation fee | N300 |
| b.Consultation After 2pm | N500 |
| c. Special clinic | N500 |
| d.EPU consultation during call | N1000 |

Treatments

a. Nebulization	N500/session
b. Resuscitation	N1000
c. Lumbar puncture	N1500 with pack
d. Venipuncture	N100
e. Oxygen (per litre per Hour)	N325 per hour
f. Injections	N100
g. Wound dressing	N200
h. Cut down procedure	N1000
i. Chest tube insertion	N500
j. Incubator care per day	N500
k. Phototherapy care	N1000
l. EBT/partial exchange without material	N4000
m. EBT/partial exchange with material	N2000
n. Oxygen concentrator per day	N500
o. Observation	N3500

Side Laboratories

a. PCV	N250
b. MP Microscopy	N300
c. CSF gram stain	N500
d. Urine microscopy	N500

DEPARTMENT OF OBSTETRICS & GYNAECOLOGY

Number of Staff

Professors	-	2
Consultants	-	18
Senior registrars	-	19
Registrars	-	18

Services rendered by the Department

1. Antenatal Care Clinic Consultation
2. Gynaecological Clinic Consultation
3. Delivery Service
4. Ultrasound Service
5. Post Abortion Care
6. Colposcopy
7. Contraceptive Service
8. Obstetrics and Gynaecological Surgeries

Daily Routines/Clinics

DAYS	ANC/PNC	GYNAE	THEATRE	WARD ROUNDS
MONDAYS	Clinical Meeting, Booking Clinic Pink Team B		Purple Team Colpocopy	
TUESDAYS	Clinical Meeting, Antenatal Clinic, Gynaecologic Clinic Pink Team	Blue Team	Purple Team	Green Team

UNIVERSITY OF ABUJA TEACHING HOSPITAL, GWAGWALADA, ABUJA
SERVICE CHARTER

WEDNESDAYS	Clinical Meeting, Antenatal Clinic, Gynaecologic Clinic Purple Team	Green Team	Blue Team A, Colpocopy	Pink Team
THURSDAYS	Clinical Meeting, Antenatal Clinic, Gynaecologic Clinic Blue Team	Purple Team	Pink Team	Blue Team
FRIDAYS	Clinical Meeting, Antenatal Clinic, Gynaecologic Clinic Green Team	Pink Team	Blue Team B	Blue Team B

Contraceptive Service and Colposcopy Service from Monday to Friday.

Ultrasound Scan Service, Post Abortion Service, Obstetrics and Gynaecologic Surgeries daily.

Note: Antenatal clinic is in the morning while gynaecologic clinic is in the afternoon

Average Number of Patients Seen

Antenatal clinic: 320 patients weekly

Gynaecologic clinic: 100 patients weekly

Labour ward: 35 patients weekly

Gynaecological emergency: 210 patients weekly

Existing Facilities in the Department

Colposcope

Ultrasound scan machine

Contraceptives

Cost of Services Rendered in the Department

Antenatal and Gynaecologic Clinic

Consultation Fees: - N700

Ultrasound Scan: - N2,000

Manual vacuum aspiration: - N3,000

Delivery: - N8,500 for booked patients
- N10,500 for un-booked patients

Colposcopy: - N1,000

Post- partum

bilateral tubal ligation: -. N3,000

DEPARTMENT OF ORTHOPAEDIC & TRAUMA

Number of Staff

Consultant	-	6
Senior Registrars	-	8
Registrars	-	6
Principal Medical Officer	-	1
CPOPA	-	1
Higher Cast Technician	-	3
POP Technician	-	3
Orthopaedic Cast Tech	-	1
Confidential Secretaries	-	2

Services rendered by the Department

1. Arthroplasty,
2. Orthopaedic Oncology
3. Paediatrics Orthopaedics
4. Arthroscopy
5. Limb Reconstruction
6. Trauma
7. Spine

Daily Routines/Clinics

TEAM	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
A	CONSULTANT WARD ROUND	CLINIC	THEATRE	Snr. REGISTRAR WARD ROUND	REGISTRAR WARD ROUND
B	THEATRE	Snr. REGISTRAR WARD ROUND	CLINIC	CONSULTANT WARD ROUND	REGISTRAR WARD ROUND
C	Snr. REGISTRAR WARD ROUND	REGISTRAR WARD ROUND	CONSULTANT WARD ROUND	THEATRE (ALTERNATE THURSDAY)	CLINIC
D	CLINIC	THEATRE	CONSULTANT WARD ROUND	Snr. REGISTRAR WARD ROUND	REGISTRAR WARD ROUND

Average Number of Patients Seen

98 Patients weekly

Existing Facilities in the Department

1. Prosthesis & Orthotics Workshop
2. Club Foot Clinic
3. Orthopaedics and Trauma Clinics

DEPARTMENT OF DENTAL & MAXILLOFACIAL

Number of Staff

Consultants	-	4
Visiting Consultant	-	1
Resident Doctors	-	(3 senior & 3 junior)
Principal Dental Officer	-	1
House Officers	-	10
Dental surgery technicians		
Dental technologists	-	2
Dental therapists	-	2
Intern technologists & therapists		

Services Rendered by the Department

The department renders services that cuts across the major units in dentistry, which include restorative dentistry, child oral health, oral & maxillofacial surgery, oral diagnosis and preventive dentistry.

1. Restorative dentistry

- a. Simple and complex cavity fillings
- b. Root canal therapy on anterior & posterior teeth
- c. Surgical endodontics
- d. Crowns & bridges
- e. Fabrication of prosthesis(denture)

2. Child Oral health

- a. Simple & complex fillings in children
- b. Pulpotomy
- c. Tooth Extraction in children
- d. Topical fluoridation
- e. Pulpectomy
- f. Treatment of unco-operative children/children with special needs under conscious sedation

3. Oral & maxillofacial surgery

- a. Routine forceps extraction
- b. Surgical extraction of impacted 3rd molar
- c. Incisional biopsy
- d. Excisional biopsy
- e. Reduction & immobilization of fracture
- f. Frenectomy
- g. Cyst enucleation
- h. Reduction of TMJ dislocation
- i. Repair of maxillofacial soft tissue injuries
- j. Major maxillofacial surgeries: maxillectomy, mandibulectomy, management of mid-facial fractures etc.

4. Preventative dentistry

- a. Diagnosis of simple and complex dental problem
- b. Periapical and occlusal radiography
- c. Scaling and polishing
- d. Deep curettage
- e. Root planning

Daily Routine/Clinics

DAYS	Restorative Unit	Child Oral Health	Oral & Maxillofacial
MONDAYS	Restorative Clinical Procedures	Routine Paedodontic Procedures	Seminars, Ward Rounds, Consultant Clinic
TUESDAYS	Restorative Clinical Procedures	Routine Paedodontic Procedures	Routine Maxillofacial Procedures, Rounds
WEDNESDAYS	Consultant Clinic	Seminar & Consultant Clinic	Theatre

UNIVERSITY OF ABUJA TEACHING HOSPITAL, GWAGWALADA, ABUJA
SERVICE CHARTER

THURSDAYS	Restorative Clinical Procedures	Routine Paedodontic Procedures	Extractions, Biopsy & Other Minor Maxillofacial Procedures, Post-Op Rounds
FRIDAYS	Seminar/ Restorative Clinical Procedures	Routine Paedodontic Procedures	Extractions

Average Number of Patients Seen

Restorative	-	6 daily
Child Oral Health	-	4 daily
Oral & Maxillofacial surgery	-	8 daily
Preventive	-	11 daily

Cost of Services

Consultation	-	₦1,500
Follow Up	-	₦1,000
Splinting of Teeth	-	₦5,000
Periapical X-Ray	-	₦750
Occulusal X-Ray	-	₦1,000
Scaling and Polishing		
Routine	-	₦4,000
Moderate Oral Hygiene	-	₦4,500
Poor Oral Hygiene	-	₦5,000
Root Planning	-	₦5,000
GTR (Service Charge Only)	-	₦6,000
Open Flap Debridement	-	₦ 10,000
Acrylic Gunning Split	-	₦15,000
Perio Gunning Split	-	₦15,000

Restorative Dentistry Unit

Consultation	-	₦1,500
Temporary Filling	-	₦3,500
Amalgam Filling	-	₦4,000
Composite Filling	-	₦5,000
GIC Filling	-	₦ 4,000
Fissure Sealing/Tooth	-	₦4,000

Root Canal Therapy

Anterior Teeth	-	₦ 10,000
Premolarar	-	₦ 10,000
Molar	-	₦ 12,000
Third Molar	-	₦ 18,000

Conventional Retreatment RCT

Anterior Teeth	-	₦ 10,000
Premolarar	-	₦ 12,500
Molar	-	₦ 18,000

Surgical Endodontic (Apicetomy)

Anterior Teeth	-	₦ 18,000
Posterior Teeth	-	₦ 25,000

Crowns

Acrylic Crown	12,500	
Porcelain Crown (Without Temporary Crown)		₦ 40,000
Porcelain Crown (With Temporary Acrylic Crown)		₦ 45,000
Post-Retained Parcelain Crown		
With Temporary Acrylic)		₦ 50,000

Prosthesis

Single Tooth Denture	-	₦ 5,000
Additional Tooth	-	₦ 2,500
Clasp One Incorporation	-	₦ 2,000
Full Denture (Upper/Lower)	-	₦ 40,000
Full Lower	-	₦ 20,000
Full Upper	-	₦ 20,000
Obturator With Teeth	-	₦ 30,000
Obturator Without teeth	-	₦ 25,000

Denture Repair

Simple	-	₦ 4,000
Complex	-	₦ 7,000
Denture Rebasing	-	₦ 7,000
Denture Relining	-	₦ 3,000

Immediate Denture

Single Tooth	-	₦ 7,000
Additional Tooth	-	₦ 2,000
Oral Screw	-	₦ 9,000

Children Health Unit

Consultation	-	₦ 1,000
Temporary Filling	-	₦ 2,500
GIC Filling	-	₦ 3,000
Composite Filling	-	₦ 4,000
Amalgam Filling	-	₦ 3,000
Pulpotomy	-	₦ 4,000
Desensitization	-	₦ 1,000
Fissure Sealing/Tooth	-	₦ 3,000

Tooth Extraction	-	₦ 2,000
Study Model	-	₦ 2,000
Simple Orthodontic Appliance	-	₦ 20,000
Topical Fluoridation (Per Visit)	-	₦ 1,500

Oral Maxillofacial Surgery Unit

Consultation	-	₦ 1,500
Forceps Extraction Adult	-	₦ 5,000
Forceps Extraction Paediatric	-	₦ 3,000
Extraction Roots	-	₦ 5,000
Third Molar Forcep Extraction	-	₦ 5,000
Surgical Extraction	-	₦ 9,000
Incisional Biopsy	-	₦ 6,000
Excisional Biopsy	-	₦ 12,500
Reduction & Immobilization (Simple)		₦ 30,000
Reduction & Immobilization (Complex)		₦ 35,000
Frnectomy	-	₦ 4,000
Operculectomy	-	₦ 4,000
Cystic Enucteation	-	₦ 30,000

Reduction of TMJ Dislocation

Simple	-	₦ 6,000
Complicated	-	₦ 12,500
Splinting	-	₦ 5,000

Dressing/Day

Minor	-	₦ 2,000
Major	-	₦ 3,000

Repairs of Soft Tissue Laceration

Minor	-	₦ 4,000
Intermediate/Medium	-	₦ 9,000
Major	-	₦ 12,500

L&D

Minor	-	₦ 4,000
Medium/Intermediate	-	₦ 5,000
Major	-	₦ 6,000

DEPARTMENT OF EAR, NOSE & THROAT (ENT)

Number of Staff:

Consultants	-	5
Senior Registrars	-	4
Registrars	-	8
Asst. Director Nursing	-	2
Chief Nursing Officer	-	4
Secretary	-	1
Clerical Officer	-	1

Services rendered by the Department

Clinical/Surgical Service

Training & Research

Daily Routine of the Department

DAY	ACTIVITY
Monday	Ward Round (Team A) Clinic Session (Team B) Endoscopy, Ear Syringing, Health Talk
Tuesday	Theatre (Team B) Ward Round (Team A) Endoscopy, Ear Syringing
Wednesday	Theatre (Team A) Ward Round (Team B) Endoscopy, Ear Syringing
Thursday	Journals' Review Clinic Session (Team A) Endoscopy, Ear Syringing, Health Talk
Friday	Clinical Presentation Grand Ward Round, Endoscopy, Health Talk, Ear Syringing

Average number of patients seen

50 on Clinic Days, 12 on None Clinic Days

Existing facilities in the department that patients can access where necessary

1. Two ENT consoles with Endoscopy unit in each
2. 6 consulting stations
3. Speech laboratory
4. Audiometry room for Pure Tone Audiometry and Tympanometry
5. One operating theatre suite within the Hospital Theatre Complex
6. ENT Health Information Office
7. ENT pharmacy

Cost of services rendered:

Consultation Per Visit	-	₦ 1,500
Consumables Per Annum	-	₦2,500
Ear Syringing	-	₦ 3,000
Removal of Foreign Body In The Ear, Nose And Throat		
Adult	-	₦ 7,500
Children	-	₦ 5,000
Medical Treatment on Admission Per Week	-	₦ 10,000
Nasal Packing for Epistaxis	-	₦ 5,000
Antrum Washout with Consumables	-	₦ 15,000
Incision and Drainage	-	₦ 10,000
Minor Suturing	-	₦7,500

Extensive Suturing/ Mass Excision	-	₦ 10,000- ₦ 15,000
Biopsy	-	7,500
Wound Dressing Per Visit	-	₦1,000
Ear Drug Prep	-	₦ 1,000
Tracheostomy Tube	-	₦ 7,500
Medical Report for Overseas And Embassies	-	₦10,000
Medical Report For Local, Excluding Legal/Police Cases		₦ 2,000
Tympanometry	-	₦6,000
PTA	-	₦ 7,500
Medical TX On Admission (Less Than 7 Days)	-	₦ 3,000
More Than 7 Days	-	₦ 5,000
Endoscopy	-	₦ 6,000
Minor Surgery Deposit	-	₦ 40,000
Intermediate Surgery Deposit		₦ 65,000
Major Surgery Deposit	-	₦ 85,000
Supermajor Surgery Deposit	-	₦ 130,000

DEPARTMENT OF OPHTHALMOLOGY

Number of Staff

Consultants	-	5
Chief Medical Officer	-	1
Senior Residents	-	6
Registrars	-	7
Chief Nursing Officers	-	13
Assistant Chief Nursing Officers	-	6
Principal Nursing Officer	-	2
Senior Officer	-	1
Chief Optometrist	-	1
Senior Optometrist	-	2
Intern Optometrist	-	4
Dispensing Optician	-	1
Optical Dispensing Assistant	-	1
Porters	-	6
Cleaners	-	6

Services rendered by the Department

A. EYE CLINIC

- 1.Triaging of all new patients to the clinic.
- 2.Follow-up of all existing patient and developing conditions amongst existing patients.
- 3.Medical management of Ophthalmological emergencies
- 4.Peadiatric Ophthalmology clinics weekly
- 5.Training of Ophthalmology residents as well as residents from other department e.g family medicine and ENT
- 6.Teaching of medical students

7.Minor Ophthalmic procedures e.g. epitation and foreign body removal

B. EYE WARD

- 1.In patient management of Ophthalmological conditions for adults and Peadiatric patients.
- 2.Medical management of Ophthalmological emergencies
- 3.Admission and Pre-operative preparation of patient for Ophthalmological surgeries
- 4.Post-operative management of patient

C. OPTOMETRY UNIT

- 1.Refraction for patients with suspected refractive errors
- 2.Prescription and dispensing of spectacles
- 3.Low vision screening counseling and dispensing of low vision aids
- 4.Grinding, cutting and mounting of lenses on spectacles.
- 5.Training of Optometry interns
- 6.Training of Opticians

D.EYE THEATRE

- 1.Ophthalmological surgical emergencies
- 2.Ophthalmological elective surgeries
- 3.Administration of intravitreal injection
- 4.Provision and fitting of artificial eyes

E)OUTREACH PROGRAMMES

- 1.Screening of patients for cataract surgeries
- 2.Free Glaucoma screening programmes during the Glaucoma week annually

3. Free cataract surgeries during the outreach programmes.
4. Free Trabeculectomies (Glaucoma surgeries) during the outreach programmes

Daily Routines/Clinics

The Department of Ophthalmology provides comprehensive eye care services to patients. The physicians provide Ophthalmic services as Team. A team consists of the consultants (s) and trainee Ophthalmologists. At present, four teams (A-D) are available. The eye care and educational activities in the department are in the table below.

Oculoplastics, Neuro Ophthalmology, Paediatric Ophthalmology and Vitreoretinal, Cornea and Anterior Segment

Activity	Monday	Tuesday	Wednesday	Thursday
Consultant clinic	0008 - 1600 hrs, Team A	0008-1600 hrs Team B	0008 -1600 Team C	0008 -1600 hrs Team D
Theatre	0008 - 1600 Hrs Team D	0008-1600 hrs, Team A	000 -1600 Hrs Team B	0008 -1600 Hrs Team C
Refraction		0008 -1600 hours daily		
Seminar				
Grand round			0008 -0009 hrs fortnightly all physicians	
Journal review		0008-0009 hrs fortnightly all		

Morbidity & Mortality review					1 st Friday of every month (All cadres of eye care team)
Ward round	Each consultant supervises ward rounds on patients on admission in his team.				
Call duty	A team (consultant and trainees) is on call duty during the period specified in a monthly roster. The team attends to all emergencies and referrals during the period.				
Wet lab	Besides trainees' self-skill acquisition, each consultant supervises residents' wet lab session on theatre day/other specified period.				
Medical students education	During posting in Ophthalmology the medical students acquire knowledge and skills in eye care services through didactic lectures (by consultants), tutorials (by trainees) and teachings in the clinics, ward and theatre.				
Further	The trainees organize weekly tutorial on selected topics.				

Average Number of Patients Seen Monthly

The average number of patients seen is 600

Existing Facilities in the Department

1. Ophthalmic consultations
2. Ophthalmic ocular examinations
3. Refraction and dispensing of spectacles
4. Cutting and mounting of lenses on spectacles
5. Dispensing prescription lenses
6. Minor ophthalmic procedures in the clinic e.g. epilation
7. Ocular foreign body removal and administration of some ocular injections (subconjunctival).
8. Management of patient with Ophthalmic pathologies for adult and peadiatric
9. Ophthalmic surgeries in the eye theatre and emergency procedures.
10. Administration of intravitreal injections in the eye theatre

Cost of Services Rendered in the Department

Consultation	Amount
New patient	N2,000
Old patient	N 1,000
CVF for one Eye	N 3,000
CVF for two Eyes	N 5,000
Cataract surgeries	N 25,000
Lenses depending on the type	N 5,000, N 7,000 - N 70,000

DEPARTMENT OF RADIOLOGY

Number of Staff

Consultants	-	7
Resident Doctors	-	11
Radiographers	-	7
Nurses	-	3
Darkroom Technicians	-	1
Xray Technicians	-	2
Clerical Officers	-	7
Scientific Officers	-	1
Secretaries	-	2
Store Keeper	-	1
Business Support Officers	-	2

Services rendered by the Department

Units within the Department:

1. Routine Xray/Emergency unit.
2. Ultrasound unit.
3. Mammography unit.
4. CT-Scan unit
5. Special Procedures unit.
6. C-Arm Xray (Theatre)
7. Ward (Mobile) radiography.

Daily Routines/Clinics

DAYS	ACTIVITY
Mondays	HSG, Routine X-Ray, Ultrasound, Reporting, Mammography Theatre, Ward Radiography, CT Scan, Doppler USS, TVS.
Tuesdays	IVU/MCU/RUG (Routine Xrays, Ultrasound, Reporting, Mammography Mobile CT-Scan, Doppler USS, TVS)
Wednesdays	IVU/MCU/RUG (Routine Xrays, Ultrasound, Reporting, Mammography Mobile CT-Scan, Doppler USS, TVS)
Thursdays	HSG Routine X-Ray, Ultrasound, Reporting Mammography Theatre, Ward Radiography, CT Scan, Doppler USS, TVS.
Fridays	Barium Meal, Swallows, Enema) Routine X-Ray, Ultrasound, Reporting, Mammography Theatre, Ward Radiography, CT Scan, Doppler USS, TVS.
Saturdays & Sundays	All Emergency Procedures.

Average Number of Patients Seen on daily basis is as follows:

1. General ultrasound 50
2. General Xray 70
3. Special procedures 6
4. CT-Scan 6
5. Mammography 3
6. Theatre radiography 3

Existing Facilities in the Department

1. General and all types of Xray procedure.
2. Special X-ray services (HSG, IVU, MCUG, RUG, VENOGRAPHY, UPPER & LOWER GI SERIES)

3. Ultrasound and Doppler studies.
4. Mammography.
5. Computerized Tomography Scan.

Cost of Services Rendered in the Department

CT-SCAN

	Adults	Peadiatrics (0-5yrs)	Peadiatrics (6-12yrs)
Brain	N30,000	N20,000	N25,000
Cranium	N30,000	N20,000	N25,000
Cranofacial	N30,000	N20,000	N25,000
Cervical/Neck	N30,000	N20,000	N25,000
Larynx	N30,000	N20,000	N25,000
Parasanal			
Sinuses	N30,000	N 20,000	N 25,000
Mandible	N30,000	N 20,000	N25,000
Mastoid	N30,000	N 20,000	N25,000
Facial Bones	N30,000	N 20,000	N 25,000
Cranio -			
Cervical	N40,000	N 25,000	N 30,000
Head/Neck	N45,000		
Angiograms	N50,000	N 30,000	N 35,000
Abdominal/			
Pelvis	N40,000	N 20,000	N 35,000
Pelvis (Bony)	N25,000	N 20,000	N 25,000
I.V.U	N40,000	N 20,000	N 30,000
Chest	N35,000	N 20,000	N25,000
Lungs	N35,000	N 20,000	N25,000
Stenum	N35,000	N 20,000	N25,000
Knee	N25,000	N 20,000	N20,000

UNIVERSITY OF ABUJA TEACHING HOSPITAL, GWAGWALADA, ABUJA
SERVICE CHARTER

Leg	N25,000	N 20,000	N20,000
Elbow	N25,000	N 20,000	N20,000
Ankle	N25,000	N 20,000	N20,000
Femur	N25,000	N 20,000	N20,000
Shoulder	N25,000	N 20,000	N20,00
Hip	N25,000	N 20,000	N20,000
Wrist	N25,000	N 20,000	N20,000
Throacic	N35,000		
Lumbo Sacard	N35,000		
CT Temporal			
Bone	N30,000		

DEPARTMENT OF COMMUNITY MEDICINE

Number of staff

Consultants	-	4
Registrars	-	4
CCHO	-	4
ACCHEW	-	1
CCHEW	-	2
JCHEW	-	1

DOTS CLINIC

Number of staff

Deputy Director (Health Educator)	-	1
Chief Community Health Extension Worker (CHEW)	-	1
Principal CHEW	-	1

Services rendered by the Unit

1. Daily clinic consultation
2. Consult from other clinics and wards
3. Diagnosing patients for TB/HIV services
4. Treating and monitoring patients on treatment
5. Follow up services

Average number of patients seen monthly

Over 200 patients

Cost of Service

Consultation fee - N200.00

NPI UNIT

Number of staff

ACHE	-	1
PPHNO	-	1
CCHEW	-	1
CCHEW	-	1
SCIENTIFIC OFFICER	-	1

Services rendered by the Unit

1. Routine and non-routine immunization (0-5 years)
2. Women of child bearing age immunization
3. Health education Immunization certificate
4. Cold chain management

Immunization/Clinic days

DAYS	ACTIVITY
Mondays	New Born Baby's Clinic Pregnant Women / Women Of Child Bearing Age Clinic Non-Routine Vaccines Clinic Child Welfare Clinic
Tuesdays	6 Weeks - 14 Weeks Babies' Clinic Pregnant Women / Women Of Child Bearing Age Clinic Non-Routine Vaccines Clinic Child Welfare Clinic
Wednesdays	New Born Baby's Clinic 6 Weeks - 14 Weeks Babies' Clinic Pregnant Women / Women Of Child Bearing Age Clinic Non-Routine Vaccines Clinic Child Welfare Clinic
Thursdays	Pregnant Women / Women Of Child Bearing Age Clinic

	Non-Routine Vaccines Clinic Child Welfare Clinic
Fridays	9 Months - 11 Months Babies Clinic Pregnant Women / Women Of Child Bearing Age Clinic Non-Routine Vaccines Clinic Immunization certificate Child Welfare Clinic

Average number of patients seen monthly

897 patients

Cost of Services Rendered

Immunization card	-	N700.00
Immunization certificate	-	N1000
Rotavirus Vaccine	-	N 8,000
Hepatitis B Vaccine (HBV)	-	N 2,700
Hepatitis A	-	N 7,000
Measles Mumps & Rubella Vaccine (MMR)		N 4,000
Valirix Vaccine (Chicken-Pox)		N 6,700
Typhoid Vaccine		N 4,500
Cerebrospinal Meningitis Vaccine (CSM)		N 6,000
Human Papiloma Virus Vaccine (HPV)		N 10,500
Prevanar 13		N 10,700
Hepatitis A and B Combination		N 9,000

DOBI PHC/RURAL PRACTICE CENTER, DOBI

Number of Staff - 27

Services Rendered

1. Routine outpatient consultations
2. ANC services
3. Family-planning clinics

4. Labour and delivery
5. Immunizations
6. In patient management.
7. Under five clinics
8. Nutrition and food demonstrations
9. Minor surgical procedures
10. Health education
11. Health care provider capacity building

Average number of patients seen monthly

95 patients

ENVIRONMENTAL UNIT

Number of Staff

Principal Environmental officer	-	1
Senior Health Superintendent	-	1
Environmental Officer I	-	2

Services Rendered by the Unit

1. Incineration of hospital wastes
2. Evacuation of waste from the various wards and clinics to the dump site
3. Fumigation activities
4. Firefighting activities
5. Evacuation/collection of unserviceable items to designated area
6. Supervision of cleaning company activities within hospital environment
7. Control/prevention of all food vendors activities within hospital area

8. Food hygiene activities
9. Control/prevention of air/ noise pollution within hospital
10. Deforestation / afforestation
11. Evacuation of overstay corpses of armed robbers/ unclaimed corpses in our hospital mortuary

DEPARTMENT OF MENTAL HEALTH

Number of Staff

Consultant Psychiatrists	-	3
Assistant Director	-	1
Registrar	-	1
Chief Psychologist	-	1
Asst. Chief Psychologist	-	1
Principal Psychologist	-	1
Senior Psychologist	-	1
Psychologists	-	3
Medical Officer (NYSC doctor)	-	1
Scientific Officer	-	3
Porter	-	1

Services rendered by the Department

Outpatient clinics

Consultation-liasion services

Psychotherapy

Drug addiction services

Community mental health services

Child and adolescent mental health services

Mental health services for older adults

HIV/AIDS Counselling

Forensic assessment

Pre-employment assessment

Medical fitness test

Testamentary capacity assessment

Personality assessment

Community based refugee rehabilitation services

Daily Routines/Clinics

Clinics- Mondays (8am at MOPD)

Thursdays (1pm at NHIS Clinic)

Ward rounds: Tuesday and Fridays

Departmental Academic Day: Wednesdays

Counselling

Psychotherapy

Average Number of Patients Seen

Average weekly patients - 100

Cost of Services Rendered in the Department

Clinic Consultation Fee	-	N500
Emergency Consultation Fee	-	N1000
Report on Testamentary Capacity	-	N20000
Court Report	-	N20000
Appearance in Court	-	N30000
International/ Professional Report	-	N20000
Referrals from FRSC, Prison		
Services and Police Report	-	N2000
Registration for Attachment	-	N2000
Single Self Report	-	N500
Cognitive Test Batteries	-	N1,000
Personality Profile	-	N5,000
Mental Status Test	-	N300
Psycho-Education	-	N1,000
Psycho-Neurological Tests	-	N5,000
HIV/Aids Counselling and Testing	-	Free

DEPARTMENT OF PHYSIOTHERAPY

Number of Staff

Deputy Directors	-	2
Assistant Director	-	1
Chief Physiotherapist	-	1
Principal physiotherapists	-	3
Senior Physiotherapists	-	3
Intern Physiotherapists	-	16
Occupational therapist	-	1
Other Support Staff	-	2

Services rendered by the Department

1. Physical Therapy for pediatric conditions needing such.
2. Physiotherapy services in orthopedic/trauma/surgical conditions.
3. Medical conditions needing physical therapy.
4. Ante-natal exercise and other conditions in Obstetrics & Gynecology needing physical therapy.
5. Health promotion services including weight control exercises.
6. Staff clinic for staff needing physiotherapy services.
7. Spinal cord injured cases.
8. Oncology/ Immunosuppressive / Palliative cases needing Physio

Daily Routines/Clinics

1. All clinics run 8am-4pm. Mondays-Fridays.
2. Call duties from 4pm-7am. Mondays - Fridays
3. Attending to patients in wards & in I.C.U.
4. Clinical Seminars 9-10 am Tuesday,
Clerking new cases from 10am
5. Weekends attend to call duty and Health Promotion Cases

Average Number of Patients Seen

- | | |
|---|----|
| 1. Orthopedic/ Surgical/Trauma Cases | 75 |
| 2. O&G health promotion/staff clinic | 75 |
| 3. Neurology | 75 |
| 4. Pediatric | 75 |
| 5. Spinal | 30 |
| 6. Oncology/ Immunosuppressive/ Palliative care | 10 |

Existing Facilities in the Department

1. Spacious Gym.
2. SWD.
3. Treadmill.
4. Electrical stimulin machine.
5. Ultrasound therapy.
6. Pediatric gym.

Cost of Services Rendered in the Department

Consultation - N1000.00

Treatment Charges depend on the conditions/diagnosis of patients.

DEPARTMENT OF NATIONAL HEALTH INSURANCE SCHEME (NHIS)

Number of Staff

Staff of NHIS are seconded from other relevant Departments which includes:

- (1) Family Medicine Doctors
- (2) Nursing Department
- (3) Pharmacy Department
- (4) Administrative Department
- (5) Health Information Department
- (6) Accounting Department

Services rendered by the Department

The Unit renders Primary healthcare level services through the NHIS clinic to her primary enrollees. These services include:

1. Outpatient Care
2. Simple surgical procedures and management of some medical conditions admitted in the observation rooms.
3. Renders Secondary Health care that are within the confine of family medicine to both her primary and external clients.
4. Processes referrals from within and outside the facilities/hospital to the appropriate specialist for the further management.
5. Liaise with the HMO to issue authorization code(s) for patients who need secondary and/or tertiary medical/surgical care.?
6. Ensures that NHIS patients on admission in the wards are given the needed attention. This is done through the Unit monitoring team.

7. Preparation and submission of bills accruing from services rendered at secondary/tertiary level.
8. Dispensing of drugs at the pharmacy after payment of 10% of the cost of drugs.
9. Filing of records of our NHIS enrollees through the NHIS Health Information Unit.

Daily Routines/Clinics

The NHIS clinic runs every day including weekends. The clinic attends to undifferentiated medical/surgical conditions.

Average Number of Patients Seen Monthly

The Average number of patients seen is 2,800

Existing Facilities in the Department

Side Laboratory

NHIS Desk Office

Conducive Consulting rooms

Observation/Procedure room

Cash/Payment point

Waiting Hall

Mini Mart.

Cost of Services Rendered in the Department

The cost/charges of all services rendered is in accordance with NHIS tariffs and as stipulated in the NHIS guideline.

DEPARTMENT OF NURSING

Number of Staff

The Department of Nursing is headed by a Deputy Director Nursing Services, who oversees the affairs of the various units/ward and reports to the Chairman, Medical Advisory Committee (C-MAC).

The Department is the most critical and largest work force in the hospital. The Head of Department is ably supported by two Assistant Directors, one in charge of Administration and the other in-charge of Clinical.

Deputy Director Nursing	-	1
Asst. Director Nursing	-	21
Chief Nursing Officers	-	198
ASST. Chief Nursing Officers	-	32
Principal Nursing Officer	-	31
Senior Nursing Officer	-	40
Nursing Officer I	-	82
Nursing Officer II	-	60
Locum Staff	-	23
Total Number	-	488

Services rendered by the Department

a) In-Patient Services

b) Out-Patient Services

In-Patient Services: Patient entry points into the facility are basically from A&E, EPU, Gynae Emergency and directly from various clinics to the wards.

Out-Patient Services are basically clients accessing care in all the clinics.

Daily Routines/Clinics

A. PAEDIATRIC SPECIAL CARE TREATMENT UNIT (PSTC)

1. Daily Health talk
2. Taking of vital signs and entering them into the computer via: Temperature, Pulse, Respiration, weighing of patients, measuring of patient height.
3. Counseling on Infant feeding
4. Tracking of clinic defaulters
5. Switch – twice in a week
6. Daily care givers forum
7. Filling of laboratory investigations forms
8. Daily registering of patients that come to the clinic
9. Supervision of subordinates and support staff.

B. LABOUR WARD OBSTETRIC EMERGENCY

1. Receiving of patients from the point of entry (down stairs, Casualty etc)
2. Triage of clients at the waiting area
3. Out-patients consultation of obstetric clients (28 weeks to 40 weeks) Post-partum mothers within the puerperium.
4. Admission of clients to maternity ward
5. Admission of clients to labour ward
6. Scanning of patient as the case may be.
7. Preparing patient with acute obstetric emergency to the operating theatre
8. Collecting hospital revenue e.g.
9. Consulting fee
10. Scanning fee
11. Admission deposit.

C. MOPD

1. Ensuring consulting rooms are in order and the whole unit is clean and sparkling
2. Create a rapport with clients on arrival
3. Giving of health talks on various topics as it applies to the clinic
4. Taking of vital signs
5. Checking of patients' weight/heights
6. Sorting out of patient folders as there may be more than one clinic at a time
7. Registration of patients folders per clinic
8. Documentation of patient vital signs, health talks and getting the folders arranged for consultation
9. Triage patients
10. Administration of injectable drugs where necessary
11. Phototherapy administration for dermatology patients
12. Removal of stitches from dermatology patients after biopsy procedures
13. Checking of patients' blood sugar level (RBS)
14. Sorting out laboratory investigations results for patients/clients
15. Staying around the consulting room to ensure smooth running of the clinics
16. Supervising the work of the cleaners/Porters
17. General counseling of patients e.g endocrinology/Cardiology patient's (Mental health, pulmonology and neurology cases)
18. Admission of patients into various units and wards.

D. GYNAE EMERGENCY

1. Triage of patients according to severity of condition
2. Checking and recording of vital signs
3. Prompt attention to patients with ruptured ectopic pregnancy, threatened miscarriage, Incomplete abortion
4. Assisting the Gynaecologist in manual vacuum evacuation
5. Collection of laboratory specimen like high vaginal swab, endocervical swab, papsmear, endometrial biopsy
6. Catheterization of patients in preparation for HSG in COMMUNITY MEDICINE unit.
7. Treating patients for ailments occurring in patients with gestational age below 28 weeks
8. Preparing patients and assisting in ultrasound for pregnant mothers
9. Preparing patients for emergency surgery e.g. ruptured ectopic pregnancy
10. Admitting patients for observation in gynae ward
11. Assisting the gynaecologist to examine rape victims for medical report
12. Post procedure complaints are also attended to
13. Referral cases from within the facility and outside are attended to
14. Recording of patients attendance and compilation of statistics
15. Directing patients/patient relatives to their appropriate place.

E. EYE CLINIC

1. General management and security of the clinic
2. Visual acuitting (VA)
3. Taking of vital signs and documentation
4. Maintaining patients register
5. Health education of patients/patients relations
6. Counseling of patients/relatives
7. Eye irrigation, dilation
8. Trimming of eye lashes
9. Supervision of subordinates
10. Maintaining monthly staff nominal role
11. Maintenance of inventory, facilities equipment and instruments.

F. RADIOLOGY UNIT

1. Health education/Instructions to patients and relations
2. Arrangement of patients for the doctors to be attended to
3. Triaging of patients for routine X-Ray and scanning
4. Autoclaving of instruments
5. Preparing patients for special investigations e.g HSG, Barium enema, Barium swallow
6. General subversion of porter/ochija

G. ENT (EAR, NOSE AND THROAT)

1. Health talk/Health Education
2. Weighing of patient
3. Taking vital signs
4. Clinic Session
5. Endoscopy
6. Ear Syringing
7. Ear Popping

8. Dressing
9. Removal of foreign bodies in the ear and nose
10. Pre-operative care and counseling

H. DIALYSIS UNIT

1. Dialysis procedures and management of complications
2. Blood transfusion (Intradialysis)
3. Health education of patients/relative and counseling
4. Vital signs monitoring (Pre, Intra & Post dialysis)
5. Supervision of support staff (Porter, Ochiya/Security Officers)
6. Reparation and assisting doctors during canulation of renal patients
7. Handing over and taking over emergency drugs
8. Daily bed making and damp dusting

I. ANTE-NATAL CLINIC

1. Checking of vital signs of patients
2. Checking of patients height, weight
3. Health talk and Health Education
4. Counseling of HIV positive Mothers
5. Post-natal care
6. Antenatal care
7. Sorting out folders
8. General examination of patients and palpation
9. Counseling of patients for family planning
10. Supervision of subordinate staff.

J. GOPD

1. Triaging
2. Ensure environmental hygiene by supervising the support staff
3. Accounting system of ensuring that clients pay for consultations
4. Health talk/education
5. Counseling both individually and family
6. Guiding and directing clients to various areas of need as they ask
7. Basic health care parameter are taken
8. Share folders to various doctors in the consulting rooms for assessment and evaluations
9. The geriatric patients are seen every Mondays and Wednesdays while the adolescent welfare clinic is every day
10. Ensure smooth referral to other specialized area for care
11. Clients are also monitored for 4hrs - 6hrs and discharged home or taken to ward for further management by the admitting doctor
12. Wound dressings are done under aseptic technique
13. Prescribed injections are administered for out-patient during the shift
14. Ensure proper documentations and statistics of all patients seen in the department

K. ADULT SPECIAL TREATMENT CLINIC

1. Health talks
2. Counseling on all aspects of HIV/AIDS Management
3. Tracking of defaulters and bring them back to care
4. Refilling of A.R.V.S

5. Summarizing patients case notes and presentation
6. Care and support to our clients/patient especially on nutrition, positive living e.t.c
7. Participating in Monday clinical meetings actively.
8. Symptom management and palliative care for patients at home.

L. SOPD

1. Triaging of patient
2. Registration of patients
3. Checking of vital signs, Weighing and height of patient
4. Wound dressing and removal of stitches
5. Changing of Catheter
6. Statistics

M. POPD CLINIC

1. Giving of health talks to patients - A nurse is always stationed in the consulting room to assist the doctors in weighing of patient/taking of patients' vital signs and documentation
2. Sharing of folders to different consulting rooms according to the clinics
3. Triaging
4. Recording of folders according to the clinic of the day into various registers
5. Assisting in haematology clinic
6. Giving of injections
7. Nebulizing of patient
8. Transferring of patients to other clinics/wards

N. PAEDIATRIC HAEMATOLOGY CLINIC

1. Health education and counseling
2. Sorting out of patient
3. Maintaining clinic flow
4. Taking of vital signs, optometric measurements and documentation
5. Management of pain in critically ill patient before admission
6. Giving of immunization
7. Counseling and registration of new patients into the unit
8. Maintain 24 hours clinic line
9. Monitoring of home-based-care of patients before presenting to the hospital
10. Home visit of patient/ parents as the need arises
11. Supervision of the activities of the support group
12. Counseling and education of our patients on admission in EPU and PMSW
13. Needs /assessment of indigent patients
14. Ensuring availability of snacks for patients during clinic days
15. Ensuring team work among the multidisciplinary care givers of our patients
16. Maintaining weekly, monthly and yearly statistics
17. Education and supervision of students on posting
18. Supervision of porters and Ochija on duty.

O. FAMILY PLANNING CLINIC:

1. Checking of vital signs of patients eg. Temperature, Pulse, Respiration, BP Weight
2. Registration of patient
3. Carrying out procedures like IUCD, Impant
4. Insertion and removal of IUCD

5. Giving of injections
6. Daily decontamination of instruments
7. Sorting out cards and filling after procedures
8. Colposcopy and BTL done in theatre
9. Health talks
10. Vasectomy
11. Statistics

Average Number of Patients Seen

S/NO	UNIT	DAILY	WEEKLY	MONTHLY
1.	EPU	6	42	180
2.	PMSW	3	21	90
3.	SCBU	3	21	90
4.	LABOUR WARD	5	35	150
5	POST-NATAL WARD	5	35	150
6	GYNAE WARD	4	20	120
7	ACCIDENT & EMERGENCY	14	98	420
8	MALE ORTHOPAEDIC WARD	2	14	60
9	EYE WARD	2	14	60
10	MALE MEDICAL WARD	3	21	90
11.	FEMALE MEDICAL WARD	3	21	90
12	MALE SURGICAL WARD	4	28	120
13	FEMALE SURGICAL WARD	2	14	60
14	ICU	1	7	30
15	RIR	10	70	300

UNIVERSITY OF ABUJA TEACHING HOSPITAL, GWAGWALADA, ABUJA
SERVICE CHARTER

16	DIALYSIS	4	28	120
17	MOPD	92	460	1,840
18	SOPD	91	455	1,820
19	POP	74	370	1,480
19	GOPD	256	1300	5,200
20	DENTAL	21	105	420
21	EYE CLINIC	48	240	960
22	PHYSIOTHERAPY	38	200	800
23	X-RAY	85	435	1,740
24	FAMILY PLANNING CLINIC	14	70	280
25	ENT	54	270	1,080
26	ANC	90	450	1,800
27	GYNAE EMERGENCY	18	90	360
28	OBSTETRIC EMERGENCY	7	35	140
29	ADULT PEPFER	145	725	2,900
30	PAEDIATRIC PEPFER	8	40	160

Cost of Services Rendered in the Department

1. Nursing services -N500 per day - (N1000 after one week)
 2. Nursing services -N1,000/Day - (N2000 after one week)
- WARD ADMISSION
3. Admission Deposit - N20,000
 4. Side Rooms - N3,500 Per Night
 5. 2 Bedded Side Ward - N2,500 Per Night
 6. 4 Bedded Side Ward - N2,000 Per Night
 7. Open Ward - N1000 Per Night

DEPARTMENT OF PHARMACEUTICAL SERVICES

Number of Staff

Director:	-	1
Deputy Director:	-	4
Assistant Director:	-	5
Chief Pharmacist:	-	4
Principal Pharmacist:	-	9
Senior Pharmacist:	-	7
Pharmacist 1:	-	3
Intern Pharmacist:	-	25
Pharmacist Technician:	-	2

Services rendered by the Department

The department is divided into sections

1. STORES/PROCUREMENT

- a) Forecasting, selection and quantification of drugs and other pharmaceuticals needed in the hospital
- b) Generation of tender
- c) Distribution of drugs to various outlets like: All pharmacy outlets, Dialysis unit theater Radiology SOPD, Endoscopy unit and Nursing services.
- d) Storage and handling of drugs
- e) Monitoring and evaluations of activities in the units

Daily Routine includes:

- a) Receiving of drugs from suppliers
- b) Routine check on expiring date
- c) Issuing of drugs and consumables
- d) Sorting for FEFO

- e) Cold chain management
- f) Recording and documentation

2. CLINICAL SECTION

- a) Screening and evaluation of prescription
- b) Costing and dispensing of medications
- c) Quality assurance of medicines
- d) Inventory control
- e) Pharmacovigilance
- f) Provision of drug information to both patients and other health professionals
- g) Pharmaceutical care services such as:
 - i. Counseling of patients and care givers on the use of drugs and medical devices
 - ii. Collaborating with other health professional of rational use of drugs
 - iii. Identifying and resolving both potential and actual drug therapy problems
 - iv. Ensuring proper storage of medicines in outlets and in the ward
 - v. Documentation of activities

Daily Routine includes:

- a) Inventory control
- b) Screening of prescriptions, costing, patients counseling and dispensing of medicines
- c) Intervention to prevent potential drug therapy problems

3. PRODUCTION/COMPOUNDING SECTION

Services rendered include:

- a. Production of various products and packaging
- b. Product produced include:
 - i. UATHOL (Hand-Wash)
 - ii. UATHZONE (Bleach)
 - iii. PUATH (Purit)
 - iv. UNITHOL (Dettol)
 - v. UATHZAL (Izal)
 - vi. Methylated Spirit
 - vii. Salicylic acid ointment 5%, 10%, 20%, 40%
 - viii. Zinc oxide ointment
 - ix. Paracetamol syrup
- c. Extemporaneous preparation for paediatrics.
- d. Quality control of all medication supplied to the hospital
- e. Supply of product to the stores

Daily routine:

- a. production of different products and packaging them
- b. Keeping the units clean, washing and sterilizing of bottles used for packaging products.
- c. Following all the necessary processes aseptically to ensure BP standard in all productions.

4. DRUG INFORMATION / PHARMACOVIGILANCE SECTION

Activities carried out in this section include:

- a. Provision of drug information to outlets as well as other health professionals within the hospital

b. Dissemination of drug information to the public and the hospital community

c. Collation of pharmacovigilance filled forms and forward to state pharmacovigilance center

Average Number of Patients Seen

The department as a whole sees an average of 801 patients per day

Existing Facilities in the Department

Drugs

Consumables

DEPARTMENT OF HEALTH INFORMATION MANAGEMENT

Number of Staff

Asst Director	-	1
Chief Health Information Office CHIMO	-	2
Asst Chief Health Information Office ACHLMP	-	2
Principal Health Information Office PHMO	-	3
Senior Health Record Office SHRO	-	3
Senior Health Record Technician	-	25
Principal Health Information Technician	-	3
Higher Health Record Technician	-	10
Health Record Technician	-	21
Chief Health Record Clerk	-	2
Principal Record Clerk	-	1

Services rendered by the Department

Patient Registration/Documentation
Extraction of Diagnosis on each visit of patients
Moving of Patient case note to various clinics electronically
Retrieval of patient record for consultation
Movement and Filling of patient's records for consultation
Coding and Indexing of Diseases
Managing and Maintaining Clinics through bookings list for each consultative clinic
Analyzing Patients case notes both qualitative and quantitative
Educating Patients
Attending to Researchers
Train Students on Industrial Work Practical

With several service point to cover every service delivery in the hospital. All consultative clinics and wards with outlet clinic in Dobi

The department runs 24hours service through shift and call duties arrangement every day of the week

Train student on industrial work practical

Engage in both internal and external research work

Daily Routines/Clinics

Retrieving Patients Folders

Average Number of Patients Seen

15182 Monthly

Existing Facilities in the Department

Cost of Services Rendered in the Department

Patient Folder and Hand Cards	-	₦700
NHIS Patient Folder and Hand Card	-	₦ 700
All Laboratory Request Forms	-	₦ 30
Process, Nursing Chart Booklet	-	₦ 500
Nursing	-	₦200
All Other A4 Print Formats Full Or Quarter Size	-	₦ 30
Ante-Natal Assessment Sheet(A3)	-	₦ 500
Clinical Register, Appointment Register, Labour Register, Theatre Reports, Operation Register	-	₦3,000
Medical Certificate of Fitness Form	-	₦2,000

Excuse Duty Sheet	-	₦ 500
Prescription Booklet	-	₦ 350
Death Certificate Sheet	-	₦1,500
Collection of Samples for Printing	-	₦1,000
Recovery Room Chart(A3)	-	₦ 100
Loss of Hand Card	-	₦ 300

DEPARTMENT OF HAEMATOLOGY /BLOOD TRANSFUSION

Number of Staff

Deputy Director MLS	-	1
Asst. Director MLS	-	3
Chief Med. Lab. Scientist	-	1
Principal MLS	-	3
Senior MLS	-	1
MLS	-	1
Senior Med. Lab. Tech.	-	1
Medical Lab. Tech.	-	1
Senior Auxiliary	-	1

Services rendered by the Department

Haematological investigations, FBC Differential, ESR , PCV, Geneotype, Blood Group, G6PD, Sickle Cell Count, Blood Transfusion Services - grouping and cross matching, DCT, ICT, Blood Screening , Antibody titration.

Daily Routines

Haematological investigation and blood transfusion services

Average Number of Patients Seen

Average number of tests carried out monthly is 7521

Existing Facilities in the Department

- 2 Mytic haemo analyzer for FBC
- 1 Electrophoretic machine - for genotype
- 2 Haematocrit Machine - PCV

- 1 Working water bath – for incubations /clotology
- 1 Blood bank-for storing blood
- 1 Deep freezer – for storing serum samples
- 1 Refrigerator – for storing blood samples
- 1 Spectrophoto meter – for G6PD 8 Microscopes

Cost of Services Rendered in the Department

PCV-	-	₦500
FBC-	-	₦ 1200
ESR -	-	₦ 500
Blood Group	-	₦ 500
Genotype	-	₦ 1000
P.T -	-	₦ 1500
PTTK -	-	₦ 1500
Bleeding Time	-	₦ 500
Clotting Time -	-	₦ 500
Screening of Blood	-	₦ 4000
DCT -	-	₦ 1500
ICT -	-	₦ 1500
G6PD-	-	₦ 3000
Sickle Cell Count	-	₦ 1000
Antibody Titration	-	₦ 3000

DEPARTMENT OF CHEMISTRY

Number of staff

Deputy Director	-	2
Assistant Director (focal person in PEFAR)	-	1
Chief Medical Laboratory Scientist	-	1
Principal Medical Laboratory Scientist	-	3
Medical Laboratory Technician	-	1
Medical Laboratory Assistance	-	1
Clerical officer	-	1

Services Rendered by Department

- i. Liver Function Test (LFT) which includes: Serum Alkaline phosphatase, Aspartate Transaminase (AST), Alanine Transaminase (ALT), Direct and Total Bilirubin, Albumin and Protein.
- ii. Renal Function Test (RFT) which includes: Serum Electrolyte (sodium, potassium, chloride, and bicarbonate), Urea, and Creatinine.
- iii. Glycated hemoglobin(HBA1C)
- iv. Fasting or Random blood Glucose (FBS or RBS)
- v. Two hours postprandial
- vi. Oral Glucose Tolerance Test (OGTT)
- vii. Serum Calcium
- viii. Serum Phosphate
- ix. Serum Uric acid
- x. Pregnancy test (PGT)
- xi. Urinalysis
- xii. Hormonal Assay and Tumor makers which include:
 - a) Alpha Fetoprotein

- b) Prostate specific antigen
- c) Estrogen
- d) Follicle stimulating hormone
- e) Luteinizing hormone
- f) Progesterone
- g) Testosterone
- h) Prolactin
- i) Thyroid function test (TFT) which are: Thyroxin (T4), Triiodthyronine (T3), and Thyroid-stimulating hormone (TSH).

Average number of Assay performed.

6,624 samples monthly

Cost of Services Rendered

Parameters		Unit Price
LFT	-	₦ 4000.00
Bilirubin(T&D)	-	₦ 1000.00
Protein & Albumin	-	₦ 1500.00
ALP	-	₦ 1000.00
EUC	-	₦ 2000.00
Urea & Creat.	-	₦ 1000.00
Electrolyte	-	₦ 1200.00
Potassium	-	₦ 500.00
Glucose	-	₦ 500.00
Uric Acid	-	₦ 500.00
Calcium	-	₦ 500.00
Phosphate	-	₦ 500.00
HBAIC	-	₦ 3000.00
FLP	-	₦ 3000.00

Hormones

AFP	-	₦ 4000.00
Testosterone	-	₦ 4000.00
TSH	-	₦ 3000.00
T3	-	₦ 3000.00
T4	-	₦ 3000.00
Progesterone	-	₦ 4000.00
FSH	-	₦ 3500.00
LH	-	₦ 3500.00
Prolactin	-	₦ 3500.00
Eostrogen	-	₦ 4000.00
PSA	-	₦ 4500.00
Urinalysis	-	₦ 400.00
PGT	-	₦500.00

DEPARTMENT OF HISTOPATHOLOGY

Number of Staff

Deputy Director	-	1
Asst. Director	-	1
Chief	-	1
Principal	-	1
Senior	-	1
Scientist	-	10
Lab Technician	-	1
Lab. Attendant	-	1

Services rendered by the Department

Tissue (Histo)

Body Fluid (cyto)

Semonalysis

Average Number of Patients Seen

Tissue 54 x 190 blocks / slides

Cytology 28 x 78 blocks/slides

Semen 21 x 42 slide / Analysis

Existing Facilities in the Department

Water Bath

Hot Plate

Centrifuge

1 microscope

1 microtone

1 incubator

Cost of Rendered in the Department

Tissue	-	In patient	₦2,500
	-	Out patient	₦ 4,000
Cytology	-	In patient	₦ 2,000
	-	Out patient	₦ 2,500
Semenalysis	-		₦ 1,000

DEPARTMENT OF MICROBIOLOGY & IMMUNOLOGY

Number of Staff

Medical Laboratory Scientists	-	13
Medical Laboratory Technicians	-	2
Medical Laboratory Assistants	-	1

Services rendered by the Department

Serology/Immunology, Mycology, Bacteriology and Parasitology.

Average Number of Patients Seen

The average monthly patients' samples analyzed were as follows: Serology - 3189, Mycology - 10, Bacteriology - 1653
Parasitology - 2917

Monthly average total samples treated in the department - 7,769

Existing Facilities in the Department

Incubator	-	1
Hot air OVEN	-	1
Water Bath	-	1
Microscopes	-	6
Automated Pipettes	-	2
Bench Centrifuge	-	1
Refrigerators	-	2
Vitek Semi-Automatic Culture System	-	1
Autoclave	-	2
Freezer	-	2
ParaSight Machine for Malaria Parasites	-	1

DEPARTMENT OF NUTRITION & DIETETICS

Number of Staff:

Deputy Director	-	1
Principal Dietitian	-	1
Nutritionist I	-	1
Higher Dietitian	-	1
Scientific Officer	-	1
Clerical Officers	-	4

Services rendered by the Department

1. Preparation, dispensing and service of fluid diets and therapeutic meals to in-patients in various wards
2. Production of therapeutic bread
3. Dietary counselling / nutrition education to out-patients referred from various clinics

Daily routine of the Department

1. Ward round with the health care team
2. Nutrition and dietetic clinic
3. Preparation of therapeutic meals and bread

Average number of patients seen:

50-130 patients monthly

Cost of services rendered:

In- patient therapeutic meals ₦700 daily

In- patient fluid diet ₦ 250 per serve

Complementary feed (multi-mix) ₦ 200 per pack

Therapeutic bread ₦ 100 per loaf

Out-patient consultation ₦500(Adult), ₦250 (Children)

DEPARTMENT OF MEDICAL LIBRARY

Number of Staff

Deputy Director	-	1
Asst. Directors	-	3
Corpors	-	2
Assistant Library Officers	-	3
Library Assistant	-	1

Services rendered by the Department

Technical service, Reference service, Current awareness service (CAS), Selective dissemination of information (SDI), Orientation service, Internet service, Research service, Reprographic service, Circulation service, Binding service, Administration service

Daily Routines/Clinics

Circulation of materials (charging and discharging), Reference service, Shelving service, Statistics, Shelve reading service, Cataloguing service

Average Number of Patients Seen

Average users per day - 35 users

Existing Facilities in the Department

Reading Hall, Books, Journals, Newspapers and Magazines

.

Cost of Services Rendered in the Department

Registration of library users - ₦ 200.00 to ₦ 300.00,
fine for non-registered library users during clearance - ₦200.00

DEPARTMENT OF MEDICAL SOCIAL SERVICES

Number of Staff

AD. MSWO	-	1
CAMSWO	-	1
PMSWO	-	3
SWOI	-	3
AMS/NOI	-	1
H.E.O	-	1
H.A.S.W.O	-	1
ASWO	-	2
A.S.W.O. 1	-	1

Services rendered by the Department

Counseling of indigent patients

Handle case of abandoned babies

Repatriation of destitute patients

Financial assistance to indigent patients

Blood donor

Release the patient who after writing undertaking with department that cannot settle their hospital bills.

Tracking of missed appointment patient

Following up patients

Providing psychological counseling

Harnessing community resources

Coordinating students on IT

Daily Routines/Clinics

The department run the shift morning and afternoon

Ward round for counseling indigents patient refer to the department

Average Number of Patients Seen

Twenty-three (23) Daily

PAEDIATRIC UNIT

Services rendered by the Unit

Counselling on: Adherent to HIV medication with children and parents/care givers.

Initial visit and initial commencement of HIV drugs

Couple counselling.

Counseling of adolescents on drugs, social issues.

Coordinating adolescent support group.

Taking of sample for early infant diagnosis (EID) of HIV infection.

Attending to exposed babies from birth to 18 months.

Discharges babies at 18 months if HIV negative or referred to commence heart if HIV positive.

Staff from this unit goes to ward to either treat consultation from doctors or do a follow up visit to check on patient welfare and needs where necessary.

Tracking of missed appointment and lost to follow up.

Daily Routines/Clinics

Early infant diagnosis (ETD)sample taking

Assessing and assisting indigent patient

Follow - up visits

Couple counseling

DEPARTMENT OF WORKS & ENGINEERING

BUILDING UNIT

Number of Staff

Chief Building Officer (CBO)	-	1
Principal Building Officer (PBO)	-	1
Senior Technical Officer (STO)	-	4
Higher Technical Officer (HTO)	-	1
Technical Officer (TO)	-	2

Services rendered by the Unit

General maintenance of the building facilities of the hospital for optimal utilization at all times, these includes:

Renovation of dilapidated structures

Rebuilding of collapsed rockaway and septic tank.

Carrying out a routine maintenance which includes fixing of keys, hinges, repairs of broken tiles, control of leakages at various level and in different locations such as wards, clinics and in the house officers' quarters.

Monitoring of capital project

Over seen the execution of contract works to ensure that specifications are adhered to expectation of the management. staffs and patients.

QUANTITY SURVEYING UNIT

Number of Staff - 1

Services rendered by the Unit

Preparing bill of quantities and approximate estimates of cost for both major and minor projects within the hospital.

Value and prepare interim payment valuation/certificate for various works.

Prepare cost estimate and material schedule for various renovation works.

Participation in the supervision of various projects within the hospital.

Advising on the financial aspects of various projects.

Act with the professionals in the built environment to ensure that the financial provisions of any contract are properly interpreted and applied so that the client's financial interest is safeguarded.

Advising on contractor's claim.

Participate in procurement tender evaluation and preparing supporting tenders documents.

Receive job requisition/complain reports, carry out assessment of the reports, prepared the cost of such reports, and monitor the implementation.

WATER UNIT

Number of Staff

Engineer	1
Technical	1
Water Pump Operator	1
Plumber	1
Craftsman	2
Porter	2
Scientist	1

Services rendered by the Unit

Water supply to clinics, wards, officers, antiquates

Maintenance of water supply systems.

Maintenance of waste water system

Maintenance of surface and submersible pump

Maintenance of boreholes

BIOMEDICAL ENGINEERING UNIT

Number of Staff

Engineer	3
Principal Technical Officer I	1
Principal Technical Officer II	3
Senior Technical Officer	1
Higher Technical Officer	2
Technical Officer	2
Biomedical Aides	2

Services rendered by the Unit

Maintenance of Medical Equipment

Installation, Repair of Medical Equipment

Advisory roles on Purchasing of all Medical Equipment

Training of users on Equipment use and handling

R&A UNIT

Number of Staff

Senior Technical Assistant - 2

Foreman - 2

Services rendered by the Unit

Installation servicing and repair of air conditioner and refrigerators in the hospital

ELECTRICAL UNIT

Number of Staff

Technical Cadre - 4

Foreman Cadre - 1

Services rendered by the Unit

Takes charge of all kinds of electrical repairs

Takes charge of all kinds of electrical Installation

Inspection of electrical reticulation

Carryout preventive work on electrical installations

COMMUNICATION UNIT

Number of Staff

H.T.O (COMM) - 1

Services rendered by the Unit

The unit monitoring the hospital inter com system

Maintenance of number call system

Maintenance of all power stabilizers & AUR

Maintenance and renew of side ward TVS and decoders

Maintenance of CC TV systems

MECHANICAL UNIT

Number of Staff

Assistant Chief Technical Officers	-	1
Senior Technical Officer	-	1
Technical Officer E/E	-	1
Senior Forman Plant	-	1
Senior Craft man	-	1
Chief craft man	-	1
Assistant craft man(R/A)	-	1
Chief Porter	-	1
Two Stipends Staff	-	2

Services rendered by the Unit

To maintain / repairs of all the generators in the hospital

To also generate electricity to various parts of the hospital when the need arise

The unit is also saddle with the responsibility of welding works, iron bending etc

Installation of new plants, Carryout major or minor break down on plant and do all the servicing works on the plants

Regular chiding or everyday affairs of checking of the Ten (10) generator around the hospital before starting everyday.

Fix beds, trolleys, etc.

MONITORING SERVICE PERFORMANCE

The Hospital Management set up a service improvement committee as well as a monitoring unit to ensure strict compliance by staff for the provision of these services to our clients. There are regular meeting of Heads of Departments and units aimed at getting feedback and addressing teething challenges that may affect service delivery.

Incentives aimed at enhancing staff performance such as awards, special recognition and commendations have been introduced to motivate hard working staff. This to encourage professionalism and dedication to duty which leads to improved service delivery.

Service evaluation questionnaires have been developed and are administered periodically to our clients and staff and responses are used to improve services where applicable.

LIST OF OUR CLIENTS

1. The General Public (individuals requiring services being rendered in the hospital)
2. Governmental Agencies, Parastatals and Organizations
3. NHIS Enrollees
4. Staff of the Hospital
5. Research Organizations
6. Contractors and Suppliers

EXPECTATIONS OF OUR CLIENTS/PATIENTS

Prompt, Courteous and dignified service delivery

Polite, trained and well-informed staff

Secured and clean environment

Effective diagnosis and treatment even in emergency situations

Adequate information and effective communication

Affordable cost if services

Identifiable Staff

Conducive waiting areas.

CLIENTS/PATIENTS OBLIGATIONS

1. Provision of adequate information
2. Availability for treatment
3. Observance of Hospital rules
4. Use of Hospital facilities with care
5. Consideration for the needs of other patients
6. Deal only with authorized personnel
7. Provision of useful feedback/constructive suggestions
8. Use of prescribed medications
9. Make payments at only designated pay points and collect receipts for every payment made

STAFF OBLIGATIONS

1. Staff should be well informed and disseminate same to clients and patients
2. All staff must wear their identity cards and name badges while on duty.
3. Staff are not allowed to collect cash from patients for any service rendered, patients should be directed to designated pay points to make such payments.

4. Staff should be polite and courteous while attending to clients/patients
5. Staff should ensure that all patients are attended to in a timely manner
6. Staff should ensure that hospital equipments in their custody are properly maintained

MANAGEMENT OBLIGATIONS

Management of the hospital should ensure that facilities/equipments need for optimal service delivery are provided.

Staff motivation should further be encouraged in terms of promotions, sponsorships for update and workshops, rewards for excellence should be top priority for management.

Aggrieved client /patients who make formal complaints/suggestions should be attended to promptly

GOVERNMENT OBLIGATIONS

The Government through the Federal Ministry of Health should ensure that budgetary allocations meant for the hospital are released on time for management to effectively provide all the necessary facilities and equipment for optimal services.

COMPLAINTS / GRIEVANCE REDRESS MECHANISM

There may be occasions when service do not meet the client's expectations. Such clients are encouraged to register these complaints to help us improve our service delivery.

Every complaint received will be duly acknowledged and addressed within (4) four working days of its receipt.

Complaints can be made through the following

- a. At the Servicom Office
- b. Through email: servicomuath@gmail.com
servicom@uath.gov.ng
- c. Through our Phone lines: 08140668335, 08090347365

