



BRISTOL PARK HOSPITAL

"Your Excellent Healthcare Solutions Provider"

Machakos Branch, along Kangundo Road, opposite SUSU Centre, at SARTAJ Building,
P.O Box 9193- 00200, Nairobi Kenya. Tel: +254719178014/0752178014; E-mail: bphmachakos@bristolpark.or.ke;
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A. BACKGROUND

In 2008, the operators of Bristol Park Hospital noticed a need for a quality healthcare facility in the Eastland, Nairobi.

Bristol Park Hospital has provided excellent healthcare solutions to Kenyans for the past 14 years;
by providing people with access to high-quality, low-cost health care.
We make every effort to assist our patients in detecting and treating their medical conditions, provide care that matches their expectations by comprehending their healthcare needs; and help them maintain their good health.

Bristol Park Hospital has grown to serve other areas outside Nairobi, like Machakos; since its inception in Tassia.

We presently manage four completely functional branches .

We currently pride in managing four fully operational branches: -
In Tassia, Utawala, Machakos and Fedha.

The hospital's scope and variety of services, as well as its technical and infrastructure capabilities, have all expanded over time and this does not limit us from growing further.

Originally established as an outpatient facility, we have expanded to include inpatient and specialty treatments.

The hospital now has a fully equipped Intensive Care Units (ICU) and High Dependency Units (HDU) as well as expanded the functionality range of operating theaters.
The hospital currently offers renal/dialysis treatment as a specialty treatment, Obstetrics and gynecologist services.

B. CONTACTS

Bristol Park Hospital-Tassia	Bristol Park Hospital-Fedha	Bristol Park Hospital-Utawala,	Bristol Park Hospital-Machakos
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Visit us on: Website: www.bristolpark.or.ke Facebook: www.facebook.com/bristolparkhospital Twitter: https://twitter.com/bristolparkhos			

C. BRISTOL PARK HOSPITAL'S VISION AND MISSION

VISION

To be a World-class provider of quality, innovative and accessible Vision healthcare solutions.

MISSION

Our Mission is to: -

Providing excellent and affordable healthcare solutions that exceed our diverse client expectations.

VALUES: Our hospital is governed by the following values: -

Commitment- We lead with dedication and discovery. We are committed to serving and are always in pursuit of innovation and effectiveness.

Professionalism - We demonstrate competence in what we do and pursue the highest standards in all we do; we continually learn and innovate for better outcomes.

Integrity - We do the right thing, always. We always conduct our business with honesty and induct openness in all our dealings.

Teamwork - We foster an atmosphere of trust, collegiality, collaboration, openness, and cooperation. We depend on each other to get the job done, and others can count on us.

Safety consciousness - We purpose to always provide a safe and secure environment for our patients, their families, and visitors. We embrace a culture that prevents harm and nurtures a healing, safe environment for all.

Caring - We provide care with dignity, concern, kindness, and respect that accommodates the diversity of our community. We remain client-focused, patient-centered and driven in all our actions. Our patients are our priorities. We listen, understand their needs, and strive to exceed their expectations.

D. STRATEGIC POSITIONING

Bristol Park Hospital has identified quality leadership, strategic brand positioning and partnership as the basis for its growth.

The reasons for this choice as are follows;

Wide range of healthcare services.

- Modern and good hospital facilities.
- Better hygiene and sanitation practices-Cleanliness and ambience at our facilities.
- Substantial qualified human resources to offer healthcare services.
- A recognized brand name within our current market.
- A broad range of managed partnerships, i.e., insurance companies.
- Affordable services and products
- Strategic locations and easy access

- Less bureaucracy hence fast decision making.
- Well established organizational structures.
- 24-hour healthcare services.

E. MANAGEMENT STRUCTURE

Bristol has at its apex an Executive Director.

There are three main functional divisions in Bristol Park Hospital;

Clinical services:

In this category we have the following main strategic business units:

Outpatient, Inpatient, Pharmacy, Laboratory, Dental Care, X-ray, Ultrasound, Maternity, Immunization, Dialysis, Theatre, ICU, HDU and Ambulance services.

Clinical services director who is in-charge of all clinical activities of the hospital.

Operations

- Accounts
- Supplies and stores
- Documentation and records

Customer service

- Customer care Marketing
- Corporate and community outreach

F. LOCATION

Bristol Park Hospital has 4 main branches: -

i. Bristol Park Tassia

The HQ branch is located within Tassia Estate in Southern Eastern Nairobi, behind Tassia School, at the junction of Outering Road, Tassia – Fedha estates. Motorists can access us through the junction at the Pinez restaurant opposite Avenue Park II Estate, or through the Fedha- Tassia road next to East Gate Preparatory School. If walking, one can access us easily through the foot path from Outering road into Tassia Estate at the Avenue Park I stage/at Bidii Market.

ii. Bristol Park Utawala

Our Utawala branch is 24 hours operational, including public holidays and weekends. This branch is located along the Eastern Bypass between the Administration Police Training Unit (APTU) and the junction-off into Utawala-Githunguri. Located right opposite Maguna supermarket.

iii Bristol Park Fedha

This is an Ultra-modern level 4 facility, located at Fedha Estate along Fedha Road. The hospital branch operates 24 hours a day including public holidays and weekends. Offers all services

iv Bristol Park Machakos

This is an ultramodern level 4 facility. The hospital branch operates 24 hours a day including public holidays and weekends. The hospital branch is located at Sartaj building, at junction off Kangundo road and Nairobi Road, opposite Susu centre.

G. SERVICES

All Bristol Park Hospital branches are currently offering a comprehensive range of outpatient and inpatient service, to either individuals or corporates. Majority of these services are offered on 24 hours a day, 7 days a week, including public holidays. The main services offered include:-

- **Casualty (Accident & Emergency Care):**
This unit is open 24 hours a day in all branches. We have qualified and experienced medical and paramedical personnel who can handle and respond to emergencies quickly and efficiently.
- **Inpatient care, maternity and emergency theater services:** These services are offered by teams of highly experienced and trained nurses, physicians and specialist doctors; and are available any time of the day.
- **Pharmacy:** Our pharmacies operate on a 24-hour basis and provide medical and pharmaceutical products to our inpatient and outpatient clients; as well as serving external prescription clients. The pharmacies are well stocked with both original drugs and a very keenly selected range of generic drugs based on our long years of experience.
- **Clinical Laboratory:** Our laboratories operate on 24-hour basis and provide a full range of investigations. We have invested heavily in diagnostic equipment to guarantee quality and accurate results. We offer our clients a wide range of biochemical, microbiological and hematological investigations
- **Dental Health Care:** We have a fully equipped and well-managed dental units that offer a wide range of dental care services as described in our service list.
- **Radiology Services:** We have fully equipped and well-managed radiology units capable to performing a wide range of diagnostic imaging services to ensure our clients receive an almost holistic care at Bristol Park hospital.
- **Resident Consultant:** We are one of few hospitals in the whole of Eastland's region of Nairobi and Machakos, with resident consultants in key disciplines. In addition, we have a negotiated freely consultant fee structure for our patients.

- **Specialist clinics:** Bristol Park Hospital offers a diverse array of specialized services accessible by our patients and referrals from other clinics around us. These clinics are available at all our branches:

- Nutrition Clinic
- Obstetrics / gynecology
- Pediatrics
- Medical
- General surgeon
- Orthopedic surgeon
- Physician
- E.N.T
- Dermatology
- Ophthalmologist

Outpatient care: We provide a comprehensive one-stop healthcare center for consultation, investigations and prescriptions.

Health Education/ Counseling: Depending on the need of the patients our counseling team provides medical and counseling educational advice. We also do follow ups to our patients who need close clinical monitoring.

Renal Unit: We have spacious and well-equipped dialysis center for both inpatient and outpatient clients. The units are managed by well trained nurses, and well controlled in cases of emergencies; spruced with comfort and appealing ambiance.

Intensive Care Unit

Our critical care units have each a bed capacity of 6 with modern, sophisticated equipment such as central monitors, ventilators etc. The units are run by a well-trained team of specialized nurses and doctors

Ambulance Services

Our fleet of ambulances plays an integral role in the emergency unit. They are well-equipped with Advanced Life Support Systems and emergency care equipment which help us in providing timely and quality emergency care to our critically ill patients.

Over the years, Bristol Park Hospital has built a network of clients, individual or corporate from all over eastern Nairobi and other parts of the country. Due to location, patients have streamed in from as far as lower Eastern Kenya and Tanzania. The hospital services continue to spread to other parts of the country and are now admitting patients from at least 4 provinces. Some of the major corporate clients we have established working relations with include and are not limited to;

- AAR Insurance
- APA Insurance
- Britam Micro-Insurance
- Britam Insurance Company
- CIC Corporate insurance
- CIC Micro insurance
- Corporative Bank
- DEFMIS
- Equity Medical
- First assurance
- Heritage
- ICM
- IFA
- Jubilee Insurance Company
- Kenbright Insurance
- Kenyan Alliance
- Liaison insurance
- Madison Insurance Company
- Minet-TSC
- Minet Corporate
- Mtiba Direct
- Mtiba Insurance
- NIS insurance
- Pacific Insurance
- Pacis Insurance
- Saham Insurance
- Sanlam Insurance
- Sedgwick Insurance
- UAP Insurance
- KCB ;

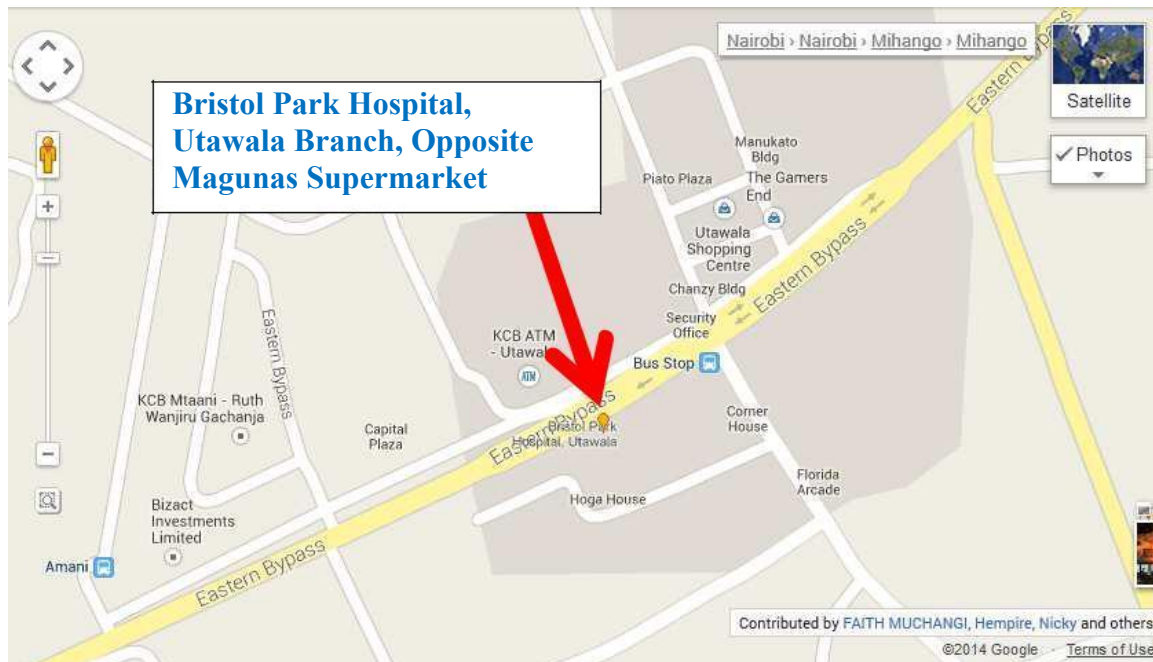
I. Innovations in service delivery

We have continued to develop brands of healthcare service delivery targeted at different types of clientele, either individual or corporate. We have a number of corporate schemes designed to meet the organization's staff health needs and those of their families. For individual clients, we have developed family based schemes where families of our esteemed clients can access healthcare services on pre or postpaid terms.

On billing and client payments, we continue to provide more and more innovative products such in addition to cash payments; debit and credit cards, mobile money payments, cheque payment (especially for schemes), and many more as negotiated with hospital management.

J. APPENDIX I: Services Images

K. APPENDIX II: Directions to Bristol Park Hospital- Utawala



L. APPENDIX III: Directions to Bristol Park Hospital- Tassia from Donholm Roundabout in Eastlands, Nairobi

