

students and teachers. The management takes the time to understand

slip and related information of their earnings. We also look at other social

co-coordinator says the university has a teaching staff of 15 members

for as early, midday and by the time they get to class, they are tired," says Namukwaya. As the teaching skills

focuses on giving their students the best and continuously improving.

Seeking to provide quality health services

BY BEATRICE NAKIBUUKA

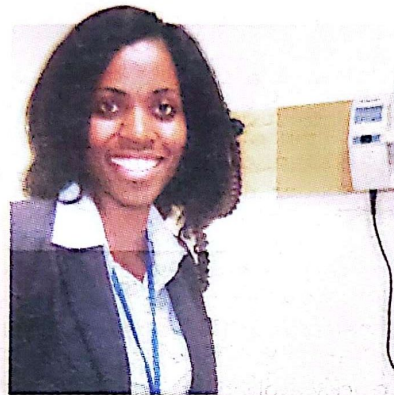
A neat and clean ambiance at the Aga Khan University Hospital clinic at Metroplex Naalya is what welcomes you when you enter the premises. A walk around the different departments of the clinic reveals a comfortable place that does not feel like a hospital. There is no smell of medicine and the receptionist is very welcoming. A nurse offers a clean cup when I ask for drinking water. This is the kind of care you are bound to receive if you walked into any of the four medical centres under the Aga Khan Health Services (AKHS) in Uganda

Even though the facilities might look new, AKHS began work years back, in towns and cities in the colonial period in Kenya and Tang-

anyika. The institutions underwent further development and when the countries gained independence in the 1960s, they became part of a network of health facilities in East Africa which include clinics, general hospitals and the Aga Khan University Hospital (AKUH) in Nairobi.

As part of a regional integrated health system, AKUH in Uganda has established four medical centres in Kampala. The clinics include Aga Khan University Hospital Medical Centres at Acacia Mall, Bugolobi, Metroplex and Diamond Trust Bank. These clinics offer medical consultations, in addition to dental, pharmacy, physiotherapy, radiology and laboratory services.

Diana Namubiru Ssewanyana the country manager at Aga Khan



University Hospital clinics in Uganda (pictured above) says they have highly specialised clinics, timely delivery for the clients and good location within people's residential or working places thereby being accessible. Also, the medical centres act as a referral pathway for inpatient and specialised

services at the Aga Khan University Hospital in Nairobi.

Ssewanyana also says the services offered are based on the standards of the best healthcare institutions of the North America's Joint Commission International accreditation.

"This ensures world class service to our clients. The clinics offer healthcare services that are relevant to the communities in East Africa and beyond and have a robust patient welfare programme and good customer care, timely service delivery and telemedicine services for cases that cannot be handled in Uganda," Ssewanyana says.

There is a full spectrum of the heart and cancer conditions services and for the cases that cannot be managed here in the country, referrals are made to the main Aga Khan University Hospital in Kenya. Ac-

ording to Fred Ekabot, the laboratory manager at Aga Khan University Hospital Metroplex Medical Centre, the hospital runs all kinds of medical tests needed by any client at any time and the patients can be assured of accurate results.

"We check our reagents on a daily basis. There are also control checks run at the medical centres. We calibrate the machines every morning before any tests are done to ensure that the client has genuine results and has no need to go to another place to prove the results," Ekabot says. Aga Khan University hospital clinics has a well-qualified staff that undergoes periodical training to ensure they have up to date skills to be able to handle the most current phenomena in the medical field.

Ssewanyana says, "We are affordable and handle both insured clients and those that want to pay cash with affordable specialist consultation fees to meet the demands of the people in the ordinary status as well."