



EBENEZER
CLINIC &
DIAGNOSTIC
CENTER

IBANDA · UGANDA · SINCE 2015

2026 BUSINESS PROFILE

Your health, our priority, always.

Ebenezer Clinic & Diagnostic Centre, Ibanda

A privately owned medical facility dedicated to delivering healthcare solutions that truly enhance the quality of life.



Open 24 hours



3D ultrasound & X-ray



Laboratory



Online consultations

Over ten years of trusted care in Ibanda

Ebenezer Clinic & Diagnostic Centre is a privately owned, for-profit medical facility on Main Street, Ibanda Municipality. We opened in 2015 in a single partitioned room; today we bring dependable diagnostics and round-the-clock care to Ibanda and the surrounding districts.

2015

Opened in Ibanda
Eleven years of service in 2026

89,000+

Patient visits
since we opened our doors

660

Patients a month
on average

24/7

Outpatient and emergency
care
day and night, every day

<1 hour

Patient turnaround
our service promise

350+

Imaging referrals a month
scan and X-ray patients sent by
other facilities

45%

Business-to-business
share of our monthly patients

6

Revenue streams
up from three at launch

12

Staff
on our team in Ibanda

What we offer



24-hour &
emergency care



Ultrasound with 3D
imaging



X-ray



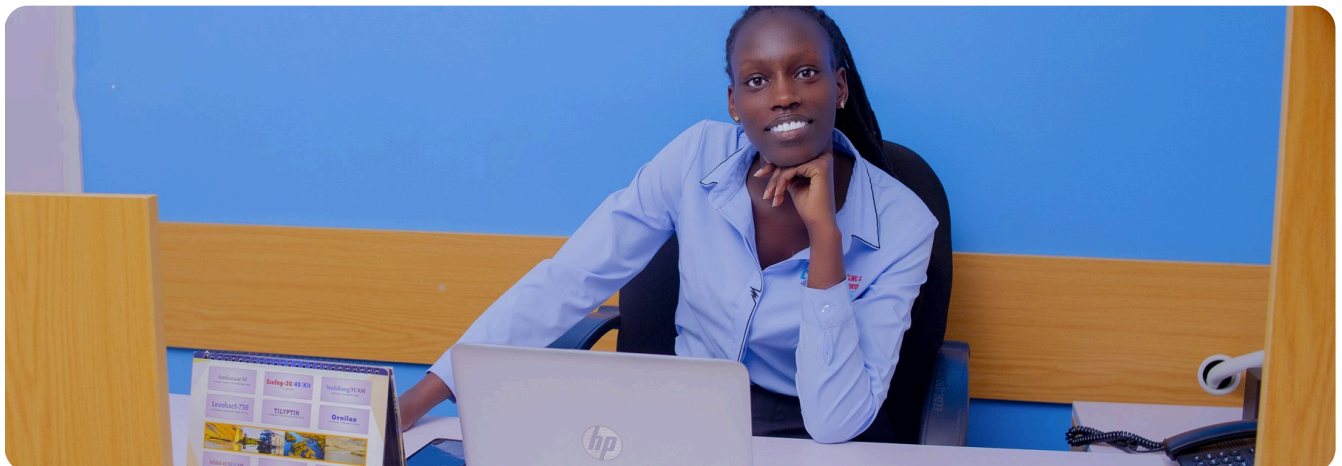
Laboratory &
partner labs



Online consultations



Pharmacy



From one partitioned room to a clinic that runs on systems

Ebenezer opened on 8 September 2015 in a single large room, partitioned to work as a whole clinic. No one had partitioned a clinic that way in Ibanda before. At the time, patients travelled to nearby Mbarara City just to get a simple malaria test. We set out to give Ibanda a place that could see.

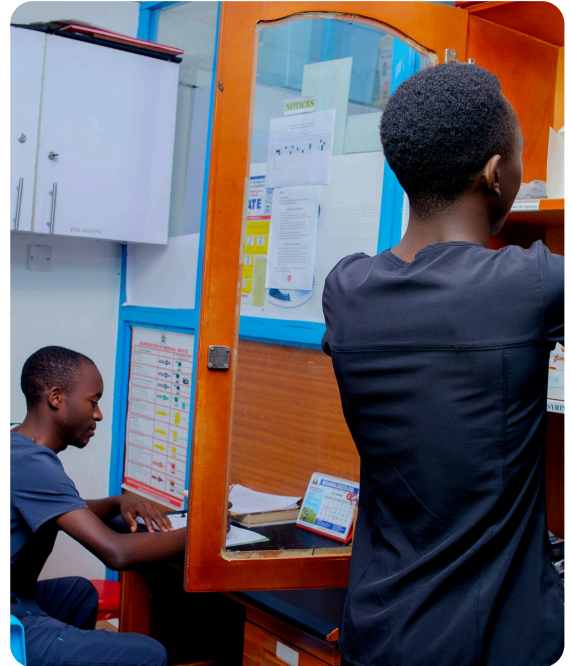
The numbers rose. Clinic Master, our patient-management software, became an early selling point, and later gave insurers the invoices and audit trail they needed to trust a small clinic. But for years the clinic ran on me.

So we changed how we run. We began measuring everything in 2019, and seriously in 2020. Michael Gerber's *The E-Myth Revisited* taught us to work on the business, not only in it. In 2025 we closed maternity and theatre to focus on outpatient care and diagnostics. In 2026, business coaching and team strategy work brought new rules: every shilling banked, spending only from the budget, and automation that reports to us daily.

Today we see more than 20 patients a day, against three or four when we opened. None of this would have been possible without our team and our partners. **Asante sana!**

Dr Bakahika Leonard Kururagireh

Founder and Medical Director



“Rural Ibanda was not short of rooms with a stethoscope. It was short of a place that could see.”

FROM BEYOND THE STETHOSCOPE

2015 · One room

Growth, run by the founder

Systems and budgets

2025 · Focus

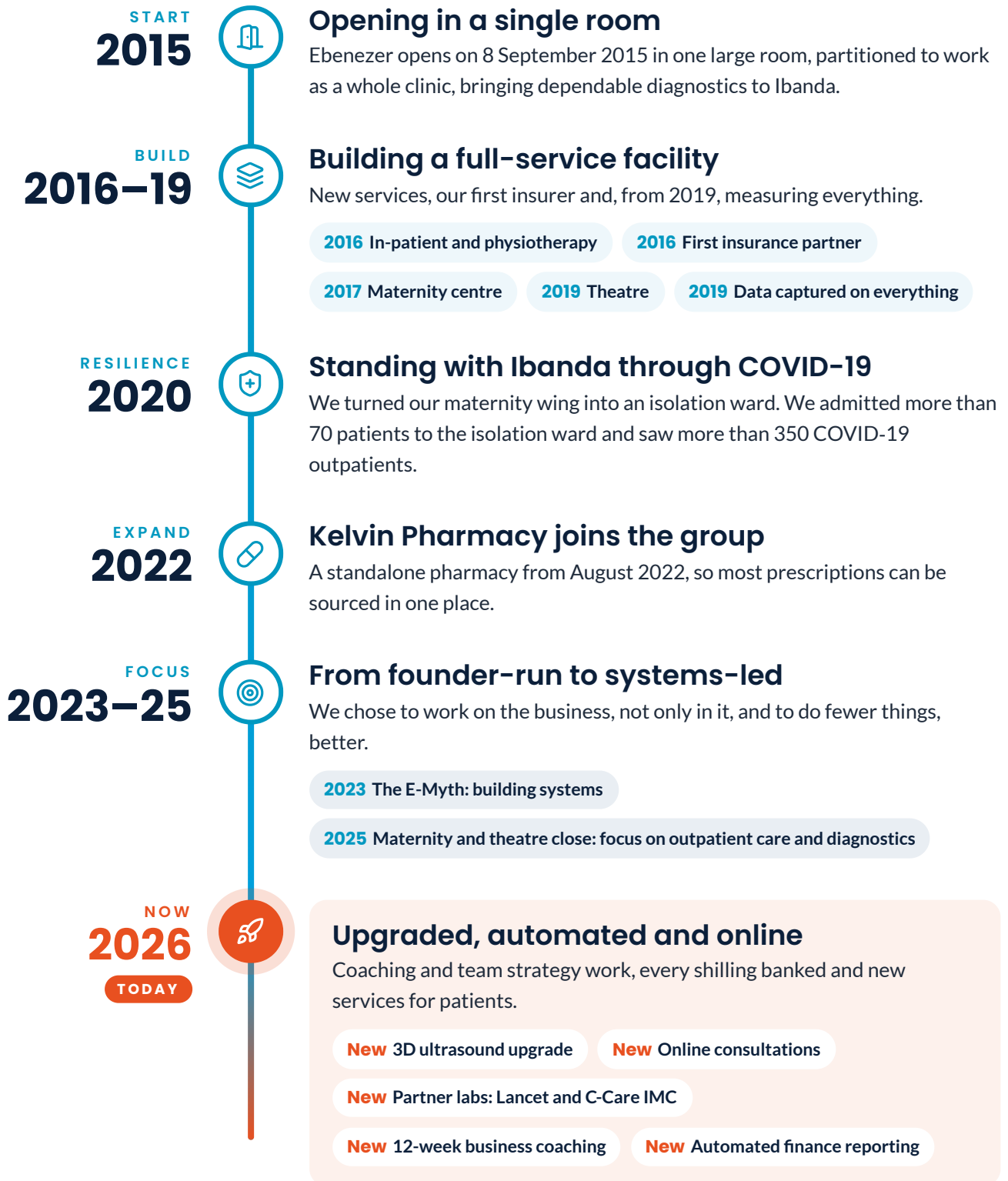
2026 · Digital and online



The full story, including the systems and the money lessons behind them, is told in Dr Bakahika's book **Beyond the Stethoscope** (coming soon). See page 13.

Eleven years, six phases

How a single room in Ibanda became a focused outpatient and diagnostic centre, with systems that no longer depend on one person.

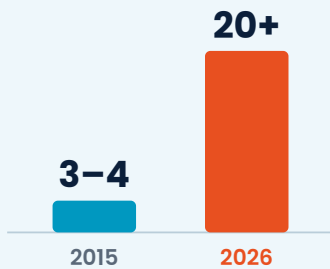


Growth you can measure

Each chart shows the two real data points we hold: where we started and where we are today. No figures in between are estimated.

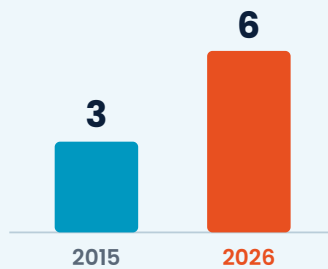
Patients a day

2015 vs 2026 · drawn to scale



Revenue streams

At launch vs today · drawn to scale



Business-to-business

Share of monthly patients · 2026



89,000+

patient visits since
2015

660

patients a month

350+

imaging referrals a
month

12

staff

24/7

open, with
emergency service

HOW WE RUN

Systems and automation

"The stethoscope remains essential. The systems around it determine whether the work can last."

From Beyond the Stethoscope



Clinic Master records

Patient-management software since our early years: proper invoices, an audit trail and different prices for different insurers.



Automated finance assistant

Every receipt and transaction goes in. It sends daily reports, flags what slips past us and shows the whole business on one dashboard.



Every shilling banked

Since 2026, all money is banked and spending comes only from the budget.



Fixed dates, regular reviews

Suppliers, salaries and statutory dues are paid on fixed dates, with a weekly money review and a monthly audit.



Automatic reserve

5% of every collection moves automatically into a dedicated Tax and Cash Reserve account.



Measured since 2019

Patients, services and tests recorded since 2019, and quality reviewed quarterly against the Ministry of Health's SQIS standard.

✓ **The result:** suppliers are paid on time and stock-outs have ended.

What we stand for

OUR PURPOSE

To deliver healthcare solutions that truly enhance the quality of life.

Your health, our priority, always.

Our core values



Customer orientation

We understand and meet our patients' expectations, measure their satisfaction regularly and take personal responsibility for the service we give.



Mutual trust and respect

We listen with empathy and communicate openly and honestly. We respect every person's dignity and keep high ethical standards in all our work.



Performance management

Clear standards, regular feedback and recognition where it is due. Appointments and promotions are based on competence and performance.



Team approach

We work together towards shared goals, share credit for success, take joint responsibility for shortcomings and put the team agenda first.

Our promise to patients

Timeliness

Patient turnaround time of less than one hour.

Affordability

Competitive prices and lower medicine costs.

Reliable diagnostics

A well-trained team, well-serviced equipment and the best-sourced suppliers.

Accessibility

Care around the clock in Ibanda Municipality.



Round-the-clock care, under one roof



24-hour outpatient and emergency care

Our outpatient clinic is open 24 hours a day, with an emergency service and an average turnaround of one hour or less.



In-patient care

A 10-bed in-patient capacity, including a VIP room and an emergency room.



Pharmacy

Our in-house pharmacy and Kelvin Pharmacy, our standalone shop since August 2022, serve an average of 500 patients a month and stock over 1,000 brands of medicines.



Free immunisation clinic

Every Friday morning, free of charge. We immunise an average of 1,200 babies a year.



Family planning

Family planning services at UGX 5,000 per visit, supported by our partnership with Marie Stopes Uganda.



Business coaching

A 12-week programme, in a group or one-to-one, led by Dr Bakahika, a business coach trained by Ankolo Consulting.

SEE A DOCTOR ONLINE

Online consultations

Speak to an Ebenezer doctor by WhatsApp or Google Meet. Pay by MTN MoMo Pay, then we send you your consultation link. Book at ebenezerclinic.org.

UGX 30,000

30 minutes · MTN MoMo Pay · 586178



Ways to pay

Cash · Visa card · MTN MoMo Pay (merchant code 586178)

Reliable answers, close to home

Dependable diagnostics are where Ebenezer began, and since 2025 outpatient care and diagnostics have been our focus. Other facilities send us more than 350 patients a month for scan and X-ray services.



Ultrasound with 3D imaging

Ultrasound scanning, now including 3D imaging.



X-ray

On-site X-ray services for our own patients and for referrals from other facilities.



Laboratory

Most tests are done on site, in parasitology, chemistry, haematology and microbiology.



Partner laboratories

We work with **Lancet Laboratories (Cerba Lancet Uganda)**, for whom we are a collection centre in the region, and with **C-Care IMC**. Patients can have their partner-lab tests done here at Ebenezer or at our partners' branches.

QUALITY

Quality improvement, every quarter

Our Quality Improvement Team is led by a staff member who is not part of the Health Unit Management Committee, so it can spot improvements that might otherwise be missed. Each quarter we assess ourselves against the Ministry of Health's SQIS standard and turn the results into our quarterly work plan.

We follow Michael Gerber's development process of innovation, quantification and orchestration, and keep working on each change until we can measure its impact.

"What obstacles are preventing our customers from obtaining what they desire from our business?"

THE QUESTION WE KEEP ASKING

Being there for our community

We believe in changing lives through sustainable growth and in standing with our community in times of need, as we did when COVID-19 hit. Our community work is aligned with the Sustainable Development Goals.

3 Good health and well-being

5 Gender equality

10 Reduced inequalities

600+

women reached with free reproductive health services in 2025, in partnership with Marie Stopes Uganda.

1,200

babies immunised free each year at our Friday-morning immunisation clinic.

350+

COVID-19 outpatients seen during the pandemic, and more than 70 patients admitted to our isolation ward.

89,000+

patient visits since 2015, an average of 660 patients a month.



Local employment

We employ 12 staff in Ibanda.



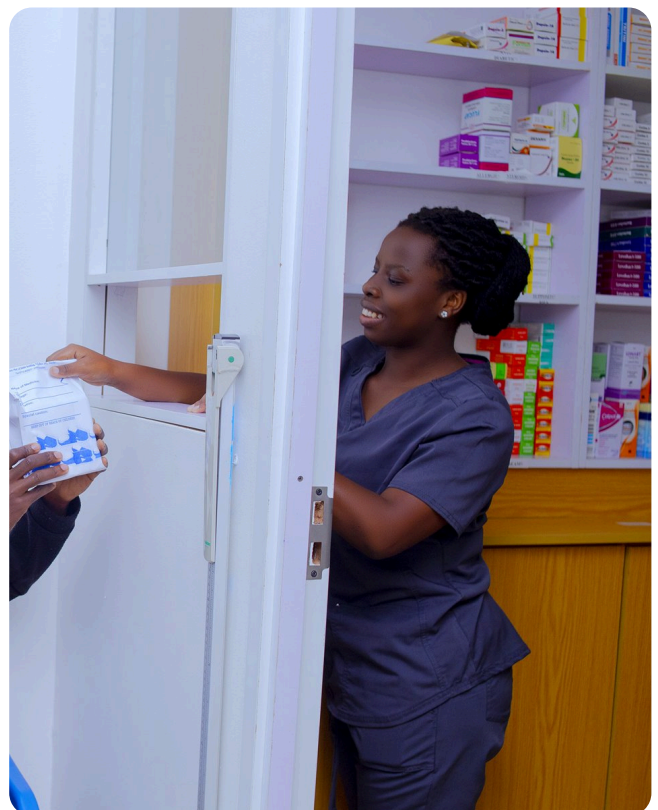
Health and money on the radio

We run free radio programmes on health and personal finance. Our free two-year campaign on Eiraka Radio in Ibanda taught listeners how to look after their health and their money, and resumes next year.



Community partnerships

We work closely with many banks and SACCOs in Ibanda, especially on their corporate social responsibility activities.



Led by a doctor and health entrepreneur



Dr Bakahika Leonard Kururagireh

Founder and Medical Director

Dr Bakahika opened Ebenezer in Ibanda in 2015 and has led it as Medical Director ever since. Alongside the clinic, he coaches business owners.



MSc Health Sciences Management, Northumbria University (Commonwealth Scholar)



Global MBA (E4Impact, Entrepreneurship for Impact), Università Cattolica del Sacro Cuore, Milan



Currently studying for an **MSc in Occupational Health**, University College Cork



Gian Marco Moratti Award, 2025



Business coach trained by Ankolo Consulting

AUTHOR · COMING SOON



Beyond the Stethoscope

His book tells the full story of building Ebenezer. See page 13.



Eugene Bakahika

Business Development Manager

Heads marketing and our insurance and corporate partnerships. He also heads the Kelvin Pharmacy business.

“None of this would have been achievable without our reliable and trusted team.”

DR BAKAHIKA LEONARD KURURAGIREH

The people behind the care

Our success relies on well-qualified, highly motivated people who show professionalism in every part of their work. The team values collaboration and mutual respect.



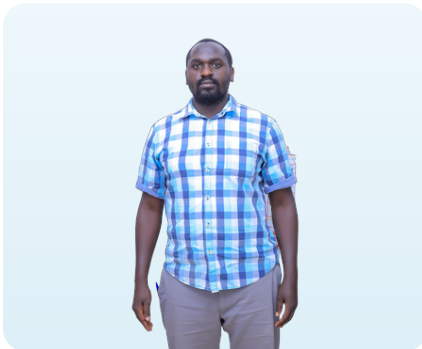
Katungu Leonard
Administrator and Head of Laboratory



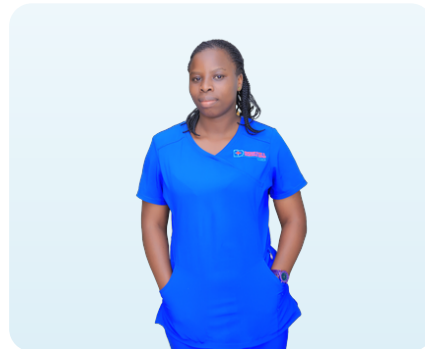
Tusiime Sandra
Operations Manager



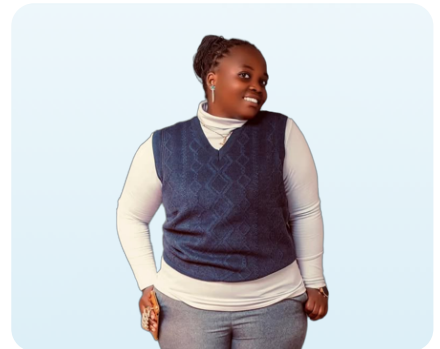
Asiimwe Godwin
Clinician



Ogwang Julius
Head of Radiology



Amutuhair Patience
Head of Pharmacy (in-house)



Nyangoma Christine
Accountant

HOW WE WORK TOGETHER

"We share credit for team accomplishments and accept joint responsibility for team shortcomings. We place the team agenda ahead of personal agenda."

12
staff

24/7
care, day and night

Quarterly
quality reviews (MoH SQIS)

Partnerships that make us a one-stop medical centre

We have built lasting partnerships with some of Uganda's leading businesses, with one aim: to be a one-stop medical centre for our patients.

INSURANCE AND CORPORATE PARTNERS



LABORATORY AND HEALTHCARE PARTNERS



Insurers

Agreements with 13 insurers and corporate partners, including parastatals and NGOs, so their clients can be seen at our facility.

Laboratories

A collection centre for Lancet Laboratories in the region; partner-lab tests at Ebenezer or at our partners' branches.

Community

Marie Stopes Uganda supports our family planning work, and we run CSR activities with banks and SACCOs in Ibanda.

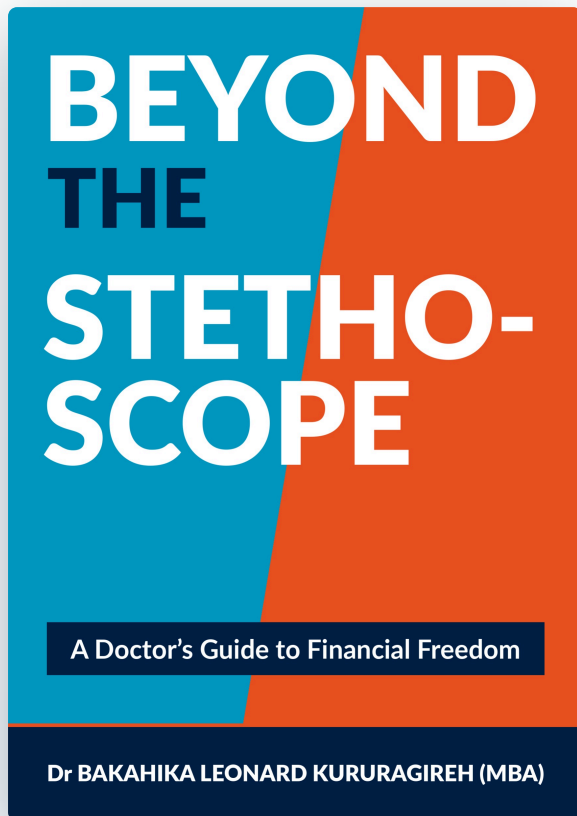
Partner with Ebenezer

Insurers, corporate clients, NGOs and referring doctors: talk to us about patient care, diagnostics and referrals in Ibanda.

0393 249 844

bakakuru@yahoo.co.uk

The story behind Ebenezer



COMING SOON

Beyond the Stethoscope

A Doctor's Guide to Financial Freedom

Dr Bakahika Leonard Kururagireh

Dr Bakahika left better-paid work abroad and came home to open Ebenezer Clinic and Diagnostic Centre in Ibanda. What followed the opening was not a straight rise: there were chaos years, money lessons learned late, and ten principles paid for in full. This is a field manual, with the numbers, the weekly sheets and the habits, for the doctor who wants a practice that can still stand when the doctor is not in every room.



Part I • The journey: from Ibanda to the opening of Ebenezer.



Part II • The clinic craft: systems, budgets, strategy and automation.



Part III • Ten principles learned along the way.

"Hope without systems is just exhaustion with a noble story attached."

FROM BEYOND THE STETHOSCOPE



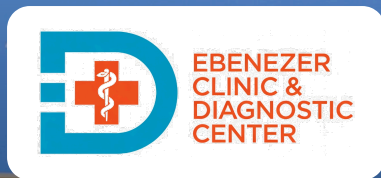
Who it is for: African doctors who run, or dream of running, a clinic where the need is greatest, and entrepreneurs whose ventures are full of activity and still thin on cash.



Read the full story

Find out more about the book and its author, and ask to be told when it is out.

<https://ebenezerclinic.org/dr-bakahika.html>



GET IN TOUCH

Let's work together for Ibanda's health



VISIT

First Floor, Saleh Building,
Main Street, Ibanda Municipality



OPENING HOURS

Open 24 hours, with an emergency service



CLINIC PHONE

0393 249 844



WHATSAPP

+256 772 626 077



EMAIL

bakakuru@yahoo.co.uk



WEBSITE

<https://ebenezerclinic.org>



LINKEDIN · DR BAKAHIKA LEONARD KURURAGIREH

<https://www.linkedin.com/in/bakahika-kururagireh-841ab923>

WAYS TO PAY



Cash



Visa card



MTN MoMo Pay · merchant code 586178



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