

In Cameroon, the government introduced a scheme to address the widespread use of informal user fees. It included: 1) having a single point of payment for patients at the facility; 2) clearly displaying the fees and the rules about payment to patients, and telling them where to report any transgressions; 3) using the fees to give bonuses to health workers, but excluding them from the bonus scheme if they break the rules; and 4) publishing names of those receiving bonuses and those removed from the scheme. A key factor in the success of this scheme has been a strong facility manager who enforces the rules fairly [18].