

## CONTACT PERSONS

HOSPITAL MANAGER : MR B.J VILAKAZI  
NURSING MANAGER : MRS L.E MBHELE  
MEDICAL MANAGER : DR J.R CRANZI  
FINANCE AND SYSTEMS  
MANAGER : MR E.D WALTON  
HUMAN RESOURCE  
MANAGER : MR S.E NDLELA  
PUBLIC RELATIONS  
OFFICER : MR J.Z MNTUNGWA



HOSPITAL ADMIN BLOCK NORTH WING

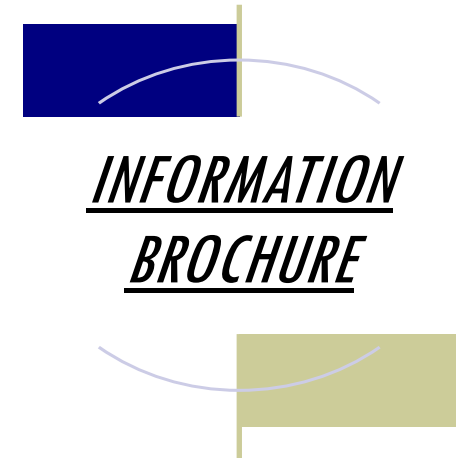
## KZN HEALTH ESTCOURT PROVINCIAL HOSPITAL



# ESTCOURT HOSPITAL

ESTCOURT HOSPITAL  
PRIVATE BAG X7058  
ESTCOURT  
3310

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## INFORMATION BROCHURE

KZN HEALTH  
ESTCOURT



OUR SERVICE DELIVERY IS BASED  
ON THE BATHO PELE PRINCIPLES

## IMPORTANT INFORMATION CONCERNING YOUR STAY AT THE HOSPITAL

We welcome you to the Estcourt Hospital, we would like to inform you that our task is to provide the best care for you. We trust that your stay with us will be satisfactory. This information brochure is being issued to inform you of what to expect while you are admitted at the hospital.

### WHY AM I ADMITTED AT THE HOSPITAL?

The doctor has to inform you of why you are admitted at the hospital and for how long you are expected to stay. Feel free to ask any questions concerning your illness and the cure for it.

### HOW MUCH AM I EXPECTED TO PAY?

- Fees are charged according to the person's income or salary.
- These are the following fees to be charged:
- Pensioners and Unemployed people do not pay.
- A person who earns between R1.00 to R36 000 a year:  
Consultation fee is R20.00  
Admission fee is R50.00
- A person who earns between R36 001 to R72 000 a year:  
Consultation fee is R70.00  
Admission fee is R50.00 a day
- Patients with Medical Aid are expected to pay accordingly.
- These fees are charged by the Department of Health and constantly change.
- If you have any queries you may ask the clerks and they will explain it clearly to you.

### THINGS TO BRING WHEN YOU ARE ADMITTED

- Identity Document
- Toiletries such as a towel, soap, toothpaste etc.
- Name, address, and telephone number of someone close to you.

### VISITING HOURS

- 11:00 to 12:00
- 15:00 to 16:00
- 17:30 to 18:30

### THE STORAGE OF CLOTHES AND VALUABLE GOODS

- Valuable goods are not kept in the wards.
- Firearms and dangerous weapons are left with the security guard at the gate.
- Money will be given to the nurses to keep in a safe place.

## WHAT TO EXPECT WHILE YOU ARE ADMITTED AT THE HOSPITAL

- Firstly you go to the admitting office, where the clerks will take down your details and you will be expected to pay the admitting fee. If you don't have the admitting fee make sure you pay before you are discharged from the hospital. If you are very ill you will be rushed to the ward and your details will be taken down later.
- The nurses in the wards will need more of your details. If you have to undergo an operation the doctor will explain concerning the operation and you will be expected to sign a consent form.
- If you have to undergo an operation ensure that you arrive early the day before, to ensure that you are fully prepared.
- When you are discharged from the hospital you will be given a blue card to go home with. You should always have this card with you when you return to the hospital because the doctor uses it to find your file.

### WHAT ELSE SHOULD I KNOW?

- Smoking, alcohol and drugs are not allowed at the hospital.
- Feel free to speak your own language, there will be an interpreter if it is necessary
- We do respect your culture and religion.
- Remember you have rights, nurses should inform you about your rights.
- If you have any queries notify the ward supervisor and s/ he will ensure that your problem is seen to or solved.

- You are requested to respect government property at all times.

### YOUR RIGHTS AS A PATIENT

- Your right to dignity, every patient has a right to a healthy and safe environment
- Participation in decision-making and access to health care.
- Choice of health services and to be treated by a named health care provider.
- Confidentiality and privacy and informed consent
- Refusal of treatment and a second opinion .
- Continuity of care and complaints about health services.

## WHAT CAN I DO IF I HAVE A SUGGESTION OR A COMPLAINT

- Take a suggestion or a complaints form next to the suggestion boxes which are available in all the wards and departments, write your complaint, suggestion or compliment.
- Once you have completed the form place it in the suggestion or complaints box.
- We will respond to your suggestion or complaint if there are contact details provided.
- If it is necessary we will apply remedial action as soon as possible.

### WHO CAN I TALK TO IF I HAVE A COMPLAINT OR A SUGGESTION WITHOUT WRITING IT DOWN?

- Contact the Public Relations Officer by doing the following:

If you are in the hospital ask for directions to the PRO'S office or use the following extension number: 7089.

If you are not at the hospital you can contact the PRO of the hospital at the following telephone number :

036-3427089, he will help you with your suggestion or complaint.

### WHAT YOU CAN DO AS A COMMUNITY MEMBER IF YOU ARE VISITING THE HOSPITAL

- Make sure you read all the notices, pamphlets, posters etc in the hospital.
- Ask if you are uncertain.
- Take and read any information which is on the Information Desk or Health Desk in the OPD.

### MORTUARY HOURS

From Monday to Friday the mortuary is operational at the following times:

- 07:00 till 16:00 pm
- 13:00 till 14:00 pm (lunch)
- Saturdays and Sundays the mortuary is closed.