

**VISION**

To be the number one Health Care Provider of choice in the province of Kwa-Zulu Natal

**MISSION STATEMENT**

Stanger Hospital is committed to provide compassionate high quality, professional and specialized regional District level of healthcare to the community of ILembe District.

VISITING HOURS-DURING THE WEEK DAYS & WEEKENDS

12H00-13H00 ( PEADS)

13H00-14H00 ( ADULTS)

**CORE VALUES**

- ◇ Honest
- ◇ Courtesy
- ◇ Ethical & Fair Treatment for all
- ◇ Respect & Dignity
- ◇ Teamwork

**HOW DO I COMPLAINT?**

At GJGM Hospital, we are committed to providing the community with optimal medical care as a Regional Hospital. We aim to treat everybody equally with respect. We strive to put our clients first in everything we do and we try by all means to abide with the guidelines of Batho Pele principles.

Should you feel dissatisfied with our level of care or anything related, please take the following steps: Inform the Unit Manager or Sister in-charge of the department about your complaint.

Your complaint will be tackled immediately and the manager will make sure that by the time you leave, your complaint has been addressed.

You may personally go to Public Relations Office. The function of the office is to assist you in solving any problems you encounter in the Hospital

This office will address your complaint and will maintain sound relations with you.

Register your complaint in writing by filling in the complaint form with all the necessary details and place it into the suggestion box.

We will need to follow up your complaint; therefore it is important to give your correct contact details. Your complaint will be acknowledged in 5 working days.

**PRO—CONTACT DETAILS : 032 437 6240.**

**E-mail : [pumla.mba@kznhealth.gov.za](mailto:pumla.mba@kznhealth.gov.za)**

**We are looking forward to your positive feedback and constructive criticism !**

**DESIGNED BY: PUMLA MBA (PRO)**

**AS A CUSTOMER YOU HAVE A RESPONSIBILITY TO:**

- ◇ Care for and protect the environment
- ◇ Respect the right of other patients and Health Care Workers
- ◇ Utilize the health system optimally with out abuse.
- ◇ Provide with Health Care Workers with relevant accurate information for diagnostic, curative or counseling purposes.
- ◇ Advice the Health Providers with his/her wishes with regards to deaths.
- ◇ Comply with the prescribed treatment and / or rehabilitation procedures.
- ◇ Asks what related costs of the treatment and / or rehabilitation would be and arrange for payment.
- ◇ Keep carrier card safely and clean present it at each visit to the clinic/hospital
- ◇ Bring your identity document on all your clinic or hospital visit.

**A CUSTOMER YOU HAVE A RIGHT TO:**

- ◇ Dignity , Health and safety environment , Participation in decision making , Access to health care
- ◇ Knowledge of one's health
- ◇ Choice of health services ,Be treated by a named health care provider , Confidentiality and privacy Complaint about health services Unformed consent , Refusal of treatment ,A second opinion , Continuity of care ,



## WHO ARE WE?

GENERAL JUSTICE GIZENGA MPANZA REGIONAL HOSPITAL IS A 545 BEDDED REGIONAL AND DISTRICT HOSPITAL IS LOCATED AT KWADUKUZA WITHIN THE ULEMBE HEALTH DISTRICT. THE HOSPITAL SERVICES AN ESTIMATED POPULATION OF 600 000 FROM THE ILEMBE DISTRICT.

## SERVICE RENDERED BY STANGER HOSPITAL

- ◇ ACCIDENT AND EMERGENCY CARE , OBSECTRICS,
- ◇ SURGICAL AND PAEDIATRIC INPATIENT CARE
- ◇ GENERAL MEDICAL & SUBICAL OUTPATIENTS ,SPECIALIST MEDICAL CLINIC
- ◇ HCT ,ARV CLINIC ,PMTCT
- ◇ PHYSIOTHERAPY , OCCUPATIONAL THERAPY ,SPEECH AND HEARING & AUDIOLOGY SERVICE
- ◇ PSYCHOLOGY
- ◇ ANTE-NATAL CLINIC ,DIABETIC CLINIC ;DERMATOLOGY CLINIC ;
- ◇ ECG SERVICES ,CARDIAC & NEUROLOGY CLINIC
- ◇ ENDOCRINE CLINIC ;OTHOPAEDIC OUTPATIENT CLINIC
- ◇ THUTHUZELA CARE CENTRE (CRISIS CENTRE )
- ◇ OPHTHALMOLOGY CLINIC
- ◇ BREAST CARE CLINIC ;OPERATING THATRE ;ENT CLINIC UROLOGY ;
- ◇ DENTAL CLINIC ;
- ◇ CT SCAN;ENCHOGRAPHY ,DIAGNOSTIC IMAGING ,

## STANGER HOSPITAL REFERRAL ENSURING CONTINUITY OF CARE

GPs	Isithebe
KwaDukuza	Dokodweni
Private Hospital	Mandeni
Glenhills	Medical
Kearney	Tugela
Darnall	Ndulinde
Mpmelelo	Ohwabede
Nandi	Macambuni
Family Medicine	RA Moodley
Internal Medicine	Glendale
Psychiatry	Mdoniville
Paediatrics	Etete
Orthopedics	Umphumulo
Anaesthetics & ICU	Montobello
General Surgery	Ntunjambili
Obstetrics	IALCH
Gynae	King Edward
Anaesthetics	Saint Aiden's
ICU	King George V
Apthalmology	

## WHEN YOU VISIT US:

PATIENTS NEED TO BRING THE FOLLOWING WHEN COMING TO THE HOSPITAL:

- ◇ IDENTITY DOCUMENT/BIRTH CERTIFICATE
- ◇ EMPLOYMENT DETAILS/PAY SLIP
- ◇ PROOF OF RESIDENCE
- ◇ MEDICAL AID CARD
- ◇ SPOUSES EMPLOYMENT DETAILS
- ◇ PENSION CARD
- ◇ LETTER FROM DEPARTMENT OF LABOUR, IF NOT EMPLOYED RENEWABLE EVERY 3 MONTHS

SOCIAL PENSIONERS DO NOT PAY

IF EMPLOYED AND EARNING AN INCOME: THESE ARE THE HOSPITAL FEES

People earning:

- ◇ Less than 70 000 pa pay R45
- ◇ 700001-250000 pa pay R 45
- ◇ Exceeding R250 000 pa pay R 66.00

MEDICAL AID CARD HOLDERS ARE TO BE CHARGED ACCORDINGLY



**KWAZULU-NATAL PROVINCE**  
HEALTH  
REPUBLIC OF SOUTH AFRICA



**GROWING  
KWAZULU-NATAL  
TOGETHER**