

COMPLAINTS PROCEDURES

If you are not happy with the service that has been provided to you or your relative. Please follow the below internal complaints procedures.

- 1: Inform the supervisor or manager of that specific department
- 2: If he/she is not helpful, inform the hospital Public Relations Officer Mr. SE Buthelezi or call 035 901 7122

3: If he is not helpful, inform the hospital Chief Executive Officer:

Dr.B.S Madlala

- 4: If she is not helpful, inform the Ombudsperson for the department of health; on this number 033 395 2536

You can also submit written complaints , compliments & suggestions by depositing them in the CC&S boxes placed in various Departments



“Our Patients, Our Priority”



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

NGWELEZANA HOSPITAL
INFORMATION BROCHURE



Postal Address: Private bag X20021; Empangeni; 3880

Physical Address: Thanduyise Road

Tel: 035 901 7000 Fax: 035 794 1684

www.kznhealth.gov.za

NGWELEZANA TERTIARY HOSPITAL

Ngwelezana Hospital has 515 useable beds. It provides District, Regional and Tertiary Services to communities from King Cetshwayo, Umkhanyakude and Zululand Districts.

Afternoon

12h00-13h00

Evening

18h30-19h30

Only three visitors per patient are allowed at a time. Kids under 12 years are not allowed to visit admitted patients



OTHER INFORMATION YOU SHOULD KNOW

- Smoking, alcohol and drugs are not allowed inside the hospital. If you are found in possession of these, you will be prosecuted.
- Do not litter, ensure you utilize the available dust bins that are situated around the hospital at all times.
- You enter the hospital at your own risk, the hospital is not liable for damages on private property.
- We respect your rights; employees also have rights that must be respected.
- If you have any queries notify the staff members, if you feel you were not assisted inform the supervisor or manager of that section.
- You are requested to respect the hospital property at all time
- Do not take or steal property of the hospital, criminal Justice routes will be followed

ACCESS TO HOSPITAL RECORDS

**According to the Information manual in terms of
The Promotion of Access to Information Act, 2000
(Act No. 2 of 2000)**

**Access to formal information or records from the
hospital is possible through a request of
such information via the office of the hospital
Chief Executive Officer.**

**The request must be formally in writing and sent
via the following contact details**

Email

CeoSecretary.Ngwelezana@kznhealth.gov.za

Fax

035 794 1883

HOSPITAL MISSION, VISION AND VALUES

NGWELEZANA TERTIARY HOSPITAL

VISION

An accessible health facility that renders cost-effective and quality health care service with developing tertiary services for the citizens of Region 4.

MISSION

To provide health services that are cost-effective, compliant with high safety standards and accessible to all the citizens of Region 4 by employing competent staff and creating an environment conducive for academic excellence that promotes the development of personnel and research opportunities.

CORE VALUES (I – CARE)

I- Innovation

C- Compassion/courage to learn

A- Accountability

R-Respect

E- Efficiency

MOTTO

“Our Patients, Our Priority”

WHAT TO BRING TO THE HOSPITAL

You are requested to bring the following when you visit the hospital for health services:

1. Id card
2. Pension card/child support grant/disability grant
3. Medical aid card
4. Cash to pay for services
5. Postal address and residential address
6. Contact details for next of kin
7. Your contact details
8. Proof of unemployment from department of labour



PATIENTS RESPONSIBILITIES

- **Every patient or client has the following responsibilities**
- Advise the health care providers on his or her wishes with regard to his or her death.
- **Comply with the prescribed treatment or rehabilitation procedures.**
- Enquire about the related costs of treatment and or rehabilitation and to arrange for payment.
- **Take care of health records in his or her possession.**
- Take care of his or her health
- **Care for and protect the environment**
- Respects the rights of other patients and health providers
- **Utilized the health care system properly and not abuse it.**
- Know his or her local health services and what they offer.
- **Provide health care providers with the relevant and accurate information for diagnostic, treatment , rehabilitation or counselling purpose.**



PATIENTS RIGHTS CHARTER

Your right to dignity

Every patient has a right to

Healthy and safe environment

Participation in decision-making

Access to health care

Knowledge of one's health

Insurance/medical aid scheme

Choice of health services

Treated by a named health care provider

Confidentiality and privacy

Informed consent

Refusal of treatment

A second opinion

Continuity of care

Complaints about health services



Payment for service

Financial Information

Hospital bills are paid either by cash or medical aid cards. The fees manual, which comes annually, determines Ngwelezana Hospital bills. Medical Aids Schemes are recognized. Unfortunately, we have no facilities for credit cards.

Every person is required to pay for services; people who are not required to pay are listed below:

1. Old age pensioner
2. Child support grant
3. Veterans grant
4. Foster care grant
5. Tuberculosis cases
6. Neurology cases
7. If you are coming for test results
8. Unemployed people: we need a confirmation of unemployment from department of labour kzn; confirmation will be valid for three months only.



Up-to-date proof that you fall under the above mentioned categories is required.

HOSPITAL EXECUTIVE MANAGEMENT TEAM



DR B.S MADLALA
CHIEF EXECUTIVE OFFICER



DR RS MOEKETSI
SENIOR MANAGER MEDICAL SERVICES



MR MP ZUNGU
HUMAN RESOURCE MANAGER



MR O KUNDA
ACTING NURSING MANAGER



MR PEZ ZULU
SYSTEMS MANAGER



MR. TV NXUMALO
FINANCE MANAGER



Completely cover your mouth and nose when you cough.



Exercise



Drink 6 to 8 glasses of clean water daily.

2



Wash your hands with water and soap before touching food



Eat healthy and balanced diet.



Always use a condom during sex.

FOLLOW THESE GUIDELINES FOR A BETTER

NO SMOKING!



CLINIC SERVICES

Some of the clinics you need to book in order to get service.
Please call the department or call the Public Relations Office on
035 901 7122 for more information.

No	Name of clinic	Day of the week	Booked/unbooked
01	Orthopaedic	Mon-Friday	booked
02	SOPD	Mon -Thursday	Booked
03	Cardiac	Friday	Booked
04	HAST	Monday-Friday	Unbooked
05	ENT	Tues,Wed & Friday	Booked
06	Urology	Tues,Wed &Thursday	Booked
07	Burns Services	Mon,Weds,Thurs & Fridays	Booked
08	MOPD	Mondays-Fridays	Booked
09	Hypertension	Mondays	Booked
10	Diabetes management	Tuesdays	Booked
11	FMD	Mondays to Fridays	Booked
12	Renal	Thursdays	Booked
13	Chemotherapy	Tuesdays &Wednesdays	Booked

CONTACT DETAILS OF HOSPITAL

EXECUTIVE MANAGEMENT TEAM

NAME AND POSITION	CONTACT DETAILS
DR B.S MADLALA	ceosecretary.ngwelezana@kznhealth.gov.za/
CHIEF EXECUTIVE OFFICER	Bright.madlala@kznhealth.gov.za 035 901 7105/7257
DR. R.S MOEKETSI	Rampane.moeketsi@kznhealth.gov.za
MEDICAL MANAGER	035 901 7273/7260
MR MP ZUNGU	Phiwayinkosi.zungu@kznhealth.gov.za
HUMAN RESOURCES MANAGER	035 901 7042
DEPUTY NURSING MANAGER	lwandle.gama@kznhealth.gov.za
Mr. O Kunda	Owsard.Kunda@kznhealth.gov.za 035 901 7047/7258
MR PZ ZULU	Zakhele.zulu@kznhealth.gov.za
SYSTEMS MANAGER	035 901 7039
MR. TV NXUMALO	Thulasizwe.nxumalo@kznhealth.gov.za
FINANCE MANAGER	035 901 7043

NGWELEZANA HOSPITAL SERVICES

ALLIED HEALTH SERVICES

- Physiotherapy
- Occupational Therapy
- Clinical Psychology
- Speech Therapy & Audiology
- Social Work Services
- Diagnostic and Imaging Services
- Pharmacy

MEDICAL SERVICES

The hospital offers the following medical services:

- General Surgery (incl. Ophthalmology and Burns)
- Paediatrics Burns
- Internal Medicine
- Family Medicine
- Emergency Medicine
- Orthopedics
- Psychiatry
- Critical Care
- Anesthetics
- Radiology (MRI & CT-Scan)
- Dental

THE FOLLOWING ARE THE TERTIARY SERVICES THE HOSPITAL CURRENTLY OFFERS:

- Surgery
- Burns
- Hepatobiliary Surgery
- Colorectal Surgery
- Complex ENT Surgery □ Vascular Surgery
- Orthopedics Complex
- Ophthalmology Complex
- Nephrology (Renal Dialysis)
- Intensive Care
- Clinical Haematology
- CAT Scan & MRI

NEW SERVICES

- The following services were added in 2014:
- Urology
- Ear Nose and Throat
- Maxilla-facial
- Plastic Surgery
- Oncology