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 Miss T.S Hadebe

3: If she is not helpful, inform the hospital Chief Executive Officer, Dr TT Khanyile

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

You can also submit written complaints and compliments by depositing them in the suggestion boxes placed in various Departments.

NGWELEZANA HOSPITAL

Postal Address: Private bag X20021; Empangeni; 3880
Physical Address: Thanduyise Road
Tel.:035 901 7122 Fax.035 794 1684:
Email: thobile.hadebe@kznhealth.gov.za:
www.kznhealth.gov.za

Compiled by the Public Relations Officer Miss Thobile Hadebe
NGWELEZANA TERTIARY HOSPITAL

Ngwelezana Hospital has 440 useable beds. It provides District, Regional and Tertiary Services to communities from Uthungulu, Umkhanyakude and Zululand Districts.

VISITING TIMES
12h00—13h00
18h30-19h30

Only two visitors per patient are allowed at a time.
Children under 12 years of age are not allowed to visit admitted individuals.

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, of the department 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 times.
- 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

For more information, please contact the CEOs office on 035 901 7105

MISSION, VISION AND VALUES

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. If unemployed, Proof of unemployment from department of labour.

PATIENTS RESPONSIBILITIES

- Every patient or client has the following responsibilities
- Advice 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 their offer.
- Provide health care providers with the relevant and accurate information for diagnostic, treatment, rehabilitation or counseling 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 and collection of funds. Medical Aid Schemes are also 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 six months only.

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

DR. T.T KHANYILE
CHIEF EXECUTIVE OFFICER

DR. B.S MADLALA
MEDICAL MANAGER

MR MTR NZUZA
HUMAN RESOURCES MANAGER

MISS R.M SITHOLE
DEPUTY NURSING MANAGER

MISS N.S I NDLANYA
ASSISTANT SYSTEMS MANAGER

MR S NGWENYA
FINANCE MANAGER

FOLLOW THESE GUIDELINES FOR A BETTER HEALTH

- Completely cover your mouth and nose when you cough and/or sneeze
- Exercise a minimum of 30 minutes daily
- Drink 6 to 8 glasses of clean water daily
- Eat healthy and balanced meals
- Always use a condom during sex
- Wash your hands with water and soap before touching food, after touching dirty surfaces, using the toilet etc.

NO SMOKING!

KNOW YOUR STATUS
**CLINIC SERVICES**

Some of the clinics you need to book in order to get service. Please call the department or call the help desk on 035 901 7274 for more information.

<table>
<thead>
<tr>
<th>No.</th>
<th>Name of clinic</th>
<th>Day of the week</th>
<th>Booked/unbooked</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Asthma &amp; Epilepsy</td>
<td>Wednesdays</td>
<td>Booked</td>
</tr>
<tr>
<td>02</td>
<td>Burns Services</td>
<td>Mondays &amp; Wednesday</td>
<td>Booked</td>
</tr>
<tr>
<td>03</td>
<td>Cardiac</td>
<td>Mondays &amp; Wednesdays</td>
<td>Booked</td>
</tr>
<tr>
<td>04</td>
<td>Chemotherapy - not first visits</td>
<td>Thursdays</td>
<td>Booked</td>
</tr>
<tr>
<td>05</td>
<td>Diabetes management</td>
<td>Tuesdays</td>
<td>Booked</td>
</tr>
<tr>
<td>06</td>
<td>ENT</td>
<td>Mondays &amp; Wednesdays</td>
<td>Booked</td>
</tr>
<tr>
<td>07</td>
<td>Hand Clinic &amp; Club Foot</td>
<td>Friday</td>
<td>Booked</td>
</tr>
<tr>
<td>08</td>
<td>HIV</td>
<td>Monday to Friday</td>
<td>Unbooked</td>
</tr>
<tr>
<td>09</td>
<td>Hypertension</td>
<td>Mondays</td>
<td>Booked</td>
</tr>
<tr>
<td>10</td>
<td>MOPD</td>
<td>Tuesdays only</td>
<td>Booked</td>
</tr>
<tr>
<td>11</td>
<td>Orthopedics</td>
<td>Mondays to Thursdays (inclusive)</td>
<td>Booked</td>
</tr>
<tr>
<td>12</td>
<td>Renal</td>
<td>Thursdays</td>
<td>Booked</td>
</tr>
<tr>
<td>13</td>
<td>SOPD</td>
<td>Monday to Thursday</td>
<td>Booked</td>
</tr>
<tr>
<td>14</td>
<td>Urology</td>
<td>Wednesdays &amp; Thursdays</td>
<td>Booked</td>
</tr>
</tbody>
</table>

**CONTACT DETAILS OF HOSPITAL EXECUTIVE MANAGEMENT TEAM.**

<table>
<thead>
<tr>
<th>NAME AND POSITION</th>
<th>CONTACT DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>DR T.T KHANYILE</td>
<td><a href="mailto:ceosecretary.ngwelezana@kznhealth.gov.za">ceosecretary.ngwelezana@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>CHIEF EXECUTIVE OFFICER</td>
<td><a href="mailto:thandeka.khanyile@kznhealth.gov.za">thandeka.khanyile@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>DR B.S MADLALA</td>
<td><a href="mailto:Tobias.gumede@kznhealth.gov.za">Tobias.gumede@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>MEDICAL MANAGER</td>
<td><a href="mailto:bright.madala@kznhealth.gov.za">bright.madala@kznhealth.gov.za</a></td>
</tr>
<tr>
<td></td>
<td>035 901 7273/7260</td>
</tr>
<tr>
<td>MR MTR NZUZA</td>
<td><a href="mailto:mvelo.nzuza@kznhealth.gov.za">mvelo.nzuza@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>HUMAN RESOURCES MANAGER</td>
<td>035 901 7042</td>
</tr>
<tr>
<td>MISS RM.SITHOLE</td>
<td><a href="mailto:Lwandle.gama@kznhealth.gov.za">Lwandle.gama@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>NURSING MANAGER</td>
<td><a href="mailto:Mbalisithole@kznhealth.gov.za">Mbalisithole@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>MISS .NSI. NDLANYA</td>
<td><a href="mailto:nolwan-dle.ndlanya@kznhealth.gov.za">nolwan-dle.ndlanya@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>ASSISTANT SYSTEMS MANAGER</td>
<td>035 901 7039</td>
</tr>
<tr>
<td>MR S NGWENYA</td>
<td><a href="mailto:sibusiso.ngwenya@kznhealth.gov.za">sibusiso.ngwenya@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>FINANCE MANAGER</td>
<td>035 901 7043</td>
</tr>
</tbody>
</table>
NGWELEZANA HOSPITAL SERVICES

ALLIED HEALTH SERVICES
- Physiotherapy
- Occupational Therapy
- Clinical Psychology
- Dietitians
- Speech Therapy & Audiology
- Social Work Services
- Diagnostic and Imaging Services
- Pharmacy
- Dental

MEDICAL SERVICES
- General Surgery
- Ophthalmology and Burns
- Internal Medicine
- Family Medicine
- Emergency Medicine
- Orthopedics
- Psychiatry
- Critical Care
- Anesthetics
- Radiology (MRI & CT-Scan)

PAEDIATRIC SERVICES

PLEASE NOTE THE FOLLOWING:
Medically ill children under the age of 12 years has been decanted from Ngwelezana Hospital to Lower umfolozi war regional memorial hospital (NPA) since January 2015.

PAEDIATRIC SERVICES REMAINING IN NGWELEZANA
1. Medically ill Children above the age of 12 years
2. Pediatric burns, surgery and orthopedics (children off all ages)
   For an example body injuries, open wounds, burns, fractured or broken bones etc.

THE FOLLOWING ARE TERTIARY SPECIALIST SERVICES THE HOSPITAL CURRENTLY OFFERS:
- Hepatobiliary Surgery
- Colorectal Surgery
- Vascular Surgery
- Renal Dialysis
- Ophthalmology Complex
- Nephrology (Renal Dialysis)
- Intensive Care
- Clinical Hematology
- CAT Scan & MRI
- Orthopedic Complex

NEW SERVICES
- Urology
- Ear Nose and Throat
- Maxillo-Facial