

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 Bhakiswayo 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



health

Department:

Health

PROVINCE OF KWAZULU-NATAL

NGWELEZANA TERTIARY HOSPITAL INFORMATION BOOKLET



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 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**
- ◆ 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 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



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



Wash your hands with water and soap before touching food, after touching dirty surfaces, using the toilet etc.



Eat healthy and balanced meals



Always use a condom during sex

FOLLOW THESE GUIDELINES FOR A BETTER HEALTH



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.

No	Name of clinic	Day of the week	Booked/ unbooked
01	Asthma & Epilepsy	Wednesdays	Booked
02	Burns Services	Mondays & Wednesday	Booked
03	Cardiac	Mondays & Wednesdays	Booked
04	Chemotherapy -not first visits	Thursdays	Booked
05	Diabetes manage- ment	Tuesdays	Booked
06	ENT	Mondays & Wednesdays	Booked
07	Hand Clinic & Club Foot	Friday	Booked
08	HIV	Monday to Friday	Unbooked
09	Hypertension	Mondays	Booked
10	MOPD	Tuesdays only	Booked
11	Orthopedics	Mondays to Thurs- days (inclusive)	Booked
12	Renal	Thursdays	Booked
13	SOPD	Monday to Thurs- day.	Booked
14	Urology	Wednesdays & Thursdays	Booked

CONTACT DETAILS OF HOSPITAL EXEC- UTIVE MANAGEMENT TEAM.

NAME AND POSITION

CONTACT DETAILS

DR T.T KHANYILE
**CHIEF EXECUTIVE OF-
FICER**

ceosecre-
tary.ngwelezana@kznhealth.gov.za
thandeka.khanyile@kznhealth.gov.za

DR B.S MADLALA
MEDICAL MANAGER

Tobias.gumede@kznhealth.gov.za
bright.madlala@kznhealth.gov.za
035 901 7273/7260

MR MTR NZUZA
**HUMAN RESOURCES MAN-
AGER**

mvelo.nzuza@kznhealth.gov.za
035 901 7042

MISS RM.SITHOLE
NURSING MANAGER

Lwandle.gama@kznhealth.gov.za
Mbali.sithole@kznhealth.gov.za

MISS .NSI. NDLANYA
**ASSISTANT SYSTEMS
MANAGER**

nolwan-
dle.ndlanya@kznhealth.gov.za
035 901 7039

MR S NGWENYA
FINANCE MANAGER

sibusiso.ngwenya@kznhealth.gov.za
035 901 7043

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