

# Ngwelezana Hospital



## Information Brochure

## Ibhukwana Lokunikezela ngolwazi

**Ngwelezana Hospital**

**P/Bag X 20021**

**Empangeni**

**3880**

**Tel: 0359017000**

**Fax: 0357941684**

**Website: <http://www.kznhealth.gov.za/ngwelezanehospital.htm>**

**Department of Health Kwa Zulu-Natal**

**Vision:** We strive for excellence in customer care and service delivery.

**Mission:** To provide a referral service for adults and children (Excluding Maternity) to District Hospitals of DC 26,27,28 and a District level service to Lower Umfolozi Sub-District through co-ordinated cost effective, quality service in line with Batho Pele Principles and the Patients Charter.

**Injongo yethu:** Impokophelo eseqophelweni eliphezulu ekunakekelweni kwabagulayo, nasekwenzeni wonke umsebenzi wezempilo.

**Umgomo wethu:** Ukunakekela abagulayo abadala nezingane (ngaphandle kwabakhulelwe) bevela ezibhedlela ezidlulisela kithi ezingaphansi kwemikhandlu yezifunda u 26, 27 no 28 ngohlelo lokusebenzisana, nokuxhumana, sizibophezele kwisiqubulo sika Batho Pele kanye namalungelo abagulayo.

**Visiting Hours:**  
**Izikhathi zokuvakasha:**

**Morning / Ekuseni**  
10h30-11h30

**Afternoon / Ntambama**  
14h30 –15h30

**Evening / Kusihlwa**  
18h30-19h30

**Paediatric Visiting Hours (Ward A& B): 10h30 – 19h30**  
**Izikhathi zokuvakasha emawadini ezingane (Ward A& B) 10h30 – 19h30**

**Critical Care Units:** Only immediate family members and strictly **TWO** visitors per patient at a time.

Emagumbini okuhlenga abasesimeni esibucayi kuyokwemukelwa amalunga omndeni kuphela, kuyovunyelwa kuphela izivakashi **ezimbili** ngesikhathi.

Visiting hours outside of visiting hours is permissible with prior arrangement with the Unit Manager (Sister in Charge) of the ward.

Ukuvakasha ngezikhathi okungezona ezibekiwe kuvumelekile kodwa kumele uhlele nowengamele iwadi leyo okukhona kuyo isihlobo sakho.

**Welcome to Ngwelezana Hospital we hope you will have a pleasant stay.**

**Siyakwemukela esibhedlela sase Ngwelezana siyethemba kuzoba intokozo ukuhlala nathi.**

## **Services Provided:**

### **Usizo esilunikezelayo:**

General Medical, General Surgical, Intensive Care, Medical Laboratory Services, Theatres, Occupational Therapy, Orthopaedic, Physiotherapy, Psychiatric, Specialist Services, Tuberculosis, X-Ray (CT Scan, Ultrasound, Doppler, MRI), Speech Therapy, Audio logy, Dietetics, Dental, Blood bank, ARV Clinic, Social Workers, Paeds, Telemedicine.

## **Patient Information/ Ulwazi kwabazokwelashwa**

### **Admission**

The Doctor will admit you to a specific ward. Please report to the admitting clerks in OPD for admission. A member of staff or a porter will accompany you to the ward. As our hospital may at times be extremely busy, we apologise for any delay in admission and ask you to be patient and understanding should this occur. Please note that a legal guardian must accompany patients under age of 18 if a written consent is required for anaesthetic or medical procedure.

\*Bring Identity Document when coming to Hospital and toiletries.

### **Ukulaliswa**

Udokotela uzokwazisa ukuthi kumele ulaliswe esibhedlela ukuze uthole ukunakekelwa okudingekile. Kuyomele wazise umabhalane e-OPD ukuze agcwalise iminingwane yakho emafayeleni. Kuyoba khona ozokusiza ukukuyisa ewadini lapho uzolaliswa khona. Siyaxolisa ukuthi ngezinye izinsuku isibhedlela samukela iziguli eziningi lokhu okwenza singakwazi ukukwamukela ngokushesha. Siyocela ukuba usibekezelele size sikusize. Niyacelwa ukuba izingane ezingaphansi kuka 18 ziphelezelwe abazali noma ababheki absemthethweni ukuze bazisayinele uma zizodinga ukuthola ukwelashwa kwezimo ezibucayi.

\*Phatha amazisi uma uza esibhedlela kanye nezinto zakho zokuzihlanza

### **Financial Information**

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

## **Ukukhokhwa kwezimali**

Zimbili izindlela zokukhokha izindleko zesibhedlela. Ungakhokha ukheshi noma usebenzise ikhadi le Medical Aid. Ibhukwana lemininingwane yezimali ezikhokhwa esibhedlela liphuma njalo ngonyaka. Siyaxolisa ukuthi asiwemukeli ama Credit Cards ngoba asinayo imishini yokusebenzisa lakhadi.

## **Ward Admission**

On admission in the ward a staff member will fully orientate you and take you to your bed. Please report to the Unit Manager any dissatisfaction concerning treatment. Always remember no smoking is allowed in the wards.

## **Ukwamukelwa ewadini**

Uma usungeniswa ewadini omunye wabasebenzi uzokunikeza lonke ulwazi mayelana nokwenzeka kwezinto ewadini abuye akukhombise umbhede ozolala kuwo. Uma kukhona ukungagculiseki ngokwenzeka kwezinto ewadini bikela owengamele ewadini. Uyaqasheliswa ukuthi akuvunyelwe ukubhema ewadini ngazikhathi zonke..

## **Valuables**

You are free to use your own sleeping attire but the hospital attire is also available. Your clothes will be kept in the kit room for safekeeping. Valuable, i.e. money, car keys, I D document, cell phones, etc will be kept in the hospital safe. No Private firearms are allowed on the Hospital premises; private firearms will be kept in the security office at the main gate.

- **It is recommended, however that you leave all valuables at home or hand them to a relative on admission.**
- **Any valuable / thing kept at bedside is at your own risk.**

## **Izinto zakho ezimqoka**

Uvumelekile ukusebenzisa izimpahla zakho zokulala kodwa isibhedlela siyanikezela ngalezizimpahla. Izimpahla zakho ziyogcinwa endaweni yokugcina izimpahla. Izinto ezinjenge-mali, okhiye bemoto, umazisi, umakhala ekhukhwini, nokunye okumqoka ziyogcinwa endaweni ephaphile. Uma uphetha isibhamu siyogcinwa abezokuphepha ngaphakathi esibhedlela. Azivumelekile izibhamu emawadini.

- **Kuyanconywa ukuba ushiye zonke izinto zakho ezimqoka ekhaya noma uzinikeze isihlobo uma usungeniswa ewadini.**
- **Noma ngabe yini ozigcinele yona embhedeni wakho uma ilahleka kuyoba inkinga yakho.**

## **Telephone Calls**

The staff will convey all telephone messages received to you. Telephones are for use by Hospital personnel only but patients calls may be made on special request. Telephone booths are available all around the Hospital. Cellular phones may be brought into the Hospital at patient's own risk. **Note:** There are areas where the use of cell phones is not permitted e.g. Critical Care Units, Theatre etc.

## **Ukwamukela izingcingo**

Abasebenzi basesibhedlela bayokwedlulisela yonke imibiko etholakele ngocingo kogulayo. Izingcingo zenzelwe ukuba zisetshenziswe abasebenzi basesibhedlela kuphela ngaphandle uma kunesimo esibucayi nogulayo angalusebenzisa ucingo. Izingcingo zomphakathi zibekiwe ezindaweni ezahlukene esibhedlela. Amaselula avumelekile emawadini kodwa isibhedlela ngeke sibekwe icala ngeselula elahlekile. Kukhona izindawo lapho amaselelula engavumelekile khona njengezindawo zokwelaphela abaxinwe ukugula njengase Theatre.

## **Ward Routine/ Izikhathi ezimqoka emawadini**

Bathing Times/ Izikhathi zokugeza  
Morning/Ekuseni-05h00-07h00  
Afternoon/ Ntambama- 17h00-18h00  
Breakfast/Isidlo sasekuseni- 08h00-09h00  
Lunch/ Isidlo sasemini- 12h00  
Supper/ Isidlo sakusihlwa-17h00  
Evening Tea/ Itiye lakusihlwa-20h00  
Doctors rounds/ Ukubonwa kweziguli ngodokotela- 09h00

## **Patients Rights and Responsibility Charter**

### **You have a right to: -**

- ❖ Receive considerate, respectful and timely care;
- ❖ Experience caring and friendly attitude of all staff;
- ❖ Complete information regarding diagnosis, treatment, risks, prognosis and alternative treatment;
- ❖ Be advised in understandable terms to make decisions when considering consent or refusal of invasive treatment or procedures to discuss problems with doctors and nurses. This information must include risks and benefits of the procedure or treatment;
- ❖ Care and treatment in a safe environment;
- ❖ Clean and hygienic environment;
- ❖ Receive emergency care;
- ❖ Receive adequate and appropriate pain treatment;
- ❖ Know the names and roles of staff involved in your care;
- ❖ Change nurse or doctor as they are available;
- ❖ Consult any private doctor at own expense;
- ❖ Expect that the hospital will give necessary health services to the best of our ability;
- ❖ Be informed about hospital rules and regulations affecting you and your family;
- ❖ Quality care and treatment consistent with available resources and generally acceptable standards of medical care;
- ❖ Be treated by competent doctors and nursing staff;
- ❖ Be informed about transfer and related benefits, risks and alternatives;

- ❖ Complain without fear of reprisals about the care and services you are receiving, to have the hospital respond to you and, if you request it in a written response;
- ❖ Expect prompt, personal action in addressing a need or concern;
- ❖ Consent to or refuse treatment and be told what effect this may have on your health;
- ❖ The right to personal privacy, individuality and confidentiality of information;
- ❖ That other patients and visitors respect your privacy;
- ❖ Have access and review medical records;
- ❖ Confidentiality of medical records;
- ❖ The right to receive, at the time of admission information about the hospital's patient rights policy and the mechanism for the initiation, review and when possible, resolution of patient complaints regarding quality of care within a short time frame;
- ❖ To expect participation in consideration of ethical issues related to your care;
- ❖ Care that recognizes your psychosocial spiritual beliefs that do not harm others or interfere with medical treatment;
- ❖ Consent or decline to take part in research studies;
- ❖ Know about the hospital rules affecting your treatment and payments and be informed on hospital fees and payment methods and obligations.

## **You have the responsibility to: -**

- ❖ Be honest when providing information about your health, including past illnesses, hospital stays and use of medicine;
- ❖ Be honest if you believe you can't follow through with your treatment, you are responsible for telling your doctor;
- ❖ Ask questions when you do not understand information, instructions;
- ❖ Ask questions when you have concerns or specific needs;
- ❖ Avoid behaviors that may be irritating or disruptive to others (this include your visitors);
- ❖ Attempt to follow directions and advice offered by our staff;
- ❖ Know the staff members who are caring for you;
- ❖ Be considerate and respectful of the rights of both fellow patients and staff;
- ❖ Honor the confidentiality and privacy of other patients;
- ❖ Notify staff if you feel that your or other rights are being or have been violated;
- ❖ Abide by hospital rules and regulations;
- ❖ Carefully follow the directions by our staff. Ask your nurse or doctor any questions that you have about your care needs or concerns;
- ❖ Be honest about income, assets and contact details;
- ❖ Be prompt in payment of hospital bills in asking questions concerning the bill and in providing all relevant information.

# Umqulu wamalungelo omuntu ogulayo nokumele akwenze

## Amalungelo ogulayo: -

- ❖ Unalo ilungelo lokunakwa, ukuhlonishwa nokunakwa ngezikhathi ezifanele;
- ❖ Ukuthola ukunakekelwa nobungani kubobonke abasebenzi;
- ❖ Ukuchazeleka ngesifo esikuphethwe, imithi yokwelashwa, ubungozi besifo, okuqhubekayo ngesifo esikuphethwe neminye imizamo yokwelashwa eseceleni;
- ❖ Ukuboniswa ngokumele ukwazi uma uthatha izinqumo mayelana nokwenqaba noma ukuvuma ukuthola ukwelashwa. Lolulwazi kumele lufake ongakuzuza nokungaba ingozi mayelana naleyonqubo noma ukwelashwa;
- ❖ Unalo ilungelo lokuxoxisana nodokotela nabahlengikazi mayelana nanoma iyiphi inkinga ngezempilo;
- ❖ Ukuthola ukunakekelwa nokwelashwa endaweni egculisayo;
- ❖ Ukuba sendaweni enenhlanzeko;
- ❖ Ukuthola okuzoqeda izinhlungu uma zikuhlasela;
- ❖ Ukwazi amagama abobonke abanesandla ekwelashweni kwakho;
- ❖ Ukukwazi ukuzikhethela udokotela noma umhlengikazi ozokunakekela;
- ❖ Ukuziyela kudokotela ozimele kodwa lokhu kuyoba izindleko zakho;
- ❖ Ukubheka ukuthi isibhedlela sikunikeze usizo lokwelashwa nezempilo ngokusemandleni aso;
- ❖ Kumelwe waziswe ngenqubo nemigomo yesibhedlela ethinta wena nomndeni wakho;
- ❖ Ukuthola ukwelashwa okuyikhona, nokusezingeni eliphezulu nokugculisayo;
- ❖ Ukwelashwa ngodokotela nabahlengikazi abanolwazi ngokwelapha;
- ❖ Ukuchazelwa ngongakuzuza ngemithi nobungozi bayo kanye neminye imizamo engenziwa uma kungalungi kulemithi oyinikeziwe;
- ❖ Ukukhononda ngokungesabi mayelana nendlela ophethwe ngayo nokwelashwa okutholayo uma ungagculiseki nokuthi isibhedlela sikuphendule ngokushesha uma isikhalazo sakho singesibhalwe phansi;
- ❖ Ukuthola ukunakwa kwezidingo zakho ngokushesha;
- ❖ Ukuchazelwa uma wenqaba imithi ukuthi ibuphi ubungozi obungavela;
- ❖ Ukugcinwa kolwazi ngawe luyimfihlo;
- ❖ Ukuba nelungelo lokuthi abanye abagulayo nezivakashi bangakuphazamisi;
- ❖ Ukuba nelungelo lokufunda nokwaziswa ngokugciniwe ngomlando wokwelashwa kwakho;
- ❖ Ukuba nemfihlo emabhukwini akho okwelashwa;
- ❖ Ukwaziswa ngenqubo yesibhedlela nokunikezwa usomqulu wamalungelo eziguli;
- ❖ Incazelo ngokuthi uma ube nezikhalazo mayelana nezinga lokwelashwa ungaziqondisa kuphi;
- ❖ Unelungelo lokuthola ukwelashwa ngendlela ehambisana nesiko lakho kodwa uma ingezukuphazamisa abanye kanye nokwelashwa okunikezwa isibhedlela;
- ❖ Ilungelo lokwazi ngemithetho yesibhedlela ethinta imithi yakho nokukhokha kwakho;
- ❖ Ilungelo lokwaziswa ngezimali zesibhedlela nangendlela okumele uzikhokhe ngayo.

## **Isibhedlela esikubheke kogulayo:-**

- ❖ Ukwethembeka nokukhuluma iqiniso uma welashwa, unikeze umlando okuyiwona wona, umlando wezifo oke wabanazo, nemithi oke wayisebenzisa;
- ❖ Khuluma iqiniso kudokotela uma ungeke ngempela ukwazi ukudla imithi ngendlela okumele uyidle ngayo;
- ❖ Ukubuza uma ungeziswile kahle mayelana nokutsheliwe kanye nokumele ukwenze;
- ❖ Buza uma kukhona into ofuna ukuyazi kabanzi;
- ❖ Ziphathe ngendlela engezukwenza abanye bangakhululeki noma bengenami lokhu kumbandakanya nezivakashi zakho;
- ❖ Ukukhombisa ukubambisana nabasesibhedlela;
- ❖ Yazisa abakubhekile uma kuba noshintsho empilweni yakho. Uma ukugula kukuqinisa noma uzizwa usuba ngcono;
- ❖ Ukukhumbula nokuhlonipha amalungelo abanye abagulayo kanye nabahlenga izimpilo;
- ❖ Hlonipha abahlengikazi nodokotela;
- ❖ Bazise abakwelaphayo uma elinye lamalungelo akho ehlukumezeka;
- ❖ Kumele ngasonke isikhathi wenze ngokwenqubo nemigomo yeses ibhedlela;
- ❖ Bambisana nabakwelaphayo, ungabuza kudokotela noma umhlengikazi mayelana nempilo yakho nokwelashwa kwakho;
- ❖ Ukuba neqiniso mayelana nemali oyiholayo kanye nekheli eliyiqiniso;
- ❖ Ukukhokha imali yesibhedlela nokubuzisisa ukuthi kumele ukhokhe malini

## **What to do when you are unhappy with our service: -**

If you are unhappy with the kind of service you received in this hospital please try to resolve it with the head of the unit that is providing the unsatisfactory service, if you fail to get the solution, please contact the Public Relations Officer @ office 111, Admin Block, Tel: 035-9017177, Fax: 035-7941684 or email: [gumedem@dohngw.kzntl.gov.za](mailto:gumedem@dohngw.kzntl.gov.za) who will record your complaint for further investigation.

You can also write down your complaint and drop it in the suggestion boxes around the hospital.

## **Okumelwe ukwenze uma ungenelisekile ngempatho yethu: -**

Uma ungenelisekile ngosizo noma ngempatho esikunikeze yona kulesisibhedlela siyacela ukuba uzame ukusixazulula nowengamele leyongxenywe obuthola kuyo usizo, uma nehluleka ukuyixazulula cela ukuxhumana nomxhumanisi wesibhedlela nomp hakathi otholakala ehhovisi lesi 111 emahhovisi okuphatha esibhedlela, ucingo 035-9017177, Fax: 035-7941684, E-mail: [gumedem@dohngw.kzntl.gov.za](mailto:gumedem@dohngw.kzntl.gov.za) ozobe esekubhalisa isitatimende ngokwenzekile ukuze kuqaliswe uphenyo.

Ungasibhalela isikhalazo sakho bese usishutheka kwelinye lamabhokisi ezikhalazo asezindaweni ezahlukene esibhedlela.

## **Important information Ulwazi olubalulekile**

**If you have any suggestions on how we can improve our service, please use our suggestion boxes around the hospital or contact our Public Relations Officer.**

**Uma ufisa ukusazisa ukuthi singaluthuthukisa kanjani usizo esilunikezayo ungaxhumana noMxhumanisi wesibhedlela nomphakathi noma usebenzise amabhokisi okwamukela imibono atholakala ezingxenyeni ezahlukene zesibhedlela.**

**Tel. 035-9017177**

**Fax: 035-7941684**

**Email: [gumedem@dohngw.kzntl.gov.za](mailto:gumedem@dohngw.kzntl.gov.za)**

**Always remember your opinion is important to us.**

**Umbono wakho ubalulekile kithi ngazikhathi zonke.**

**`Ngwelezana Hospital Commitment to Caring'**

**`Esibhedlela saseNgwelezana sizibophezele ekunakekeleni'**