



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

DIRECTORATE:

Communications / Public Relations

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www.kznhealth.gov.za

Enquiries: J.H Bhengu
Date: 27 July 2017

RICHMOND HOSPITAL SERVICE COMMITMENT CHARTER

“WHERE TO FIND US”

Richmond Hospital is located at Richmond Durban Road, Chilley Street 3780 next to Masakhane Coffin Manufacturers and Richmond Village.

Telephone number :	033 212 2170
Fax number :	033 212 3450
E-mail :	Hlanganani.bhengu@kznhealth.gov.za
Postal address :	P.O Box 133, Richmond 3780

OUR VISION

A PATIENT GIVEN A HEALTHY QUALITY OF LIFE IN A TB AND HIV FREE COMMUNITY

OUR MISSION

TO CURE TB AND CONTROL HIV THROUGH DIAGNOSIS AND TREATMENT BASED ON COMMITTED HEALTH WORKERS WITH PARTICIPATING AND INFORMED COMMUNITY

OUR VALUES ARE BASED ON

RESPECT, CARING, COMMITMENT, TRANSPARENCY, FAIRNESS, FRIENDLINESS, FIRMNESS, RESPECT FOR THE LAW, TEAMWORK, INNOVATION, HONESTY, CONSISTENCY AND RESPONSIVENESS

OUR SERVICES

Richmond Hospital is a provincial hospital which specializes in treating TB patients. The hospital provides health services namely TB and HIV treatment to people who come from all referral hospitals within Umgungundlovu District and from surrounding clinics in District 22.

THE FOLLOWING SERVICES ARE RENDERED:

- 24 hrs Tuberculosis services
- VCT (Voluntary Counseling and Testing)
- Medical Services
- Laboratory Services
- Pharmacy
- ARV drugs and literacy classes
- Social Worker services

OUR LEVELS OF CARE ARE DESCRIBED HERE UNDER:

We are at level 4 hospital giving specialized services.

HOW WE ARE STRUCTURED

- Hospital Manager
- Medical Manager
- Nursing Manager
- Human Resource Manager
- Systems Manages
- Finance Manager

OUR SERVICE STANDARDS

- We fully subscribe to the Patient's Rights Charter, Human Rights Charter and adhere to the Batho Pele Principles
- Good Governance by public consultation and negotiation
- Ensure that the public have equal and increased access to our services

IN ORDER TO IMPROVE OUR SERVICE TO YOU, WE STRIVE TO:

- to provide the hospital's services to the high quality extent in order to ensure customer satisfaction at all times i.e. effective and appropriate TB treatment and any other relevant required service
- have appropriate internal signage which shows you how to find your way around our facility without unnecessary delays
- communicate with you in the language that you understand
- provide a safe and secure environment whilst you are in our premises
- maintain the highest standards of hygiene for your optimal health and safety

IF YOU HAVE ANY SUGGESTION, COMMENT OR COMPLAINT, PLEASE REPORT TO THE PUBLIC RELATIONS OFFICER MR. JH BHENGU.

HOSPITAL MANAGER

Mr. N.P Dladla
P.O Box 133, Richmond 3780
Tel: 033 212 2170
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