

Hi, We hope this  
information booklet will  
help you understand what  
services are available,  
and how to use these  
services.



Information Booklet

**Dundee Provincial Hospital**

## **HOW TO USE OUR SERVICES**

Access to our services is in keeping with the National Department of health's Policy on the District Health System with health services being provided at different levels of care according to the seriousness of the health problem. It is not necessary to go to a hospital immediately if you or a member of your family is sick. The idea is to first go to your nearest clinic, or Community Health Centre.

In essence access to our hospital services will be as a result of you having been referred, with a referral letter, from a Community Health Care Centre or Primary Health Care Clinic. The referral letter will have all the information explaining what is wrong with you or your family members so that our hospital staff can help you.

## **OUR SERVICES AND BENEFITS TO YOU**

As a District Hospital we will receive referrals from the Community Health Centres and clinics. Most care will be delivered by our Doctors and Primary Health Care nurses. If we are unable to help you, you will be referred to an Academic Regional Hospital for treatment (Madadeni, Edendale, Greys, Wentworth or K.E. VIII or hospitals).

We provide a 24-hour emergency service.

### **Services Provided:**

Medicine, Surgery, Obstetrics & Gynaecology, Paediatrics, Orthopaedics, Dental clinic, General OPD, Casualty, X-ray department, Physiotherapy, Laboratory, Primary Health Care, Family Planning, AIDS Councilor and Eye Clinic.

Certain services are provided free of charge, including treatment by Primary Health Care nurses, and treatment of pregnant women and children 6 years and under (provided there is no medical aid cover).

## **COMPLAINTS, QUERIES, SUGGESTIONS**

We at Dundee Hospital have created a complaint system whereby we invite you, the public, to complain should our service not be up to standard. We furthermore value your input as to how we can improve our service. Positive feedback is also requested in order to boost staff morale and increase productivity.

We urge the community to use the correct channels when logging a complaint to ensure that the complaint is correctly dealt with.

The sectional head must be approach with the complaint, if the complaint is not handled to your expectation, the relevant Departmental Head (Matrons or Assistant Director Admin) can be approached. If still not satisfied the PRO could be approached who will make the necessary arrangement for you to see the Hospital Manager. After hours the night duty supervisor in charge of the hospital will deal with complaints.

All written complaints are forwarded to the PRO who logs the complaint in a register. Thereafter the complaint is forwarded to the section concerned for investigation. A letter is written to the complainant to acknowledge their complaint. Two weeks are allocated for the investigation and the outcome is then reported to the complainant. Six weeks are given to complaints that need intensive investigation.

A complaint form is available at all the sections or from the PRO. These forms can either be handed in to the sectional head or forwarded to the PRO or placed in a box across from switchboard and outside the matrons' office at the old hospital. This box is also used for any suggestions or feedback the community might have about our service.

This receipt will be kept in your file for safe keeping until your discharge. The receipt will then be handed over to you to enable you to collect your valuables from the Admission Clerk.

*Please take note:*

*Management will not accept any responsibility for any loss of, or theft of, valuables kept in the ward.*

## **FIRE-ARMS**

To ensure the safety of the patients and staff at the institution the following must be strictly adhered to:

Kindly declare that you have a firearm at the security gate before entering the premises.

### **Procedure to be followed:**

Your firearm will be entered into a register by the security guard. Thereafter it will be locked in a safe and the key will be handed over to you for safekeeping.

Before leaving the premises you must please sign in the register for your firearm. Your firearm will only be handed to you, once you have signed the register.

## **VEHICLE SEARCHES**

Spot checks will be carried out on vehicles entering/leaving the premises. The driver must please open the trunk for the security guard, if requested.

All bags and boxes must be opened if requested by the security guard.

2. Only 4 visitors perpatient at a time.
3. If a patient is seriously ill visitors will be restricted to only 2 at a time, or as ordered by the Doctor-in-charge.
4. Children are to be kept under control at all times - no running around in the wards.
5. No telephone calls for patients allowed to/or from the ward duty room.
6. **Maternity wards:** No children allowed. Only husbands and grandparents.

We realize that your family and friends have needs too. The nursing staff will do everything in their power to ensure that they are well informed as to your progress, by answering any questions they may have and they will advised them as to how they can take an active part in your rehabilitation. But, please understand that, you, as our patient, will always be our first priority.

#### MEAL TIMES

BREAKFAST	:	08:00
LUNCH	:	12:00
SUPPER	:	17:00

#### TEA TIMES

06:00, 10:00, 14:00, 18:00, 22:00

#### MEDICATION TIMES

DAILY	:	08:00
BD	:	08:00, 18:00
TDS	:	08:00, 12:00, 18:00
Q.I.D.	:	08:00, 12:00, 22:00
4 HOURLY	:	06:00, 10:00, 14:00, 18:00, 22:00
6 HOURLY	:	06:00, 12:00, 18:00, 24:00
8 HOURLY	:	06:00, 14:00, 22:00

- WARD C - Female- Surgical/Gynae.  
Patients in this ward are treated by Hospital Doctors.
- WARD D - Male Surgical.  
Patients in this ward are treated by Hospital Doctors.
- WARD E - Paediatric – Medical and Surgical.  
Patients in this ward are treated by Hospital Doctors.

CASUALTY

THEATRE COMPLEX

OUT-PATIENTS DEPARTMENT

### OLD HOSPITAL SECTION

- MATERNITY 1 Antenatal and Labour ward.  
Patients in this ward are treated by Hospital Doctors.
- MATERNITY 2 Post Natal and neonate.  
Patients in this ward are treated by Hospital Doctors.
- WARD 3 Female Medical.  
Patients in this ward are treated by Hospital Doctors.
- WARD 4 Cholera ward.
- WARD 7 Male Medical.  
Patients in this ward are treated by Hospital Doctors.

DENTAL CLINIC

EYE CLINIC

ORAL HEALTH CLINIC

FAMILY PLANNING CLINIC

PRIMARY HEALTH CARE SERVICES

Immunisation and Child Health.

Chronic Care.

Comprehensive care e.g. HIV/AIDS Counseling, Health Education, Family Planning, Youth Counseling, Counseling for Tubal Ligation etc.

## **OUT-PATIENT DEPARTMENT**

Hours: Monday to Friday: 07:30 to 16:00

### *Patients seen:*

1. Patients referred by outside clinics and Medical Practitioners.
2. Chronic medication repeats.
3. Minor operations, e.g. fractures.
4. Children under the age of 9 years.
5. Follow-up and review of patients with appointment by Hospital Doctors.

### *Procedure to be followed by patients:*

#### Only hospital patients (H1, H2 and H3)

1. Firstly pay applicable fees at the Admitting Clerks, who will issue you with a blue card (to be kept with you for future visits) or your hospital file.  
*The following documents must be produced for assessment purposes:*
  - a) I.D. Book.
  - b) Pension Card.
  - c) Most recent pay slip or bank statement.
  - d) Unemployment card if applicable.
2. Once you have paid you go for observations e.g. BP, weight, blood sugar etc.
3. Thereafter you collect a number and wait in the queue for your turn to see the doctor.

This department admits only full fee paying patients (private patients).

Should you need elective surgery or dental procedures you must complete an admission form at the admitting office at least a day before operation.

Your doctor must make the necessary arrangement with relevant ward and theatre.

Please bring your identity document with you as well as proof of income and your medical aid details.

## **CASUALTY**

The Casualty Department provides an after-hour and emergencies service. Only emergency and critically ill patients must utilize this service.

Hospital Patients, who do visit the casualty department after hours and does not need admission, will be given treatment to stabilize their condition. The balance of the medication must be collected from dispensary during working hours after being assessed by the OPD clerks and the necessary fees are paid.

### **The following clinics are run by the Casualty Department:**

1. **Immunization Clinic**

Hours:

Tuesdays, Thursdays & Fridays : 10:00 to 11:00

**Yellow fever injections.**

Last Tuesday of every month 10:00 to 11:00

**Meningitis injections.**

2. **Stoma Clinic**

Daily 07:30 – 12:30



A Registered Physiotherapist does physiotherapy sessions at the hospital.

In-Patients' requiring physiotherapy is treated in the wards.

The Medical Practitioner of a ward assesses the patient and writes a request for treatment. The Physiotherapist assesses the patient and gives the appropriate treatment in the ward or if necessary in the Physiotherapy Department.

Outpatients are treated on doctors' request and by appointments made with the Physiotherapist, in the Physiotherapy Department.

Conditions commonly treated are any Orthopaedic conditions, burns, chest conditions, brain injuries due to MVA or CVA, paediatrics: - cerebral palsy or delayed milestones, amputations, quadriplegia, paraplegia, spinal conditions, neurological conditions, post and ante natal problems.

Equipment available: - short wave diathermy, ultra-sound, nebulizers, hot packs, springs and slings, heavy blocks, physio balls, exercise plinth, parallel bars and a dynatron.

## **X-RAY DEPARTMENT**

Hours:

Monday to Friday : 08:00 to 16:00  
Weekends and Public Holidays : 11:00 and 17:00

The X-ray department provides a 24-hour on call service. New modern equipment and facilities are available.

### **Procedures to be followed**

X-rays and sonar's are only taken at the request of a doctor.

1. All non-emergency cases must make pre-bookings.
2. Sonar is done daily by appointment only.
3. X-ray forms, Order numbers, IOD forms, Medical Aid cards and OPD cards must be produced before X-rays are taken.

Tuesday : Community  
Wednesday : School Children  
Thursday : Community  
Friday : Prisoners.

## EYE CLINIC

A fully trained ophthalmic nurse is available to screen patients with eye problems. The aim of this clinic is the prevention of blindness. All patients requiring surgical intervention is referred to Madadeni, Church of Scotland and Edendale Hospital. An Ophthalmologist is available on Fridays, but only sees patients that have been referred by the ophthalmic nurse.

Fees for spectacles must be paid at the bank and receipt produced to the ophthalmic nurse before glasses can be issued (more details regarding procedure to be followed from the Ophthalmic nurse).

In-service training and workshops is provided to staff to ensure that they are upgraded to the latest developments.

The Ophthalmic nurse is available on Mondays between 07:00 and 16:00. Fees to be paid at the outpatient clerks.

The schedule for visit to the community is available from the Ophthalmic nurse.

## **REVENUE**

This is where you will pay your hospital accounts and for any queries you might have regarding your account and the hospital fees.

### **Surgical appliance**

#### ***Procedure to be followed:***

- You have to see the doctor and get a surgical appliance form from him.
- Hospital patients have to pay accordingly to fees manual at outpatients. The admin clerk has to fill in the "Requisition for supplies" book.  
Medical Aid patients must get surgical appliance form from doctor and has to go to private admitting. The clerk will complete an outpatient docket and "Requisition book for supplies".
- Thereafter you must go to the Revenue Office where the clerk will supply you with a number.
- From the Revenue Office you must go to the Stores Department (with the Requisition book and Surgical form) where the item will be issued to you!

## **PUBLIC RELATIONS OFFICE**

The Public Relations Officer is there to assist you with any queries or complaints and will direct you to the correct sections where your query or complaint can be dealt with efficiently. This department ensures that there is ongoing communication between the hospital and its internal and external stakeholders. If you have any suggestions or concerns regarding the institution, please feel free to contact the Public Relations Officer. We value your feedback, thus enabling us to monitor the service we provide.

## **CATERING SERVICES**

As the patients admitted are so diverse in culture, we have created two menus – Menu A and Menu B. Please ensure that the sister-in-charge of the ward gives you

An efficient service is provided by the presence of an interpreter to ensure that instructions are efficiently conveyed to patients. Instructions are both written and verbally explained to the patient.

### Emergency Pharmaceutical Services

- On call Pharmacist.
- After hours cupboard.
- Emergency cupboard.
- Anaphylaxis box.
- Poison cupboard.

## MORTUARY SERVICES

Hours:                      Mondays to Fridays                      : 07:30 - 16:00  
   Lunch Break    : 13:00 - 13:30

*The following will be required from the relatives:*

1. I.D. books of both the deceased and relative.
2. The Death Notification form (B1-1663) will be completed and the following information must be provided by the relatives of the deceased:
  - Name and Surname, Marital status, place of birth, Residential address (deceased) and place of burial.This form must be taken to Home Affairs (by the relatives) who will issue a Death Certificate and Burial Order.
3. Should the deceased have insurance with a specific undertaker, the undertaker will remove the deceased and keep the body in a private mortuary.
4. It is the relatives responsibility to remove all personal belonging of the deceased i.e. clothes etc.

## TUCK SHOP

Located next to the security office at the back entrance.

### SMOKING

THIS IS SMOKE-FREE HOSPITAL FOR THE  
BENEFIT OF ALL.

and effective service to all the members of the community in conjunction with the Primary Health Care Service.

**Striving for excellence is our goal!**

## **Mission**

Dundee Provincial Hospital is committed to provide quality, effective and efficient care by promoting and maintaining the dignity and rights of both patients and staff.

## **Objectives**

1. To provide a high quality care and to maintain dignity for both our patients and clients who are the focus of our selectivity.
2. To perform according to acceptable norms resources and standards.
3. To create a safe and friendly environment for both patients and health providers.

HOSPITAL MANAGER

Date: \_\_\_\_\_