



Service Delivery Charter for Edendale Hospital

'We Serve the People'

Edendale Hospital is situated on the Edendale Main Road. It is facing Vulindlela Offices.

Telephone Number: 033 395 4911
Fax Number: 033 395 4060
Address: Private Bag X59
Plessislaer
3201

We provide the following services:

- ◆ Surgical/ Trauma
- ◆ Internal Medicine
- ◆ Paediatric
- ◆ Orthopaedics
- ◆ Obstetrics
- ◆ Gynaecology
- ◆ Abaphethwe yizinye
- ◆ Anaesthesia
- ◆ Dental
- ◆ Radiology and Radiotherapy
- ◆ Physiotherapy
- ◆ Occupational Therapy
- ◆ Dietetics Services
- ◆ Speech Therapy and Audiology
- ◆ Social Work Services
- ◆ Pharmaceutical Services
- ◆ Laboratory
- ◆ Psychiatry Services
- ◆ CDC and VCT
- ◆ Accident and Emergency
- ◆ Crisis Centre

You will need the following documents to access these services:

ID book, medical aid, soap, face cloth, toothpaste, toothbrush, money for telephone, clothes for returning home, money for transport, residential address, home telephone number, clinic card and present medication.

Payments

- ◆ Private patients and medical aid patients are charged: full hospital fees.
- ◆ All other patients are assessed according to their: income
- ◆ Maternity patients and children under the age of 6 years receive free treatment.

You will be able to make use of these services by: Referral pattern

Fixed Clinic or Mobile Clinic/Edendale Gateway Clinic



Community Health Centre:- Provide 24 hour service



District Hospital :- General Hospital



Regional Hospital: (Regional services, specialist service)



Tertiary Services (Highly Specialized service)



Central Services (Inkosi Albert Luthuli Central Hospital)

Visiting Hours

Monday to Friday

- ◆ 13:00 — 14:00
- ◆ 17:00 — 18:30

Weekends and Holidays

* 13:00 — 15:00

When you write to us we shall:

- ◆ Acknowledge your letter within 5 working days of receiving it.
- ◆ Provide you with a contact name for future queries
- ◆ Advise you when you can expect a reply
- ◆ Provide you with telephone, fax and e-mail details.

Patients Rights

Every patient has the right to:

1. Healthy and safe environment
2. Participation in decision making
3. Access to health care
4. Knowledge of one's health
5. Insurance/medical aid scheme
6. Choice of health services
7. Be treated by a named health care provider
8. Confidentiality and privacy
9. Informed consent
10. Refusal of treatment a second opinion
11. Continuity of care
12. Complain about health services

Patients Responsibilities

Every patient shall:

1. Treat all health care workers and other patients and with respect and dignity
2. Comply with all hospital policies and guidelines as displayed
3. Provide correct information regarding identity and financial status
4. Take responsibility for hospital fees as assessed

5. Acknowledge that some other patients' needs may be more urgent than his/hers

6. Provide health care workers with comprehensive and medical history and be complaint as regards to taking medication or follow any other pre-scribed treatment

7. Accept responsibility for decisions he/she makes with regard to treatment

The provision of our services is based on Batho Pele Principles and we undertake to:

1. Consult the public on service offered
2. Inform the public of the standards of our services
3. Ensure equal access
4. Treat all clients courteously
5. Give accurate and full information.
6. Be as transparent as possible.
7. Redress when we fall short of our standards.
8. Ensure services are economical and efficient.
9. Encourage innovation and reward excellence.
10. Ensure positive customer impact through our efforts.
11. Demonstrate leadership and strategic direction.

Our performance against our standards:

We shall publish the results of our performance against our standards each year in our annual report.

Complaints

If you have a query or a complaint please write to our:

Public Relations Officer
Private Bag X509
Plessislaer
3216

Tell no: 033 395 4020

Fax no: 033 395 4060

Toll Free no: 0800 005 133 (KZN Health Operation Centre)

email address: :samke.mncube@kznhealth.gov.za,
We will ensure that your complaint is dealt with.

The Office of the PRO is at the ground floor next to the information desk.

Suggestions boxes are also available at different places in the hospital.



Hospital Manager

**Fighting Disease, fighting
Poverty, Giving Hope**