



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

EDENDALE HOSPITAL We serve the people

Patient Administration: ID book, medical aid,

social pension card, proof of residential address, pay slip and if unemployed a letter from department of Labour. First time patients referral letter needed.

For admission: soap, face cloth, toothpaste, toothbrush, money for telephone, clothes for returning home, money for transport, residential address, home telephone number,
For assessment & diagnosis:-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:

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 (Nkosi 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 makes

Hours of consultation are as follows:

- MOPD—24 hours
- SOPD—24 hours
- POPD—24 hours
- FRACTURE CLINIC—24 hours
- GATEWAY—07:00—19:00
- GOPD—07:00—19:00
- The following clinics consultation hours are 07:00 - 16:00
- CDC
- EYE CLINIC
- DENTAL
- OCCUPATIONAL THERAPY
- SOCIAL WORKER

Every patient has the 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

Be treated by a named Health

Care provider

Confidentiality and privacy

Informed consent

Refusal of treatment a second

opinion

Continuity of care

Complain about our health services

Patients Responsibilities

Every patient shall:

Treat all health care workers and other patients

and with respect and dignity

Comply with all hospital policies and guidelines

as displayed

Provide correct information regarding identity

and financial status

Take responsibility for hospital fees as

assessed

Acknowledge that some other patients' needs

may be more urgent than his/hers

Provide health care workers with

comprehensive and medical history and be

compliant as regards to taking medication or

follow any other prescribed treatment

Accept responsibility for decisions he/she with regard to treatment

We provide the following services:

Surgical/ Trauma

Internal Medicine

Paediatric

Orthopaedics

Obstetrics

Gynaecology

Anaesthetics

Dental

Radiology and

Radiotherapy

Physiotherapy

Occupational Therapy

Dietetics Services

Speech Therapy and Audio -logy

Social Work Services

Pharmaceutical Services

Laboratory

Psychiatry Services

CDC and HCT

Accident and Emergency

Thuthuzela Care Centre

Haart Clinic

The provision of our services is based

on Batho Pele Principles and we undertake to:

Consult the public on services offered

Inform the public of the standards

of our services

Ensure equal access

Treat all clients courteously

Give accurate and full information

Be as transparent as possible

Redress when we fall short of out

standards

Ensure services are economical and

efficient

Encourage innovation and reward

excellence

Ensure positive customer impact

through our efforts

Demonstrate leadership and

strategic direction

Our performance against

Our standards:

We shall publish the results of out

performance against out standards

each year in our annual report

Complaints, Suggestions & Compliments

For complaints communicate with the Hospital PRO

If you have a query, suggestion, compliment and a concern please write to our:

Public Relations Officer

private bag x509

Plessieslaer

3216

Tel: 033 095 4020

Fax: 033 395 4060

Email Address: samke.mncube@kznhealth.gov.za

Toll Free: 0800 005 133(KZN Health Operation Centre)

The PRO's office is at the ground floor next to the information desk.

Suggestion boxes are available throughout the hospital.

APPROVED BY:

MRS ZSI NDWANDWE(CEO) (JUNE 2011)



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EDENDALE HOSPITAL

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G. M. M. M.

Save Lives. Make Health Care Facilities Serve the People

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