



*GREY'S HOSPITAL  
PATIENT INFORMATION GUIDE  
2005*

*"STEPPING INTO THE FUTURE WITH OUR  
COMMUNITIES"*



## *OUR VISION*

*The provision of optimal Tertiary level of health care, to the people of the Western area of KwaZulu-Natal*

## *OUR MISSION*

*We the staff of Grey's Hospital are committed to service excellence through sustainable and coordinated levels of care, by establishing partnerships with our communities, and through ensuring innovative and cost effective use of all available resources.,*

## *CORE VALUES*

*Human dignity, respect, holistic care and caring ethos;  
Innovation, courage to meet challenges, to learn and to change;  
Cost effectiveness and accountability;  
Service Excellence;  
Open communication and consultation.*

.....  
Dr K Naidu  
HOSPITAL MANAGER

.....  
Dr B Bilenge  
MEDICAL MANAGER

.....  
Mr. RZ Mkongwa  
SYSTEMS' MANAGER

.....  
Miss HM Findlay  
NURSING MANAGER

.....  
Mr. HS Hlongwa  
HUMAN RESOURCES MANAGER

.....  
Mr. GBC Khawula  
FINANCE MANAGER

.....  
Mr. NTS Mthembu  
PUBLIC RELATIONS MANAGER

## ***GREY'S HOSPITAL EXECUTIVE MANAGEMENT TEAM***

<b><i>HOSPITAL MANAGER</i></b>	<b><i>:</i></b>	<b><i>Dr K Naidu</i></b>	<b><i><a href="mailto:NAIDUK@dohgreys.kzntl.gov.za">NAIDUK@dohgreys.kzntl.gov.za</a></i></b>
<b><i>MEDICAL MANAGER</i></b>	<b><i>:</i></b>	<b><i>Dr KB Bilenge</i></b>	<b><i><a href="mailto:BILENGEKB@dohgreys.kzntl.gov.za">BILENGEKB@dohgreys.kzntl.gov.za</a></i></b>
<b><i>NURSING MANAGER</i></b>	<b><i>:</i></b>	<b><i>Ms HM Findlay</i></b>	<b><i><a href="mailto:FINDLAY@dohgreys.kzntl.gov.za">FINDLAY@dohgreys.kzntl.gov.za</a></i></b>
<b><i>FINANCE MANAGER</i></b>	<b><i>:</i></b>	<b><i>Mr. GB Khawula</i></b>	<b><i><a href="mailto:KHAWULA@dohgreys.kzntl.gov.za">KHAWULA@dohgreys.kzntl.gov.za</a></i></b>
<b><i>SYSTEMS' MANAGER</i></b>	<b><i>:</i></b>	<b><i>Mr. RZ Mkhongwa</i></b>	<b><i><a href="mailto:MKHONGWAR@dohgreys.kzntl.gov.za">MKHONGWAR@dohgreys.kzntl.gov.za</a></i></b>
<b><i>HUMAN RESOURCES MANAGER:</i></b>		<b><i>Mr. HKS Hlongwa</i></b>	<b><i><a href="mailto:HLONGWA@dohgreys.kzntl.gov.za">HLONGWA@dohgreys.kzntl.gov.za</a></i></b>
<b><i>PUBLIC RELATIONS OFFICER:</i></b>		<b><i>Mr. TN Mthembu</i></b>	<b><i><a href="mailto:MTHEMBUTN@dohgreys.kzntl.gov.za">MTHEMBUTN@dohgreys.kzntl.gov.za</a></i></b>

\* ***Grey's Hospital offers the following package of health services;***

- ***GENERAL SURGERY & SURGICAL SUB-DISCIPLINES:***

- \* *Plastic & reconstructive surgery*
- \* *Paediatric surgery*
- \* *Maxillo-Facial surgery*
- \* *Oesophageal surgery*
- \* *Ophthalmology*
- \* *ENT*
- \* *Urology*

- ***OBSTETRICS AND GYNAECOLOGY***

- ***PAEDIATRICS***

- \* *Neonatology*

- ***GENERAL MEDICINE & MEDICAL SUB-DISCIPLINES:***

- |                                |                                    |
|--------------------------------|------------------------------------|
| * <i>Neurology</i>             | * <i>Endocrinology</i>             |
| * <i>Cardiology – Cath Lab</i> | * <i>Rheumatology</i>              |
| * <i>Haematology</i>           | * <i>Respiratory medicine</i>      |
| * <i>Gastro-enterology</i>     | * <i>Nephrology/Renal Dialysis</i> |
| * <i>Renal Dialysis Unit</i>   |                                    |

- ***ORTHOPAEDICS***

- ***ONCOLOGY and RADIOTHERAPY***

- ***OCCUPATIONAL HEALTH***

- ***CLINICAL SUPPORT SERVICES:***

- |  |                    |
|--|--------------------|
| * <i>Anaesthetics</i>  | * <i>High care</i> |
| * <i>ICU (Adults, Paediatric and Neonatal)</i>                       |                    |
| * <i>Radiology &amp; Diagnostics</i>                                 | * <i>Theatres</i>  |
| ➤ <i>MRI scan, CT scan, Neuro-angio-suite &amp; Mammography Unit</i> |                    |

- ***GENERAL SUPPORT SERVICES:***

- *Pharmacy, Laboratory including pathology services*

- ***SUPPLEMENTARY SERVICES:***

- *Social work, Psychology, Dietetics, Physio-Therapy, Occupational Therapy, Speech and Audiology;*

\* ***NURSING SERVICES;***

*The nursing services are an integral part of service delivery in the entire provision of health care services. This division therefore operates interwovenly with the clinical services. It also comprises of a few nurse driven programmes, such as counselling services, the campus, infection control services, etc.*

\* ***CONTACT DETAILS;***

*Grey's Hospital  
Private Bag X9001  
PIETERMARITZBURG  
3200*

*TELEPHONE : (033) 897 3000  
FACSIMILE : (033) 345 2278  
E-MAIL : [public.enquiries@dohgreys.kzntl.gov.za](mailto:public.enquiries@dohgreys.kzntl.gov.za)  
WEBSITE ADDRESS : [www.kznhealth.gov.za/greyshospital.htm](http://www.kznhealth.gov.za/greyshospital.htm)*

## ***WELCOME***

*The management and staff of Grey's Hospital welcome all our patients and customers.*

*Our hospital is situated in Chase Valley, in Pietermaritzburg and is within walking distance from the biggest shopping centre, in the area, THE LIBERTY MALL.*

*Our motto is always to endeavour to be honest and deliver our service to the best of our abilities.*

*Grey's Hospital provides two levels of healthcare services to its patients and customers, namely; Regional and Tertiary services. We provide regional health services to a population of 950, 000 within District 22, and also provide tertiary services to a population of 3,5 million, in the Western areas of the KZN region.*

*We realise that your stay at our hospital is often a difficult experience, which is characterised by pain and uncertainty for both yourself and your family. Our staff members are therefore committed to making your stay at Grey's Hospital, as comfortable as possible, under the circumstances.*

## ***INFORMATION TO OUR PATIENTS***

- ***Admission and Emergency Admission Procedures;***  
*Booked cases – Report to admission desk at Outpatients/Casualty Department on day and time as requested on Booking Card.*



- Revenue Department/Account Queries;  
*All account payments are to be made to the Hospital Cashier, only. This should be done during office hours, i.e. 07h30 to 16h15, from Monday to Friday, excluding public holidays. Acceptable methods of payment are;*
  - Cash
  - Postal Orders
  - Cheques*NB: All postal orders and cheques are to be made payable to the Paymaster General - KZN.*
  
- Lost Property;  
*All lost property to be handed over to our Security Office, for the attention of the Security Manager: Mr. Aiyer, at the main entrance, off Townbush Road. All items found are entered in the register. You are also kindly reminded to take good care of your property, as the hospital will not be held liable for any lost or stolen property.*
  
- Public Telephones;  
*Telkom payphones are located as follows:*
  - outside the outpatients department
  - all passages, including those leading to the wards
  
- Information/Enquiries Desk;  
*For patient convenience and to allow easy access to information and facilities, an Enquiries Office is open to all persons who may wish to know more about the services that we render. Alternatively the Public Relations Office is also available for this purpose.*
  
- Public Relations Department;  
*Our customers, our patients, you, yes you, are our main priority. So, if you have any suggestions or concerns regarding the services that we offer, please feel free to contact the Hospital's Public Relations Officer: Mr. TN Mthembu, on (033) 897 3000. We value your input and feedback, as this enables us to evaluate and improve the services, which we provide.*

*It is for this reason that we have put up suggestion boxes around the hospital and in all wards. These boxes have been put up to allow you to secretly critic our services (where need be) or to give credit where credit is due for that matter. We have also prepared some questionnaires to make it easy for you to express your views. We therefore appeal to you to assist us as best as you can, by submitting your most valued input.*
  
- Complaints & Suggestions;  
*We sincerely trust that you will not have cause to complain during your stay at Grey's Hospital. Should you have a problem, please report to the person in charge of the unit or department (i.e. supervisor or sister-in-charge). If you are*

*still not satisfied, please report to the Public Relations Officer, who will then deal with your complaint appropriately, on behalf of hospital management.*

*Suggestion boxes have also been placed visibly throughout the hospital, to make it easy for you to rate the level of services offered to you, and to enlist dissatisfactions and/or your satisfactions thereof. The PRO is primarily responsible for all suggestion boxes and will ensure that your views are kept confidential and that all such views are passed on to the management of the hospital.*

*We commit to resolving all complaints immediately, however matters requiring further investigation will be resolved within six weeks. All written complaints should be marked for the attention of the Public Relations Officer, and all such written complaints will be acknowledged. The Public Relations Officer chairs the complaint's committee and it conducts all investigations and is able to make appropriate recommendations.*

- **Smoking:**

**Grey's Hospital has adopted a clean air policy. This means that NO SMOKING IS ALLOWED IN THE WARDS, AND WITHIN THE CORRIDORS OF THE HOSPITAL**

- **Security:**

*Our security personnel are positioned strategically around the hospital. They are there for your safety and the security of hospital personnel and property. We also have CCTV cameras installed in strategic positions, to enhance our security measures. TITAN SECURITY, a private security company has also been contracted to ensure this.*

*Titan security is responsible for all the entrances to the hospital and we would like to urge you to ensure that authorisation is attained for all state property leaving the hospital premises, in order to avoid delays and possible humiliation.*

**PLEASE ALSO NOTE THAT FIREARMS ARE NOT ALLOWED IN THE HOSPITAL PREMISES, ALL FIREARMS MUST BE DECLARED WITH THE SECURITY DEPARTMENT AT THE MAIN ENTRANCE OF THE HOSPITAL**

- **Privacy:**  
*It is Grey's Hospital policy to respect your privacy, and we will not release any information regarding your health status, over the telephone.*
- **Toilets and Bathrooms:**  
*Should you find the toilet or bathroom dirty at any time please inform the staff on duty so that it can be cleaned immediately. Please refrain from leaving underwear hanging in the bathroom, toilet or at bedside.*
- **HIV/AIDS:**  
*Patients who are diagnosed as HIV positive are entitled to free counselling immediately. Our HIV clinic will advise you on the best possible measures for managing your health lifestyle. Our clinic will also help you to cope with the situation and will also help to prepare you to inform your loved ones.*  
  
*Mothers who are diagnosed as HIV positive are also entitled to a full package of services, with respect to the treatment of Mother to Child transmission (MTCT).*
- **Parking:**  
*Secure day and night parking bays are available in the hospital premises. However there is no provision for reserved parking.*
- **Patient's Rights Charter:**  
*For many decades, the vast majority of the South African population has experienced either a denial or violation of fundamental rights, including rights to health care services. To ensure the realisation of the right of access to health care services, the Department of Health is committed to upholding, promoting and protecting this right and therefore proclaims this PATIENT'S RIGHTS CHARTER, as a common standard for achieving the realisation of this right. [Extract from the Charter of 1999].*

Every patient therefore has a right to:

- *treated with respect, dignity, compassion, courtesy and have his/her privacy respected during consultation, treatment and hospitalisation,*
- *emergency care and to be treated by a suitably qualified health professional,*
- *accurate information regarding his/her health status, the proposed investigations, procedures and treatment and if mentally sound, has the right to refuse*
- *give informed consent voluntarily to proposed management procedures and tests*
- *appropriate treatment regardless of culture, age, gender, religion or social standing.*
- *make legitimate complaints and to have these complaints satisfactorily dealt with in a reasonable period of time.*
- *visitors according to hospital policy*
- *healthy, safe, secure environment during his/her treatment while in the hospital*
- *die comfortably and with dignity*
- *receive a clear explanation regarding the services available, how and where he/she can receive the same free and private communication in his/her own language with persons of his/her choice,*
- *participate in planning his/her treatment,*
- *confidentiality of medical records,*
- *impartial access to treatment and accommodation,*
- *know the identify of the physician primarily responsible for his/her medical care and the way to contact the physician*

● Patient's Responsibility Charter;

*It is equally important for patients to know that every guaranteed right goes with a certain amount of responsibility. Hence, while you have the right to be treated with dignity and respect by our health care workers, it is equally your responsibility to also treat them with the same dignity and respect. It is also your responsibility to disclose all information the will assist in providing you with holistic care. It is also your responsibility to disclose correct contact details, such as your address, your telephone numbers, your next of kin, etc.,*

*Therefore, for all of us to be able to share these deserved rights, requires mutual cooperation. Here is a brief summary of your responsibilities, namely;*

- to provide your health care professional with relevant information regarding your health status, e.g. history, allergies, current medication,*
- to follow your treatment plan as advised by your health care professional, and to ask questions where you do not understand,*
- to be courteous and respectful of other patients, visitors and staff, at all time,*
- to recognise that the needs of other patients and families may sometimes be more urgent than your own,*
- to respect hospital property and to comply with regulations and policies,*
- to inform us timeously of any changes in personal details, e.g. next of kin, income or residence,*
- to accept responsibility for hospital fees, as assessed,*
- to accept responsibility for the decisions you make, regarding your treatment,*
- to be open and honest with care givers regarding your concerns, fears or apprehension, about the level of care being offered.*

- **Responsibilities of a Health Care Worker:**

*It is the responsibility of each public servant to familiarise himself/herself with all the principles of Batho Pele (People first), a concept that is derived from the belief that, "THE CUSTOMER IS KING" and should therefore come first.*

*Our patients, customers, visitors, members of the public and generally any persons who receive our services, are all very important stakeholders, of the hospital. Therefore the effective implementation of Batho Pele helps to strengthen the relationship between the hospital and those who depend on the services offered, our patience, courtesy, compassion, time, effort, as well as our commitment.*

*It is for this reason that the Government introduced the concept of putting people first, hence the principles of Batho Pele. There are eleven principle of Batho Pele, and they are all designed to put specific emphasis on the ethos of good customer care, as an element of effective service delivery.*

*All these principles must be viewed in the context of what it means to a customer to receive holistic care, which is beyond the core service, which every public servant must work hard to provide. Both the spirit and the principles of Batho Pele appeal to our commitment, as well as the need for us to always be prepared put an extra effort in what we do, including going the extra mile.*

## ***THE PRINCIPLES OF BATHO PELE (PEOPLE FIRST) ARE OUTLINED AS FOLLOWS, NAMELY;***

### ***1. CONSULTATION:***

*It is very important to find out what type of services our customers expect and want. This can easily be done with the help of questionnaires, surveys and by simply talking to them. Knowing what our customers want will help us to plan and to provide the services they require.*

*It is therefore critical that you consult and speak to customers, before administering health care.*

### ***2. SERVICE STANDARDS:***

*It is very important for each department to measure its performances. Each department must set its own realistic standard, so that where service levels are seen to be poor, patients/customers are able to judge us against our promises. Departments must never set standards that may be beyond their reach. Example: A Department that promises customers/patients that they will only wait 15 minutes to receive services, must keep its promise at all times, by ensuring that no patient waits more than the set standard.*

### ***3. ACCESS:***

*How easy is it for our customers to reach the services that we offer? Do we have ramps for wheelchairs? Do we have appropriate parking bays? Are there specific arrangements for the aged, the previously disadvantaged, the illiterate, etc?*

*We all need to be conscious of the difficulties some people face, in accessing the services that we provide and it is for this reason that we all must take special note that provision is made for the above persons, to ensure easy access.*

*Each and every one of us must take it as a personal responsibility, to ensure that their workstation is accessible to everyone and that where need be, special arrangements are made.*

### ***4. COURTESY:***

*It is a requirement that all public servants must be polite, helpful and must always show willingness and respect, when approaching customers. As the Honourable MEC for Health, Ms Peggy Nkonyeni always says, "a patient will always remember the hospital by the warm reception, comforting words, compassion, courtesy, kindness and the respect showed by the staff in the wards, and not the policy on the wall or the medication given to him or her". A courteous attitude reflects positively on all of us, so let us all work hard to restore the positive image of our beautiful hospital.*

5. **INFORMATION:**

*It is important for all health care workers to ensure that the informational needs of patients are met, by ensuring that information is easily made available, particularly in the most commonly spoken languages, in the area of Pietermaritzburg. This means ensuring that all our correspondence is in both Zulu and English and that it does not contain jargon or technical language.*

*Also, as health care workers, we must be ever prepared to give customers/patients, as much information as they may require.*

6. **OPENNESS AND TRANSPARENCY:**

*It is important for us to be open and honest about our day-to-day work. Customers/patients have the right to know the name and designation of the person giving them medical care. Customers have a right to know the details of officials running the hospital, and the details of officials managing the various departments.*

*This therefore means that it is important for all health care workers to display their identity/name tags, including ensuring that each department has the photographs of all the persons working there, e.g. Sister-in-charge, supervisor and all committee representatives.*

7. **REDRESS:**

*Customers need to be informed about how they can raise their concerns and dissatisfactions, regarding the quality of services they receive. The Public Relations Department is here to ensure that mechanisms are established to properly deal with all complaints, both formally and informally.*

*The PRO will also ensure that the process of redress is fair, confidential, and speedy and that it is independent.*

8. **PROVIDING BEST VALUE:**

*As health care workers, we all need to work hard to ensure that we make best use of available resources, in order to deliver optimal services to our target audiences. It is also important for us health care workers to ensure that resource wastage is minimized and that theft and fraud is prevented.*

*As people with high integrity, we must all believe that our patients, our customers, our communities, etc. must get absolutely the best of services.*

9. **ENCOURAGING INNOVATION AND REWARDING EXCELLENCE:**

*We must all be encouraged to use new ways of doing things, in order to improve the delivery of services to our communities. However, all such innovations must always be within the confines of the Department of Health, as well as the policies of the hospital.*

*All employees who display signs of being prepared to walk an extra mile for the hospital would be recognised and rewarded as such.*

*The era of doing things the traditional way is over, and each and every one of us must work hard to ensure that the needs of patients are met. A case in point would be a staff member who goes all out to ensure that mini-library facilities are established in the wards, in order to ensure that patients exercise their reading abilities.*

10. **CUSTOMER IMPACT:**

*All of us must work together as a team, to ensure that we contribute positively to improve the lives of our customers.*

*We must all make sure that we familiarise ourselves with the principles of Batho Pele and that we implement them on a daily basis.*

11. **LEADERSHIP AND STRATEGIC DIRECTION:**

*The last principle looks at the calibre of people leading the organisation. What their vision is and which direction they are pulling the organisation.*

*It is our responsibility as employees of Grey's Hospital, to ensure that we give our Executive the necessary support, through realising that we are part of the main system and that carrying our duties, meeting our commitment and responsibilities helps the organisation to achieve its objectives.*

*We are all part of Grey's Hospital and as such we must all ensure that we contribute meaningfully, to position the institution as the Centre of Excellence.*





## Personal Details:

Name: \_\_\_\_\_

Age: \_\_\_\_\_

Patient No: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Code: \_\_\_\_\_

Religion: \_\_\_\_\_

Contact: Tel: \_\_\_\_\_ Cell: \_\_\_\_\_

Next of kin: \_\_\_\_\_

Contact: Tel: \_\_\_\_\_ Cell: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Code: \_\_\_\_\_

Ward/Clinic: \_\_\_\_\_

Medical Aid Patient: YES \_\_\_\_\_ NO \_\_\_\_\_

Name of Medical Aid: \_\_\_\_\_

Med Aid No: \_\_\_\_\_

Pre-Authorisation: Yes \_\_\_\_\_ No \_\_\_\_\_

Name of Sister in Charge: \_\_\_\_\_

Name of consulting doctor: \_\_\_\_\_

# BATHO PELE



*We wish you a pleasant stay at Grey's Hospital. Should you encounter any problems please contact the Sister in Charge of the ward or the ward's Batho Pele Ambassador.*

**COMPILED BY THE PUBLIC RELATIONS DEPARTMENT**