



HLENGISIZWE COMMUNITY HEALTH CENTRE

PATIENT INFORMATION BROCHURE

"Fighting Disease, Fighting Poverty, Giving

SERVICE PROVIDED

- 24 Hour Maternal Care
- 24 Medical Care
- ARV
- Chronic Disease
- Maternal Child and women's Health
- Minor Ailments
- Oral Health/Dental Care
- Pharmacy Services
- PMTCT
- Reproductive services
- School Health Service
- Eye Care

HLENGISIZWE COMMUNITY HEALTH CENTRE MANAGEMENT TEAM



Mr. P.G. Ngqabayi
Hlengisizwe CHC - Manager



Mrs. B.I Zulu
Deputy Manager Nursing



Mr. P.K Padayachee
Finance & Systems Manager

UKUNAKEKELWA KWABANTWANA

- Ukunakekelwa kwabazoteta
- Ukunakekelwa kwabakhulelwe
- Ukugonywa kwabantwana
- Ukuvikela ukwedlulisa igciwane lengculaza kumntwana ongakazalwa
- Ukulashwa kwezifo ezinkulu zabantwana

USIZO MAYELANA NESIFO (TB), INGCULAZA, NEZIFO ZOCANSI

- Ukuhlololwa isifo sofuba
- Ukuhlololwa igciwane lesandulela ngculaza
- Usizo mayelana nezimo eziphuthumayo
- Imithi
- Ukunakekelwa kwabanezifo ezingalapheki njengishukela, amathambo, I-BP, isifo sokuwa nokunye.
- Ukunakekelwa kwamazinyo, Ukuwakhapha, Nokwelulekwa
- Ukulashwa kwazo zonke izifo ezincane njengemikhuhlane, zikhathi zonke zosuku.
- Izinhlelo eziqondene nentsha
- Ukulaliswa isikhashana kwabantu abadinga ukuqashwa
- Usizo lokweluleka mayelana nokudla

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| <p>USOMQULU WAMALUNGELO ESIGULI</p> <p>Noma yisiphi isiguli sinelungelo:</p> <p>Indawo enempilo, ehlanzekile, nephephile.</p> <p>Ukufinyelela emtholampilo/ezibhedlela</p> <p>Imfihlo nokuyisifuba kuyogcinwa, ngesimo nezinga lokugula kwakho.</p> <p>Umbono womunye</p> <p>Ilungelo lokuzikhethela</p> <p>Ukuqhubeka nokuhlengwa/ Kunokunakekelwa</p> <p>Ukukhalaza</p> <p>Ukubamdibi ekuthathweni kwezinqumo eziphathelene nempilo yakho.</p> <p>Ukwelashwa umhlengi oqhagulwe ngegama</p> <p>Ukunqaba ukwelashwa lokhu akuvumelekile kwabaphethe izifo ezithathelanayo</p> <p>Ilungeleo lokubona konke okungempilo yakho.</p> <p>Ilungelo lokulashwa inoma imuphi udokotela omthandayo</p> <p>Ukwazisa abantu abasondelene nawe ngempilo yakho</p> | <ul style="list-style-type: none"> • Ukwazisa abantu abasondelene nawe ngempilo yakho. • Ilungelo lenkululeko ngempilo yakho yangasese • Uma ungenelisekile udokotela wokuqala okubonile, Ungavumeli ukwelashwa cela imbono wesibili. • Kuyilungelo lakho lokungavumeli ukwelashwa uma ungenelisekile. • Ukungabimdibi ekuthathweni kwezinqumo eziphathelene nempilo yakho. | <p>PATIENTS RIGHTS</p> <p>Every patient has a right to:</p> <ul style="list-style-type: none"> • A healthy life and safe hygienic environment • Accessible health care • Confidentiality, Privacy and Private Communication • Informed consent • Be referred for the second opinion • Exercise choice in health care • Continuity of care • Redress • Complete information from his physician about his health status and proposed treatment. • Be treated by a named Health care workers. • Refuse treatment • Knowledge of one's health insurance/medical Aid scheme • Inspect and obtaining copies of all their records • Be treated by a private doctor of his choice • Management of his personal affairs • Personal freedom and dignity <p>Freedom from chemical/ physical restraint (unless authorized by a physician in writing for a specific time)</p> |
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| HOURS OF OPERATION |
| Hlengisizwe Community Health Centre operates 24 hours |
| Mental Clinic—16h00 |
| Family planning (Reproductive Clinic): 07h30-16h00 |
| Pharmacy :07h30– 16h00 |
| TB Clinic : 07h30– 16h00 |
| VCT Clinic : 07h30– 16h00 |
| All other services: 07h30-16h00 |
| What to carry when visiting the CHC all the time? |
| Out- patient department |
| Identity documents |
| Correct address of relatives or next of kin |
| Money for transport |
| Blue card |
| What to bring when in Labour? |
| Clothes for mother |
| Clothes for baby |
| ID book |
| Clinic book |
| Face cloth, toothpaste, toothbrush and contact numbers. |
| Make arrangements for transport when discharged |

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| IZIKHATHI ZOKUSEBENZA |
| Umtholampilo wethu usebenza ubusuku nemini (24hours) |
| <ul style="list-style-type: none"> • Emazinyweni kuvulwa: 07h30– 16h00 • Isikhungo sokuhlela umndeni: 07h30– 16h00 • Ikhemisi: 07h30– 16h00 • Izinhlelo ze VCT: 07H30-16h00 • Ezinye izinhlelo: 07h30-16h00 • |
| KUMELE NGIPHATHENI UMA NGIYA EMTHOLAMPILO NGASO– SONKE ISIKHATHI |
| <ul style="list-style-type: none"> • Umazisi wakho • Ikheli elinayo yonke imininingwane yakho • Imali yokubuyela ekhaya • Ikhadi lasemtholampilo |
| OKUMELE UKUPHATHE UMA UZOBELETHA |
| <ul style="list-style-type: none"> • Izingubo zengane • Izingubo zikamama • Umazisi wakho • Ikhadi lasekliniki • Kumele wenze imizamo yokubuyela ekhaya uma ukhululwa esibhedlela |

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| YIKUPHI OKUNYE OKUMELE NGIKWAZI |
| Uma isiguli sidluliselwa kwesinye isibhedlela umndeni uyaziswa |
| Munye kuphela umuntu emndenini okumele aphelezele umuntu ogulayo. |
| Unelungelelo lokukhuluma noma yingaluphi ulimi. |
| Ekhemisi akuvulwa emuva kwesikhathi sokuphuma nangempelasonto. |
| Izingane ezingaphansi kweminyaka engu 18 kumele iphelezwe abazali. |
| Uma unesikhalazo sicela wazise umphathi wesikhungo lesi onenkinga naso noma ungavakashela umxhumanisi (PRO) okuwuyena ozoxazulula isikhalazo sakho |
| Sicela uhloniphe Umtholampilo wakho ngasosonke isikhathi. |
| Kumele uphathe yonke imithi oyinikwe udokotela wakho wesinye isibhedlela lokho kuzosiza onesi noma odokotela ngenkinga yempilo yakho. |
| Sicela umuntu azilandele imithi yakhe, angathumeli muntu ukuthi azomlandela |
| Kukhona nohlelo lolayini abasheshayo kewnzalwa abakhubazekile, nabagula kakhulu |
| Kukhona nohlelo lwenqubo lokudluliselwa esibhedlela. |
| Lusebenza kanjani loluhlelo |
| Kukhona incwadi oye uyithole njengesiguli ekhishwa wunesi noma udokotela ekuthumela kwesinye isibhedlela. Lencwadi isiza odokotela ukuthi bakwazi ukubona inkinga yesigulo sakho |

What else should I know?

If the patient is transferred to other Hospital the staff will inform their relatives.

Only one person from the family is allowed to escort the patient

Be free to express yourself in your own language.
If you have any complaint, please inform the Manager of the component or you can visit Public Relations Officer who will handle your complaint.

You are asked to please respect the CHC property at all times.

The pharmacy dept are not opened after hours and over the weekends.

You should carry all your medication issued by your private doct or another Hospital. This will help the Doctor or Nurse to manage your health problem.

All children under 18 years should be accompanied by their parents.

We offer fast queue's for Disability and critical patient.

Certain patients are given priority at Pharmacy after assessment.

Clients are urged to collect their medication, not to send the person to collect medication on their behalf.

We also issue the referral letter in the Institution

How does the Referral Letter works?

This is the letter you get from the institution when the nurse or the doctor sends you to the Hospital. This letter will assist the doctor to understand your health status and current management

IZIBOPHO EZIQONDENE NEZIGULI

- Yileso naleso siguli sin esibopho sokuthi:
- Sibheke impilo yaso siphile ngendlela efanele .
- Sigcine kahle futhi sivikele imvelo nendawo esikuyo.
- Sihloniphe amalungelo ezinye iziguli nabahlengi bempilo.
- Sisebenzise zonke izinto zezempilo ngokupheleleyo ngaphandle kokwenza incithakalo noma ukumosa.
- Siqikelele ukuthi siyazazi izinhlelo zezempilo sibuze nokuthi zisiphatheleni.
- Sinikeze abasebenzi bezempilo ulwazi olufanele nokuyilona oluyosiza ekucwaningweni, ekuhlolweni, ekulapheni, ekuvuseleleni nasekwelulekweni.
- Sazise abahlengi bempilo ngesifisa kwenziwe mayelana nokufa kwaso.
- Sihambisane nemithetho yokwelashwa kanye nenqubo ephathelene nokuvakashelwa (Rehabilitation)
- Ukugcina nokuphatha kahle amakhadiezempilo. Nokuwaphatha njalo uma uza emtholampilo/Esibhedlela.

Phatha umazisi wakho njalo uma uza emtholampilo/esibhedlela ukuze sikwazi ukuchibiyela/ ukubhala iminin-gwane.

THE RESPONSIBILITY OF THE CLIENT/ PATIENT

- Every client/patient has the responsibility:
- Take care of his/her life and live a healthy lifestyle
- Care for and protect the environment
- Respect's the rights of other patients and health care providers.
- Utilize the Health systems optimally without abuse.
- Get to know his/her local health services and what they offer.
- Provide health care workers with relevant and accurate information for diagnostic, curative, rehabilitative or counseling purpose.
- Advise the care providers of his/her wishes regarding to death.
- Comply with the prescribed treatment and/or rehabilitation procedures.
- Ask what related cost of treatment and/or rehabilitation would be and arrange for the payment.
- Keep carrier card safely and clean and present it to each visit to the Clinic/Hospital
- Please bring your Identity document on all your Clinic or Hospital visits to update/fill in your personal particulars

HLENGISIZWE COMMUNITY HEALTH CENTRE COMPLAIN MECHANISM

Any complaint reported to the Public Relations Officer or referred to the PRO by any personnel in any form, including telephonic, written or verbally will be treated with confidentiality and urgency. The PRO will accept and coordinate all forms of complaint, but during the process of solving a complaint, management will be notified, The head of section which the complaint is directed at will be required to perform confidential and accurate investigations. Minor complaints can be resolved on the spot, but if the patient is not satisfied, she/he can launch a complaint in writing. If the patient is still not happy after the final response, they also have the right to take it further.

Step 1

If it is a minor complaint, we will acknowledge your complaint as soon as we received it. We will apologize, and explain if the situation is something beyond our control and try to offer alternative service. If it is major complaint, we will require you to present your case/complaint in a written format. We will acknowledge your complaint through writing and open a file for your complaint.

Step2

The PRO will present all weekly complaints to management.

Step 3

The PRO will then write to the Head of that section where the complaint occurred. The Head will be required to conduct a full investigation about the incident. Management will be notified constantly about proceedings.

Step4

The Head of Section will then write a full report to the PRO after investigation. The PRO will write to the patient. The aim of this report is to close the complaint, but if the patient is still unhappy, an investigation is conducted again. On delicate cases, the Medical Manager will invite the patient to the institution for medical examinations. Should it happen that the patient is still not happy she/he also has the right to take it further including the name of the health worker, Department/Section where the incidence took place, contact details of a patient, including date, telephone number, fax number, email(if available), postal address and the number that appears on the repeat card.

The Office of the Public Relations is committed to effective and proactive communication services that put patients first in conjunction with the National Batho Pele Principles.

INDLELA YOSIKHALAZO IZIKHALAZO

Noma yisiphi isikhalazo esibikiweyo sase sidluliselwa kuMxhumanisi,ngocingo, ngencwadi noma ubuso nobuso sizophathwa ngendlela eyimfihlo nephuthumayo. UMxhumanisi uyosamukela isikhalazo. Ngesikhathi esadingida udaba lwakho, abaphathi besiKhungo bayokwaziswa, futhi umphathi walapho isikhalazo sakho siqhamuka khona uyocelwa ukuba enze uphenyo lwangaphakathi oluyimfihlo ngokucophelela. Izikhalazo ezincane zingaxazululwa ngaso lesi sikhathi, kodwa uma ngabe loyo ofaka isikhalazo akanelisekile ngemiphumela, uvumelekile ukuthi afake isikhalazo esibhaliwe phansi. Uma kwenzeka unganeliseki futhi ngemiphumela yophenyo, usengasiqhubela phambili isikhalazo sakho.

ISIGABA SOKUQALA

Uma kuyisikhalazo esincane, siyosamukela isikhalazo sakho ngesikhathi sisithola. Siyoxolisa, futhi siphinde sikuchazele uma kungukuthi yinto engaphezulu kwamandla ethu, Siyobe sesizama ezinye izindlela zokukusiza.

Uma kuyisikhalazo esikhulu, siyocela ukuthi usibhalele incwadi. Siyobe sesisamukela isikhalazo sakho ngokukubhalela incwadi.Kuyobe sekuvulwa ifayela lakho eliqondene nalokhu.

ISIGABA SESIBILI

Umxhumanisi uyobe esechazela abaphathi emhlanganweni wabo wamasonto onke ovamise ukuba njalo ngomsombuluko.

ISIGABA SESITHATHU

uMxhumanisi uyobe esebhalela uMphathi walapho isigameko lesi senzeke khona incwadi. Umphathi lowo uyobe esecelwa ukuba enze uphenyo ngesigameko lesi. Nalapho abaphathi bayoloku baziswa ngokuqhubekayo ngophenyo lolo.

ISIGABA SESINE

Uma uphenyo seluphothuliwe, umphathi walowo mnyango okukhalazwa ngawo uyobe esebhalela uMxhumanisi incwadi.Yonke leminningwane etholakele ophenyweni, iyodluliselwa kokhalazayo nguMxhumanisi. Lapha siyobe sesisivala isikhalazo, kodwa uma ungokokwaneliseki, unelungelo lokucela olunye uphenyo. Uma isimo sesigameko sibucayi kakhulu, uMphathi woDokotela uyocela ukubonana nawe ukuze uxilongisiswe. Nalapha usengakwazi ukudlulisela phambili udaba lwakho uma kwenzeka unganelisekile.

KHUMBULA

Abakhalazayo bayacelwa ukuba banikezele ngemininingwane yesigameko esibehlele. Kubalulekile ukwazi igama lomsebenzi obekusiza, Umnyango lapho kwehle khona isigameko, imininingwane lapho ungathintwa khona kuhlenganisa usuku, inamba yocingo, inombolo yesikhahlemezi, I-email uma ikhona, idilesi lapho uhlala khona kanye nenamba yekhadi eliluhlaza

FOR FURTHER INFORMATION PLEASE CONTACT

MS. SIBONGILE TSHABALALA (PUBLIC RELATION OFFICER)

TEL: 031 7740084 EXT 235

FAX: 031 7740085



POSTAL ADDRESS:

P.O. BOX 545

HAMMARSDALE

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