OUR VISION

To be the best regional Hospital in the Province of KwaZulu Natal, in partnership with the community that we serve.

OUR MISSION

- We are committed to providing a quality and comprehensive regional specialist health service with a district hospital component based on the primary health care approach in the spirit of ubuntu to all persons in need of such care by:
  1. Identifying and meeting the needs of our clients within the frame work of the National and Provincial health policies.
  2. Promoting partnership in health with the community.
  3. Training and developing our staff.
  4. Making optimal use of our resources.
  5. Constantly measuring and improving our standards.
  6. Ensuring a safe environment for all.
SERVICES AVAILABLE AT MADADENI PROVINCIAL HOSPITAL:

1. OUTPATIENT DEPARTMENT SERVICES:
   1.1 Audio visual and speech therapy.
   1.2 Crisis Care Centre
   1.3 Dental Clinic
   1.4 Gate Clinic
   1.5 Gynaec Out patient-SOPD
   1.6 Medical Outpatient-MOPD
   1.7 Ophthalmic Clinic / Eye
   1.8 Orthopedic Outpatient
   1.9 Occupational Health Unit
   1.10 Pediatrics Outpatient Dept.
   1.11 Surgical outpatient Dept.
   1.12 Urology Clinic
   1.13 Wound/ Stoma Clinic

2. GENERAL SECTION.
   2.1 Burns Unit
   2.2 Isolation Wards
   2.3 Medical Wards
   2.4 Orthopedic Ward
   2.5 Surgical Wards
   2.6 Pediatrics Wards
   2.7 Urology Wards

3. OBSTETRICS AND GYNAE:
   3.1 Admission Ward
   3.2 Ante Natal Ward
   3.3 Birth registration Services
   3.4 Family Planning
   3.5 Gynecology Ward
   3.6 Labour Ward
   3.7 Neonatal Ward
   3.8 Post Natal Ward

4. T.B. SERVICES:
   4.1 T.B Out Patient
   4.2 T.B. Wards

5. INTENSIVE CARE UNIT.

6. OPERATING THEATRE

7. MENTAL HEALTH CARE SERVICES:
   7.1 Child Mental Health services
   7.2 Psychiatric Out Patient services
   7.3 Psychiatric In Patient services:
      7.3.1 Acute unit
      7.3.2 Medium term
      7.3.3 Long Term Unit
      7.3.5 Intellectual disability
      7.3.5 Forensic services.

8. RADIOLOGY SERVICES:
   8.1 C.T. Scan.
   8.2 X-ray.
   8.3 Ultrasound

9. SOCIAL WORK SERVICES.

10. SUPPORT SERVICES:
   10.1 Blood Bank
   10.2 Medical Laboratory
   10.3 Pharmacy
   10.4 Physiotherapy
   10.6 Occupational therapy

11. V.C.T. DEPARTMENT (Voluntary Counseling and testing)

   Before coming to the hospital

One of the strategic objectives of the department of Health is to bring health care services closer to the communities. It is for this reason that the Department decided to capacitate nurses working at Primary Health Care centre/s / clinics, for them to be able to cope with various conditions and problems presented by clients at the clinic points, because the procedure now requires that every person should start at the P.H.C centre/clinic before coming to the hospital.

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SENIOR MANAGEMENT TEAM:

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Mrs. T.F Mazibuko - Nursing Manager   Tel : 034 - 3288137    Mr. W.E.V. Mngomezulu - Human Resource Manager
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Dr. H.A. Hlela– Medical Manager  Tel : 034 - 3288007

Mr. O.S. Mkhize– Systems Manager
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The P.H.C. nurse would then refer the client to the hospital should she / he identify the need for a client to get help from the hospital. The client is once again reminded that he/she should always carry the referral letter from the referring clinic when coming to the hospital. Emergencies are excluded from this arrangement. The community is urged to use the clinics as these services are closer to them and are free of charge.

2. Documents to provide when visiting the hospital.

2.1. Pensioners

- Pensioner card
- I.D. book
- 3 month Bank Statement

2.2. Unemployed citizens

- For those citizens who are unemployed, but were previously employed, they must provide their I.D’s and their Blue cards.
- Those who are unemployed and do not have the Blue cards, must come with their I.D. s, and must sign the declaration at the admitting office. Sworn statement / affidavit from your nearest police station can be submitted.
- Children under 6 yrs. should bring immunisation cards.

2.4. Employed citizens without Medical Aids.

- The above must bring their pay sheet and their I.Ds

NB. Parents / relatives [guardians] taking disability grants for their children / family members must submit a written proof from the welfare department, together with the other relevant documents as stated under pensioners when these people are brought in the hospital for free treatment.

3. On arrival to hospital

- NB Every citizen is to bring his/her residential and postal addresses, contact number for self and their next of kin. The correct information is very vital as it decreases a lot of inconvenience at some later stages.
- Every citizen has the right to be treated with respect and courtesy. He/she has the right to access services without being discriminated against information and whatever that is stated in the patients rights charter. If for some reasons citizens feel that their rights have been violated, they may contact the person in-charge of the particular Unit/ward they are not happy with. If they are not satisfied with the intervention, they can direct their concerns to the Public Relations Office of the institution who will direct such concerns to the relevant heads for corrective measures to be instituted.

Employed citizens with Medical Aids

The above must bring their Medical Aid cards, pay sheets and I.Ds.
ADDITIONAL INFORMATION.

Visiting Hours

- Mondays—Saturdays: 15H00—16H00
  19H00—20H00

- Sundays & Public Holidays:
  - 11H00-12H00
  - 15H00-16H00
  - 19H00-20H00

Visitors to Post Natal ward will be allowed in only at 09H00-10H00. Thereafter stick to the above visiting hours.

Visitors to I.C.U. will be allowed in from 09H00, but period stayed will be controlled by the ward staff.

Visitors to T.B. section and Psychiatric section will fall into the above normal visiting hours.

OTHER GENERAL RULES AS PROVIDED BY THE POLICY GOVERNING THE STATE INSTITUTION

- Hawkers are not allowed within the hospital premises.
- Every health institution was declared by the national government as a no smoking zone, therefore citizens are requested to adhere strictly to this principle.
- Children below 6 years are not allowed within the hospital for visiting purposes.
- Every citizen has a right to be treated with respect and courtesy. He/She has a right to access services without being discriminated against, information and what ever that is stated in the patient's right charter. If for feel that their rights have been violated, they may contact the person in charge of the particular unit/ward they are not happy about. If they are not satisfied with the intervention, they can direct their concerns to the such concerns to the relevant heads for corrective measures to be instituted.

EMPLOYMENT OPPORTUNITIES

The hospital has a policy and procedure guiding the recruitment and appointment of new employees. All the available positions are advertised in the National and Local newspapers, depending on the level of the position. All interested people should post their applications to the address provided.

NB All the applications must be strictly posted as it is normally specified in the advertisement. Applications that are hand delivered will not be considered.

Short listed candidates will be subjected to an interview, and suitable persons will be employed.

THE HOSPITAL BOARD

These are members of the community who are appointed by the provincial M.E.C. for health. They are a link between the hospital and the community. They advise management on issues of interest in the running of the institution. They further cascade information from the hospital to the public through the relevant structures, as the hospital management communicates with the public through this structure. (Hospital Board)

If the community feel that they need clarity on certain issues concerning the hospital, this is the structure that is there to provide the relevant information, as most information is provided in their quarterly meetings with the hospital management.

DAYS AND TIMES OF SPECIAL CLINICS AT THE HOSPITAL

- ORTHOPAEDIC CLINIC
  Tuesdays : 08H00-15H00

- UROLOGY CLINIC
  Mondays : 11H00 – 13H00
  Wednesdays : 07H00 – 10H00

- SOPD
  Mondays : 07H00 -12H00
  Thursdays :12H00 - 12H00

- EYE-CLINIC
  Available everyday from 07H00

- POPD
  Available every day.

- MOPD
  Available everyday.

- DENTAL CLINIC
  Monday to Friday