MAHATMA GANDHI MEMORIAL HOSPITAL
INFORMATION BROCHURE

INFORMATION ABOUT YOUR STAY WITH US

Welcome to Mahatma Gandhi Memorial Hospital! We want you to know that we are committed to quality care, and hope that your stay here will be as pleasant as possible. This brochure has been compiled to let you know what to expect during your stay here.

WHY AM I BEING ADMITTED?

Your doctor should explain the reason for your admission, and indicate how long you are likely to stay. Feel free to ask any question about your illness or your treatment.

HOW MUCH WILL I HAVE TO PAY?

1. The fees manual has been changed with effect from 1 January 2005
2. Patients will no longer bring affidavits to prove that they are unemployed but will however need to go to the Departments of Labour for a letter to prove that they are unemployed. THIS LETTER IS ONLY VALID FOR 60 DAYS.
3. The fees charged depend on a patient’s income.
4. The fees charged are:
• Outpatients: H1 – R20.00 – unemployed - UIF card needed – pensioners / grantees
  H2 – R65.00
  ALL THESE ARE SUBJECT TO ASSESSMENT OF PATIENTS.

IN - PATIENTS FEES

H1 – R30.00. Per admission
H2 – R20 per day
PHP – including medical aid patients- these are patients whose income exceeds the cuts off points as set out hereunder.

Single – income exceeding R72 000PA
Family Units
Income exceeding R 100 000 pa
As well as hospital patients belonging to a medical aid scheme or benefit found in terms of principle fourteen, as well as only persons who refuses to declare his/ her income on admission

5. Patients on Medical Aid are charged the appropriate tariffs.
6. Fees are prescribed by the Department of Health, and are subject to change.
7. Children under 6 years & and pregnant women do not pay. [Excluding those who are on Medical Aid]

ALL THESE ARE SUBJECT TO ASSESSMENT OF PATIENTS.

WHAT DO I NEED ON ADMISSION?

• Identity document, birth certificate or/ and road to health card if the child does not have an ID.
• Proof of residence (a letter with your name e.g. = water account, electricity account or any other account.)
• Name, address and phone number of an emergency contact.
• Proof of income if you are not employed - Pay slip salary advice or a letter from your employer if you do not get a payslip.
• Unemployment card - if you are not employed
• Toiletries

WHAT ABOUT VALUABLES?

• Valuables should not be kept in the ward – if PERSONAL items e.g. clothing, shoes blankets etc are not claimed within 3 months from the hospital, items will be donated to a needy organisation or incinerated.
• The hospital will not be liable for valuable items stolen from patients.
• Firearms must be declared and left at the gate with security who will send them.
• Monies must be sent home or given to the sister in charge who will send them for safekeeping and a receipt will be issued
• Patients are discouraged from having large sums of money on admission.

WHAT CAN I EXPECT DURING MY STAY IN HOSPITAL

• The admitting officer will record your personal details and then admit you. If you are very sick, you will be taken straight to the ward and your details taken later.
• In the ward, the nurses will also ask some personal details. If there is an operation to be done, Doctor will explain including the benefits and risks and if you agree the necessary documents will be completed.
• If you are booked for an operation, come early on the previous day to ensure adequate preparation.
WHAT ELSE SHOULD I KNOW?

- Smoking, alcohol and drugs are strictly prohibited.
- Be free to express yourself in your own language.
- Your cultural and religious beliefs will be respected.
- If you have any complaints, please inform the person in charge of the department, who will deal with it appropriately or you can visit the public relations officer who will handle your complaint.
- You are asked to please respect the hospital's property at all times.
- There are only 2 visitors allowed per patient.
- Visitors will not be allowed to visit patients without visiting permits, which will be issued on admission and must be returned to the sister in charge on discharge.
- No visitors to wait outside ward entrances, visitors must wait at the visitor’s entrance door.
- Patients are not allowed to leave the wards without getting prior permission from the sister in charge of the department.
SERVICES PROVIDED AT MAHATMA GANDHI MEMORIAL HOSPITAL

SORTING STATION

There is a sorting station at the entrance of the hospital. There is a sister in attendance from Monday to Friday from 06h45 to 16h00. All patients who come in for treatment are required to see the sister in charge before waiting in the queue for chart/treatment.

THE PUBLIC RELATIONS DEPARTMENT

We would like to hear from you. We care about what you think. The public relations department is open from Mon to Friday from 07h30 to 16h00. Should you be unhappy with the service at the hospital or have any suggestions that may improve our services please feel free to come and chat regarding your problems. The department welcomes criticism and comments as this will assist the hospital in improving.

MEDICAL OUT-PATIENT DEPARTMENT

The department is opened from 07h00 to 16h00 Mon to Fri. Only patients with referral letters from clinics will be seen by the doctor.

Cardiac Clinic - Mon
Follow Up - Tues
Dermatology - Wed
Endocrine - Fri
General - Mon - Frid
MON TO FRI – 08H00 TO 16H00

All patients with controlled treatment on treatment e.g. diabetes, hypertension, cardiac

PRIMARY HEALTH CLINIC

All patients who have minor ailments e.g. headaches, influenza, rash etc are treated by a trained sister.
Acute medical emergency treatment is available MON to FRI from 07h00 to 15h00.
All remaining patients after 18h00 in MOPD will be transferred to Casualty for review e.g. blood results

**DOT CLINIC:** Patients who have been diagnosed with TB at MOPD and POPD are referred to the DOT Clinic. The clinic is opened from Mon to Fri from 07h00 to 16h00.

**MEDICAL OFFICERS**
Mahatma Gandhi Hospital has a hard working and dedicated Medical Officers, Registrars, Specialist and Consultants.

**ANTENATAL CLINIC**
We work closely with the surrounding clinics to provide an obstetrics and gynecology service for the local population. Mahatma Gandhi Memorial Hospital is a referral center for these clinics.
At the antenatal clinic, we see only women who have been found by the local clinic to have a problem, and have been referred to us. We do not start routine antenatal care for low risk pregnant women. Patients who are referred to our clinic must arrive at 07h00, and be prepared to be admitted to the hospital if necessary.

**GYNAE CLINIC**
At the gynae out-patient’s clinic, we see only women who have an appointment, unless the problem is an emergency. The appointment could be made by the nurse at your local clinic, or by your family doctor.
Antenatal clinic and gynae clinic is opened Monday to Friday from 07h00 to 16h00.

**GYNAE CLINIC**
- MON – FRI – 07H00 TO 16H00

**ANTENNATAL CLINIC**
- MON - FRI – 07H00 TO 16H00

**FAMILY PLANNING**
- MON – FRI- 07H00 TO 16H00

**NB: ONLY EMERGENCIES WILL BE SEEN ON WEEK – ENDS AND AFTER HOURS.**
EXPECTANT MOTHERS

Expectant mothers coming to deliver a baby must bring the following:

MOTHERS

- Night dress and gown
- 2 pkts of sanitary pads
- toiletries

FOR BABIES

- baby clothes
- 2 pkts napkins
- receiving blankets

PLEASE MAKE THE NECESSARY TRANSPORT ARRANGEMENTS SO THAT YOU ARRIVE AT THE HOSPITAL EARLY WHEN IN LABOUR.

REFERRAL PATTERN

All patients who are seen at Mahatma Gandhi Memorial Hospital are encouraged to bring referral letters from the clinics before being seen by the doctors.

PHYSIOTHERAPY DEPARTMENT

This department provides an in and out patient service.

1. Any patient requiring physiotherapy must first be seen by the doctor in the outpatient department who will refer the patient.
2. Patients with outside referrals will have to follow the same procedure.
3. Outpatients returning for physiotherapy are given appointments. A list of names are given to the admitting office who assist by taking out the patient charts which is left at the cashiers till. Patients are to follow this queue to this till to obtain their charts.
4. Patients are assessed with regards to the extent of their disability a need for wheel chairs. Patients are put on a waiting list for wheel chairs.
All patients outside of these areas are referred to Phoenix Assessment and Therapy Center for follow up treatment

**OCCUPATIONAL THERAPY**

An in patient service is currently being offered to all wards. All the out patients are referred to Phoenix Assessment and Therapy Centre.

**WHO DOES THE OCCUPATIONAL THERAPIST TREAT?**

Some conditions treated at Occupational Therapy:
- Neurological: CVA (Stroke), Head Injury, Spinal Cord Injury.
- Surgical: Burns, Amputees, and Fractures.
- Medical: Cancer, Diabetes
- Musculoskeletal& Connective Tissue disorder: Rheumatoid Arthritis, Osteoaritis
- Hand Rehab: Flexor tendon injuries
- Pediatrics: cerebral palsy, development delays.

**PHARMACY**

The pharmacy is opened from 07h30 till 16h15 on weekdays only. The Casualty Department stocks only emergency medication. The pharmacy also provides an inpatients service. The pharmacy also supplies medication to the Hospital Crisis Centre, Amouti Primary Health Care Clinic, as well as the Provincial Rehabilitation and Assessment Centres. Several HIV/Aids and ARV related programmes such as the Diflucan Partnership programme, the Mother to Child transmission Programme and the Post Exposure Prophylaxis for rape Survivors are being controlled through the Pharmacy Department.
An express window is opened to minimize the waiting time of patients - only patients who have less than three medications are allowed at this window. Patients are requested to bring in their ID Books when collecting their medication.

**A suggestion box is available outside pharmacy and comments, and suggestions from the patients are welcomed.**

![X- RAY DEPARTMENT](image)

**X- RAY DEPARTMENT**

The x-ray department is opened from:

- 07h30 to 16h00 - Mon – Fri
- 16h00 to 07h00 (after hours)

**Only emergencies are done after hours**

**Service offered by the department:**

1. General Radiography

   **No special radiological investigations such as Ct scans, MRI are done at MGMH.**


3. X – Ray and ultra sound are only done on patients after examinations by a doctor based at MGMH.

4. Referrals for x-rays from outside doctors will not be accepted.

5. The x-ray dept also has a tele- medicine unit linked to the ultra sound machine. Patients can be scanned at MGMH and “real time” images are viewed by specialist at other sites that have similar equipment.

![PATHOLOGY LABORATORY](image)

**PATHOLOGY LABORATORY**

Apart from providing a 24 hour service to Mahatma Gandhi Memorial Hospital, the laboratory provides a service to the following centers:

- PATC, INANDA CLINIC, KWA MASHU CLINIC, STARWOOD CLINIC, PHOENIX ASSESSMENT AND THERAPHY CENTRE, AMOUTI CLINIC, PHOENIX MORTUARY, PHOENIX REHALIBILTATION CENTRE.
• While most urgent test are done at our Lab large numbers of routine test sent to Lab at King Edward, Albert Luthuli, and Addington hospitals to be processed.

• Due to the time it takes to do different test, the patients waiting times may vary from 30 min to 2 hrs.

**DIETITICS**

The Dietetics Department provides a service to both out- patients and in- patients.

• The Dietician provides dietary counseling to inpatients and outpatients with various clinical diagnosis e.g. diabetes, hypertension, gout etc

• The Dietician is also involved in improving inpatient nutritional status by providing them with oral nutritional supplements or eternal feeds.

• The dietetics departments run the protein energy malnutrition scheme. The scheme is targeted for malnourished children, pregnant breastfeeding mothers and the chronically ill. There are acceptance entry and exit criteria for the scheme. Supplements currently on the scheme include full cream milk powder, fortified meal and sugar beans.

• Patients are usually kept on the scheme until they reach a healthy nutritional status.

**CRISIS CENTRE**

**DISTRICT MEDICAL OFFICER SERVICES**

The department is opened 24hrs.
The police regularly bring mentally ill patients to the centre for certification to a mental hospital.
The medico –legal unit at MGMH also work closely with the Department of Social welfare and the social work department at the hospital.
The commonly treated cases are: assessment and notification of abused children.
Medical examination on children for placement e.g., foster parents, children’s home.
PHILAKAHLE CLINIC

The clinic of Good Health is situated just outside the hospital building (within the premises) at MGMH and was opened in May 2002. Staff at the clinic are trained Medical, nursing and counselors who are on duty from 07h00 to 16h00 – Mon to Fri.

Service offered at the Philakahle Clinic are:

- Health education
- Pre – and post test counselling – on going counselling
- VCT – voluntary counseling and testing

PMTCT

What do we do?

Preventing mother to child transmission.

It’s a program that is encouraging to all pregnant women to go for HIV testing.

The importance of the test is to get easy access to latest methods of preventing HIV to pregnant women

Benefits

If pregnant women test HIV positive-immediately they do a cd4 cell count.

This tells them how many t-cells, a special kind of white blood cells they have.

When pregnant women are 6 months pregnant, they get nevirapin (NVP) tablets.

This magic tablet prevents the virus within the mother to infect the baby during pregnancy and delivery.

If the cd4 cell count is less than 200, mothers attend educational sessions and then commence ARV treatment.
SOCIAL WORK DEPT

The department comprises of 5 social workers. Hospital social work is part of the general social work practice but in a specialized setting.
The department is opens from 07h30 to 16h00 – Mon to Fri.
Only patients that have been formally referred are seen at MGMH social worker.
All NGO’s, CBO”s & other hospital staff who require social work services are seen between 07h30 to 09h00 daily on appointments only.

PSYCHOLOGIST

The psychologist is available on Tuesday, Thursday and Friday for Inpatients and trauma outpatients who are seen at Crisis Centre. Only patients who are formally referred are seen by the psychologist.

SPEECH THERAPIST

Only patients who are formally referred are seen by the speech therapist. The speech therapist is available on Wednesday

VISITING HOURS AT MGMH

MON TO FRI: 14H00 TO 15H00 and 19H00 TO 20H00
SAT TO SUN: 14H00 TO 16H00
CANTEEN AND TUCKSHOP FACILITIES

We have a tuckshop, which opens from 07h00 and closes between 21h00 to 21h30 daily situated at the entrance of the hospital.
There are also vending machines available after hours.

COMPiled: Public Relations Department
Mrs R Thomas (C.L.O)