PATIENT INFORMATION BOOKLET
VISION
To see R.K. Khan as a leading health care facility in Kwa-Zulu Natal

MISSION
To deliver a comprehensive mainly curative health service of a standard to all people in our region, with compassion and empathy, in a cost effective manner.

PATIENTS RIGHTS
- Healthy and safe environment
- Access to health care
- Confidentiality and privacy
- Informed consent
- Be referred for a second opinion
- Exercise choice in health care
- Continuity in care
- Complain
- Participate in decision making that affects his/her health
- Be treated by a named health care provider
- Refuse treatment
- Knowledge of their health insurance/medical aid scheme policies.

PATIENTS RESPONSIBILITIES
- To treat health care providers with respect and courtesy
- To provide relevant and correct information for diagnosis, treatment, rehabilitation or counseling purposes.
- To comply with the prescribed treatment
- To enquire about the related charges/fees and to arrange for payment
- To take care of health records whilst in your possession
- To care and protect the hospital environment
- To assist in obtaining an acceptable standard of cleanliness of the hospital.
- To respect all the rules of the hospital as lay down by the Management.

OUR SERVICE BENEFITS FOR YOU
We are a District and Regional Hospital in line with the policy of the Provincial and National Departments of Health.

SERVICES PROVIDED
- Casualty – 24 hours emergency services
- General Outpatients – Monday to Friday 08:00 – 16:00
- Inpatient Services
- Primary Health Care Clinic
- HIV/AIDS Clinic
- Voluntary Testing and Counseling
- Anti Retroviral Therapy
- Prevention mother to child transmission
DOCUMENTS YOU NEED TO BRING ON YOUR FIRST VISIT

· Identification documents
· Proof of residential address (e.g. telephone a/c / rates or water)
· Proof of income
· Medical Aid details
· In the case of social pensions/civil pensions – cards

ELECTIVE ADMISSIONS FOR OPERATIONS INVESTIGATIONS AND PROCEDURES

· Bring your Identity document
· Remove all jewellery
· Do not carry cash/bank cards, cellular phones
· You will be required to give consent for the operation either in the clinic or on admission (Patients under 18 years require parent /guardians consent)
· Remove bulky braids / wigs
· A set of patients clothes must be kept in the ward kit room in case of transfer to another hospital / or in case of disaster.

VALUABLES

· Entered in Kit Book and kept for safekeeping in the Admission Office.
· Private possessions in the locker and on your person are kept at your own risk e.g. cellphones.
· The hospital will not be held responsible for the loss or damage of valuables.
· If items in safekeeping are lost through fire or burglary, the Hospital will repay a maximum of R50-00.

MEAL TIMES

· Breakfast    -  07:45 to 08:30
· Lunch        -  12:00
· Afternoon Tea -  14:30
· Supper       -  17:30

DOCTORS WARD ROUNDS

· 08:00 – There should be silence in the wards.
· All patients must be in bed.
· Cell phones and radios must be switched off during rounds.
ITEMS NOT PERMITTED

- Alcohol and drugs
- Smoking on hospital premises
- The wearing of “heelies” (takkies with rollers)
- Cameras – including cell phone cameras
- Firearms (Safe available at Security Office)
- Dangerous weapons

PERMISSION

- Report to sister in charge if you leave ward e.g. tuck-shop, to smoke
- Do not leave the hospital without permission or proper discharge

VISITORS

- 2 visitors per patient at ward level
- In order to protect children from infection no child under 12 years will be allowed in the ward.
- Between visiting hours, critically ill patients visitors will be allowed, at the discretion of the sister-in-charge.
- Children will be allowed to visit after 16:00 at the discretion of the sister-in-charge, only if the patient is critically ill or long term patient.

VISITING HOURS

- Monday to Friday - 15:00 to 15:30
  19:00 to 20:00
- Weekends & Public Holidays - 14:30 to 16:00

CLEANLINESS

- Do not litter, use black refuse bins provided.
- Do not use Red Medical Boxes.
- Keep environment clean; make use of sputum caps provided.
- Keep your lockers clean
- Keep the toilet clean, do not mess or throw pads on the floor
INFORMATION TO FAMILY

· Relatives will be advised/contacted when patient is discharged.
· Discharge, account procedure will be explained.
· Items in safekeeping must be signed for, accompanied with production of I.D. Document.
· Family will be informed if there is a change in the patients condition, or transferred to another hospital.
· Telephonic enquiries about the patient’s condition will be put through the ward between 10:00 to 22:00hrs.
· Only the general condition of the patient will be given.
· The use of private linen is no longer allowed
· Family members/next of kin, who wish to enquire on the patients condition/treatment, must make an appointment to see the attending doctor, via the ward sister.

  Surgical wards, doctor available between
  10:30 to 15:30
  Medical wards - 10:00

· Telephone number of patient/next of kin or nearest relative/friend/neighbor to be given to the nurse on admission.

AVAILABLE FACILITIES

· Pay phone booths are available on each floor, ground floor and at the main gates.
· A Tuck-shop is available on the hospital premises. Patients must seek permission to visit the Tuck—shop.

CHILDRENS WARD

· Parents or guardian must accompany elective admissions.
· Only parents/guardians allowed in Burns Unit because of danger of infection
· Do not leave money, chips, juice or sweets with children.
· Doctors rounds at 08:00 – 10:00 hours no parents/guardian or boarder mother to be allowed in the ward during this time.

COMPLAINTS PROCEDURE

· If you experience any problems inform the sister-in-charge of the department/ward or the Regional Matron.
· Failing the above a Public Relations Officer is available to address any issue.

  Office No. 1 at the Admitting Complex.
  Monday to Friday 07:45 to 16:00.
  After hours/Public Holidays/Weekends – please contact the matron on duty.

CALL-CENTER INFO: 0800 005 133 (24 Hour Helpline)
SUGGESTION BOXES – have been placed in accessible areas, please use them to tell us about our services and how we could improve.

If there is any other information not available in this booklet please enquire from supervisors in charge of sections or the Public Relations Officer.

BATHO PELE PRINCIPLES

CONSULTATION
Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

SERVICE STANDARDS
Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

ACCESS
All citizens should have equal access to the services to which they are entitled.

COURTESY
Citizens should be treated with courtesy and consideration.

INFORMATION
Citizens should be given full, accurate information about the public services they are entitled to receive.

OPENNESS AND TRANSPARENCY
Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

REDRESS.
If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy, and when the complaints are made, citizens should receive a sympathetic, positive response.

VALUE FOR MONEY.
Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE
Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who “go the extra mile” in making it all happen.

CUSTOMER IMPACT
Impact means looking at the benefits we have provided for our customers both internal and external – it’s how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.
LEADERSHIP AND STRATEGIC DIRECTION

Good leadership is one of the most ethical ingredients for successful organizations. Organisations that do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the organization. They take an active role in the organisations’ successes.

DIRECT DIALING

Should you wish to make any enquiries regarding a patient, you may dial directly to the ward after 10:00 hrs on the following numbers.

ADMITTING/DISCHARGE & ENQUIRIES
(031)459 6014/ (031)459 6015/ (031)459 6016/6121

CCU
(031)459 6363/ (031)459 6364/ (031)459 6370

ICU—INTENSIVE CARE UNIT
(031)459 6368/ (031)459 6365/6(031)459 366

D1—FEMALE SURGICAL
(031)459 6149 / (031)459 6150

D2—MALE SURGICAL
(031)459 6175 / (031)459 6176

D3—FEMALE MEDICAL
(031)459 6188/ (031)459 6189

E1—FEMALE MEDICAL
(031)459 6152 / (031)459 6153

E2—MALE MEDICAL
(031)459 6178/ (031)459 6179

E3—MALE MEDICAL
(031)459 6191/ (031)459 6192

M1—ANTENATAL WARD
(031)459 6163

M2 POST NATAL / NURSERY
(031)459 6181/ (031)459 6182/ (031)459 6183/ (031)459 6382

M3—GYNAE WARD
(031)459 6194/ (031)459 6195

04—ORTHOPAEDIC WARD
(031)459 6211/ (031)459 6214/ (031)459 6212

P5—PEDIATRIC WARD
(031)459 6224/ (031)459 6225/ (031)459 6227

ABI—PSYCHIATRIC WARD
(031)459 6406

HOSPITAL CEO  PUBLIC REALTIONS OFFICER
DR.P.S.SUBBAN  MRS.K.CHETTY