

SERVICES PROVIDED

General medical, General surgical, casualty, theatres, orthopaedics, physiotherapy & stomatherapy, x-rays, trauma, pediatrics, blood bank, laboratory, speech & audiology, VCT, PMTCT, occupational health for staff, ophthalmology, HIV/AIDS, social services, psychology, dental clinic, maternity & crisis center, occupational therapy, diabetic clinic, ENT, psychiatric out patient, TOP, urology, dietetics & endocrine services, breast & diabetic lipid clinic, kangaroo



HEALTH
KwaZulu-Natal
COMMITTED TO SERVE YOU



STANGER HOSPITAL
OCTOBER 2006

Stanger provincial hospital
Private bag x10609
Stanger
4450

Complaints/compliments: 032/4376007
Fax: 032/5511539
Email: sithole.theresa@kznhealth.gov.za

SERVICE COMMITMENT CHARTER

*STANGER HOSPITAL
OCTOBER 2006*



COMMITTED TO SERVE YOU

Tel: 032/4376000

STANGER HOSPITAL
PATIENT'S RIGHTS CHARTER



“PATIENT’S FIRST”

1. A healthy & safe Hygienic environment
2. Accessible Health care
3. Confidentiality, private communication
4. Informed consent
5. Be referred for second opinion if not happy with the doctor that you

saw

6. Exercise choice in health care
7. Continuity of care
8. Complain
9. Complete information from his physician about his health status & proposed treatment
10. Be treated by named health care worker
11. Refuse treatment except communicable or infectious diseases
12. Knowledge of ones health insurance/medical aid scheme
13. Inspect and obtain copies of all health records
14. Be treated by a private doctor of his choice
15. Management of his personal affairs
16. Personal freedom and dignity
17. Freedom from chemical/physical restraint (unless authorized by a physician in writing for a specific time.
18. Refuse to participate in Experimental Research.

STANGER HOSPITAL: VISION

We have embarked upon a journey into the future-forward, onward, and upward

We will strive to be the number one health care provider of choice for the public and private sectors in the province of KwaZulu- Natal,

As such it is our ambition to be a role model for our peers, of the miracles the are possible as a result of focused, co-ordinated effort,

We refuse to be earth bound because of perceived resource shortages,

Our passion for excellence will be our wings as we roar like eagles.

Our desire is to develop a healthy and well informed, educated community for whom we care in a holistic way-physically, emotionally and psychologically.

We aim to provide highly professional, specialized, customized treatment for individuals, taking into account their context, gender, age, and culture

Our governing core value at all times shall be to "do unto others as we would have them do unto us"

We will provide comfort for those whose spirits are wounded

We dare to care-delivering the five star magical touch of our staff at all times.

Mission and value statement of Stanger hospital: five



THE HOSPITAL C.E.O.
DR A.J. MANSVELDER

Principles

- Service excellence
- Ethical and fair treatment for all
- Continuous improvement in measurable ways
- Teamwork and staff development
- Compassion

THE RESPONSIBILITY OF THE CLIENT/PATIENT

Every patient has a responsibility to:

1. Take care of his/her life and live a healthy lifestyle
2. Care for and protect the environment
3. Respect the rights of other patients and health care providers
4. Utilize the health system optimally without abuse
5. Get to know his/her local health services and what they offer
6. Provide health care workers with relevant and accurate information for diagnostic, curative, rehabilitative or counseling purpose
7. Advise the health care providers



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