



HEALTH
KwaZulu-Natal

ST. APOLLINARIS DISTRICT HOSPITAL SERVICE COMMITMENT CHARTER

St. Apollinaris is a District Hospital with 155 authorized beds that forms part of the Kwazulu-Natal Department of Health. GP's, clinics and Community Health Centres refer patients. When the hospital cannot deal with the problems, patients are referred to specialists at the Regional Hospitals. After hours casualties and other emergency patients are seen. Hospital Management members are:

Acting Hospital CEO	: Ms L.V. Khumalo
Nursing Manager	: Miss. T.E. Kumalo
Medical Manager	: Dr. H.A.T Mjyako
Finance & Systems Manager	: Ms T.Q. Khoza
H.R. Manager	: Mr S.S.S Thwala



Ms L.V. Khumalo
Acting CEO

We are committed to offering you the following services:

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| <ul style="list-style-type: none"> • ARVs, • EAP, • HIV / AIDS, • Helipad, • Geriatric, • General Medical, • General Surgical, • Maternity, • Medical Laboratory Services, • Mental Health, • Oral Hygiene, • OPD Dept / Casualty Dept. | <ul style="list-style-type: none"> • Trauma, • Theatres, • Pediatrics, • Pharmacy, • Physiotherapy, • Occupational Therapy, • Rape Crisis Centre and EAP, • Termination of Pregnancy. • Tuberculosis, • X-ray, • VCT, PMTCT, Social Work, |
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Dr H.A.T Mjyako
Medical Manager



Ms T.Q. Khoza
Finance & Systems
Manager



Ms T.E. Kumalo
Deputy Manager:
Nursing



Mr S.S. Thwala
Human Resource
Manager

Our Commitment to you:-

We are committed to taking exceptional care of our patients through unmatched service excellence in all our endeavours. We do this by:-

- ✦ Acting with honesty, integrity, professionalism and responsibility at all times;
- ✦ Ensuring that we stay close enough to our patients/clients to anticipate and satisfy their needs and demands to the best of our ability;
- ✦ Communicating accurately in the language you understand and openly and placing a high premium on prompt, accurate and effective response to all patients/clients queries and complaints;
- ✦ Treating clients as an extension of our team so that our goals are achieved through mutual trust and interdependence;
- ✦ Using our knowledge of our patient's needs in order to provide proactive solutions to problems;
- ✦ Never settling for second best in caring for our patients, but always striving zealously toward providing the kind of service excellence of which we can all be proud;
- ✦ Ensuring that the KZN Citizen Charter, Batho Pele principles and the principles of Good Governance are continuously implemented and sustained;
- ✦ And to uphold human dignity as entrenched in the South African Constitution.

Service Elements within the hospital:

Security

We as security staff commit ourselves to provide effective and efficient protection services to staff, patients, and any other property of the Department of Health. We will ensure that we:-

- Conduct searches to people and vehicles entering or leaving the premises of the institution to comply with applicable legislation i.e Access Control Act 53/1985 and Criminal Procedure Act 51/1977.
- Render 24 hour uninterrupted protection services.
- Conduct high visibility patrols through-out the institution.
- Treat our stakeholders with dignity, respect and be courteous.
- Investigate theft, damages and any alleged misconduct in our capacity.

Out –Patient Department

We are committed to providing a 24 hour uninterrupted service daily including after hours, on weekends and public holidays. We are committed to the provision of comprehensive health care services to the community. We serve taking in cognizance the total care of an individual, those who are physically challenged including those who are challenged socially. Spiritually by proper allocation of staff according to their skills, capacity and level of training and those which we cannot manage be referred to other hospital as per our referral system.

We have a 30 minute average waiting time at OPD and even less at other service points. We commit to answer our telephone within three rings and you will be served by named individuals. We have clear signage prompting you to different service points. We undertake to respond to your written complaint within 3 working days. We will also take in cognizance your religious and medical dietary preferences.

We are committed to providing assistance and support to patients with special needs. We promise to treat you with sensitivity and dignity.

Unemployed persons and those that are getting the old age pension & disability grants are treated as free patients as long as the person has proof i.e. affidavit obtainable from any Commissioner of Oaths or police or else the pension payout slip.

Admitting office

When you are admitted, a Porter will escort you from OPD. S/he will take you to the clerk at Admitting Office for admission. You will be asked some few questions for the purpose of admission process. The clerk will then assess you according to the tariff charges stipulated at the fees manual, and then s/he will ask you to pay the in-patient fee accordingly. You will then be taken to the relevant ward depending on what your illness and gender.

Wards

In each ward there is a Operational Manager/Sister in – charge.

Ward 7 High care surgical + medical ward for both sexes

WARD 1&2 female medical & surgical ward.

WARD 10 male surgical + medical ward.

Ward 9 male TB patients.

Maternity Ward – for pregnant women that are in labor – Ante-Natal Care and Post-Natal Care.

Children's ward – Children from 0 to 10 years get admitted to that ward.

Meal times and meals served

Morning	07:00 Porridge, Tea and bread
Lunch	12:00 Full meal
Tea Time	14:30 –15:00 Coffee / Tea and bread
Supper	17:00 Light meal

You will get more information from the specific ward that you are admitted to.

Laundry service

This department does washing of patients clothes & linen every day except weekends. Sometimes they experience water problems, or some machines get broken so please be patient with them.. Linen for staff staying in hospital's residence is also washed once a week. Laundry operates from 07:30 to 16:00 during weekdays. Over weekends & public holidays opens at 08:00 to 11:00.

Kitchen

This department. provides 24-hour service. The Kitchen also may experience problems like shortage of water, but they ensure that food is always there no matter what.

Pharmacy

Opens at 07:30 till 16:00 p.m. unless in cases of emergencies. It is there to ensure that drugs / medicines are stored safely. Medicines are dispensed according to the prescription sheets issued by the Doctors or Sisters & that clients understands how to take treatment.

Laboratory

The service is for both in and out patients. That is where various tests are done e.g. blood, sputum and urine tests etc. The Doctor might order a certain test for you, that helps him / her to get the exact the exact diagnose in order to get specific treatment for that particular disease.

X-ray department

Opens at 07:00 till 16:00 and thereafter on emergencies. The service is for both outpatients and in-patients. Sr. or Dr. in OPD orders X-rays for diagnostic purposes.

Administration Section

We have other sections that are not mentioned above like **Human Resources Management Office** – for staff's personal records etc. **Revenue / Finance** – for hospital's financial / revenues records, **Supply Chain Management** – deals with ordering and issuing of hospital's stock to different sections / departments. **Transport** – for vehicles control purposes and records **Asset Department** –Equipment stocktaking / balancing etc. **Maintenance Services** – Dealing with maintenance within hospital premises as well as clinics e.g. some equipment repairs, ensuring that electricity, & water supply is in good working conditions etc.

Mortuary Service

Monday to Friday – from 08:00 to 17:00

Once you get a message that your relative has passed away please make arrangements to meet the Mortuary Attendant, who will then inform you of the procedure.

NB: Due to space limitations, bodies are kept for one week at the mortuary.

Philani Centre

This is a drop – in centre for all patients suffering from TB, HIV/AIDS as well as other chronic diseases like cancer. Patients do not have to wait in long queues in Outpatients. They can come straight to Philani Centre to collect their treatment. The Philani staffs are always friendly and helpful. Relatives can come to collect treatment for patients who are too weak to come as long as they bring their OPD cards. VCT counseling is also done at Philani Centre. If you would like to know your HIV status, feel free to visit the Philani Centre.

PMTCT (Prevention of mother to child transmission) site

Trained counselors at Visitors Room provide a PMTCT service.

It is important that every pregnant women visit this site for more information. Service provided from 07:30 to 16:00 Mondays to Fridays only.

Ethembeni clinic

This clinic responsible for providing ARVs. Opens from 07:00 a.m. to 16:00 p.m. Mondays to Fridays only.

Rape Crisis Centre

This service is provided by trained counsellors and Social Worker from 07:30 a.m. to 16:00 during weekdays. For more information please contact Crisis Centre employees.

Operating theatre

This department provides 24-hour service.

Referring patients to other hospitals

At times we refer some of our patients to other hospitals. viz Edendale, Greys, Addington, King George, King Edward, Wentworth, and Richmond Chest Clinic etc. where there are specialists in other fields of medicine.

Fees for our services

Fees are chargeable and raised according to the fees laid down in the Government Gazette based on a number of criteria, such as your income and your Medical Aid. The current rates are R20 for Outpatient and R30 for Inpatient. Payment with Medical Aid is encouraged where applicable and our Revenue department should be contacted to facilitate payment.

Certain services are provided free of charge, including treatment by PHC nurses, treatment of pregnant women, children under 6 years (provided there is no Medical Aid Cover), unemployed persons & pensioners as long as they provide proof.

Annual reports on performance results

In the beginning of April that is the beginning of our financial year we issue annual reports i.e. on statistics& expenditure etc. These are published on intranet covering April to March of that particular ending financial year. These reports are presented to staff members as well as Hospital Board members. Extract copies of these documents i.e. clients satisfaction survey + complaints versus compliments are placed on notice boards for clients to see.

Suggestions, complaints, recommendations boxes are located in the institution

Please make use of these boxes. Forms are obtainable next to each box.

You will receive response to your letter within 5 working days if you provide your name and address and telephone number. You will be advised of what steps have been taken against what you have raised. Your input is required and will be of great assistance as a valued customer of our services.

If you are not able to write, and want to complain / suggest or recommend something, please ask for Mr. Thobani Ngcobo the P.RO. Other options is to use the Hospital Board members in your community: here are their names and places where you can get them.



Cllr. E.R.S. Sikhakhane Bulwer Mr P.W. Phewa Newadi Location Mr S.P. Satywa Malenge Location Mr H.S. Sihlezana Antioch Location Mr J.Z. Mnguni Qulashe Location Mr B.M. Ndlovu Centocow Location Mrs S. Sindane Kilmun Location



Mrs K.S. Ngwenya Makholweni Loc. Ms A.N. Dlamini Newtonville Loc. Inkosi V. Zondi Isibonelo Esihle TA Mr M.S. Dlamini Amakhuze TA Mrs C. Dlungwane Ndulwini Location Mr B.P Msingaphansi Ekukhanyeni Location

This publication is reviewed yearly in consultation with all stakeholders involved especially the public. For views and comment contact details listed below:-
[Hospital contact details](#)

Postal: P/Bag X206,Creighton, 3263
Tel: (039) 833 8000
Fax: (039) 833 1062
Web: www.kznhealth.gov.za/stapollinarishospital.htm
Email: thobani.ngcobo@kznhealth.gov.za

ACTING HOSPITAL CEO

DATE

DATE OF NEXT REVIEW