

## **HOW TO LODGE A COMPLAINT/ SUGGESTION OR COMPLIMENT**

We are here to provide an efficient service to you. We value your input as to how we can improve our service

## **RAISING YOUR CONCERN AS A VERBAL COMPLAINT**

If you have a concern about your care or treatment, or about any of our services, please talk to the member of staff who is with you at the time. They will be as helpful as possible and may be able to resolve your concern immediately.

## **MAKING A WRITTEN COMPLAINT**

If we have been unable to resolve your concerns, and you wish to make a written complaint, you can do this by:

1. Using one of our Written Complaint forms and placing it in the Suggestion Box.
2. Contacting or visiting the hospital Public Relations Officer (PRO), Miss N.N.M. Mbatha, whose contact details are as follows:

Physical Address: Office No. 13 Admin. Block

Hours of availability : Mondays - Fridays  
08:00-16H00

Postal address:  
Vryheid District Hospital  
P / Bag X 9371  
Vryheid  
3100

Telephone : 034-9822111 ext 303

Fax :034-9809757

E-mail:nqobile.mbatha@kznhealthl.gov.za

3. Writing a letter to the Hospital Manager at the address given above.

## **EVERY PATIENT THEREFORE HAS A RIGHT TO:**

Be treated with respect, dignity, compassion, courtesy and have his / her privacy respected during consultation, treatment and hospitalization.

Emergency care and to be treated by a suitably qualified health professional.

Accurate information regarding his / her health status, the proposed investigations, procedures and treatment and if mentally sound, has the right to refuse.

give informed consent voluntarily to proposed management procedures and tests.

appropriate treatment regardless of culture, age, gender, religion or social standing.

make legitimate complaints and to have these complaints satisfactorily dealt with in a reasonable period of time.

visitors according to hospital policy.

health, safe, secure environment during his / her treatment while in the hospital.

die comfortably and with dignity.

receive a clear explanation regarding the services available, how and where he / she can receive the same free and private communication in his / her choice.

participate in planning his / her treatment.  
confidentiality of medical records.

Impartial access to the physician primarily responsible for his / her medical care and the way to contact the physician.

## **PATIENT 'S RESPONSIBILITY CHARTER:**

It is equally important for patients to know that every guaranteed right goes with a certain amount of responsibility. Hence, while you have the right to be treated with dignity and respect by our health care worker, it is equally your responsibility to also treat them with the same dignity and respect.

It is also your responsibility to disclose all information that will assist in providing you with holistic care. It is also your responsibility to disclose correct contact details, such as your address, telephone numbers, your next of kin etc.

# INFORMATION BROCHURE



**Coswald Brown Street, P / Bag X 9371  
Vryheid 3100  
Tel: 034 - 9822111  
Fax: 034-9809757**

## **VRYHEID DISTRICT HOSPITAL**

### **VISION**

**Our vision is to be party to health care reform in our district by the improvement of our hospital's capacity to handle strategic, management, operational and information systems issues**

### **MISSION**

**Vryheid District Hospital is committed to deliver a quality, coordinated, integrated and effective health service to the Abaqulusi Sub-District based on the Primary Health Care approach through the District Health System.**

### **CORE VALUES**

- ◆ Dedication
- ◆ Commitment to performance
- ◆ Trust
- ◆ Integrity
- ◆ Courage to learn, change and innovate
- ◆ Transparency
- ◆ Consultation

# WELCOME

## **OUR SERVICES AND BENEFITS TO YOU:**

We provide a 24 - Hour emergency service. As a District Hospital, we receive referrals from the Community Health Centre and clinics. Care will be delivered by our doctors and nurses. If your problem requires more specialized attention we will make arrangements for you to be referred to a Regional or Tertiary institution ( Madadeni Hospital, Grey's, Edendale, Wentworth, King Edward VIII or Inkosi Albert Luthuli Central Hospital, Lower Umfolozi and Ngwelezane

## **HOW TO ACCESS OUR SERVICES**

Access to our services are in keeping with the National Department of Health's policy on the District Health System with health services being provided at different levels of care according to the seriousness of the health problem.

It is not necessary to go to a hospital immediately if you or a member of your family is sick. The procedure is to first go to your nearest clinic or Community Health Centre.

Access to our hospital services will be as result of you having been referred with a referral letter from one of the clinics in our catchment / drainage area.

## **SERVICES OFFERED:**

- Out Patient Services
- Casualty
- Resuscitation
- Dental Health Services
- Occupational Health and Safety
- Speech and Audiology Services

- Crisis Centre( 24 -hour forensic services)
- Obstetrics and Gynaecological services
- Medical In-Patients Services
- Paediatric In Patient Services
- Surgical In- patient Services
- Orthopedics In- Patient Services
- Prevention of Mother To Child Transmission
- Operating Theatre Services
- Psychology services
- Social Work Services
- Health Information Services
- Infection Control
- Laundry Services
- Mortuary Services
- Administrative Services
- Stroke Unit
- VCT and ART services
- TB Clinic
- Physiotherapy
- Occupational Therapy
- Laboratory Services
- Pharmaceutical Health Services
- X - Ray and Ultra Sound
- Dietetics
- Blood Bank
- Gate Way Clinic

## **FREE SERVICES:**

- Treatment of Pregnant Women ( Provided there is no Medical Aid Cover)
- Children under six years of age ( Provided there is no Medical Aid Cover).
- Certain communicable diseases e.g. TB
- Epilepsy
- Mental Health Care Users
- Treatment for government grantees and pensioners
- Treatment by Primary Health Care Nurses (Gate Way Clinic)

## **WHAT YOU SHOULD KNOW:**

Kindly report to the department as directed by the OPD Clerk.

Please do not carry any valuables like jewelry, fire arms or money - only money to pay for hospitalization.

If you do have valuables or money, please hand them to the sister in charge for safe keeping. A receipt will be issued to you.

No liability will be accepted by the hospital in respect of cash or valuables belonging to patients and brought into the hospital by them unless such cash or valuables were entrusted to the hospital for safe custody and an official receipt was obtained.

## **Please bring:**

ID Book, Medical Aid Card, Contact Phone number, Residential Address and Clinic Card, Referral letter/ Reports and next of kin details.

## **VISITING HOURS**

Wards : Morning 10:00 - 11:00  
Afternoon 15H00- 16H00  
Evening 19H00-20H00

## **HOSPITAL FEES**

Private patients and Medial Aids patients are charged full hospital fees. All other patients are assessed according to income, with the exception of the patients entitled to free services.