

GREYS HOSPITAL CHARTER OF PATIENTS

EVERY PATIENT HAS THE RIGHT:

1. To be treated with respect, dignity, compassion, courtesy and have his/her privacy respected during consultation, treatment and hospitalization.
2. To emergency care and to be treated by a suitably qualified health professional.
3. To accurate information regarding his/her health status, the proposed investigations, procedures and treatment and if mentally sound, has the right to refuse.
4. To give informed consent voluntarily to proposed management procedures and tests.
5. To appropriate treatment regardless of culture, age, gender, religion or any social standing.
6. To make legitimate complaints and to have these complaints satisfactorily dealt with in a reasonable period of time.
7. To visitors according to hospital policy
8. To healthy, safe, secure environment during his/her treatment while in the hospital
9. To die comforted and with dignity
10. To receive a clear explanation regarding the services available, how and where he/she can receive the same
11. To free and private communication in his/her own language with persons of his/her choice
12. To participate in planning his/her treatment
13. To confidentiality of medical records
14. To impartial access to treatment and accommodation
15. To know the identity of the physician primarily responsible for his/her medical care and the way to contact the physician

To help us achieve the above, the hospital administration expects a certain level of co-operation from the patients and these responsibilities are listed below:

PATIENTS RESPONSIBILITIES EVERY PATIENT SHALL:

1. Treat all health care workers and other patients and visitors with respect and dignity.
2. Comply with all hospital policies and guidelines as displayed.
3. Provide correct information regarding identity and financial status.
4. Take responsibility for hospital fees as assessed
5. Acknowledge that some other patients needs may be more urgent than his/her
6. Provide Health Care Workers with comprehensive and accurate (honest medical history and be compliant as regards taking medication or following any other prescribed treatment.
7. Accept responsibility for decision he/she makes with regard to treatment.



GREYS HOSPITAL : PIETERMARITZBURG PATIENT INFORMATION

ADMISSION AND EMERGENCY ADMISSIONS PROCEDURES

- Booked cases - Report to admission desk at outpatients/ Casualty Department on day and time as requested on Booking Card.
- Emergency admissions - Anyone requiring emergency treatment must be taken to the Casualty Department.

• PAYMENT

Private patients and Medical Aid patients are charged full hospital fees. All other patients are assessed according to income with the exception of maternity patients and children 6 years and under who receive free treatment.

• VISITING HOURS:

13:00pm— 1400pm
19:00 evening— 19:30 evening

Two visitors allowed at bedside.
No children under 12 years unless they are the patients children and permission has been given by sister in charge.

• REQUIREMENTS FOR ADMISSION:

ID Book	Medical aid Card
Soap	Face cloth
Toothpaste	Toothbrush
Money for telephone	Clothes for going home
Money for transport	Residential address
Contact phone no.	Clinic card
Present medication	

In cases of a fire please follow staff members instructions in that particular area.

GREYS IS A NON SMOKING HOSPITAL

TEL: 033 897 3000



SERVICE COMMITMENT CHARTER

We are Grey's Hospital, situated at Town Bush Valley Road, Northern Park, Pietermaritzburg.

Our telephone number is 033 897 3000 and our fax is 033 897 3459

Our postal address is Private Bag X9001, Pietermaritzburg, 3200

OUR VISION

The provision of optimal tertiary level of health care to people of the Western area of ;KwaZulu-Natal

OUR MISSION IS

We, the staff of Greys Hospital are committed to services Excellence through sustainable and coordinated levels of care, by establishing partnerships with our communities, and through ensuring innovative and cost effective use of all available resources.

The following services are available on referral basis at a Regional/ Tertiary level. In the event of emergency and trauma cases, the closest Health facility must be accessed.

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|-------------------------------------|---------------------------|
| 1. Surgical/ Trauma | 2. Medicine@ |
| 3. Obstetrics & gynecology | 4. Ophthalmology |
| 5. Anesthetics& Pain management | 6.Urology |
| 7.Radiology | 8.Cardiology |
| 9.Occupational Therapy | 10.Dietetics department |
| 11. Laboratory service | 12.Speech & Audiology |
| 13.Radiotherapy & oncology | 14. Neurology |
| 15.Plastics& Reconstructive surgery | 16Pharmaceutical services |
| 17 Accidental& Emergency services | 18 Social worker services |
| 19. Clinical Psychology | 20 Hepatobiliary |
| 21.Breast & Endocrine | 22 Upper GIT |
| 23. Colorectal | 24 Trauma |
| 25 ENT | 26 Urology |
| 27 Ophthalmology | 28 Paediatric Surgery |
| 29 Dental & Maxillo-facial | 30 Child se |
| 31 Asthma | 32 Endocrine |
| 33 Cardiology | 34 Foetal anomaly |
| 35 General paediatrics | 36 Hemophilia clinic |
| 37 HIV clinic | 38 Learning disorders |
| 39 Neonatal | 40Neurology |
| 41Psychology | 42. Renal |

The provision of the above services is based on the 11 principles of "BATHO PELE" and we undertake to:

1. Consult the public about the services that we are providing
2. Offer the public services of the highest standard possible
3. Ensure that public have equal access to our services
4. Treat all our customers courteously
5. Give accurate and full information about services that we are providing
6. Be as transparent and as open as possible to the public in all that we do
7. Ensure positive action regarding complaints received.
8. Give value for money
9. Encourage innovation and creativity and to recognize and reward excellence
- 10.Be aware of the impact of the services we deliver

We will strive to offer all these services at the highest standard possible.

If you have a query or complaint please speak or write to us and we will ensure that your complaint is dealt with and responded to in writing within 10 working days from receipt of complaint. If there is an omission on our side, we will put in place corrective measures immediately.

If you as a member of the public have any suggestions regarding our services, please write to our Public Relations Officer at Greys Hospital, Private Bag X9001, Pietermaritzburg 3200

The management structure of the institution is as follows:

DR KB Bilenge
Hospital Manager

Mrs KT Mckenzie
Nursing Manager

Dr L Naidoo
Medical Manager

Mr E.L. Madiba
Systems Manager

Ms T. W. Zulu
Human Resource
Manager

Mrs BG Anderson
Financial Manager

Mr JZ Mntungwa
Public Relations
Officer