

WHAT TO DO IF YOU HAVE A COMPLAINT,  
SUGGESTION OR COMPLIMENT.....

Simply contact our Public Relations Team, Sithabiso Ngwenya, Theresia Daghish or on 3272967/8. In line with our Public Relations Commitment charter, we will deal with **any request for information within 1 working day**, more complex information will be dealt with within 7 working days. If you have a **complaint**, we will **apologise** and attempt to **resolve** immediately. **Written complaints** will be acknowledged immediately upon receipt, and where a **full investigation** is required, we will advise you and respond within **six weeks** and keep you updated on the progress of the investiga-



ADDINGTON HOSPITAL

Date: August 2004  
Reviewed: February 2008  
Review date: February 2009  
Updated: Theresia Daghish

C/O PUBLIC RELATIONS  
P O BOX 977  
DURBAN  
4000  
Phone: 031 3272967/8  
Email: Addington.pro@kznhealth.gov.za



**HEALTH**  
KwaZulu-Natal

ADDINGTON  
HOSPITAL  
WHO DO WE  
SERVE?

Keeping you  
informed...

...making use of your clinic....

**Remember that you can only attend Addington Hospital if you live in one of the following areas.....**

Durban Central,  
Newlands East



Newlands West,  
Clare Estate, Sydenham, Red Hill,

**Remember to go to the clinic**

Greyville, Asherville, Point, Albert Park, Overport and Sea Cow Lake.

You will also be treated at Addington Hospital if you are referred from any city clinic, Primrose Service Centre or Newlands Clinic( FOSA.) Unless you have an appointment at the Hospital, **you HAVE TO START AT YOUR**

**NEAREST CLINIC!** If your child is sick, don't spend money on transport to go to hospital, go to the clinic for the same good care, where specially trained nurses will see to your child and if your child needs to see the doctor or needs special tests or xrays, the nurse will

referral letter.

**What's a referral letter?** This is the letter you get when the nurse sends you to the hospital. This will help the doctor to understand everything that is wrong with you or your child. If you get to the hospital and you don't have your letter, you will be counselled, treated and encouraged to first use your clinic. If you ignore this a second time you will be sent back to your clinic, unless it is an emergency.

So, get to know the nurses and doctors at your local clinic—they are there to help you!

**HOW MUCH WILL I PAY?** You will be required to pay the basic outpatient fee **only** if you see the doctor at the community health clinic.

**Remember that with every right goes a responsibility. Our Patient Rights and Responsibilities charter tells you what those are—for example, we will treat you with the courtesy, dignity and respect you deserve. You should do the same for health care workers. If you need any information or questions you need answered, ask—it's your responsibility. As we**

**WHO TO CONTACT: PRO TEAM—  
3272967/8/9**

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