

BETHESDA HOSPITAL PATIENTS RIGHTS CHARTER

Your Right to Dignity

EVERY PATIENT HAS A RIGHT TO:

A healthy & safe Hygienic environment

Participate in decision-making

Accessible Health care

Confidentiality, private communication

Knowledge of one's health

Insurance / medical aid scheme

Choice of health services

Treated by a named health care provider

Refusal treatment

Informed consent

A second opinion

Continuity of care

Lodge a complaint about health services



COMMITTED TO SERVE YOU

Bethesda hospital is an integral part of the District Health System. The management forms part of the overall District Health Management.

The staff of this hospital continually strives to improve the delivery of health care services and find innovative ways in which the hospital based services can be harnessed to strengthen the District Health system.

HOW TO USE OUR SERVICES

- Access to our services is in keeping with the National Health 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 the hospital if you or a member of your family is sick. It ideal to go to the nearest clinic, if serious you will be transferred to us.
- At our hospital should you need a more specialized services, that is care at higher level of service (regional or tertiary level services), we will in turn refer you to the appropriate hospital
- Should you need a service at a lower level of care, we will refer you to your nearest clinic after assessing your condition.

Our accident and Emergency Unit (Casualty) situated in OPD is open 24hr per day and 7 days per week.

Our Out-Patient Department (OPD) is open during working hours.

Please contact our (PRO) during working hours (Tel: 035-595 1004 at Ext 196) for further information about our services Toll Free no. 0800 0051 33

COMMITTED TO SERVE YOU

Fighting diseases, Fighting Poverty, Giving Hope

BETHESDA HEALTH PROMOTING HOSPITAL

SERVICE COMMITMENT CHARTER

Bethesda Hospital is situated 13km from Mkuze in the Ubombo rural area, on top of Ubombo Mountains.

DIRECTION:

N2 North to Mkuze, turn right to Mkuze town, keep following signs and turn left, turn right and travel 13km to Ubombo.

Management structure

Hospital Manager: Mrs. P.S. Khumalo

Medical Manager: Dr. K.R. Gate

Finance Manager: Ms. H.H. Nxumalo

Nursing Services Manager: Mrs. T.M. Vilakazi

Human Resource Manager: Mr L.T. Nyawo

Pharmacy Manager: Miss. G. Lamola

OUR VISION

Bethesda Hospital to be the most desirable hospital to seek help from and to work for

MISSION

To develop a people centred district health service in the Bethesda catchments area where all persons have equal access to quality and comprehensive district health services, jobs and entrepreneurial opportunities

CORE VALUES

Open communication

Transparency

Consultation

Commitment to performance & service

excellence

Change and innovation

SERVICES PROVIDED BY BETHESDA HOSPITAL

- ◆ Trauma and emergency 24 hour services
- ◆ Medicine
- ◆ Surgery & Orthopaedics
- ◆ Obstetrics & Gyne (TOP & Colposcopy)
- ◆ Paediatrics
- ◆ Dental / Oral Health Services
- ◆ Mental health
- ◆ Medical social work
- ◆ Eye care & cataract case finding
- ◆ Rehabilitation services
- ◆ Dietetic services
- ◆ Clinical support services
 - Laboratory services
 - X-ray services & Ultrasound
- ◆ Primary Health Care Services
 - Gateway clinic, 7 fixed Clinics & 3 mobile clinics and Gateway clinic
 - Home based care
 - Community and outreach programmes
- ◆ HIV and AIDS (VCT & PMTCT sites & ARV programmes)
- ◆ TB & STI management programmes
- ◆ Nutrition programmes
- ◆ Baby friendly hospital initiative
- ◆ School health services

Services continue:

- Poverty alleviation projects
- Male Medical Circumcision (MMC)
- EAP (Staff wellness programmes)
- Collaboration
 - District EMRS (Ambulance Services)
 - District Medical Officers
 - Regional and Tertiary Hospitals
 - Social Welfare Community support groups
 - NGO's , CBO's & SAPS
 - Fire Department
 - District Municipality

Our services are provided on the basis of Batho Pele Principles viz.:

1. Consultation
2. Service standards
3. Access
4. Courtesy
5. Information
6. Openness and transparency
7. Redress
8. Value for money
9. Encouraging innovation and rewarding
10. Customer impact
11. Leadership & strategic direction



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

Department of Health KZN

Bethesda hospital

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