

Design by the Public Relations Department for

Bethesda hospital

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health

Department:
Health
PROVINCE OF KWAZULU-NATAL

BETHESDA HOSPITAL

HEALTH PROMOTING HOSPITAL

SERVICE DELIVERY STANDARDS

OUR COMMITMENT TO YOU



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

BETHESDA HOSPITAL

VISION

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

MISSION

To develop a people-centered district health service in the Bethesda catchment 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 and service excellence

Change and innovation

PATIENTS RIGHTS

OUR PROMISE TO YOU

Bethesda hospital healthcare staff will treat patients, family members and visitors with respect and assist them.

WHAT YOU SHOULD EXPECT AT OUR HOSPITAL?

1. All members of staff behave in a caring and respectful manner.
2. There is a help desk or person who really helps you.
3. There are signs to show you where to go.
4. Staff who attend to you wear name badges so you can identify them.
5. Health workers give you information about treatment and what they suggest for you.
6. Information about your health is kept strictly private.
7. You will receive advice on how you can take care of your health.
8. You are assisted if you wish to make a complaint and you get a quick answer to your complaint.

HOW YOU CAN HELP US?

- As a patient or member of the public, you can help our healthcare workers do a good job by showing them respect.

AMALUNGELO EZIGULI

ISETHEMBISO SETHU KUWE

Abasebenzi besibhedlela i-Bethesda bazibophezele ekunikezeleni ngosizo ezigulini, emindenini nezivakashi ngenhlonipho nangentobeko.

YINI ONGAYILINDELA ESIBHEDLELA SETHU?

1. Bonke abasebenzi baziphethe ngendlela nangenhlonipho.
2. Kunendawo yokuthola usizo noma umsebenzi olindele ukukusiza.
3. Kunezinkomba ndlela ezikukhombisa lapho kufanele uye khona.

4. Umsebenzi okusizayo bayazazisa kuwe ngokuveza igama lakhe ukuze ukwazi ukubabona.
5. Abasebenzi bayakunikeza ulwazi ngemithi abakunikeza yona.
5. Ulwazi mayelana nempilo yakho igcinwe ngokuyimfihlo.
6. Uzonikezwa izeluleko mayelana nempilo yakho.
7. Uzolekelelwa uma ufisa ukwenza isikhalazo futhi uzokwaziswa ngokukhulu ukuphuthuma mayelana nesikhalazo sakho.

UNGASISIZA KANJANI?

- Njengesiguli sethu noma ilunga lomphakathi, ungalekelela abasebenzi bethu ngokuthi benze umsebenzi omuhle ngokuhlonipha.

CLEANLINESS

OUR PROMISE TO YOU

The buildings, the grounds, equipment and staff at Bethesda hospital and clinics will be clean and tidy.

WHAT YOU SHOULD EXPECT AT OUR HOSPITAL?

1. All hospital and clinic grounds and buildings are clean, hygienic and tidy.
2. Toilets look clean, smell clean and are in working order.
3. All rubbish is properly thrown away in bins.
4. Items such as used syringes and soiled dressings are not left lying around.

HOW YOU CAN HELP US?

- As a patient and the public, you are the important partner(s) in keeping the hospital and our clinics clean.

UKUHLANZEKA

ISETHEMBISO SETHU KUWE

Izakhiwo, izindawo ezivulelekile, izinto zokusebenza kanye nabasebenzi bethu esibhedlela i-Bethesda nase mitholampilo kuhlale kuhlanzekile futhi kunenhlanzeko .

YINI ONGAYILINDELA ESIBHEDLELA SETHU?

1. Zonke izakhiwo kanye nezindonga zesibhedlela kanye nemitholampilo yethu kuhlanzekile, futhi kunenhlanzeko.
2. Izindawo zethu zangasese zihlanzekile, zinuka iphunga elinenhlanzeko futhi zisebenza kahle.
3. Wonke udoti noma imfucuza ifakwa emigqonyeni efanele.
4. Izinto zokujova kanye nezokusebenza azibekiwe budlabha.

UNGASISIZA KANJANI?

- Njengesiguli sethu noma ilunga lomphakathi, uyilunga elibalulekile kulesi sibhedlela noma umtholampilo ukugcina indawo yethu ihlanzekile.

WAITING TIMES

OUR PROMISE TO YOU

We will attend to you as quickly as possible and, if necessary, we will refer or transfer you to another clinic or hospital without delay.

WHAT YOU SHOULD SEE AT OUR HOSPITAL?

1. Staff members who avoid unnecessary delays in providing care.
2. In busy areas, like outpatients, casualty and pharmacy, there is a staff member who checks the queue and, where necessary, takes action to speed up service.
3. Every patient in the queue is helped on the day she or he attends the clinic or hospital.

HOW YOU CAN HELP US?

Understand that health workers must attend to seriously ill and high risk patients first.

ISIKHATHI SOKULINDA

ISETHEMBISO SETHU KUWE

Uma ufika esibhedlela sizokunika usizo ngokukhulu ukushesha, uma sikhona isidingo, sizokudlulisela kweminye yemitholampilo noma isibhedlela ngaphandle kokukubambezela.

YINI ONGALINDELA UKUYIBONA ESIBHEDLELA SETHU?

1. Abasebenzi abangabambezeli ngokunikeza usizo oludingayo.
2. Ungalindela ezindaweni ezimatasa njenge OPD, Casualty kanye naseKhemisi ukuthi kube khona umsebenzi obheka ukuhamba kolayini, uma isidingo sikhona alungise isimo sokusebenza ukuze usizo lusheshe ngendlela.
3. Sonke isiguli esikulayini sizosiswa ngosuku esifike ngalo ukuvakashela isibhedlela noma umtholampilo.

UNGASISIZA KANJANI?

Sicela uqonde ukuthi abasebenzi bethu bezempilo kumele babhekelele izimo ezibucayi kakhulu kanye nalabo abagula kakhulu ukuba kuqalwe ngabo.

SAFE AND EFFECTIVE CARE

OUR PROMISE TO YOU

We will provide safe and reliable care to our patients. We will take steps to prevent mistakes caused by ignorance, neglect, a lack of equipment, medicines or supplies, or any other weakness in our hospital and clinics.

WHAT YOU SHOULD EXPERIENCE AT OUR HOSPITAL?

1. A health worker explains to you how and when to take the medicine prescribed for you.
2. If you suffer serious side effects from treatment, you get immediate help from a health professional.
3. Medical equipment is in working order.
4. In an emergency, you are checked quickly by a health professional and, if necessary, transferred for treatment.
5. Grounds and buildings are safe for patients and staff. Security guards are visible.

HOW YOU CAN HELP US?

- Patients, assisted by their families, need to take responsibility for following their treatment carefully.

UKUNIKEZELWA KOSIZO OLUPHEPHILE

ISETHEMBISO SETHU KUWE

Iziguli zethu sizozinika usizo oluphephile noluthembekile. Ukuze sigweme amaphutha angadalwa ukunganaki, nokungabi nozwelo, nokushoda kwamathuluzi okusebenza, ukushoda kwemithi nanoma ikuphi lapho singenzi khona kahle sizibophezele ukuthi silungise ngokulandela imigudu efanele.

YINI ONGALINDELA UKUYITHOLA ESIBHEDLELA SETHU?

1. Ungalindela umsebenzi wethu akuchazele ngokusetshenziswa kwemithi oyinikeziwe ukuba uyisebenzise.
2. Uma kwenzeka uguliswa imithi oyinikiwe, uzothola usizo ngokukhulu ukushesha kumsebenzi ogunyaziwe.
3. Amathuluzi okusebenza asesimweni esiphilayo futhi ayasebenza.

4. Uma kuphuthuma, ungalindela ukuhlolwa ngokushesha umsebenzi oqeqeshiwe futhi udluliselwe ukulashwa uma kukhona isidingo.
5. Izindawo ezivulekile kanye nezindonga ziphephile ukusetshenziswa yiziguli kanye nabasebenzi. Isibhedlela sinoNogada ababonakalayo emagcekeni.

UNGASISIZA KANJANI?

- Iziguli ezisizwa amalunga emindeni yazo, kumele baqinisekise ukulandelela ukusetshenziswa kwemithi.

MEDICINES

OUR PROMISE TO YOU

We will ensure that medicines and medical supplies are in stock and available to you when you require them.

WHAT YOU SHOULD FIND AT OUR HOSPITAL?

1. Essential medicines prescribed for you are available on the day that you attended the clinic or the hospital.
2. You are never told that your medicine is out of stock or delivery is late.
3. You never receive medicines that are past their expiry date.

HOW YOU CAN HELP US

- Be sure to collect your medicines in good time. Do not wait until they run out. Be aware that certain special medicines may not be available at all clinics and may have to be ordered.

IMITHI

ISETHEMBISO SETHU KUWE

Sizibophezele ekwenzeni isiqiniseko sokuthi imithi iba khona futhi iyatholaka ngendlela efanele uma uyidinga.

YINI ONGAYITHOLA ESIBHEDLELA SETHU?

1. Imithi ebalulekile ukuthi uyithole iyohlale ikhona ngosuku oyobe uvakashe ngalo emtholampilo noma esibhedlela.
2. Angeke uze utshelwe ukuthi imithi yakho ayikho noma ayikafiki.
3. Angeke kwenzekwe uthole imithi esidlulelwe isikhathi sokuthi isetshenziswe.

UNGASISIZA KANJANI?

- Yenza isiqiniseko sokuthi uyilanda ngesikhathi imithi yakho. Ungalokothi ulinde ukuthi ize iphele imithi yakho. Lindela ukuthi eminye yemithi ebalulekile ingase ingabi khona emtholampilo futhi kungadingeka ukuthi iyothengwa ngendlela efanele.

INFECTION PREVENTION & CONTROL

OUR PROMISE TO YOU

We will prevent you getting infected while you are receiving care at our hospital and clinics.

WHAT YOU SHOULD EXPECT AT OUR HOSPITAL?

1. Our staff members follow basic rules to prevent infection, like hand-washing and safe disposal of used injection needles and other medical waste.
2. Strict hygiene is followed in all areas where food is prepared.

HOW YOU CAN HELP US?

- If you think you have an infectious disease, try to let staff know.

UKUVINJELWA KWAMAGCIWANE

ISETHEMBISO SETHU KUWE

Sokunakekela ukuthi ungateheleki ngamagciwane ngesikhathi uthola usizo esibhedlela noma emtholampilo wethu

YINI ONGAYILINDELA ESIBHEDLELA SETHU?

1. Abasebenzi bethu kumele balandele imithetho yokuvikela ukutheleleka ngamagciwane, njengoku geza izandla, nokulahlwa kahle kwemijovo esebenzile kanye nemithi.
2. Siyakuqinisekisa ukuthi kunenhlanzeko futhi iyalandelwa lapho kulungiswa khona ukudla.

UNGASISIZA KANJANI?

- Uma uzwa sengathi unesifo esithelelanayo, yazisa abasebenzi bezempilo.

