

AS A CUSTOMER YOU HAVE A RESPONSIBILITY TO:

- Take care of his/her life.
- Care or and protect the environment .
- Respect the right of other patients and health care workers.
- Utilize the health system optimally without abuse.
- Get to know his/her local health service facility and the services offered.
- Provide the health care workers with relevant accurate information for diagnostic, curative or counseling purposes.
- Advice the health providers with his/her wishes with regards to death.
- Comply with the prescribed treatment and/ or rehabilitation procedures.
- Keep carrier card safe and clean, present it at each visit to the Clinic/Hospital.
- Bring your identity document on all your Clinic and Hospital visits.



HOW DO I PROVIDE FEEDBACK ON THE SERVICES RECEIVED.

At Dannhauser Community Health Centre, we are committed to providing the community with optimal medical care. We aim to treat everyone equally with respect. We strive to put our clients first in everything we do and we try by all means to abide with the guidelines of Batho Pele principles.

Should you feel dissatisfied, with our level of care or anything related, please take the following steps: Inform the Unit Manager or Sister in-charge of the department about your complaint.

Your complaint will be taken immediately and the Manager will make sure that by the time you leave, your complaint has been addressed.

You may personally go to the Public Relations Office. The function of this office is to assist you in solving any problem you encounter in our facility. This office will address your complaint and will maintain sound relations with you.

Register your complaint in writing by filling in the complaint form with all the necessary details and place into the suggestion box. We will need to follow up on your complaint; therefore it is important to give your correct contact details. Your complaint will be acknowledged in 5 working days.

We are looking forward to your positive feedback and constructive criticism!

COMPLIMENTS AND SUGGESTIONS
ARE ALSO WELCOMED.

FORMS AVAILABLE NEXT TO THE
COMPLAINT, COMPLIMENT AND
SUGGESTIONS BOXES BY REGISTRATION!!

CALL US ON 034-621 6100



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

DANNHAUSER COMMUNITY HEALTH CENTRE

INFORMATION BROCHURE

VISION

Achieve optimal health for the community of Dannhauser Sub-District and surrounding areas.

MISSION

To provide comprehensive health care services through

- Integrated primary health care approach
- PHC health service package

CORE VALUES

- Transparency
- Respect
- Responsibility
- Trustworthy

WHO ARE WE

Dannhauser Community Health Centre is a 36 bedded facility., situated in Ward 2 on the N11 main road turn off, between Sunset Rest and Newcastle within Amajuba District. The CHC serves the community of Dannhauser Sub-District and Surrounding areas.

SERVICES RENDERED BY DANNHAUSER CHC

- 24 HOUR SERVICE
- MOTHER AND CHILD
- TB AND INFECTIOUS DISEASES
- SEXUALLY TRANSMITTED DISEASES
- COMMON ILLNESSES & CHRONIC DISEASES
- MARENITY SERVICES
- REHABILITATION
- DENTAL CARE
- COUNCELLING
- SPEECH THERAPHY
- NUTRITIONAL ADVICE
- ULTRASOUND
- X-RAY
- CHRISIS CENTRE
- WAITING MOTHER
- MORTUARY
- HEALTH EDUCATION AND PROMOTION

PATIENTS' RIGHTS CHARTER

• YOUR RIGHT TO DIGNITY

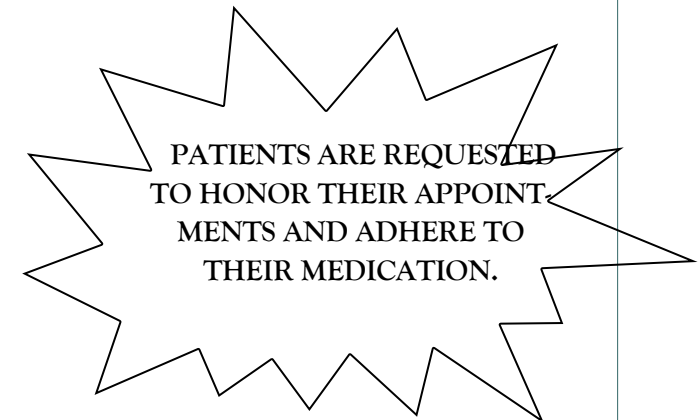
EVERY PATIENT HAS A RIGHT TO:

- HEALTHY AND SAFE ENVIRONMENT
- PARTICIPATE IN DECISION-MAKING
- ACCESS TO HEALTH CARE
- KNOWLEDGE OF ONE'S HEALTH
- INSURANCE/ MEDICAL AID SCHEME
- CHOICE OF HEALTH SERVICES
- TREATED BY A NAMED HEALTH CARE PROVIDER
- CONFIDENTIALITY AND PRIVACY
- INFORMED CONSENT
- REFUSAL OF TREATMENT
- A SECOND OPINION
- CONTINUITY OF CARE
- COMPLAINTS ABOUT HEALTH SERVICES.

WHEN YOU VISIT US

PATIENTS NEED TO BRING THE FOLLOWING WHEN COMING TO THE CHC:

- IDENTITY DOCUMENT/BIRTH CERTIFICATE
- ROAD TO HEALTH CARD
- REFERRAL LETTER IF REFERRED
- CARRIER CARD (BLUE CARD) ON EVERY VISIT.



PATIENTS CO-OPERATION IS IMPORTANT AS WE NEED TO WORK TOGETHER IN BETTERING THE LIVES OF OUR PEOPLE.

The Batho Pele Belief Set as the pillars of the 8 principles

	Access: Offering integrated service delivery
	Openness and Transparency: Creating a culture of collaboration
	Consultation: Listening to customer problems
	Redress: Apologizing when necessary
	Courtesy: Service with a smile
	Service standards: Anticipating customer needs
	Information: Going beyond the call of duty
	Value for money: Delivering solutions

The result = proud to serve

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