

A warm welcome to all our clients who need to visit us for one reason or another.

We hope your visit is a pleasant one and that you'll soon be on the road to a full recovery

If there is any way that we can assist you, please notify the unit managers of the particular department.

Finally, we hope you will soon feel much better and have a safe journey home.

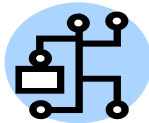
Mrs. S.P Nyawu
Hospital Manager

HOW TO USE OUR SERVICES

- It is not necessary to go to the hospital if you or a member of your family is sick. It is ideal to go to the nearest clinic, if serious; you will be referred to us.
- Should you need a more specified service (at a regional/tertiary institution); we will in turn refer you to the appropriate hospital.

ITEMS TO BRING WHEN YOU ARE BEING ADMITTED

- Night dress/dressing gowns
- Toiletries
- I.D Book/Pension Card/ Medical
- Phone Numbers of next of kin
- Taxi Fare to go home when discharged



WHEN YOU ARE BEING DISCHARGED

- Request an exit interview questionnaire from the department, fill it in and deposit it in the available suggestion box. This will help us in improving our services to you.

VISITING HOURS

MORNING	AFTERNOON	EVENINGS
10H00—11H30	14H00—15H30	18H00—19H30



CASH PAYMENTS as from 1 November 2008

HO	Free Social Pensioners Formally unemployed (UIF or letter issued by Department of Labour)
H1	Single Income R1 – R3600 per annum Family Unit R1 – R50 000 per annum OPD (R 20.00 per consultation) Ward Charge (R 30.00 per consultation)
H2	Single Income R36 001 – R70 000 per annum Family Unit R50 000 – R 100 000 per annum OPD (R65.00 per consultation) Casualty (R120.00 per consultation) Ward Charge (R30.00 per day) X Ray (R40.00 per consultation) Oral Health (R45.00 per consultation) Supplementary Health Treatment (R55.00 per session) Supplementary Health Group Treatment (R45.00 per person)



You can submit complaints and compliments by depositing them in the suggestion boxes placed in various Departments, in writing or verbally to the Departmental supervisor or the Public Relations Officer, Ms T Hadebe on Tel ext. 7004



G.J CROOKES HOSPITAL

PRIVATE BAG X5501

SCOTTBURGH, 4180

TEL: 039-978 7000

FAX: 039-978 1295

Compiled by the Public Relations Department



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

INFORMATION BROCHURE
YEAR 2011/2012



**G.J CROOKES
HOSPITAL,
SCOTTBURGH**

WE ARE PROUD TO SERVE YOU



YOU COME FIRST

TEL: 039—978 7000

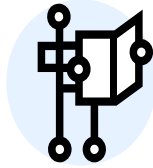
**KZN Health Customer Call Centre
0800 005 133 (Toll free)**

PATIENT RIGHTS CHARTER

Your right to dignity

Every patient has a right to

1. Healthy and safe environment
2. Participation in decision-making
3. Access to health care
4. Knowledge of one's health
5. Insurance/medical aid scheme
6. Choice of health services
7. Treated by a named health care provider
8. Confidentiality and privacy
9. Informed consent
10. Refusal of treatment
11. A second opinion
12. Continuity of care
13. Complaints about health services



PATIENTS RESPONSIBILITIES

Every patient or client has the following responsibilities

1. Advise the health care providers on his or her wishes with regard to his or her death.
2. Comply with the prescribed treatment or rehabilitation procedures.
3. Enquire about the related costs of treatment and or rehabilitation and to arrange for payment.
4. Take care of health records in his or her possession.
5. Take care of his or her health
6. Care for and protect the environment
7. Respects the rights of other patients and health providers
8. Utilized the health care system properly and not abuse it.
9. Know his or her local health services and what their offer .
10. Provide health care providers with the relevant and accurate information for diagnostic, treatment , rehabilitation or counseling purpose.

SERVICES PROVIDED are at a generalist level to patients and outpatients

- Trauma and emergency – 24 hour services
- Medicine – 24 hour services
- Surgery & Orthopaedics - 24 hour services
- Obstetrics & Gynae -24 hour services
- Paediatrics - 24 hour services
- Dental/Oral Health services - 07:00 – 16:00, Weekdays
- Mental Health - 24 hour services
- Medical Social Work - 07:00 – 16:00, Weekdays
- Eye Care & Cataract case finding (NEW)
- Choice of Termination of Pregnancy through bookings only (NEW)
- 72 hour psychiatric ward (NEW)
- Rehabilitation Services (Physiotherapy, Speech Therapy, Occupational Therapy) - 07:00 – 16:00, Weekdays
- Dietetic Services - 07:00 – 16:00, Weekdays
- Psychiatry & psychology - 07:00 – 16:00, Tuesday, Wednesday and Thursday
- Pharmaceuticals - 07:00 – 16:00, Weekdays
- Patient Admitting department
- Crisis centre
- Occupational health & safety
- Mortuary

Clinical Support Services

- Laboratory Services
- X-ray services & ultrasound

Primary Health Care Services 13

- Gateway Clinic, fixed clinics & four mobile teams
- Home based care
- Community and outreach programmes
- HIV & AIDS (VCT & PMCT sites & ARV programmes)
- TB & STI Management programmes
- Ante Natal Clinic
- Nutrition programmes
- Baby friendly Hospital Initiative
- School Health Services
- Poverty Alleviation projects
- Good Governance/Service Excellence Initiative

- EAP (Staff wellness programmes) - 07:00 – 16:00, Weekdays

G.J CROOKES HOSPITAL

Is committed to the following:

VISION

G.J Crookes Hospital will strive to provide high quality and cost efficient health care services to residents of Ugu-North service areas (umdoni, Vulamehlo and Umzumbe North).

MISSION

To provide a coordinated, sustainable, comprehensive and intergrated health care service, based on primary health care approach, health promotion, Batho Pele principles and in partnership with all stakeholders through the district health system.

ESPOUSED VALUES

Strive: Striving to ensure adequate & effective communication that is transparent at all times

Ensure: Ensuring dignity and recognizing diversity among individuals

Render: Rendering of accessible, cost effective and professional service to citizens

Value: Valuing of workforce and enabling resources

Involve: Involvement of our stakeholders in planning and execution

Commit: Commitment to quality through skills development and innovation

Evaluate: Evaluation of all our practices and performances in order to progress

HOSPITAL MANAGEMENT TEAM

