

GJGM REGIONAL HOSPITAL

SERVICE COMMITMENT CHARTER

SERVICES PROVIDED



General Justice Gizenga Mpanza Regional Hospital

Private Bag X10609

Stanger

4450

Complaints/compliments: 032 437 6240

Fax: 032 551 1539

Email: pumla.mba@kznhealth.gov.za

General medical,

General surgical,

Casualty,

Theatres,

Orthopedics,

Physiotherapy

Stoma therapy,

X-Ray,

Trauma,

Pediatrics

Laboratory

Speech & audiology,

VCT,

PMTCT,

Occupational therapy

Diabetic clinic,

Kangaroo,

Occupational health for staff,

Ophthalmology,

HIV/AIDS,

Social services,

Psychology,

Dental clinic,

Maternity

Crisis Centre

We are committed to serve you!



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth

**GROWING
KWAZULU-NATAL
TOGETHER**

THE RESPONSIBILITY OF CLIENTS / PATIENTS

Every patient has a responsibility to :

- ◇ Adhere to the rules of the Health care establishment concerned when receiving treatment or using health care services
- ◇ Subject to subsection (l) , provide the health care provider with accurate information pertaining to their health status and co-operate with health care providers when using health care services.
- ◇ Treat health care providers with dignity and respect .
- ◇ Sign a certificate on discharge from the health care establishment concerned
- ◇ Sign a release of liability or discharge certificate if they refuse to under-go health treatment as recommended by the health care provider concerned.

Every patient has a right to:

- ◇ Healthy and safe environment
- ◇ Participation in decision-making

PATIENTS RIGHT CHARTER

- ◇ 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
- ◇ Compliment and/or complain about health service environment

We have embarked upon a journey into the future- forward, onward, and forward

- ◇ We will strive to be number one health care provider of choice for the public and private sectors in the province of KwaZulu-Natal,
- ◇ such it is our ambition to be a role model for our peers, of the miracles that are possible as a result of focused, coordinated effort,
- ◇ We refuse to be earth bound because of perceived resources

GJGM REGIONAL HOSPITAL : VISION & VISION

- shortages,
- ◇ Our passion for excellence will be our wings as we roar like eagles,
- ◇ Our desire is to develop a healthy and well informed, educated community for whom we care in a holistic way-physically, emotionally and psychologically,
- ◇ We aim to provide highly professional, specialized, customized treatment for individuals, taking into account their context, gender, age and culture
- ◇ Our governing core value at all times shall be a "do unto others as we would have do unto us"
- ◇ We will provide comfort for those whose spirits are wounded
- ◇ We dare to care-delivering the five star magical touch of our staff at all times.

Mission and value statement of GJGM hospital: Five Principals

- ◇ Service excellence ,Ethical and fair treatment for all , Continuous improvement in measure-able ways
- ◇ Teamwork and staff development .
- ◇ Compassion

