health
Department:
Health
PROVINCE OF KWAZULU-NATAL

# GREY'S HOSPITAL AS A TERTIARY HEALTH CARE INSTITUTION

## IMPORTANT INFORMATION TO ALL KEY STAKEHOLDERS

Grey's Hospital is a referral/tertiary hospital located in Pietermaritzburg which falls in the Umgungundlovu Health District. Tertiary services are offered to the Western half of Kwazulu-Natal with a total population of about 3.5 million people. Grey's Hospital also provides 24hr emergency services.

What does tertiary mean? It means that Grey's Hospital provides specialized health care, with diagnostic and treatment facilities which are otherwise not available at a district or regional hospital. Non-emergency self-referrals or walk-in patients are advised not to visit Grey's Hospital directly but should start by going to their nearest Primary Health Care clinic.

In terms of the referral system, patients are advised to first see a health care worker at a primary health care clinic or at a district hospital, unless it is an emergency. They will in turn refer the patient to the next higher level of care, i.e. Regional hospital, as and when necessary. In order to save time and to avoid delays in accessing health care, please ensure that you have a letter from your doctor, referring you to Grey's Hospital once your case has been discussed and accepted by a doctor at Grey's Hospital (doctor to doctor consultation). Emergency cases will however not be turned away.

### What does it mean when inappropriate referrals end up at Grey's Hospital?

1. Patients who have serious conditions suffer and have to wait longer periods, because doctors have to attend to less urgent "district-level" patients.
2. Time, effort and limited resources are spent on cases that should be handled by health care providers at a lower level in the referral chain, e.g. PHC clinic or district hospital.

Please note that Grey's Hospital provides tertiary services not only to the Pietermaritzburg area, but also has a workload of referrals from the Midlands, Ladysmith, Newcastle and Northern Zululand. We therefore need your support and understanding by adhering to set referral procedures.

### What are the benefits of adhering to the referral procedures?

- Smooth flow of patients, faster service and less burden to the system
- No delays in getting medical attention at the correct level of care;
- Our tertiary resources will not be depleted and will be correctly used to help patients who need higher level (tertiary) services.

We therefore trust that all patients, family members and members of the public, will follow the appropriate referral procedures.


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|---|---|---|
| CONTACT | : | OFFICE OF PUBLIC RELATIONS |
| Telephone | : | 033 897 3684 |
| Fax | : | 033 897 3398 |
| E-mail | : | zamo.mntungwa@kznhealth.gov.za |
| Address | : | P/Bag X 9001<br>PIETERMARITZBUG<br>3200 |

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# UHLELO LOKUDLULISWA KWEZIGULI ESISBHEDLELA SASEGREYS

## UMYALEZO OBALULEKILE OBHEKE KUBO BONKE ABESEBENZISA LESISIBHEDLELA

Isibhedlela iGrey's sesinekeza ngohlelo lwezempilo olusezingeni eliphezulu kakhulu kuziguli ezidluliselwe kusona, okungumgomo omusha womnyango wezempilo wakwaZulu Natali. Lesisibhedlela singaphansi kwesiyingi sezempilo eMgungundlovu. Loluhlelo lwezempilo olusezingeni eliphezulu lunikezelwa nasentshonalanga yekwaZulu-Natal kubantu ababalelwa ezigidini ezintathu nahlanut (3.5 Million). Lesisibhedlela siphinde sinikezele ngosizo lwezimo eziphuthumayo ubusuku nemini.

### Lusho ukuthini ucwaningo lwezempilo olusezingeni eliphezulu?

Lusho ukuthi lesisibhedlela sinochwepheshe abagogodile emazingeni ezempilo ahlukene; kusho ukuthi futhi izibhedlela zeziyingi zingadlulisa iziguli ezidinga ukuthi zixilongwe ngokuthe xaxa, noma zitholee lolusizo olungatholakali kuzona. Iziguli ezingasidingi isimo esiphuthumayo neziguli ezifika kulesisibhedlela ngaphandle kwencwadi esayiniwe ngodokotele abakulezibhedlela ziyacelwa ukuthi ziqale kulezibhedlela ukuze zibonane nabodokotele abakulezibhedlela okuyibona abozothatha isinqumo sokudlulisa isiguli eGreys ngokuthi benze incwadi edlulisa isiguli kulesisibhedlela.

### Izigulu ezifika kulesisibhedlela ngaphandle kwencwadi

Ngokwalomgomo omusha wezempilo, iziguli kumele ziqale emitholampilo eseduze nazo ukuze zidluliselwe, lokhu kusho ukuthi iziguli ezingathunyelwanga ngesinye salezibhedlela akumele azizele kulesisibhedlela ngaphandle uma kuyisimo esiphuthumayo.
Umuntu ozizwa ephathwa wukugula akumele eze kulesisibhedlela, kodwa kumele aye emtholampilo oseduze naye – Primary Health Clinics.

### Kusinika ziphi izinkinga ukuza kwabantu okungafanele ukuba beze lapha?

1. Kusho ukuthi abantu abagula kakhulu nokuyibona okufanele ukuba beza lapha, kumele balinde isikhathi eside ngaphambi kokuba babone udokotela, ngoba odokotela basuke bexinwe ukusiza abantu ekumele baye ezibhedlela ezisemazingeni esifunda.
2. Kusho futhi ukuthi isikhathi, nosizompilo kumele lwelulwele abantu abaningi, lokho kwehlisa izinga losizo lwezempilo olutholakala kulesisibhedlela, olufana nokuthi umuntu ogulayo abonwe masinyane, ngaphandle kokuchitheka kwesikhathi.

Okubalulekile wukuthi sazi sonke ukuthi lesibhedlela (Grey's Hospital) sinikeza ucwaningo olunzulu lwezempilo hhayi nje kubantu base Mgungundlovu kuphela kodwa usizolwezimplo luye lufinyelele ezinkalweni zaseMnambithi; Emadadeni kanye nasenyakatho yeKwazulu-Natali. Sicela wonke umphakathi ukuba usebenzisane nathi, ngokuthi udlulise lomyalezo, nanokuthi abantu balandele umgomo wokudluliswa kweziguli..

### Yimiphi imiphumela emihle yokuya lapho kumele uye khona?

- Abantu abagulayo abatholi ukubambezeleka ngaphambi kokubona udokotela, nokuthola usizo lwezempilo.
- Akuchitheki sikhathi sokuthola usizo lwezempilo uma uqonde esibhedla obokumele uye kusona.
- Lokhu kuyodala ukuba sikwazi ukubhekana nabantu abanezifo okumele zixilongwe kulesisibhedlela

Sicela ukuthi bonke abantu abagulayo, imindeni yabo, umphakathi wonkana, kanye nanoma ngubani alandele lemigomo ebikiwe ukuze kongeke iskhathi.


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|---|---|---|
| Xhumana | : | Umxhumanisi Wesibhedleal Nomphakathi |
| Ucingo | : | 033 897 3684 |
| Isikhahlamezi | : | 033 342 2324 |
| E-mail | : | zamo.mntungwa@kznhealth.gov.za |
| Ikheli | : | P/Bag X 9001<br>PIETERMARITZBUG<br>3200 |