

**PATIENT'S RIGHT CHARTER
YOUR RIGHT TO DIGNITY**

Every patient in Port Shepstone Regional Hospital has a right to :-

- Healthy and safe environment
- Participation 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
- A second opinion
- Continuity of care
- Complain about health services

PATIENT'S RESPONSIBILITIES

It is equally important for all patients to know that every patient right goes with certain amount of responsibility. Every patient has the responsibility to :

- Take care of his / her life and live a healthy lifestyle
- Care for and protect the environment
- Respect the rights of other patients and health care providers
- Utilize the health system optimally without abuse
- Get to know his / her local health services and what they offer .
- Provide health care workers with relevant and accurate information for diagnostic, curative, rehabilitative or counseling purposes
- Follow all the prescribed treatment
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SERVICES OFFERED AT PSH

- | | |
|---|------------------------------|
| • 24 Hour Casualty | • Obstetrics and Gynaecology |
| • General Medicine | • Orthopedics |
| • General Surgery | • Social Worker |
| • General Paediatric | • Dentistry |
| • Cardiac Unit | • Internal Medicine |
| • ICU | • Psychiatry |
| • 24 Hour Theatre | • Surgery |
| • Orthopaedic | |
| • Family medicine (OPD, ARV, Peripheral clinics And Drop-In-Centre | |
| • Mental Health (Psychiatrist, psychologist and Social Worker | |
| • Medical Laboratories | |
| • Therapy dept. (Physiotherapist, Audiologist, Occupational Therapist and Speech Therapist | |
| • X-Ray | |
| • Specialist Services | |

Compiled By: Mrs Phumza P. Morai

*Edited By: Mrs O. Luke
Mrs H. Frost
Mr P.R. Peterson*

*Tel: 039 6886000
Email: phumza.morai@kznhealth.gov.za*

PORT SHEPSTONE REGIONAL HOSPITAL

English Brochure

2005—2007

MEET THE HOSPITAL TOP MANAGEMENT



HOSPITAL MANAGER
Mr G.B.C. Khawula



MEDICAL MANAGER
Dr H. Joffe



NURSING MANAGER
Mrs B. L. Ngesi



HUMAN RESOURCE MANAGER
Mrs S.S. Zuma



FINANCE AND SYSTEMS MANAGER
N.M. SHANGE



PHARMACY MANAGER
Mrs R. Ludwig

The Management and staff of Port Shepstone Regional Hospital welcome all our patients customers and visitors. Our motto is always to endeavor and deliver our services to the best of our abilities, and our staff members are committed to making patient's stay as comfortable as possible.

Our Hospital is situated in Bazley street, in Port Shepstone and is within a walking distance to the Beach and a big shopping complex (ORIBI PLAZA).



PRIVACY

It is one of Port Shepstone Regional Hospital's policy to respect privacy of all the patients. We do not release any information regarding your health status over the telephone .

TOILETS AND BATHROOMS

Our toilets and bathrooms are checked 2 hourly, but should you find a dirty toilet or bathroom, at any time, please feel free to inform staff on duty so that it can be cleaned immediately. Please refrain from leaving underwears hanging in the bathroom, toilet or at your bedside.

COMPLAINTS AND SUGGESTIONS

Are you not happy about the treatment you received, or any other service received ? Well, let us know about it so that we can address it immediately or take corrective action. Ask to speak to the Unit Supervisor, OR Sister in Charge OR the head of Department for immediate action. If you are still not happy, request a complaints form, so that you can register your complaint / concern / dissatisfaction .

At this point you can also ask to speak to the Hospital Public Relations Officer. If you would like to make a complaint, suggestion or a complement, there are suggestion boxes in all departments.

WHAT ELSE SHOULD I KNOW

- Be free to express yourself in your own language , an interpreter will be provided if necessary.
- Your cultural and religious beliefs will be respected
- You are asked to please respect hospital's property and staff at all times during your stay
- Pay Phone and Tuck-shop are available on the premises

HOSPITAL FEES

NB : ALL HOSPITAL FEES ARE PRESCRIBED BY THE DEPARTMENT OF HEALTH AND ARE SUBJECT TO CHANGE !

Port Shepstone Hospital fees are as follows :-

Out-Patients : From R20.00 per visit depending on Category

In-Patients : From R75.00 per day depending on category .

Rehabilitation : R12.00

Private and Medical Aid patients are charged full hospital fees. All other patients are assessed according to income with the exception of Maternity cases and children 6 years and under, who receive free treatment.

HOSPITAL VISITING HOURS

Limited to two visitors per bed.

General Wards : From 11:00 To 12:00

and

:From 15:00 To 20:00

Maternity Ward : From 14:00–16:00 Exception will be made for the father of the baby or an identified close relative.

LOST PROPERTY

All lost property must be handed over to our Security Office, for the attention of the Security Supervisor. You are also kindly reminded to take good care of your belongings as the hospital will not take responsibility for any property that is not recorded or kitted.

PUBLIC TELEPHONES

Telkom payphones are located as follows:-

- Outside Casualty department
- Passage leading to Ward 3

SMOKING

No smoking is allowed in the wards or any where within the hospital because there are demarcated smoking areas outside the hospital building.

OUR VISION

To achieve an efficient and compassionate regional health service in the Ugu District.

OUR MISSION

To provide a sustainable, coordinated and comprehensive high quality regional service through the district health system for the Ugu district, that meets national standard through a proud and dedicated work force.

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HOSPITAL MANAGER
Mr GBC Khawula

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MEDICAL MANAGER
Dr H. Joffe

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NURSING MANAGER
Mrs B. L. Ngesi

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HUMAN RESOURCE
MANAGER
Mrs S.S. Zuma

.....
FINANCE AND SYSTEMS
MANAGER
Mr C.H. Myeza

.....
PHARMACY MANAGER
Mrs R. Ludwig



ACCESS TO THE HOSPITAL

Each Facility in the Province has been designated a certain level of care in line with the national definition of the levels of care. Port Shepstone Hospital therefore has been classified as a Regional Hospital, which means that self referrals are not allowed. A standardized Provincial referral letter is used to provide necessary referral information. A nurse at our local clinics will give you this letter and send you to the hospital. If you come to Port Shepstone hospital without a referral letter, for the first time, you will be treated, however, if you come for the second time without a referral letter, you will be sent back to your clinic unless it is an emergency. So, get to know your nurses and doctors at your local clinics as this will save you time and money. Unless you have an appointment at the hospital, you have to start at your nearest clinic.

CONSULTATION PROCEDURE

All patients are expected to first visit their local clinics in order to be referred to the hospital if necessary!

- At Port Shepstone hospital, patients must first collect medical files and pay hospital fees at Patient Administration Office .
- If it is your first visit to the hospital, you will have to open up a file at Patient Administration and you will receive a blue hospital patient card that will be needed every time you come to the hospital .
- All patients are assessed by nurses and doctors will inform them of the diagnosis and appropriate treatment is given.

WHAT CAN I EXPECT DURING MY STAY

- When you arrive in the ward, a nurse will complete the admission form with you. If you are going to have an operation, the procedure, risks and benefits will be explained to you.
- If you agree to have an operation, you will have to sign a consent form. If a child under the age of 18 have to have an operation, the parents or guardians will have to sign the consent form.
- You are required to be admitted into Port Shepstone hospital the day before a major operation between 10h00 and 24h00 to ensure adequate preparations for the operation. For minor operations, you may be admitted on the day of the operation, if permission is granted by your Doctor and the policy and procedures are adhered to.

MEAL TIMES

- Breakfast : 08:h00
- Lunch : 12h00
- Supper : 17h00



EMERGENCY ADMISSION

Emergency Admissions— Any person requiring emergency treatment must be taken straight to the Emergency Unit / **Casualty**.

APPOINTMENTS

Appointments— Patients who have been given appointment dates by our doctors are also expected to fetch their files from the Clerk's Section, provided the service provider has instructed them to go straight to the service point.

Example of Patient Categories that are usually given appointment dates

- Gynae Patients - required to collect files from the Clerk's Section
- Optometry - No booking but a referral letter is required
- Diabetic Clinic - Patents are required to collect files from the Clerks
- Surgical Clinic - Collect files first
- Paediatric Clinic - Collect files first
- Pain Clinic - Collect Files first
- Antenatal Clinic - No booking, but a referral letter is required
The clinic Operates on **Mondays Only**.
- Dietetics - Collect files first
- Therapy department - Collect file from counter 3

FOR YOUR ADMISSION

The following information will assist you in preparing for your admission to Port Shepstone Regional Hospital:-

- Your Medical Aid card
- Phone number
- Blue card
- Clinic card
- Clothes for when discharged
- Money for your transport
- Family contact numbers
- Money for telephone
- Provide your residential address
- Any previous medical reports that you may have

