



health

Department:  
Health  
PROVINCE OF KWAZULU-NATAL



## St. Aidan's Regional Hospital Information Booklet

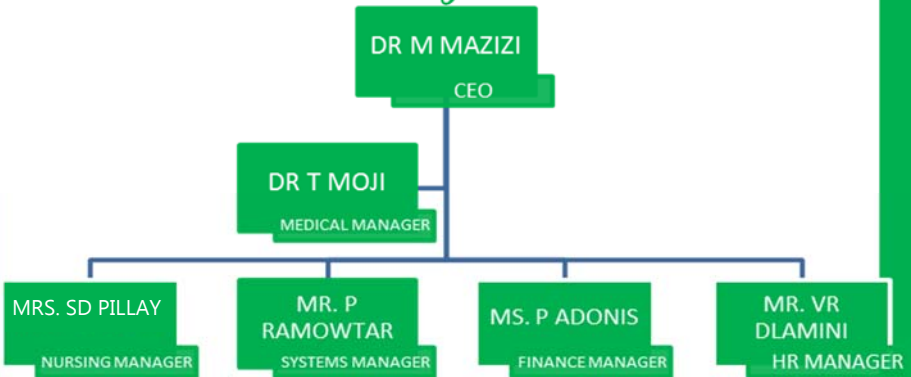
P.O. Box 547, Durban, 4000

33 ML Sultan Road, Durban 4001

Tel: 031 314 2200

Fax: 031 309 3222

### *Senior Management Team*



#### **DEAR PATIENT**

The Management Team and staff of St Aidan's Regional Hospital, welcomes you to our hospital. The primary concern of every staff member is to exceed your expectations and fulfill your needs with a strict adherence to best medical-practical standards.

We recognize that being in hospital can sometimes be a difficult and uncertain time for you and your family. Our staff is committed to making your stay as pleasant and as comfortable as possible.

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## ABOUT ST. AIDAN'S REGIONAL HOSPITAL

St Aidan's Mission Regional Hospital is located in the CBD area of Durban, at 33 ML Sultan Road, neighboring the Durban University of Technology and the Durban Fire Department.

Services offered are at a Regional Level and therefore all patients need referral letter. There are no general outpatients/ casualty and obstetrics. Patients are accepted according to the department referral pathway and catchment areas.

### Vision

To strive for excellent healthcare for all persons within the disciplines specific to St Aidan's Mission Regional Hospital.

### Mission

To provide sustainable and holistic Plastic Surgery, Urology services, Peritoneal Dialysis and MMC to all referred patients in keeping with Bath Pele principles and the MECs 6 key priorities.

### Core Values

- Integrity
- Transparency
- Commitment
- Dedication
- Inspired and Motivated

**ST AIDANS MISSION REGIONAL HOSPITAL OFFERS THE FOLLOWING SERVICES**

**BOTH INPATIENT AND OUTPATIENT SERVICES**

**UROLOGY CLINIC – Patients are only seen by an appointment . All emergencies to be seen at their base hospital**

Monday to Friday 07h00-16h00

Contact Details:

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## PATIENTS RIGHTS CHARTER

Your right to dignity

Every patient 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

Refusal of treatment

A second opinion

Continuity of care

Complaints about health services

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# IMIGOMO EYISHUMI NANYE YE BATHO PELE



## YOKUQALA IZINGUQUKO EZIZOTHUTHUKISA UKWETHULWA KWEMISEBENZI ESIZA IMIPHAKATHI

**Thina minyango kahulumeni esebenza ngokusiza imiphakathi siyazibophezela ukulandela lemigomo yokusebenza ngokubeka "abantu phambili" ngaphandle kokunanaza. Sizonyusa sithuthukise izinga neqophelo lokusebenza ngendlela eyamukelekile ngokushesha.**

### 1 UKUBONISANA

Uzobuzwa ngamibono onayo ngezinhlelo zemisebenzi yokusiza umphakathi ezikhona njengamanje, futhi ingsishela nangalezo zinhlelo zemisebenzi ongathanda zibekhona asikhatini esizayo. Kuzochunyanywa nayo yonke imikhakha yomphakathi. Uvo nemibono yakho izolulisekwa kubaphathi abangongqongoshe kahulumeni kazwelonke, kulabo abangongqongoshe kohulumeni bezifundazwe, nakulabo abangamalungu esigungu sesishayamthetho.

### 2 AMAZINGA NAMAQOPHELO EMISEBENZI ESIZA UMIPHAKATHI

Yonke iminyango yohulumeni bezifundazwe kanye nekahulumeni kazwelonke kuzolindeleka ukuthi ishiholele amaqophelo akhona okusebenza kanye nalawo amasha. Akufanele lizike geja ngokwamazinga namaqophelo. Lawo mazinga azohlolwa, eluswe, futhi akhushliwe athuthukiswe okungenani kanye ngonyaka.

### 3 OBANI ABANGAHLUMULA?

Yonke iminyango kahulumeni kufanele izibekile imigomo yokufinyelelisa nokudlulisela imisebenzi yosizo kulelo nalelo lungu lomphakathi. Kufanele kube nezinhlelo ezivulele zokuthuthukisa izinga lemisebenzi yokusiza labo ababecindezelwe banchiswa amathuba enhlalakahle, amasiko, nempucuko, nalabo abanchiswa amathuba ngoba bekhubazekile ngokwemizimba.

### 4 UKUPHATHWA KAHLE NANGENHLONIPHO

Yonke iminyango kufanele izibophezele kumazinga athile aphezulu malungana nokuphathwa komphakathi. Lawo mazinga kufanele ashicilelwe kumqulu wokuziphatha kwabasebenzi. Kufanele abe mntu munye nalokho okungamagqali, aganyiswe aqhakanjwe nalapho kuqeqeshwa noma kulondiswa abasebenzi. Ubuchwepheshe nokusebenza ngokuzimisele kwabasebenzi kufanele kweluswe, kunjalo nje ukhulunyiswa nokungahlonishwa komphakathi akumveleleke.

### 5 ULWAZI

Uzonikwa imininingwane egcwele ngemisebenzi yomphakathi ewusizo onelungelo lokuthuthuka. Imininingwane izotholakala kuleso naleso sizinda sosizo, emisakazweni nasemaphandabani omphakathi, nangolimi olusetshenziswa umphakathi. Amagama nezimombolo zocingo zalabo ongathintana nabo kufanele kuvele kuzo zonke izincwadi zokuxhumana ezivela eminyangweni kahulumeni.

### 6 UKUSEBENZA NGENDLELA ESOBALA

Unelungelo lokwazi ngenani labasebenzi eminyangweni kahulumeni, imininingwane ngalabo abasazi khundleni eziphezulu, ukusebenza kwezimali, nangokusebenza kwabasebenzi bebhokophela ukhulungabazana neqophelo nezinga lokusebenza abazibophezelele kulo. Imibiko eqondiswe emphakathini izoshicilelwa isakazwe kabanzi, idluliselwe ephalamende nakwisishayamthetho saleso naleso sifundazwe.

### 7 UKUNXEPHEZELA NOKUQONDISA UKUNGENISEKI

Kuzoqikelelwa ukuthi kube nezinhlelo nezindlela zokubhalisa nokudlulisela izikhazalo zokungeniseki komphakathi. Bonke abasebenzi bazoqeqeshwa ngendlela yokwamukela, ukudlulisela kanye nokuzalula izikhazalo zomphakathi ngendlela eshesha yenemiphumela. Uzobikwelelwa ngaso sonke isikhathi ngemiphumela yezikhazalo zakho.

### 8 ZUZA UKWANELISEKA NGENALI YAKHO

Ukhokha intela yomnotho, i-VAT, kanye nezinye izinhlobo zenitela ukuzwe uxhase ukusebenza kwezinhlobo zikahulumeni. Unelungelo lokugcizelela uqiniseke ngokuthi imali yakho isetshenziswa ngendlela eyayo, ayisaphazwa. Iminyango kahulumeni kufanele ikugunyaze ngobufakwa bemiphumela yokongeka kwemali yakho nangemiphumela ekuthuthukiseni imisebenzi esiza imiphakathi.

### 9 UKUKHUTHAZA UKUZITHUTHUKISA NOKUBONGA LABO ABASEBENZA NGOKUZIMISELA

Ukwethula izinhlelo ezintsha zokuzithuthukisa kungezinye zezinto ezingaba wusizo olukhulu ekwenzeni umsebenzi ngendlela engcono nasekwehliseni izindleko ezixhambisana nomsebenzi. Ukuveza imibono eyehlukeni nokwenza izinto ngezindlela ezahlukeni kungaba nomthetho omuhle ekugqongileleni abasebenzi ukuthi basebenze ngokuzimisele baphinde balandele imigomo ye-Batho Pele. Abasebenzi abasebenza ngokuzikhandla kufanele babongwe.

### 10 UMTHELELA KUMAKHASIMENDE

Uma sibhekha lokhu sisuke sibhekisa usizo olutholwa ngamakhasimende ngaphakathi emsebenzini nangaphandle komsebenzi. Lokhu kusiza ekusebenziseni ngokuthi langanyela imigomo ye-Batho Pele. Le migomo ibu yithombha yokuthi amakhasimende agodisekile ngosizo alutholayo kumbi kusadingeka kwenzelwe kangcono. Konke lokhu kuyimizamo yokugciniseka ukuthi amakhasimende ayazi futhi ayakuqondisa ukuthi angawasebenzisa ngokukhululeka amalungelo awo njengoba kubekwe ngaphansi kwemigomo ye-Batho Pele.

### 11 UBUHOLI NOMHLAHLANDLELELA

Ubuholi bubalulekile kunoma iyiphi imihangano. Abaholi bahlahla indlela base behlela nokutha isibonelo eshile emphakathini. Abaholi bebu baphoqekele ukuba badele simo esilanelwele esikhuthaza umoya wokusungula. Abaholi abahle babebisa abantu abasebenza nabo ngezindlela zokuba basebenze ngokubambisana, bahlele ngokubonisa baze bafaze imigomo yabo ndawonye.



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Clinic: (031) 314 2254 / 259

Mrs. L Munthree

Male Urology Ward: (031) 314 2272

Ms D Naicker

Female Urology Ward: (031) 314 2272

Ms D Naicker

**PLASTIC SURGERY - Patients are only seen by an appointment . All emergencies to be seen at base hospital.**

Monday to Friday 07h00-16h00

Contact Details Clinic: (031) 314 2373

Mrs. L. Munthree

Male and Female Plastic Ward: (031) 314 2237

Mrs. J Jivan

### PERITONIAL DIALYSIS WARD

Monday to Friday

Contact Details

Male and Female Ward (031) 314 2292

Mrs. D Naicker

### MEDICAL MALE CIRCUMCISION CLINIC

Monday to Friday 07h00-16h00

Saturday 07h00 to 12h00

Patients to come for screening and bookings

Contact Details Clinic: (031) 314 2286

Mrs. L Munthree

**ALL CLINICS ARE CLOSED ON WEEKENDS AND PUBLIC HOLIDAYS**

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## GENERAL INFORMATION

A number of items are vital, to ensure your stay in the hospital is as comfortable and pleasant as possible. To avoid delays during the admission procedure we require the following:

Bar coded Identity Document or a certified copy of ID not older than six months/ temporal ID.

Any child below 12 years of age, consent will be provided by the parent or guardian.

If you are 12 of age but less than 18 years, you will be duly assisted by your parent/ guardian regarding consent for you to have surgical procedure. In addition, the parent or legal guardian will be asked to accept liability of the account.

- Current contact details
- Residential address
- Pension card – if applicable
- Appointment card – if applicable
- Medical Aid card- if applicable

Referral letter/ appointment slips.

We strongly advise that the following items be kept at home or given to a relative safekeeping.

- Cellular telephones/ electronic equipment
- Jewellery
- Money
- Credit cards

Although we endeavor to prevent the loss of valuables, we cannot be held responsible for losses during your stay with us. Enquires with regards to possessions may be directed to the sister in charge of the ward.

No firearms are allowed on the premises. Should you carry a firearm, kindly hand this in at the security for safekeeping.

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# ELEVEN BATHO PELE PRINCIPLES



## TO KICKSTART THE TRANSFORMATION OF SERVICE DELIVERY

**We in the Public Service are committed to put the following "People First" principles into practice without delay. And we will step up implementation to arrive at acceptable and higher service levels and quality as soon as possible.**

<b>1 CONSULTATION</b> You will be asked for your views on existing public services and may also tell us what new basic services you would like. All levels of society will be consulted and your feelings will be conveyed to Ministers, MECs and legislators.	<b>2 SERVICE STANDARDS</b> All national and provincial government departments will be required to publish service standards for existing and new services. Standards may not be lowered! They will be monitored at least once a year and be raised progressively.	<b>3 ACCESS</b> Departments will have to set targets for extending access to public servants and public services. They should implement special programmes for improved service delivery to physically, socially and culturally disadvantaged persons.	<b>4 COURTESY</b> All departments must set standards for the treatment of the public and incorporate these into their Codes of Conduct, values and training programmes. Staff performance will be regularly monitored, and discourtesy will not be tolerated.
<b>5 INFORMATION</b> You will get full, accurate and up-to-date facts about services you are entitled to. Information should be provided at service points and in local media and languages. Contact numbers and names should appear in all departmental communications.	<b>6 OPENNESS &amp; TRANSPARENCY</b> You'll have the right to know. Departmental staff numbers, particulars of senior officials, expenditure and performance against standards will not be secret. Reports to citizens will be widely published and submitted to legislatures.	<b>7 REDRESS</b> Mechanisms for recording any public dissatisfaction will be established and all staff will be trained to handle your complaints fast and efficiently. You will receive regular feedback on the outcomes.	<b>8 VALUE FOR MONEY</b> You pay income tax, VAT and other taxes to finance the administration of the country. You have the right to insist that your money should be used properly. Departments owe you proof that efficiency savings and improved service delivery are on the agenda.
<b>9 ENCOURAGING INNOVATION &amp; REWARDING EXCELLENCE</b> You have a right to be served by people who continuously try to improve the way they render service to you the Client in the true spirit of Batho Pele.	<b>10 CUSTOMER IMPACT</b> We must be able to assess the benefits we have provided for all our Customer. We must show how the various principles of Batho Pele link together.	<b>11 LEADERSHIP &amp; STRATEGIC DIRECTION</b> Good leadership is one of the most critical ingredients for successful organisations. Organisations who do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the organisation. They take an active role in the organisations' success.	

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## SECURITY

We are committed to safety of our patients, visitors and staff. Security personnel are located at strategic points throughout the hospital. However, St Aidans Hospital management cannot be held responsible for any loss or damage that may occur to vehicles parked on the premises or any other property/ goods kept on the premises.

## COMPLAINTS/COMPLIMENTS & SERVICE FEEDBACK

At St Aidans Mission Regional Hospital our core value is care. We care for the dignity of patients and all members of the public. We are passionate about quality health care and professional excellence therefore we value your participation and feedback.

Your feedback on the level of care and service you have received in our facility is very important to us. It assists us with the ongoing evaluation and improvement of the services we provide.

Suggestion/Compliment/Complaints boxes are provided at all strategic points; contact the operational manager or any staff member to assist you and provide a pen for you. Staff members can be identified by identity badges with our hospital's name and their name written on it.

For more information contact the Public Relations Officer:

Mrs. Hlengiwe E Hlophe

Location: Ground Floor of the Hospital Block

Times: 7:30 – 16:00 (Monday to Friday)

Telephone No: 031- 314 2224

**Compiled by: Mrs. HE Hlophe**

**Public Relations Officer**

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## ADMISSION INFORMATION-IN PATIENT

While everything is done to ensure a speedy admission, occasionally short delays can occur and we apologise for the inconvenience.

Patients should report to the admission desk on the date indicated on the appointment slip.

Thereafter, proceed directly to the relevant ward as it is not necessary to go to the clinic first.

If a patient's operation is booked as a "DAY CASE" this means that you will be admitted to hospital only for the day of surgery, and will be discharged the same day. Patients should arrive at the hospital at 06h00 for 06h30.

Those patients who require "IN PATIENT" admission will either be admitted the day before surgery i.e. 13h00-15h00 or early on the morning of the procedure.

You must not eat or drink anything from midnight before your admission (day case)

If hypertensive and on treatment, take medication with a sip of water in the morning before coming to the hospital. No tea / coffee or breakfast.

Other medication e.g. diabetic, asthmatic, cardiac, ARV's etc. should be brought to hospital.

You should not drive yourself and should arrange for someone to assist you after the operation.

If you are coming as an in-patient, you may bring your toiletries.

If you are unable to come for your operation for any reason you must contact us at: 031 314 2200

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## GENERAL INFORMATION

### IN PATIENT VISITING HOURS: Daily

**1PM – 2 PM**

**5:30PM- 6:30 PM**

### HOSPITAL PHARMACY:

Location: Ground floor (Main Hospital)  
Times: 07:30- 16:00 (Monday-Friday)  
Contact No: 031- 314 2228  
Fax No: 031- 314 5749  
Pharmacy Manager: Mrs. A Pillay

### ALLIED SERVICES

### SOCIAL WORK DEPARTMENT

Location: Ground Floor (Main Hospital)  
Times: 7:30 – 16:00 (Monday-Friday)  
Telephone No: 031 – 314 2302

Principal Social Worker: Mrs. A Sewpersad

Senior Social Worker: Ms. E Govender

Telephone No: 031-314 2348

### OCCUPATIONAL THERAPY

Location: Ground Floor of the Administration Block  
Times: 7:00 – 16:00 (Monday to Friday)  
Telephone No: 031- 314 2285  
Chief Occupational Therapist: Mrs. V Jairaj  
Occupational Therapist office: 1<sup>st</sup> Floor-Admin Block

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### PHYSIOTHERAPY DEPARTMENT

Location: Ground Floor  
Times: 7:30– 16:00 (Monday to Friday)  
Telephone No: 031- 314 2339  
Chief Physiotherapist: Ms. E Malgas  
Physiotherapist office: 1<sup>st</sup> Floor-Admin Block

### CATERING

We take pride in serving our patients a variety of freshly cooked meals based on sound nutritional principles. We realize that a wholesome, healthy diet plays a fundamental role in your recovery process and acknowledge that, for a number of reasons, specific dietary requirements may apply to patients at different times.

### PRIVACY

We respect your right to privacy and, as a result, do not release any information regarding your health. Please discuss this with your immediate family and friends. If you want your medical information to be released to any one, please submit your written consent.

### VISITORS

Visiting time is regarded as an important part of a patient's day therefore visitors are welcome. However, the welfare of the patient must always be taken into consideration and certain restrictions may be imposed if the patient is likely to become unduly upset or tired.

Only two (2) visitors are permitted at a time.

No children under 12 years old are allowed in the ward.

To avoid introducing infection into the units, visitors should refrain from visiting if they are suffering from colds, flu or infections.

### SMOKING

St Aidans Regional Hospital has adopted a clean- air policy and smoking is only permitted in clearly demarcated areas. This is located behind the exit gate marked as a smoking area.

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## USOMQULU **WAMALUNGELO EZIGULI**

Yilungelo, lakho, lokuthi uhlonipheke

Noma yisiphi isiguli sinelungelo

Lempilo engcono nokuphila endaweni evikelekile

Nokuba nelungelo ekuthathweni kwezinqumo

Ukwazi ukuthola noma yiluphi uhlobo aludingayo  
lwezempilo

Ukuba nolwazi ngempilo yomunye

Umshwalense noma uxhaso ngosizo lokwelashwa

Ukuziqokela usizo lwezempilo aludingayo

Ngukwelashwa yilabo abanelungelo lwezempilo  
olusemthethweni

Ilungelo lempilo yangasese

Ukwazisa labo abasondelene naye

Ukungavumeli ukwelashwa

Umbono wesibili

Ukuqhubeka nokunakekelwa

Izikhhalazo ezimayelana nohlelo lwezempilo

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