



health

Department:

Health

PROVINCE OF KWAZULU-NATAL



**KING DINUZULU HOSPITAL COMPLEX  
SERVICE COMMITMENT CHARTER**

## **Vision**

To be a center of Excellence for the Delivery of District, Specialized and Selected Tertiary Levels of Healthcare Services within the Designated Areas.

## **Mission**

To provide an Integrated Health Care Service within available resources utilizing the Batho Pele Principles and Patients' Rights Charter.

## **Core values**

Integrity,  
Commitment to Performance,  
Professionalism,  
Innovative Leadership,  
Good Governance within an Environment of Respect,  
Compassion and Trust,  
Positive Attitude to Learning and Change,

# Services offered at King DinuZulu Hospital complex

- Intensive Care
- Medical Laboratory Services
  - Theatres
- Occupational therapy
  - Orthopedics
  - Physiotherapy
  - Psychiatric
- Specialist Services
  - Tuberculosis
    - X-ray
    - Pharmacy
  - Family Planning
  - Dental Services
- Psychological services
- Social welfare services
- ARV roll-out to TB patients
  - HCT
- Casualty Department (24 hours)
  - Dietetics
  - General Medical
  - General Surgical
  - Laboratory
  - Maternity
- Medical Laboratory Services
- Medical Out Patient department
  - Paediatric ward
  - Physiotherapy
- Occupational Therapy
  - Social worker
  - Speech Therapy
  - TB clinic

# EXCO



**DR. K. Naidu**  
**C.E.O**



**Dr. S.B. Maharaj**  
**Medical Manager**



**Mrs. N.F. Ngubane**  
**Nursing Manager**



**Mr. P.M Nhlonipho**  
**Human Recourse Manager**



**Mr. S. Jogiah**  
**Finance & Systems Manager**

# PUBLIC RELATIONS OFFICE

## **Policy statement**

Every patient has a right to complain about unsatisfactory health care service. Every complaint must be investigated thoroughly and the patient must be informed of such an investigation and the outcome thereof.

## **Purpose**

➤ This phased approach is to resolve problems appropriately and as quickly as possible at the lowest level.

## ➤ **Procedure**

- All forms of complaints including verbal complaint may be submitted to the immediate supervisor of the department or deposited into the complaint box which will be opened by the complaints committee every Friday.
- The Public Relations officer will record complaints into a complaint register and a complaint forms will be filed accordingly.
- All complaints will acknowledged by the PRO within 5 working days.
- The complaint will be investigated by the relevant HOD and the final outcome conveyed to complainant within 25 working days from receipt thereof.
- Should the complaint be more complex and requires further investigation, progress reports where necessary must be furnished within 25 days and the final outcome reported within 60 days.
- The facility shall keep a register, which includes information on how the complaints have been addressed.
- PRO or Unit Manager may assist the complainant with the completion of this form
- Complaints should be taken down verbatim
- Audio-visual recordings may be used as evidence.
- The Hospital board may be used as a channel in receiving and resolving complaints in consultation with PRO and EXCO, without breaching confidentiality as far as possible.
- All complaints from Head Office must be investigated in terms of the above procedure and forwarded to CEO for acknowledgement and upward transmission to Head Office.

Language of this, posters, pamphlets to be appropriate to the uses.

Special arrangements to be in place for those who require sign language interpretation or Braille Translator's available for other languages e.g. German.

The Complaint Procedure shall be provided to all first time users as a routine and be included in the health education of all users in the form of booklet

The Complaint Procedure form

Name of the Complainants Manager

Address

Telephone

E-mail

Hours of operation

There should be Posters, Pamphlets freely available to assist the patient and Public.

## INQUBO YEZIKHALO NOMA IZINKINGA

Siyethemba angeke ubezikhalo ngesikhathi usivakashele kuMtholampilo wethu, Kodwa uma ungajabulile ngendlela ophatheke ngayo ngesikhathi usivakashele, sicela ulandele lezizigaba ezilandelayo :

Isigaba1: Bikela umuntu ophethe kuleyondawo.

Isigaba 2: Uma ungenelisekile ngosizo olutholile dlulela kumxhumanisi woMtholampilo (PRO), yena uzobe esekusiza ngendlela efanele, uma ungenelisekile cela ifomu lezikhalo, uligcwalise bese ufaka isikhalo sakho kumabhokisi emibono afakiwe. Uma ufaka kulamabhokisi sicela ubhale igama, isibongo kanye nenambayakho ukuze sikushaye ucingo sikutshene esesikwenzile mayelana nesikhalo sakho.

Kwisibhedlela sethu siyazibophezela ukuba sikusize ngezikhalo onazo ngokushesha, ngaphandle uma kusafanele kwenziwe uphenyo futhi sithole nobufakazi obuphele.

Amabhokisi avulwa umxhumanisi(PRO), uzobe esehlala nekomidi lezikhalo bese bephendula izikhalo ezikhona.

Isigaba 3: Uma ungenelisekile. Bikela umphathi waleso sigceme.

Isigaba 4: Uma ungenelisekile. Bikela umphathi womtholampilo,

Isigaba 5: Uma ungenelisekile Bikeka umphathi we District,

Isigaba 6: Uma ungenelisekile Bikela umnyango wezokuxhumana wesifundazwe.

We trust that you will not have cause to complain during your visit, if you are not happy about the treatment you receive or any other services received, please follow the following procedure:

Step 1 : Please report to the person in charge of the department (supervisor or sister-in-charge) if you are not satisfied.

Step 2 : Please report to the Public Relations Officer, who will then deal with your complaint appropriately, if you are still not satisfied, request a complaint form, so that you can register your complaint / concern /compliment /suggestion and please put your name, surname and contact details so we can be able to contact you. All written complaint should be marked for the attention of the Public Relations Officer.

Suggestion boxes have been placed throughout the Hospital, to make it easy for you to rate the level of services offered to you.

The PRO is responsible for all suggestion boxes and will ensure that your concerns are kept confidential. All suggestion boxes will be opened weekly by a PRO and she will take all the complaints to the complaint committee.

We commit to resolving all complaint as soon possible; however matters requiring



further investigation will take time. During our investigation we will communicate with the complainant.

- Step 3 : if not satisfied, report to component manager
- Step 4 : if not satisfied, report to Institutional Manager (CEO),
- Step 5 : if not satisfied, report to District Manager,
- Step 6 : if not satisfied, report to Communication Office (DOH)



Mr. Thami Chizama  
Public Relations Officer  
Department of Health KZN  
King Dinuzulu Hospital Complex  
[Tel:031 242 6025](tel:0312426025)  
**Fax:0867735362**

Email:[thami.chizama@kznhealth.gov.za](mailto:thami.chizama@kznhealth.gov.za)

Please forward your enquires to our office/thumela yonke imibuzo onayo ngesibhedlela kumxhumanisi

## ORAL AND DENTAL TRAINING CENTRE



## ORAL AND DENTAL TRAINING CENTRE

- ORAL AND DENTAL TRAINING CENTRE IS THE LARGEST ORAL HEALTH SERVICE RENDERING INSTITUTION IN THE KZN PROVINCE. THERE IS A CLINICAL STUDENT TRAINING PROGRAMME FOR DENTAL THERAPY AND ORAL HYGIENE STUDENTS.

THE INSTITUTION HAS:-

23	:	DENTAL CHAIRS
6	:	DENTISTS
4	:	DENTAL THERAPISTS
4	:	ORAL HYGIENISTS
14	:	DENTAL ASSISTANTS
1	:	SESSIONAL ORTHODONTIST (THURSDAYS ONLY)

CONTACT DETAILS: (031 - 2426200)

PACKAGES OF SERVICES AND BENEFITS



SERVICE	BENEFITS
EXAMINATION	DIAGNOSIS AND TREATMENT PLAN
SCALING AND POLISHING	TREATMENT OF GUM DISEASE
RESTORATIONS	TREATMENT OF TOOTHACHE
DENTURES	RESTORING OF MISSING TEETH AND FUNCTION
CROWNS AND BRIDGE (only for training purpose)	
ORTHODONTICS	TREATMENT OF CROOKED TEETH/IMPROPER BITES
EXTRACTIONS	TREATMENT OF TOOTHACHE
PERIODONTICS AND ORAL MEDICINE	TREATMENT OF GUM DISEASE AND ORAL LESIONS
SURGICAL EXTRACTIONS	SIMPLE EXTRACTION OF IMPACTED WISOME TEETH AND RETAINED ROOTS
ROOT CANAL TREATMENT (only for school going children)	TREATMENT OF TOOTHACHE

#### DOCUMENTS REQUIRED WHEN OPENING A PATIENT FILE

- Identity document
- Birth Certificate
- Pension card / bank statement
- Pay slip
- Proof of unemployment from Department of Labor
- Affidavit when there is no Department of Labor available

#### PAYABLE FEES

PATIENT CATEOGRY	QUALIFYING CRITERIA	INCOME SINGLE	INCOME FAMILY	AMOUNT PAYABLE PER VISIT
HO	All social pensioners those in receipt of UIF/letter from Dept. of Labor. School children who are classified as H1 patients for student training purposes			FREE

H1	Income	R1 to R36 000 p.a. R3000 P M	R1 to R50 000 p.a. R41 666 p.m.	R20.00
H2	Income	R36001 to R72 000 p.a. R6000 p m.	R50 001 to R100 000 p.a. R8333 p.m.	R65.00
H3	Income	Exceeding R72 000 p.a.	Exceeding R100 000 p.a.	Fees varies
PHP	Income/Medical Aid	Medical Aid	Medical Aid	Fees Varies

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DR N DAKI  
 CLINICAL MANAGER  
 ORAL AND DENTAL TRAINING CENTRE





HOSIPTAL BOARD, EXCO AND MEC DR S.DHLOMO, Ethekwini, municipality speaker Logie Naidoo

Dr S. Ramdial  
Mr. A. Ramlochan  
Mr. M. Ngcobo  
Mr. N.J. Dlamini  
Mr. P. Ram  
Mr. R. Sewlal  
Mr. S.L. Ndaba  
Ms. J. Ndlovu  
Ms. Z. Mbatha  
Mr. Sosibo  
Prof D. Nzimakwe  
Ms. J. Ndlovu  
Mr. V.T Kwani  
Mr. Mbatha



# Clinical Psychologist

## Service Commitment Charter

### Who we are:

- The Department of Clinical Psychology consists of two components: District level services and Tertiary level services.
- District level services include all referrals from the District Hospital (inpatients and outpatients) and all referrals from external sources e.g. schools, NGOs, children's homes, GPs etc.
- Tertiary level services include referrals from other specialist services, i.e. psychiatric inpatients (wards P1, 2, 3 & 4); psychiatric outpatients; orthopaedic-thoracic (wards A, B, C), and TB.

### Where to find us:

- Both District and Tertiary services are located in one Psychology Department building, situated in the psychiatry complex (opposite Psych-OPD and OT).
- All referral letters can be dropped off at the reception desk (7.30 – 4pm, Monday – Friday)

### Package of services:

- All patients who are referred are thoroughly assessed and a treatment plan is formulated, which may include referral to other services, or continuation of care with psychology.
- The following services are routinely offered:
  - Assessment for psychopathology e.g. Disorders of mood, anxiety, cognition, eating, identity etc.
  - Individual Psychotherapy e.g. for mood, anxiety, psychosomatic, or personality disorders etc.
  - Assessments of spine patients for suitability for rehabilitation
  - Neuropsychological assessments e.g. for amnesic disorders, dementia, brain-injured patients
  - Child assessments e.g. emotional/behavioural/learning disorders, such as ADHD or depression
  - Trauma counselling/debriefing, e.g. rape, occupational trauma, post-traumatic stress
  - Suicide risk assessments
  - Psycho-education e.g. discussing illnesses with patients and their family
  - Family therapy e.g. where a psychological problem is being exacerbated by family dynamics
- The following group programmes are offered:
  - Outpatient group psychotherapy: six sessions of weekly treatment contacts
  - Inpatient group psychotherapy: run daily with patients from wards P1-4
  - Weekly pre-discharge group: run every Friday for patients pending discharge from wards P1-4
  - Outpatient groups for specialized groups of patients: e.g. adolescent groups
- Community projects that can help optimize our hospital services.
- Training and supervision of intern clinical psychologists

### Benefits of service:

- Mental health care is an essential part of overall wellbeing. Clinical psychology focuses on treatment, prevention, rehabilitation and quality of life enhancement aspects of medicine.

Clinical psychology interventions aim to reduce the amount of time patients spend in hospital and to reduce the readmission rate following discharge. This is done by

- Providing a cathartic space to express emotions, clarify concerns, and develop insight
- Facilitating the adjustment to, and coping with, physical disorders, diseases and injuries.
- Providing psychosocial support and rehabilitation during and after acute phases of illness.

- Providing out-patient and community liaison for the patient to adjust to personal living conditions and real world context.
- Helping enhance the doctor-patient interaction thereby increasing patient compliance and doctors' understanding of relationship factors in the treatment process
- Promoting pro-social activities, increasing self-esteem, and decreasing dependency
- Providing expert consultation with regards to matters that require clinical psychology service or opinion e.g. forensic consultation.

Overall this reduces the high costs of readmission and treatment in the acute phase by ensuring that people adhere to medical recommendations and maintain a good quality of life, with sufficient knowledge of their conditions, their interpersonal dynamics, and psychosocial factors impacting their life.

Service standard:

All patients are treated with courtesy, care, and in ways that enhance their dignity and self-worth.

All members of the department are committed to providing a high level of service within the limits of available resources. The department undertakes to comply with all the relevant policies and mandates to which it is subject.

All inpatients are seen within 24 hours of receiving a request for consultation.

All outpatients are booked for an initial assessment within two weeks.

Consultations per patient range from 30 – 90 minutes, with the average being 60 minutes.

Treatment flow includes: assessment (2 sessions), individual treatment (5 sessions), group (6 sessions), then termination of treatment or continuation of individual treatment.

All treatment plans are formulated in a collaborative manner with patients, within a contextually relevant bio-psycho-social-cultural framework.



Mr. S Pillay – Clinical Psychologist  
Consultation for name change process





Consultation for the name change by Dr. S.M. Dhlomo- MEC for Health KwaZulu Natal



## SOCIAL WORK SERVICE COMMITMENT CHARTER

### WHO WE ARE

We are the Social work department that provides the social work services to King Dinuzulu Hospital Complex patients and their families/cares through the promotion of social change, problem solving in human relationships and the empowerment and liberation of people to improve their social functioning and quality of life.

We provide social work services at the following units within our hospital:

- TB medical wards and clinics
- TB SURGICAL wards and clinics
- HCT wards and clinics
- PSYCH wards and clinics
- DISTRICT level 1 wards and clinics

### OUR VALUES

- ★ People come first in the delivery of social work services
- ★ Equity, freedom from discrimination and harassment ensured in the services  
Provided by the social work service.
- ★ To work in partnership with the patients we serve and with other stakeholders.
- ★ Be transparent in and accountable for our decisions, actions and performance in our work.
- ★ Promote independency in all patients
- ★ Maintenance of professionalism
- ★ Respect and self-determination of patients and their families

### OUR SERVICES

- Promotion and prevention services
- Rehabilitation services.
- Protection services.
- Continuing care services.
- Mental health and substance abuse services.
  - Prevention of relapses and harmful/irresponsible lifestyles
  - Enhancing relationships and cohesion within the families
  - Promotion of responsible and healthy lifestyle.(empowerment & education )
  - Advocating for the rights of patients.
  - Participation in MDT.
  - Aftercare services.
  - Collaboration with other stakeholders (governmental & NGO's ,CBO's etc

- OUR CLIENTS

<u>Internal</u>	<u>External</u>
Patients and families/carers	Government departments
Multidisciplinary health team	Employers
Human resource	NGO
Co- workers	CBO
EXCO	

### OUR COMMITMENT TO YOU

We will help you by .....

- Identifying ourselves when we speak to you.
- Offering you the service that meets the required standard.
- Listening carefully to you.
- Explain things you need to know and do
- Provide you with ,or referring you in writing to other services

### OUR SERVICE STANDARDS

- ✘ All individuals visiting social work department will be seen by a social work practitioner and be referred accordingly.
- ✘ Consult to the social work department will be attended to within 2 days.
- ✘ To address and arrange an assessment of a patient within 8 hours of having received the referral.
- ✘ Assessment of clients will be done by a qualified social work practitioner, who shall at all - time be easily identified through a name badge.
- ✘ Client or patient information relevant for effective treatment or solution will be shared with professionals from other disciplines, also maintaining the principle of confidentiality.
- ✘ Student social and auxiliary work practitioner will attend and interview clients under the supervision of a professional social work practitioner.
- ✘ To write up notes in the patient's ward or outpatient file immediately after consultation.
- ✘ To attend to or respond to the correspondence within 5 working days.

### HOW YOU CAN HELP US

Please help us to help you by ....

- Providing feedback on our performance – good or bad
- Reporting poor service to social work supervisor.
- Providing us with correct information and complete information
- Respecting and cooperating with social work staff.

## HOW TO CONTACT US

- TB medical wards and clinics      Extension 6012
- TB SURGICAL wards and clinics      Extension 1232
- HCT      wards and clinics      Extension 6277
- PSYCH      wards and clinics      Extension 6166
- DISTRICT hospital wards and clinics      Extension 1230/1631/6286/6287

The Supervisor      Extension 6004

Mrs X.U Bhengu  
Social work supervisor

Date : 13<sup>th</sup> March 2013

King Dinuzulu Hospital Complex (KDHC)

**Speech Therapy Department**

- The speech therapy service at KDHC commenced in 2012.
- There are currently two Speech Therapists at KDHC
  - Evashnee Reddy
  - Charuna Kistasamy
- Patients of all ages are seen i.e. neonates, infants, young children, teenagers, adults and the geriatric population

### Temporary Location

Day Room in Ward D (Professor Fathima Meer Building)

### Contact details:

Tel: 031 242 6000, X1757

Email: [evashnee.reddy@kznhealth.gov.za](mailto:evashnee.reddy@kznhealth.gov.za)

[charuna.kistasamy@kznhealth.gov.za](mailto:charuna.kistasamy@kznhealth.gov.za)

### The aim of the Speech Therapy Department

To provide comprehensive assessment, preventative, promotive and rehabilitative Speech and Language based services for all patients whilst working within the available resources to ensure optimal health care.

### Services

- Screening patients suspected of having communication and/or feeding difficulties
- Assessment, diagnosis and management of in-patients and out-patients with communication and feeding difficulties
- Assess and manage individuals with specific communication impairments including stuttering, voice disorders, cleft lip and/or palate, laryngectomy
- Provision of augmentative and alternative communication aids to individuals who are not able to communicate verbally

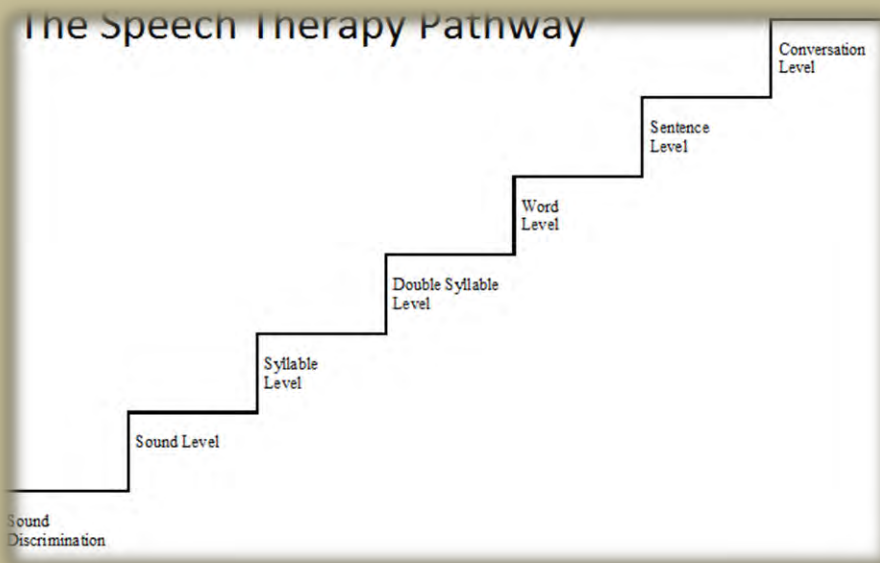
### Referral process

- An individual may be referred by:
  - a doctor
  - a teacher
  - a speech therapist or allied health professional



- a clinic

A hospital file must be opened at KDHC before obtaining speech therapy services



## Psychiatry Service Commitment Charter

Who we are and our packages of service:

- The Department of Psychiatry provides two levels of mental health services: District level services and Specialized Tertiary level services.

- District level services:

- Provision of in-patient services to all categories of mental health care users.
- Provision of 72 hours assessment and treatment of involuntary and assisted mental health care users in accordance with the MHCA (17 of 2002).
- 24 hours emergency psychiatric services
- Level one Psychiatric out-patient services
- Consultation-liaison service to other medical disciplines at the District Hospital
- Psychiatric clinical training platform for final year medical students
- Outreach support to local primary and community health care clinics

- Tertiary level services for Area 1:

CLINICAL

- Comprehensive multidisciplinary (social work, psychology, occupational therapy and dietetics) inpatient service for moderate and severe psychiatric disorders affecting adults and adolescents.
- Provision of 72 hours' assessment and treatment of involuntary and assisted mental health care users in accordance with the MHCA (17 of 2002) for adults.
- High-security closed wards for patients who are highly unstable and/or aggressive.
- Males and females are housed in separate wards; adolescent males are treated in separate wards to adults.
- Provision of post-72 hours' assessment and treatment of involuntary and assisted mental health care users in accordance with the MHCA (17 of 2002) for adults.
- Licensed Electro-convulsive therapy site
- Psychiatric out-patient services for adults, children and adolescents requiring specialized and tertiary level multi-disciplinary care.
- Comprehensive multi-disciplinary psychiatric assessments are offered for children, adolescent, adult and geriatric patients.
- Consultation-liaison services are rendered to the other Specialized Departments within the Complex
- Medico-legal work and forensic assessments or admissions are NOT conducted at this hospital

- All available treatments are evidence-based, and provided within a holistic, bio-psychosocial assessment framework, with sensitivity and regard to cultural and spiritual factors. Treatment is multi-modal, involving members of the multi-disciplinary team and requires active engagement by families and caregivers of patients.
- Services address activities that promote mental well-being and prevent mental illness; provide optimum symptomatic relief and promote the functional recovery and rehabilitation of the patient to facilitate social and occupational re-integration back into society.

#### ACADEMIC

- The hospital serves as a training site for all categories of mental health care professionals including nurses, psychiatrists, doctors, clinical psychologists, pharmacologists and occupational therapists.
- Medical students from the Nelson R Mandela School of Medicine, UKZN are accommodated for their undergraduate training and assessments in psychiatry
- Psychiatric registrars are trained in general and child and adolescent psychiatry by the specialists based at the hospital.
- The hospital conducts training programs to support continuing professional development including grand rounds, mental health forum meetings, seminars, research meetings and journal clubs.

#### RESEARCH

- The unit is an important platform for research in mental health care.

#### OUTREACH

- Outreach support is provided to other health, education and social organizations; a videoconference service is also available

#### Where to find us:

- Physical location

- District Services

Fathima Meer building (Level 1 District Hospital), within the King Dinuzulu Hospital Complex.

- Tertiary Services

Situated adjacent to the Fathima Meer building (Level 1 District Hospital), within the King Dinuzulu Hospital Complex.

- Referral procedure:

- District hospital
  - All new referrals must be accompanied by a referral letter from the respective primary or community health clinics within the catchment area of the hospital.
  - Emergencies are to be referred to the Accident and Emergency Department of the District Hospital.
  - Non-emergencies will be seen at the medical outpatient department.
  - Patients attending the outpatient clinic will be given appointments by the attending doctors.
  
- Tertiary hospital
  - As a specialist referral centre, all patients require prior screening by a mental health care practitioner (private or public sector) and a formal letter of request for consultation. Upon receipt of a request, an appointment will be made.
  - Appointments can be made by contacting our outpatient clinic on 031-2426173, Monday to Friday, 08h00-16h00.
  - Referrals for admission require prior booking due to the shortage in beds arising out of the revitalization programme. Currently only 66/130 beds are commissioned for use.
  - Referrals for post-72 hours' admissions will only be accepted if the necessary referral and MHCA forms are correctly completed and accompany the patient.

#### Service standards:

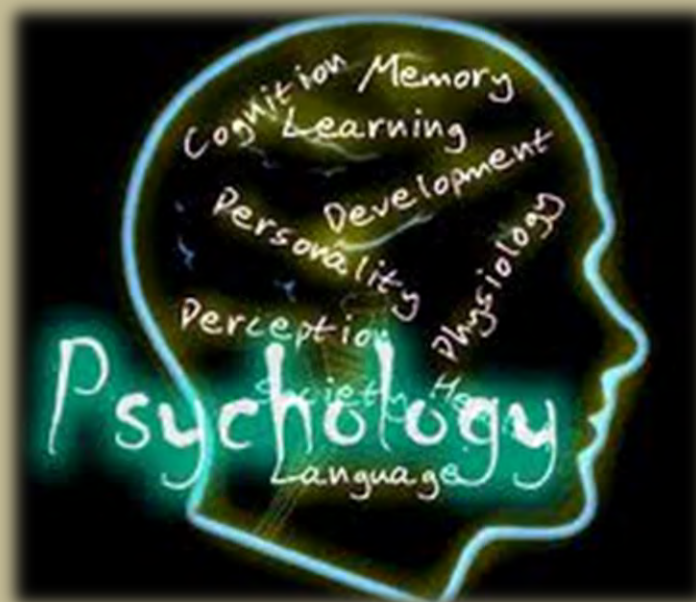
- Our staff is committed to the provision of a high standard of clinical, academic and service activities that uphold the principles and standards described in:
  - The constitution of our country
  - The Mental Health Care Act 17 of 2002
  - Batho Pele principles
  
- We provide a service based on ethical principles of care, with respect for the dignity of our patients while upholding the safety and best interests of the patient, staff, caregivers and society.
  
- As an academic training facility, we strive to offer the most advanced relevant, safe and appropriate care for the individual patient's needs within the constraints of our available resources.

- ‘There can be no health without mental health!’ We strive to deliver a mental health service that ensures the optimal health of the individual, by providing comprehensive clinical services which address the physical, mental, social and spiritual aspects of a healthy and productive life.

- To apply the new Mental Health Care ACT of 2002
- To utilize the human rights and the patients rights charter
- To create a safe and therapeutic environment for all Mental Health Care Users
- To fully utilize the Multi-Disciplinary team approach by encompassing promotive / preventive and rehabilitative practices in psychiatry
- To deliver an effective /efficient and economical service to all Mental Health Care Users
- To engage in research activities for the improvement of quality care to Mental Health Care Users

#### SERVICES RENDERED

- Child and Adolescent Psychiatric Services
- Psychiatry
- Groups
- Infection Control
- HIV and Psychiatry
- Outpatient services
- Health Education
- Hast Management ( i.e. HIV and AIDs and STI'S )
- TB Screening
- PICT
- Community Outreach



## **STETRICS &**

## **GYNAECOLOGY DEPARTMENT CHART**

Obstetrics & Gynecology and family planning services are provided at a District level in Fatima Meer building





### DEALING WITH YOUR QUERIES

PLEASE EXPRESS YOUR DISSATISFACTION WITH THE WARD OR DEPARTEMENT FIRST BEFORE CONTACTING THE PUBLIC RELATIONS OFFICE.

### WHERE TO FIND US:

LABOUR WARD: is situated at the ground floor next to ANTE-NATAL CLINIC and is open 24 hours a day

ANTE-NATAL CLINIC: is situated at the ground floor opens at 07h00 close at 16h00 daily. It is closed on Saturday, Sunday and public Holidays. Voluntary Counseling and testing (VCT) is offered here and referred to Khethiphilo ARV's Clinic for access to the ARV roll out programme.

WARD D: Gynaecology ward is in first floor has facilities for TUBAL LIGATION (Laparoscopy)

WARD E: Post - Natal ward and Nursery is in first floor. Post- natal ward caters for 25 patients and there are 6 beds for Neonatal care

### HOW TO ACCESS US:

Access to our services is in keeping with the National Department of Health policy on the district Health system.

### Our catchment areas/Clinics are:

1. NEWLANDS EAST & WEST
2. CLARE ESTATE
3. OVERPORT
4. SEACOW-LAKE
5. RED HILL
6. SYDENHAM
7. RESERVIOR HILLS
8. ASHERVILLE
9. WESTVILLE
10. FOSSA
11. MORNINGSIDE
12. SPRINGFIELD
13. SHERWOOD CLINIC



Should you need more specialized service we will refer you to the appropriate hospital. Complicated maternity, gynaecology & neonatal cases will be referred to King Edward VIII Hospital, when the condition is more serious, patients will be referred to the tertiary level Hospital namely Inkosi Albert Luthuli Hospital.

## DOCUMENTS REQUIRE ON YOUR FIRST ANTE-NATAL CARE visit:

- Identification document
- Medical insurance card/details
- Proof of residence

## FEES FOR OUR SERVICES:

- Treatment of pregnant women is provided free of charge, provided there is no medical aid cover.
- Gynaecology patients' fees are charged according to the fees laid down in the government gazette based on your income and medical aid.

## OUR SERVICE DELIVERY PRINCIPLES:

We would always strive to promote service excellence through:

- Good governance (accountability and transparency)
- The Batho Pele principles (umphakathi phambili)
- Quality improvement principles.

## OUR VISION

To provide effective and efficient service for patient and clinical management of mother and child.

## MISSION STATEMENT

1. We strive to provide a coordinated, cost effective multidisciplinary and integrated health service within the District Health system.
  - To collaborate with other government department and agencies as well as NGO's sector to develop or strengthen policies and guidelines that affect obstetrics and gynaecology.
  - To manage clients with quality care, respect and dignity, bearing in mind the Batho Pele Principles and Patient's Right Charter.

## CORE VALUES

- integrity
- Commitment to performance
- Professionalism
- Innovation leadership
- Good governance within an environment of respect, compassion and trust
- Positive attitude to learning and change.

## HOW CAN YOU HELP US?

- USE OUR SERVICE RESPONSIBLY.
- USE YOUR LOCAL CLINIC BEFORE COMING TO US.
- GIVE US YOUR COMMENT & SUGGESTIONS SO THAT WE CAN IMPROVE OUR SERVICES WHEREVER POSSIBLE.
- IF YOU THINK THAT STAFF, WARD OR DEPARTMENT IS DOING WELL AND DELIVERING AN EXCELLENT SERVICE PLEASE WRITE A LETTER OF COMMENDATION VIA THE PRO'S OFFICE.

# **PAEDIATRIC OUT-PATIENTS DEPARTMENT**

ONCE YOU PASS THE SECURITY DESK,  
PROCEED TO M.O.P.D AND WE ARE  
LOCATED TO THE LEFT OF M.O.P.D

OR

FROM SECURITY DEPT, PASS THE REGISTERING CLERKS WINDOW, PROCEED UP PASSAGE, PASS SWITCHBOARD DOOR, LOOK RIGHT, WE ARE SITUATED OPPOSITE THE X-RAY DEPARTMENT

## HOW TO ACCESS US

ACCESS TO P.O.P.D IS IN LINE WITH NATIONAL DEPARTMENT OF HEALTH POLICY

## VISION

- > To establish a New District Hospital i.e New KING DINIZULU HOSPITAL COMPLEX- A BABY FRIENDLY HOSPITAL
- > To ensure and maintain best Infection Prevention and Control as stated in our core standards
- >To render care for both acutely and chronically ill children
- > To motivate parents/ guardians in the care and support of their children
- > To provide and execute emergency care in times of need
- > POPD is opened 24 HOURS a Day and Patients are seen from age 0 - 12 years

OUR REFERRING CLINICS ARE:

1. NEWLANDS EAST/ GLEN EARL CLINIC
2. NEWLANDS WEST CLINIC
3. CLARE ESTATE CLINIC
4. SEA COW LAKE CLINIC
5. REDHILL CLINIC
6. SYDENHAM CLINIC
7. RESERVOIR HILLS CLINIC
8. WESTVILLE CLINIC
9. OVERPORT CLINIC

### DEALING WITH YOUR QUERIES:

KINDLY EXPRESS YOUR QUERIES OR COMPLAINTS WITH THE DEPARTMENT BEFORE CONTACTING THE PUBLIC RELATIONS

OFFICER/ SWITCHBOARD

TEL NO: (031) 242 - 6000

To be the centre of excellence as a new District Hospital by making a difference in lives of the children and to train our staff to become Specialists in caring for and management of children

#### MISSION

To provide competent, innovative and accessible, acute and chronic services for the children

#### DOCUMENTS REQUIRED ON FIRST VISIT

Identity document of a parent  
Child Birth Certificate

Referral letter from clinic or Private Doctor

Fax: 031- 206 9586 / Email: [www.kznhealth.gov.za](http://www.kznhealth.gov.za)

#### OBJECTIVE

- > To reduce Paediatric Outpatient case fatalities by 90%
- > To address emerging issues like HIV/AIDS affecting children

## Physiotherapy Department

We provide Physiotherapy services to both in and out patients in King Dinuzulu Hospital Complex. We are also a clinical site for the third year UKZN Physiotherapy Students for the Spinal Orthopaedic Block.

#### Where to find us

We have are two sections/ service points:

1. MDRTB – currently in Dr. David Landau building on the ground floor

## 2. District Hospital (Prof. Fatima Meer Building) – ground floor

### Team members

- 1 Physiotherapy AD
- 4 Chief Physiotherapists
- 3 Production Physiotherapists
- 4 Physiotherapy Assistants
- 1 Support Service Officer
- 2 General Orderlies

### Services offered

1. In patients
  - ✓ Assessment and treatment
  - ✓ Rehabilitation
  - ✓ Patient and care giver education
  - ✓ Provision of assistive devices
  - ✓ Exercise Classes
2. Outpatients (on appointment bases)
  - ✓ Assessment and treatment
  - ✓ Rehabilitation
  - ✓ Patient and care giver education
  - ✓ Provision of assistive devices

### Working times

- 🚩 Monday to Friday: 07:30 - 16:00
- 🚩 Orthopedic Clinic: Wednesdays
- 🚩 Orthopedic and Prosthetic Clinic: 3<sup>rd</sup> Thursday of every month
- 🚩 Weekends and Public holidays: 1 Physiotherapist is on call to see High Care and emergency Chest patients.

### Requirements for consultation

- Referral from Medical Officer/ Member of Multi-Disciplinary Team

### Cost of services

- Predetermined on salary bracket of patient/ guardian.

### Contact details

Tel: 031 271 1172 (District Hospital)

031 271  
1131 (MDR TB  
section)



# Radiology Service Commitment Charter

## 1. Service Delivery Standards

### OUR VISION

Is to provide the best possible radiographic service to all our clients.

### MISSION STATEMENT



Our x-ray department is committed to providing an efficient and cost effective imaging and reporting service for the best possible patient care.

## CORE VALUES

- a. Integrity
- b. Commitment to performance of good radiation practice
- c. Professionalism
- d. Good governance within an environment of respect, compassion and trust
- e. Positive attitude to learning and change

## 2. Who we are

The Department of Radiology, better known as X-ray, provides a full range of imaging services. Our major strength of our department is the high caliber and dedicated staff who make up the team, who provide high quality radiographic service by promoting Batho Pele and efficient service delivery taking in consideration patient rights.

PACS is installed on all sites of the hospital by TECMED using a system called RIS that enabling all imaging to be stored and reviewed digitally. Our aim is to create a paperless and filmless environment to maximize efficiency and deliver improved patient care.

## 3. Our Services

The Department of Radiology provides two levels of radiological services: District level services and MDR/XDR TB services.

District level services:  
Radiographic Services

theveshen padayachee

Hi Thanks. Have added in statement about emergency psych services Provision of in-patient services to all categories of mental health care users. Provision of 72 hours observation period of involuntary mental health care users in accordance with the MHCA (17

Wed 24-04

Provision of in-patient services which include mobile x-rays and outpatient to all categories of health care users.

24 hours emergency

Specialized procedures include the following: CT scan; Barium Studies; VCU's and Theatre

Orthopedic Spinal Clinic every Wednesday

Thoracic Clinic every Thursday

Reporting

Ultrasound Services

Ante-natal clinic : Obstetrics and Gynae scans

Main x-ray department: Obstetrics and Gynae ; General, Vascular ; MSK ; Small Parts scans.

MDR/XDR TB service

Provision of in-patient services which include mobile x-rays and outpatient to all categories of health care users.

MDR/XDR TB clinic every Tuesday and Thursday

F.O.S.A. clinic

Documents required on the visit to X-ray

Fully filled request form by the requesting doctor

Specialized procedure needs informed consent form and are performed on booking basis

### PHYSIOTHERAPY DEPARTMENT

We provide Physiotherapy services to in and out patients in King Dinuzulu Hospital Complex.

- We help to restore movement and function when someone is affected by injury, illness or disability e.g.: stroke, back pain, chest conditions etc.
- We are involved in the management of pain, increasing the level of function and encourage independence
- We treat by using exercise, massage, heat therapy and electrotherapy

### SERVICES OFFERED:

#### IN-PATIENTS AND OUT-PATIENTS

- Assessment and treatment
- Rehabilitation
- Patient care and care giver education
- Provision of assistive devices-crutches, corsets, collars etc.
- Exercise classes
- Refer to other healthcare professionals
- Exercise programmes

### WHERE TO LOCATE US:

MDRTB-in multi-storey building, ground floor

DISTRICT HOSPITAL-please make use of directions for exact location

### WORKING HOURS:

Monday to Friday 07:30-16:00

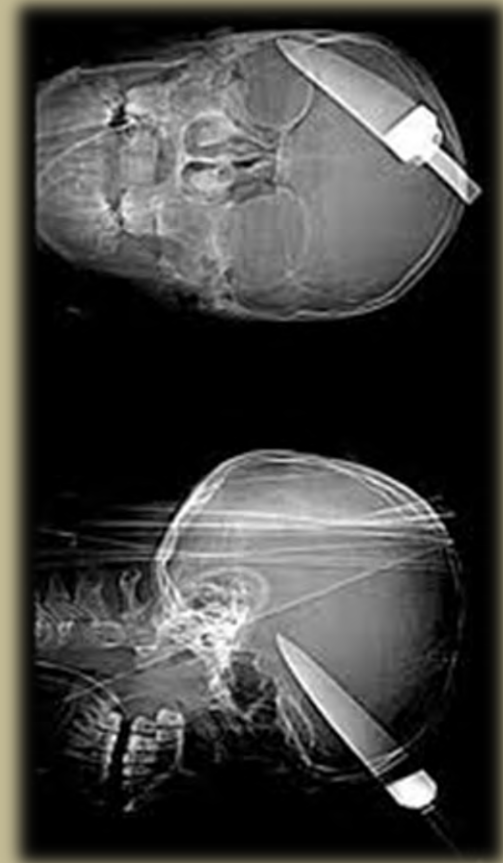
Orthopedic clinic: Wednesday

Orthopedic and Prosthetic Clinic: 3<sup>rd</sup> Thursday of every month

Weekends and Public Holidays: 1 Physiotherapist on call for emergency chest patients.

### COST OF SERVICES:

Depends on patients/guardian's level of income



## **OCCUPATIONAL THERAPY SERVICE COMMITMENT CHARTER**

The Occupational Therapy (OT) component in King Dinuzulu Hospital Complex comprises of three sub-components, which offer services to the MDR-TB unit, Psychiatric Unit and District Hospital. The OT services are coordinated, supervised and managed by Kiru Naidoo (Chief OT). We provide an Occupational Therapy service from Monday to Friday from 07h30-16h00. As a profession, we use clinically sound, therapeutic and purposeful activities and specialized techniques to holistically rehabilitate individuals with disabilities, so as to maximize their functional independence in all activities of daily living.

### OUR VISION

## Ensuring Quality of Life

### OUR MISSION

We provide a comprehensive rehabilitation service by effectively addressing the needs of individuals with disabilities to optimize their functional independence.

### OUR MISSION SUCCESS FACTORS

1. Qualified skilled occupational therapists
2. Specialised equipment and assessment batteries
3. Committed and patient-orientated support staff, who have a willingness to learn

### OUR VALUES

1. Professionalism: Good work ethic in accordance with HPCSA regulations
2. Innovative Thinking: On-going monitoring and improvement of services
3. Commitment: Putting our clients' needs before our own

### OUR STRATEGIC DRIVERS

Together Everyone Achieves More (TEAM)



A) Occupational Therapy at MDR-TB Section:

STAFF:	Zama Buthelezi (OT); Dudu Mdladla (OT Assistant); Dumisani Nyathikazi (General Assistant)
LOCATION:	We are currently situated off the main hospital premises on Dr RD Naidu Drive opposite the Dormerton Post Office (tel. ext. 6068 & 6005)
PACKAGE OF SERVICES:	<p><i>In-patients - adults:</i></p> <p>In-patients from the multi-storey (MS) and star-shaped (SS) wards namely MS1, MS2, MS3, MS4, SS1 and SS2, attend OT group therapy, using the hospital shuttle service. Their group programme runs from Monday to Friday from 10h30-12h00. We conduct sport and leisure activities, education &amp; resource-building, craft and income generating activities and life-skills training (stress management, goal-setting, assertiveness training, conflict management). Individualised treatment programmes include stimulation, mobility, education, self-care, splintage, issuing of assistive devices (including wheelchairs) and functional assessments.</p> <p><i>In-patients – paediatrics:</i></p> <p>Group sessions are run with the children in Ward MSB (basement). Their activities include sport and recreation, visual perceptual and school-related tasks, education, self-care and basic life-skills training, and stimulation. Individual sessions include functional and developmental assessments, splintage, issuing of assistive devices, and visual perceptual exercises.</p> <p>We also render occupational therapy services to out-patients from our clinic.</p>
REFERRAL PATTERN:	As a specialized unit, we receive doctors' referrals from our MDR TB out-patient clinics, or from our MDR TB wards. We use a blanket referral system for patients attending the group programmes, with the assistance of nursing staff who help recruit stable patients. We work within a multidisciplinary unit, so the referral pattern does become inter-disciplinary.

B) Occupational Therapy at Psychiatry:

STAFF:	Nadia Domingo (OT); Sofiah Motala (OT); Marlene Pillay (OT Assistant)
LOCATION:	We are currently situated at the entrance of Psychiatry – next to Psychology and behind the Security block (tel. ext. 6171 & 6181)
PACKAGE OF SERVICES:	<p>We assess and treat both in-patients (from Ward P1, P2, P3, P4) and out-patients (from the Psychiatric OPD clinic) presenting with a range of psychiatric conditions, using individual or group therapy.</p> <p>With adult individuals' we assess levels of functioning in their activities of daily living, and specifically their cognition, mood and motivation. With children we assess their levels of functioning in activities of daily living, cognition, perception, behavior and developmental milestones.</p> <p>Treatment includes remediation of impaired skills, and improving their independence and functional performance in activities of daily living. In- &amp; out-patients are treated as per individual referral on an appointment basis, whilst group therapy is conducted routinely with selected in-patients from Monday to</p>



	Friday from 11h00-12h00 and 14h00-15h00. The group programme includes life-skills training, leisure, grooming and self-care, education, cognitive activities, domestic skills training, craft and income-generating skills. Specific in-patients are also referred for the OT Pre-Discharge programme which runs from Tuesday to Thursday from 14h00-15h00. This programme offers a slightly advanced level of life-skills training in preparation for discharge and aims to prevent relapse.
REFERRAL PATTERN:	As a specialized unit, we receive psychiatrists' referrals from our Psychiatric out-patient clinics, or from our Psychiatric wards. We work within a multidisciplinary unit, so the referral pattern does become inter-disciplinary within the psychiatric unit.

### C) Occupational Therapy at District Hospital

STAFF:	Clair Charles (Chief OT); Caitlyn Pope-Ellis (OT); Sadiya Vawda (OT); Ashleigh van Doorn (OT); Sibongile Thabethe (OT Assistant); Tebogo Petelele (OT Assistant); Thobile Sikhakhane (shared Support Service Officer)
LOCATION:	We are situated in Prof. Fathima Meer Building (District Hospital) on the ground floor - behind Pharmacy, next to Assets Control. We share the rehabilitation unit with Physiotherapy (tel. ext. 1754, 1753, 1136, 1172)
PACKAGE OF SERVICES:	<p>We render occupational therapy services, which include both assessment and treatment, to out-patients referred from spinal and medical clinics and in-patients from Ward A &amp; B (spinal-orthopaedics including paediatrics), Ward M &amp; E (paediatrics), Ward I, J, K &amp; L (medical).</p> <p>Our patients are initially screened and then rehabilitated to maximize their levels of independence and functioning in their activities of daily living. Treatment includes functional activities and functional exercises (hand function and mobility), education, splintage, assessing and issuing of wheelchairs, wheelchair dexterity training, construction of assistive devices and pressure garments and adapted leisure activities.</p>
REFERRAL PATTERN:	We receive referrals from the doctors within the above-mentioned wards, and from the spinal and medical out-patient clinics. We work within a multidisciplinary unit, so the referral pattern does become inter-disciplinary within the district hospital.



# HIGH CARE

## WHERE TO FIND US:

- Ground floor – next to theatre,
- You can also come around from Labour ward.

## VISITING TIMES:

- 13H00 -14H00
- 17H00 – 18H00 hours

## OUR VISION:

- To be a nursing unit of excellence and to achieve optimal well-being for our patients.

## OUR MISSION:

- We are committed & dedicated to provide high quality service and to ensure the total well-being of the clients we serve.

## CORE VALUES:

- We strive to promote service excellence through:
- The adherence of BATHO Pele principles
- Good governance i.e: accountability & transparency
- Quality improvement principles

## 6 KEY PRIORITIES:

- Positive & caring staff attitude
- Facility cleanliness
- Improved waiting times for patients
- Improved patient safety & security
- Infection prevention & control
- Availability of medicines & bloods products

## WHAT YOU CAN EXPECT WHEN YOU ARE ADMITTED IN HIGH CARE:

1. Oxygen mask – You will be expected to wear this
2. Intravenous lines - You will have drips
3. Monitors – Leads will be attached to you for your heart rate, B.P, Respiration, saturation

4. Drains – You may have plastic bottles or small terryvac drains to drain blood and fluid from you after your operation.
5. Suction – We will remove secretions from you – when you have difficulty to cough it out.
6. Urinary catheters – because you are on bed rest we insert this to help you pass urine.
7. Adminster pain medication – (P.C.A ) Patient controlled analgesia/ Epidural
8. Vacuum – dressings when needed
9. Ventilator – When there are complications you may be assisted with artificial ventilation.
10. (E.C.G.) electro – cardio gram – if doctor requires this assessment for you.

SOME THINGS THAT WE DO FOR YOU:

1. Nil per mouth – following protocol according to doctors order e.g.:
  - Ice to suck, clear fluids, mixed, soft
2. Hourly observations, dressings
3. X-rays
4. Remove drains / catheters
5. Log rolling
6. Bed baths
7. Taking of bloods
8. No cell phones allowed – because there is no reception and interference with monitors
9. Suggestion box - to put any suggestions in this box and it will be forwarded to the hospital P.R.O.
10. Sister-in-charge of High care is O/M C.T. Mbatha



# SERVICE COMMITMENT CHARTER – TB PAEDIATRICS

## VISION

TO ACHIEVE OPTIMAL HEALTH STATUS FOR ALL CHILDREN WITH MDR/ XDR T.B. ADMITTED AT KING DINUZULU SPECIALIZED HOSPITAL.

## MISSION

TO DEVELOP COORDINATED, SPECIALIZED, QUALITY AND COMPASSIONATE CARE BASED ON PRIMARY, SECONDARY AND REHALITATIVE HEALTH CARE SYSTEMS.

## CORE VALUES

- TRUST BUILT ON TRUTH
- INTEGRITY
- OPEN COMMUNICATION
- TRANSPARENCY AND CONSULTATION
- COMMITMENT TO PERFORMANCE
- COURAGE TO LEARN AND INNOVATIVITY

## WHERE TO FIND US

OUR WARD IS SITUATED AT THE BASEMENT OF THE MULTISTOREY BUILDING, NAMED DAVID LANDAU.

## WARD CONTACT DETAILS

0312426149

0312426134

## WARD STAFF ESTABLISHMENT ( DAY AND NIGHT STAFF)

1 PAEDIATRIC DOCTOR  
1 ASSISTANT NURSE MANAGER  
1 OPERATIONAL MANAGER  
7 PROFESSIONAL NURSES  
1 COMMUNITY SERVICE PROF/ NURSE  
5 STAFF NURSES  
6 NURSING ASSISTANTS  
1 WARD CLERK  
1 CLINICAL ORDERLY  
3 GENERAL ORDERLIES

## WHO DO WE ADMIT

ALL MDR/ XDR TB CHILDREN FROM BIRTH TO 12 YEARS

## REFERRAL PATH WAY



WE ADMIT CHILDREN VIA MDR CLINIC- FOLLOWING THE NORMAL REFERAL SYSTEM

PROGRAMMES PROVIDED

- PMTCT
- CHIPP
- EPI
- MANAGEMENT OF SEVERELY MALNOURISHED CHILDREN USING WHO 10 STEPS

SERVICES PROVIDED

- PROVIDING HOLISTICAL APPROACH IN CARING FOR ADMITTED CHILDREN i.e. ATTENDING TO PHYSICAL, RECREATIONAL AND SOCIAL NEEDS OF THE CHILDREN.
- ARRANGE WITH THE SCHOOL INSIDE THE INSTITUION FOR A SCHOOL GOING CHILD TO CONTINUE EDUCATION.
- REFER CHILDREN WITH SOCIAL DEFICITS TO SOCIAL WORKERS TO ADDRESS.
- GIVE HEALTH EDUCATION TO OLDER CHILDREN WHO ARE CAPABLE TO UNDERSTAND THE TOPIC.
- LIASE WITH PARENTS, GUARDIANS, CLINICS AND HOSPITAL INCASE OF CHILD'S DISCHARGE AND FOLLOW UP CARE.





# ACCIDENT AND EMERGENCY UNIT

## CLINICS THAT REFER TO US:

### IMITHOLAMPILO ENITHUMELA ESIBHEDLELA

1. Cato Manor CHC
2. Chesterville
3. Clare Estate Clinic
4. Reservoir Hill Clinic
5. Sydenham Clinic
6. Westville Clinic
7. Glen Earl Clinic
8. KwaMashu Polyclinic
9. KwaMashu CHC
10. KwaMashu Bester
11. Newlands West Clinic
12. Asherville
13. Morningside
14. Springfield
15. Overport Clinic
16. Mayville
17. Sherwood

Should you require specialized services, we will refer you to appropriate hospitals e.g. King Edward V111 for all medical complications, Addington Hospital for all surgical intervention and Inkosi Albert Luthuli Hospital for all cardiac and neurological intervention.



**Mr. Thabo Mathenjwa**  
**Operational Manager Nursing**  
**Accident and emergency unit**  
**031 242 1016**

### HOW TO ACCESS US

We are a 24 hour unit catering for all emergencies.

We are situated at the ground floor on the left side of the District Hospital  
entrance -directions  
are clearly marked.

**Contact no: 031 2711561/1016**

### OUR SERVICE DELIVERY PRINCIPLES

- “ Good governance ( Accountability and transparency)
- “ National core standards( 6 key priorities)
- “ Batho Pele principles( umphakathi phambili)

### OUR VISION

To provide a coordinated, integrated and sustainable emergency health service within the district hospital, incorporating the Batho Pele principles and National Core Standards.

**OUR MISSION**

To be a leading Emergency Centre in providing an innovative, high quality and evidence based health service to its users.

**CORE VALUES**

- “ Integrity
- “ Professionalism
- “ Commitment to performance
- “ Innovation
- “ Positive attitude to learning and change.
- “ Good governance within an environment of respect, compassion and trust.

**OBJECTIVES**

- Optimal, efficient management of patients
- Good clinical governance with emphasis on patient safety
  - Cost effective utilization of resources.
- Training and retention of skilled and motivated emergency Centre staff.
- Creating a culture of learning, team spirit and open communication.

**PATIENTS INFORMATION**

The Accident and Emergency unit is reserved for severely ill/ emergency patients.

Patients presenting after hours with chronic or non- urgent problems will be screened by a triage nurse managed and redirected appropriately.

Patient with chronic/ non urgent problems are encouraged to access their clinics first

NB: An appeal is made to the users of this facility to adhere to the above request in order to expedite efficient medical care to the most ill first.

Triage: The emergency department employs a triage system where the most critical patients get priority.

1. The hospital is a no smoking zone, do not smoke inside the facility.
2. Follow the instruction from the medical and nursing staff.
3. Weapons such as guns and knives are not allowed inside the hospital premises.



Dr. R. Maharaj

**SERVICES PROVIDED:**

1. Critical emergency medical services.
2. Trauma and surgical emergencies.

NB The hospital does not have a dedicated trauma/ surgical department and patients will be stabilized and referred to Addington Hospital.

4. Gynecological emergencies.
- 5.

## **HOW CAN YOU HELP US HELP YOU**

- ◇ Use our services responsibly.
- ◇ Use your local clinic first and get a referral to us.
  - ◇ Arrive in hospital early.
  - ◇ Take instruction from staff and abide by the hospital rules.
  - ◇ Treat medical and all staff members with respect and integrity.
  - ◇ For comments or suggestions please use the suggestion box.
- ◇ For letters of appraisal / excellent service provided, write a letter of commendation via the PRO's office.

### ***FOR ANY COMPLAINTS OR QUERIES***

Please express your dissatisfaction with the ward or department first before contacting the Public Relations Office.

**Public Relations Officer number:**  
031 271 6025 ( Mr.Thami Chizama)  
**Accident and Emergency Unit Phone**  
**Numbers:**  
031 271 1561



**TO RENDER AN EFFICIENT AND EFFECTIVE HUMAN RESOURCE SERVICE TO OUR CLIENTS**

**HUMAN RESOURCE MANAGEMENT IS DEVIDED INTO FOUR SUB COMPONENTS:**

**1. HUMAN RESOURCE PRACTICES**

**PROVISIONING:** DEAL WITH  
RECRUITMENT, SALARY ADJUSTMENTS,  
PROMOTIONS/TRANSLATIONS AND  
APPOINTMENTS

**SERVICE CONDITIONS:** DEAL WITH  
SERVICE BENEFITS AND ALLOWANCES

**2. STAFF RELATIONS :** MANAGE EMPLOYER EMPLOYEE RELATIONS

**3. HUMAN RESOURCE DEVELOPMENT:** PROVIDE HUMAN RESOURCE  
DEVELOPMENT AND PLANNING.

**4. WELLNESS**

**EMPLOYEE ASSISTANCE PROGRAMME:** HOLISTIC STAFF WELLNESS

**OCCUPATIONAL HEALTH AND SAFETY:** ENSURING PATIENT AND STAFF SAFETY

**OFFICE HOURS: 7H00 TO 16H00**

**STAFF QUERY TIMES:**

**NIGHT SHIFT STAFF: BETWEEN 07H00 AND 8H30**

**DAY SHIFT STAFF: BETWEEN 14H00 AND 15H30**

**SERVICE DELIVERY CHARTER FOR FINANCE COMPONENT**

THE FINANCE COMPONENT PROMISES TO ENSURE THAT ALL EXPENDITURE IS IN LINE WITH THE VOTE AND ALL FUNDS ARE UTILISED FOR THE BENEFIT OF THE INSTITUTION AND ITS CLIENTS, THAT THERE IS SUFFICIENT STOCK ON HAND AT ALL TIMES TO ENSURE PATIENT CARE IS NOT COMPROMISED, THAT ALL ACCOUNTS ARE PAID WITHIN 30 DAYS AND THAT ALL MONIES OWING TO THE STATE IS COLLECTED. j