

MANGUZI HOSPITAL



**OUR
PROMISE
TO YOU**



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

OUR PROMISE TO YOU

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The department of health expects all public hospital and clinics to get onto the fast track to provide good quality health care. We believe that patients' needs must be placed at the centre of efforts to improve our services.

Patients and members of the public can play their part:

- ⇒ Speak out when healthcare is poor and make a complaint if we do not meet our standards.
- ⇒ Speak out for good services and praise those who provide high quality care.

Parents may not be sure how to judge whether health care is good or bad. This pamphlet explains what standards of service you should expect.

PATIENT RIGHTS

OUR PROMISE TO YOU

Our health care managers and staff will treat patients, family members and visitors with respect and assist them.

WHAT YOU SHOULD EXPECT

- ⇒ All members of staff behave in caring and respectful manner.
- ⇒ There is a help desk or person who really helps you.
- ⇒ There are signs to show you where to go.
- ⇒ Staff who attend to you wear name badges so you can identify them.
- ⇒ Health workers give you information about treatment they suggest for you.
- ⇒ Information about your health is kept strictly private.
- ⇒ You receive advice on how you can take care of your health.
- ⇒ You are assisted if you wish to make a complaint and you get a quick answer to your complaint.

HOW YOU CAN HELP US

- ⇒ As a patient or member of the public, you can help healthcare workers do a good job by showing them respect.



CLEANLINESS

OUR PROMISE TO YOU

The buildings, the grounds, equipment and staff at our hospitals and clinics will always be clean and tidy.

WHAT YOU SHOULD EXPECT

- ⇒ All hospital and clinic grounds and buildings are clean, hygienic and tidy.
- ⇒ Toilets look clean, smell clean and are in working order.
- ⇒ All rubbish is properly thrown away in bins.
- ⇒ Items such as used syringes and soiled dressings are not left lying around.



HOW YOU CAN HELP US

Patients and the public are important partners in keeping clinics and hospitals clean.

WAITING TIMES

OUR PROMISE TO YOU

We will attend to you as quickly as possible and, if necessary, we will refer or

WHAT YOU SHOULD SEE

- ⇒ Staff members avoid unnecessary delays in providing care.
- ⇒ In busy areas, like outpatients, causality and pharmacy, there is a staff member who checks the queue and, where necessary, takes action to speed up service.
- ⇒ Every patient in the queue is helped on the day she or he attends the clinic or hospital.



HOW YOU CAN HELP US

Understand that health workers must attend to seriously ill and high risk patients first.

SAFE AND EFFECTIVE CARE

OUR PROMISE TO YOU

We will provide safe and reliable care to our patients; we will take steps to prevent mistakes caused by ignorance, neglect, a lack of equipment, medicines or suppliers, or any other weakness in our clinics and hospitals

WHAT YOU SHOULD EXPERIENCE

- ⇒ A health worker explains to you how and when to take the medicine prescribe for you.
- ⇒ If you suffer serious side effects from treatment, you get immediate help from a health professional.
- ⇒ Medical equipment is working order.
- ⇒ In an emergency, you are checked quickly by a health professional and, if necessary, transferred for treatment.
- ⇒ Grounds and buildings are safe for patients and staffs, security guards are visible.

HOW YOU CAN HELP US

- ⇒ Patients, assisted by their families, need to take responsibility for following their treatment carefully.



INFECTION CONTROL

OUR PROMISE TO YOU

We will prevent you getting infections while you are receiving care at our hospitals and clinics.

WHAT YOU SHOULD EXPECT

Our staff members follow basic rules to prevent infection, like hand-washing and safe disposal of used injection needles and other medical waste.

Strict hygiene is followed in all areas where food is prepared

HOW YOU CAN HELP US

If you think you have an infectious disease, try to let staff know.



Medicines

OUR PROMISE TO YOU

We will ensure that medicines and medical supplies are in stock and available to you when you require them.

WHAT YOU SHOULD FIND

- ⇒ Essential medicines prescribed for you are available on the day that you attend the clinic or hospital.
- ⇒ You are never told that your medicine is out of stock or delivery is late.
- ⇒ You never receive medicines that are past their expiry date.

HOW YOU CAN HELP US

- ⇒ Be sure to collect your medicines in good time. Do not wait until they run out.
- ⇒ Be aware that certain special medicines may not be available at all clinics and may have to be ordered.



PUBLISHED BY THE DEPARTMENT OF HEALTH *FEBRUARY 2013*

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