



SERVICE COMMITMENT CHARTER

WHERE TO FIND US?

Manguzi hospital is situated at the end of Manguzi road about 500 meters from Manguzi town

- Telephone number :035 592 0150
- Fax number :035 592 0158
- Address: :Private Bag X 301, KwaNgwanase, 3973

VISION

Manguzi hospital is committed to achieve optimal health for all the people of Northern Umhlabuyalingana as well as neighboring areas.

MISSION

Under God, working together, with community to provide efficient, comprehensive health care for better life.

CORE VALUES

- Trust built in truth, integrity and reconciliation
- Open communication, transparency and consultation
- Commitment to perform
- Courage to learn, change and innovate

DEPARTMENTAL GOALS (PRIORITIES)

- Provision of strategic leadership and creation of social compact
- Implementation of National Health Insurance
- Improving the quality of health services
- Overhauling the health care system and improve its management
- Improved human resource planning, development and management
- Revitalization of infrastructure
- Accelerated implementation of the HIV and AIDS strategic plan and the increased focus on TB and other communicable diseases
- Mass mobilization for better health for the population

SERVICES PROVIDED TO IN/OUTPATIENT

- **Emergencies** -Everyday
- **Patients** – whole day
- **Injuries**– whole day
- **Obstetrics and gynae** – Whole day
- **Child health care services** – Whole day
- **Dental & oral services** - 07:00 – 16:00, week days
- **Mental health care services** – whole day
- **Social welfare services** - 07:00 – 16:00, week days
- **Eye care services- 07:00 – 16:00 - week days**
- **PHC trainer services** - 07:00 – 16:00, week days
- **Clinical Support Services**
 - Laboratory Services 07h00 – 16h00
 - X-ray and ultrasound - 07:30- 16:30 thereafter on call system
 - Pharmacy service - 07h30 – 16h30
 - Therapy services- 07h30 – 16h30

- **PHC services**
 - 11 fixed clinics and 3 mobile clinics
 - Home based care
 - Community health care givers
 - HCT/HIV and AIDS
 - PMTCT
 - Treatment of TB and STI
 - Nutrition programme
 - Baby friendly Hospital Initiative
 - School health services
 - Poverty alleviation programme
- **EAP (Staff wellness programmes)** - 07:00 – 16:00, week days
- **Collaborative stakeholders**
 - EMRS
 - General practitioners
 - Regional and central hospital
 - Department of Social development
 - Department of Agriculture
 - NGOs and CPOs
 - Traditional healers
 - Religious groups
 - SAPS
 - District municipality (uMkhanyakude) Local municipality (uMhlabuyalingana)

SERVICE STANDARD

We shall continuously inform our customers and staff about the level and quality of the service they will receive in order for them to know what to expect. We therefore expect customers and staff to advise us regarding whether or not we are upholding our service standard and policies as displayed in different departments. In doing so, please make full use of exit interview, customer satisfaction survey, staff satisfaction surveys as well as complaints or suggestion boxes.

SERVICE FEES

Service fees with effect from the 1st November 2010

- HO Free**
- Pensioners
 - Unemployed (UIF or a letter from department of works)
- H1 income for one person between R1 – R3600 per annum
Family income between R1 – R50 000 per annum**
- OPD (R 20.00 consultation)
 - Admission (R 30.00 consultation)
- H2 Income for one person between R36 001 – R70 000 per annum
Family income between R50 000 – R 100 000 per annum**
- OPD (R65.00 consultation)
 - Casualty (R120.00 consultation)
 - Admission (R30.00 per day)
 - X-Ray & ultrasound (R40.00 consultation)
 - Dental and oral services (R45.00 consultation)
 - Prosthesis per person (R55.00 consultation)
 - Prosthesis (group) (R45.00Consultation)

FEES WHEN USING MEDICAL AID SCHEMES

Clients who are users of medical aid should provide medical aid cards and identity documents; money will be deducted in accordance with the service rendered.

LEVEL OF CARE

In all our services we will abide by eleven Bathopele principles, and ensure that patients' rights are met.

WHAT CUSTOMER CAN EXPECT: BATHO PELE PRINCIPLE

- We will ensure **CONSULTATION** with community and all service users
- We shall inform the community and service users about our **service standards**
- Ensure all our clients have **access** to our services
- We shall treat our clients with **courtesy**
- We will Provide **Knowledge** to our clients
- To maintain **Openness and transparency** in our services we provide
- We shall try by all means to **acknowledge and redress** all complaints forwarded to us
- Our services will be provided in qualitative manner to ensure **best value for money**
- We shall **encourage innovation and reward** excellent performance
- We ensure that our service are at the level that will have **positive impact** to our clients
- To ensure that **leadership** leads by example

HOW TO ACCESS OUR SERVICES

- It is always advisable to start at the nearest clinic before coming to the hospital. Then the clinic will refer you to the hospital when the need arises.
- From the hospital you shall be treated and referred to regional and tertiary institutions.

WHEN TO RECEIVE ANNUAL REPORT?

- Annual reports shall be given to the hospital board members on the first of April of each year.
- Other reports shall be posted to all strategic areas around the hospital, these results will also be delivered to local municipality (Umhlabuyalingana) to be cascaded to the community.

LEVEL OF SERVICES DELIVERY QUERIES AND COMPLAINTS

When you phone or write to us we will do the following:

- All telephone calls shall be answered within three rings and also transfer you to the relevant department.
- The person answering the phone shall introduce him/herself indicating his/her name and designation.
- We shall greatly acknowledge your letter and keep you informed about your enquiry before seven working days.
- You will be informed of your enquiry outcome.
- We shall give you information about the person handling your matters.
- We shall monitor the progress of the matter until it is being finalised.

When you visit us we shall do the following:

- All health workers shall greet you and introduce themselves to you.
- You will be requested to leave your weapons at the main gate security.
- You will be searched to ensure safety and security for patients and staff (on entry and exit).
- You will be provided with necessary health services you require.
- You shall be welcomed by well-identified health care workers.
- You shall be treated with respect and dignity by health care workers.
- You shall be provided with all information that you require.
- You shall be provided with a safe environment while you are waiting for the services.
- Signages will assist in leading you to the service point you require.
- Information shall be given in your language that you understand.
- Information about hospital management, photos and their portfolios and contacts shall be displayed on the wall.
- You shall be assisted to get to your relevant service point.

Any suggestion/ opinions from the community is welcomed to improve service delivery. For further enquiries/complaints or suggestion, please you are welcome to contact PRO Mr SA Mathenjwa on number listed above.