



PROVINCE OF KWAZULU-NATAL
CORPORATE COMMUNICATION SERVICES

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TO: ALL MEDIA

DATE: 10 AUGUST 2005

EMBARGO: FOR IMMEDIATE RELEASE

**KZN HEALTH DEPARTMENT MAKES HISTORY
WITH ONE STOP 24 HOUR CALL CENTRE**

The ability to provide quality services in the midst of challenges lies in our commitment, dedication and very importantly in our ability to be innovative. The KZN Health Operations Centre is a demonstration of that quality.

By providing an efficient conduit for the reporting of service delivery complaints, the obtaining of information about health services, blowing the whistle on irregularities and providing an Antiretroviral therapy Help line, the department will essentially be addressing many of the Batho Pele principles. Issues such as access, the right to complain, redress etc are directly facilitated through the services offered by this call centre. Not only will the health care user benefit from the services offered but our most important resource, our workforce will benefit through the Employment Assistance Programme which can be accessed through the call centre ensuring confidentiality. In order for the call centre to be a success it must be used. We encourage all health care providers to market and promote the use of this service amongst staff, patients and the Public at large. The KZN Health Operations Centre is one of the major support structures of our Department in ensuring that the objectives of the Department and the expectations are met in service delivery.



The OPS Centre provides information to operational entities of the Department to ensure proper direction of resources in executing operational functions. The Centre is essentially a gateway to the services rendered by the Department to our people by providing information on various Health resources of the Department.

It is a critical multifunctional communication link between the core service delivery functions of the Department. As such it is the central coordinating point for disaster management and mass casualty incidents, and supports the operational functions of all health districts in KwaZulu Natal in the following generic fields:

- EMRS Provincial Operations, such as major incident coordination and air ambulance support, as well as daily status reports from all provincial health institutions;
- Antiretroviral Therapy Helpline;
- Whistle-blowing
- Complaints Hotline;
- Employee Assistance Programme; and
- General Help Desk.

The Centre operates 24 hours and provides an uninterrupted service to the public and at the same time receives information from the public and facilities around the Province of KwaZulu-Natal by means of radio communication system, facsimile, email, SMS, landline and cellular telecommunications.

The Centre has been upgraded to a SMS, Automated Call and Call Centre Agent enabled computer system incorporated within the multifunctional Call Centre. Whether you are a resident or visitor in KZN, you will be able to locate the nearest Health Facility by simply dialing the toll free number: 0800 005 133 and receive answers or advices to all your health related needs. This is a historical milestone in the history of health care in the whole of South Africa in which such a variety of services are offered under one roof available 24/7. The system is so technologically advanced that it would enable one to be able to do a live-time tracking.

For instance, when there is a major incident or a disaster in a remote rural area you can track and relocate resources to the scene of the disaster and advice all role-players. As part of Disaster and Emergency Management, the Centre is supposed to become a repository and conduit of emergency plans and protocols to assist in disaster and crisis management. These plans should entail proactive actions for predetermining vulnerabilities and health risks before hand. In particular, they should entail the following:

- Key geographic and demographic information;
- Emergency risk analysis and reduction strategies;
- Response and recovery management protocols;
- Public awareness and education campaigns; and
- Updated contact list of key personnel needed during an emergency.

In a nutshell, the Centre should be able to provide guidance before, during and after the occurrence of an emergency.

Furthermore, the PHOC will support all Health Facilities in the Province by receiving daily status on operational staff, bed status and general problems. In the spirit of Cooperative Governance, the Centre will over and above interact with other service organs of the state such as Fire, SAPS, SANDF, RTI etc., including immediate borders in order to enhance efficient coordination of service delivery in times of crises. In this regard, the Centre should assist the Department in ensuring effective and efficient use of resources at the same time focusing on outputs and outcomes rather than inputs and activities.

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**FOR MORE INFORMATION PLEASE CONTACT LINDIWE KHUZWAYO ON
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