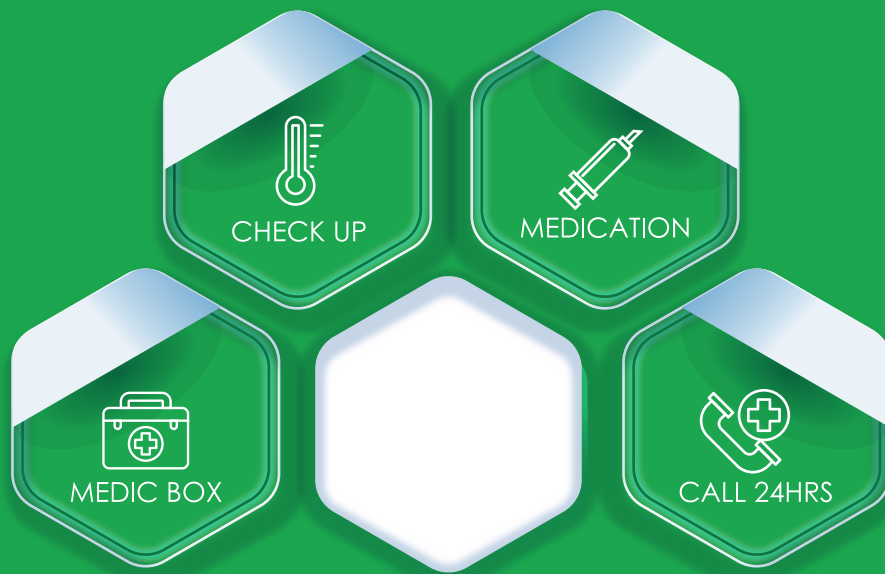


NORTHDALE DISTRICT HOSPITAL INFORMATION BROCHURE



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

 KwaZulu-Natal Department of Health
 KZN Department of Health

 kznhealth
 @kznhealth

**GROWING
KWAZULU-NATAL
TOGETHER**

CONTACT PERSONS:

Chief Executive Officer	: Ms. N. Xulu
Medical Manager	: Dr. L. Turino
Deputy Nursing Manager	: Mr. S. Ndaba
Assistant Director Finance	: Ms. N. Phungula-Chiya
Assistant Director Systems	: Mr. L. Malevu
Human Resource Manager	: Mr. S. Cele
Public Relations Officer	: Henry Dlamini

POSTAL ADDRESS:

Northdale Hospital
Private Bag X9006
Pietermaritzburg
3201

PHYSICAL ADDRESS:

1389 Chota Motala Road
Pietermaritzburg
3201

TELEPHONE NUMBER:

033 387 9000

EMAIL ADDRESS:

Pro.northdale@kznhealth.gov.za

VISITING TIMES:

- One visiting time a day is allowed..
- Only one person is allowed to visit per patient.
- Monday to Sunday at 15h00 - 16h00

IMPORTANT INFORMATION CONCERNING YOUR STAY AT THE HOSPITAL

We welcome you to the Northdale District Hospital, we would like to inform you that our task is to provide the best care for you. We trust that your stay with us will be satisfactory. This information brochure is being issued to inform you of what to expect while you are admitted at the hospital.

WHY AM I ADMITTED AT THE HOSPITAL?

The doctor has to inform you of why you are admitted at the hospital and for how long you are expected to stay. Feel free to ask any questions concerning your illness and the cure for it.

HOW MUCH AM I EXPECTED TO PAY?

- Fees are charged according to the person's income or salary.

These are the following fees to be charged:

- Pensioners and Children under 6 years produce SASA card and they do not pay.
-

- Unemployed individuals must bring proof of unemployment obtained from Department of Labour.

- A person who earns between R1.00 to R 70 000 a year:
 - Consultation fee is R45.00
 - Admission fee is R70.00

- A person who earns between R70 000 to R250 000 a year:
 - Consultation fee is R63.00
 - Admission fee is R70.00 a day

- Patients with Medical Aid are expected to pay accordingly.

- These fees are charged by the Department of Health and constantly change.

- If you have any queries you may ask the clerks and they will explain it clearly to you.

THINGS TO BRING WHEN YOU ARE ADMITTED

- Identity Document
- Toiletries such as a towel, soap, toothpaste etc.
- Name, address, and telephone number of someone close to you.

THE STORAGE OF CLOTHES AND VALUABLE GOODS

- Valuable goods are not kept in the wards.
- Firearms and dangerous weapons are left with the security guard at the gate.
- Money will be given to the nurses to keep in a safe place.
- Cellphones / charger are kept at your own risk, the hospital is not responsible for any loss.

WHAT TO EXPECT WHILE YOU ARE ADMITTED AT THE HOSPITAL

Firstly you go to the admitting office, where the clerks will take down your details and you will be expected to pay the admitting fee. If you don't have the admitting fee make sure you pay before you are discharged from the hospital. If you are very ill you will be rushed to the ward and your details will be taken down later.

The nurses in the wards will need more of your details. If you have to undergo an operation the doctor will explain concerning the operation and you will be expected to sign a consent form.

If you have to undergo an operation ensure that you arrive early the day before, to ensure that you are fully prepared.

When you are discharged from the hospital you will be given a blue card to go home with. You should always have this card with you when you return to the hospital because the doctor uses it to find your file.

WHAT ELSE SHOULD I KNOW?

- Smoking, alcohol and drugs are not allowed at the hospital.
- Feel free to speak your own language, there will be an interpreter if it is necessary.
- We do respect your culture and religion.
- Remember you have rights, nurses should inform you about your rights.
- If you have any queries notify the ward supervisor and s/he will ensure that your problem is

seen to or solved.

- You are requested to respect government property at all times.

YOUR RIGHTS AS A PATIENT

- Your right to dignity, every patient has a right to a healthy and safe environment
- Participation in decision-making and access to health care.
- Choice of health services and to be treated by a named health care provider.
- Confidentiality and privacy and informed consent
- Refusal of treatment and a second opinion .
- Continuity of care and complaints about health services.

WHAT YOU CAN DO AS A COMMUNITY MEMBER IF YOU ARE VISITING THE HOSPITAL

- Make sure you read all the notices, pamphlets, posters etc in the hospital.
- Ask if you are uncertain.
- Take and read any information which is on the Information Desk or Health Desk in the OPD.

WHAT CAN I DO IF I HAVE A SUGGESTION OR A COMPLAINT

Take a suggestion or a complaints form next to the suggestion boxes which are available in all the wards and departments , write your complaint, suggestion or compliment. Once you have completed the form place it in the suggestion or complaints box.

We will respond to your suggestion or complaint if there are contact details provided. If it is necessary we will apply remedial action as soon as possible.

WHO CAN I TALK TO IF I HAVE A COMPLAINT OR A SUGGESTION WITHOUT WRITING IT DOWN?

Contact the Public Relations Officer by doing the following:

- If you are in the hospital ask for directions to the PRO'S office.
- If you are not at the hospital you can contact the PRO of the hospital at the following telephone number: **073 564 7329**, he will help you with your suggestion or complaint.

MORTUARY HOURS

From Monday to Friday the mortuary is operational at the following times:

- 07:00 till 16:00 pm.
- 13:00 till 14:00 pm (lunch).
- Saturdays and Sundays the mortuary is closed.

HOW DO I ACCESS HOSPITAL SERVICES?

- There are doctors that visit clinics every week, this is to make sure that only patients require hospital care are seen at the hospital.
- You must first be seen at a local clinic near you.
- A sister in the clinic or doctor will write you a referral letter to the hospital.
- Only emergency cases will be seen at our hospital emergency section without referral letter.