



health

Department:
Health
PROVINCE OF KWAZULU-NATAL

St. Apollinaris Hospital
Information Brochure. 2019
Singabenu - for the people
St. Apollinaris Hospital
Private Bag X206
CREIGHTON
3263

TEL: 039 833 8000

E-mail: Mthandeni.zondi@kznhealth.co.za



*Our vision is to strive for
excellence in the provision of
health care.*

SERVICES PROVIDED

- Accident and emergency services
- HIV/ AIDS Sexual transmitted infections and Tuberculosis (HAST)
- Maternal neonatal child and women's health services (MNCWH)
- Mental health services
- Rehabilitation services
- Dental services
- Dietetics services
- Optometric services
- Primary health care services
- Community Outreach Services

Primary Health Care Services

- Acute
- Chronic
- Mother & Child
- MMC

IMPORTANT

PLEASE BRING THE FOLLOWING ITEMS

NIGHT DRESS OR GOWNS

TOILETRIES

ID COPIES

PENSION CARD

MEDICAL AID CARD

CONTACT NUMBERS OF NEXT KIN

VISITING HOURS

SATURDAY—SUNDAYS

10H00- 11H30

14H00 -16H00

19H00- 20H30

BASIC FEES

OUTPATIENT FEES 2017/2018			
Out-patient consultation	H1	H2	H3
Out-patient consultation	R40,0	R123,0	R184,0
Ambulance transport	R20,0	R40,0	R57,0
Admission	R60,0	R60,0	R262,0
Medical Report (R.A.F)	R519,0	R519,0	R519,0
X-Ray (Taking out)		R127,0	R127,0
Crutches		R164,0	R256,0
Walking stick		R74,0	R131,0
Elastick stockings		R74,0	R131,0
Physiotherapy	R10,0	R20,0	R32,0

Complaints Procedure

Patients' rights charter clearly states that everyone has a right to complain about the services received. Children under 18 can complaint via a caregiver or guardian.

First Step (Verbal complaints)

Ask to speak to the Section head / Clinic head (Photo displayed at the section), if you have a complaint, suggestion or a compliment.

If you are not satisfied, on how your complaint was handled, ask to be communicated with the Hospital PRO (Public Relations Officer) Mr. Mthandeni Zondi. The PRO's office is opened on weekdays at 07:30 to 16h00.

The Hospital PRO will do more investigation together with the section head / Clinic complaints management committee, if resolution is not made, complaint will be referred to Hospital management.

If the complainant is not satisfied with the resolutions made by complaints management committee and hospital management, the complaint will be referred to the Health District Office.

Step two (Written complaints)

You can write your complaint and post it to the suggestion box around the hospital. You can use the form next to the suggestion or complaint box.

Make sure that your contact details are available and you will be available.

Complaints box opened once a week.

Complaint will be acknowledged within 5 working days after the complaint box is opened.

Investigation of your complaint will take a maximum of 25 working days. If the investigation takes longer you will be notified.

Response with outcomes and action taken to resolve your complaint will be communicated with you.

Your complaint will be classified according to order of severity.

Procedure for communicating a Complaint, suggestion or compliment

You can call the Hospital Public Relations Officer Mr. Mthandeni Zondi on 039 8338047, in Clinic contact the Operational Manager.

Complaints can be faxed to : (fax) 039 833 10 62 or

E-mail Mr. M.O Zondi (PRO) Mthandeni Zondi :Mthandeni.zondi@kznhealth.gov.za

PATIENTS RIGHTS CHATTER

Your right to dignity

Every patient has a right to:

- **Healthy and safe environment**
- **Participation in decision-making**
 - **Access to health care**
 - **Knowledge of one's health**
- **Insurance/ medical aid scheme**
 - **Choice of health service**
- **Treated by named health care provider**
 - **Confidentiality and privacy**
 - **Informed consent**
 - **Refusal of treatment**
 - **A second opinion**
 - **Continuity of care**
- **Complains about health service**



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Vision

To unanimously strive for excellence in the provision of health care

Mission

We are committed to provide effective, efficient, quality service through participative and consultative management within the current legislative and policies by upholding the dignity of human life. Establishing partnership with community we serve and support the development of individuals to achieve their highest potential.

Core values

- Putting clients needs first
- Opens communication and transparency
- Consultation
- Commitment and integrity
- Creativity and innovative
- Trusting relationships.

