



**Thulasizwe Hospital**  
**Private bag x 206**  
**Ceza 3866**  
**Tel: 0358320195/0003**  
**Fax: 0358320061**  
**Email: present.mtshali@kznhealth.gov.za**

**VISION**

**OUR VISION IS TO PROVIDE OPTIMAL HEALTH STATUS TO ALL PERSONS IN CEZA AREA OF DC 26.**

**MISSION**

**THE HOSPITAL STAFF COMMITS ITSELF TO RENDER QUALITY HOSPITAL AND PRIMARY HEALTH CARE SERVICES, WHICH ARE CUSTOMER ORIENTATED, SUSTAINABLE, COORDINATED THROUGH COMPREHENSIVE MULTI-DISCIPLINARY APPROACH APPLYING THE BATHO PELE PRINCIPLES WITHIN THE AVAILABLE RESOURCES**

**CORE VALUES**

- ◆ **DEDICATION**
- ◆ **COMMITMENT TO PERFORMANCE**
- ◆ **TRUST**
- ◆ **INTERGRITY**
- ◆ **COURAGE TO LEARN, CHANGE AND INNOVATE**
- ◆ **TRANSPARANCY**
- ◆ **CONSULTATION**

In all our dealings with you, we will ensure that we adhere to the following Batho Pele principles:

- ◆ **Consultation**
- ◆ **Service Standards**
- ◆ **Access**
- ◆ **Courtesy**
- ◆ **Information**
- ◆ **Openness and transparency**
- ◆ **Redress**
- ◆ **Value for money**
- ◆ **Encouraging innovation and rewarding excellence**
- ◆ **Leadership and strategic direction**
- ◆ **Customer impact.**

**Visiting hours.**

**Monday to Friday 10h00-11h00**  
**14h00-15h00**  
**Saturday to Sunday 10h00-17h00**  
**And also the same on Public holidays**

**We promise to adhere to the following service standards.**

**When treated our health facility you will ?**

- Be treated with respect and your confidentiality will be maintained
- Be assisted to the best of our ability
- Be provided with necessary care, treatment and support in line with your needs?
- Be assisted with directions to the department that you seek with your signage
- Be referred to the appropriate level of care according to your condition

**You will be provide with the following service?**

- Voluntary counseling and PM TCT X-ray services
- Mobile service TB Outreach visits
- Outpatient services/PHC / Emergency Service
- ARV roll out
- Social Worker
- Treatment of TB

**We fully subscribe to the Patient Right Charter and as customer you therefore has the right to:**

- A healthy and safe environment
- Participate I decision making?
- Access to health care
- Knowledge of ones health
- Insurance or medical aid scheme
- Choice of health service
- Be treated by a named health care provide?
- Confidentiality & privacy
- Informed consent
- Refusal of treatment
- A second opinion
- Continuity of care
- Complaint about health services

**When you contact us by telephone or write to us, we shall:**

- Answer the phone by fifth ring and respond to your question positively
- Acknowledge your letter within five days of receiving it
- Provide you with a contact name of the person dealing with your letter
- Advise you with can expect a reply?
- Provide you with contact details of a person to whom your letter has been referred to
- Also follow up on the issue raised by you until it is finally resolved to your satisfaction



**THULASIZWE HOSPITAL**

**THULASIZWE INFORMATION BROCHURE**



Thulasizwe T.B MDR Hospital

***Tel: 035 832 0003 ext 6007***