



THULASIZWE TB HOSPITAL SERVICE COMMITMENT CHARTER

VISION

To achieve optimal health status for all people of District 26 and District 28

MISSION

To render quality hospital and primary health care services which are customer orientated, sustainable and co-ordinated comprehensive multi-disciplinary approach applying the Batho Pele principles and service charter within available resources.

CORE VALUES

- Dedication
- Commitment to performance
- Trust
- Integrity
- Courage to learn, change and innovate
- Transparency
- Consultation

WE PROMISE TO ADHERE TO THE FOLLOWING SERVICE STANDARDS:

When visiting 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 or follow signage
- Be referred to the appropriate level of care according to your condition

You will be provided with the following services

- Voluntary counseling
- X- ray services
- Mobile services (TB Outreach visits)
- Outpatient services / PHC / Emergency Services
- Inpatient / short stay (48 hours) step-down

ARV roll out
Social Worker
Treatment of TB

We fully subscribe to the Patients Right Charter and as a customer you therefore has the right to:

- A healthy and safe environment
- Participate in decision making
- Access to health care
- Knowledge of one's health
- Insurance or medical aid scheme
- Choice of health services
- Be treated by a named health care provider
- 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 when you can expect a reply
- Provide you with a contact details of a person to whom your letter has been referred

Also follow up on the issue raised by you until it is finally resolved to your satisfaction

In ordered to improve our service to you we strive to:

Reduce your waiting times to a maximum of 03 hours

- ◆ Have appropriate external and internal signage which shows you how to find your way to and around our facilities without unnecessary delays
- ◆ Ensure that you get your medication on the same day you visit our facilities
- ◆ Communicate with you in a language that you understand
- ◆ Provide a safe and a secure environment whilst you are on our premises
- ◆ Maintain the highest standards of hygiene for your optimal health and safety

SIGNED BY : _____

DATE : _____

REVIEW DATE : _____

IZIKHATHI ZOKUVAKASHA
Umsombuluko kuya kulwesihlanu 10H00-11H00
14H00-15H00
UMgqibelo neSonto kanye namaholidi 10H00-17H00

IMIGOMO KA-BATHOPELE

- Ukubonisana
- Amazinga namaqophelo emisebenzi esiza umphakathi
- Obani abangahlomula
- Ukuphathwa kahle nangezinhlonipho
- Ulwazi
- Ukusebenza ngendlela esobala
- Ukuxephezela nokuqondisa ukungeneliseki
- Zuza ukwaneliseka ngemali yakho
- Ukukhuthaza ukuzithuthukisa nokubonga labo abasebenza ngokuzimisela
- Umthelela kumakhasimende
- Ubuholi nomhlahlandlela



THULASIZWE TB HOSPITAL

- ◆ 7.5KM from Ceza Hospital next to Thandaziphe Store and Indluyamandla Primary School

The following are clinics under Ceza Catchments Area

- SIZANA CLINIC
- ◆ next to Osuthu
- EZIMFABENI CLINIC
- ◆ Next to Mabeka Area
- EDLEBE CLINIC
- ◆ Edlebe Area
- STED HAM CLINIC
- ◆ Next to Mpithimpithini Royal Residence
- ESIDAKENI CLINIC
- ◆ Next to Duvela complex



INJONGO

Ukuhlinzeka ngesimo sezempilo esisezingeni eliphezulu kubo bonke abantu basesiyingini 26 AND DC 28 KwaZulu Natal

UMGOMO WESIBHEDLELA

ukunikezela uhlelo lwezempilo oluseqophelweni eliphezulu ngapahakathi esibhedlela nasemphekathini sinakekela amakhasimende ethu, siqinisekisa ukusimama kwezempilo ngokusebenza ngokuhlanganyela neminye imikhakha, siqhuba intando yabantu kanye namalungelo abo phambili njengesabelo zimali esizinikiwe.

UMGOMO WENDLELA YOKUZIPHATHA

ukuzinikela ukuzinikela ekusebenzeni ngezinga eliphakeme ukwethembeka ukubaqotho ugqozi lokufunda, ukuletha inguquko nokusungula amasu amasha ukuxhumana okuvulelekile

NAZI IZINHLELO ISIBHEDLELA ESINIKEZELELA NGAZO

- 1. Ukuhlolwa igciwane lengculazi kanye nesandulela gciwane nakwabazithwele
2. Ukuhlolwa ngesithombe (X-Ray)
3. Ukuhanjelwa emkhaya yithimba elimele umphakathi ngendlela kamahamba nendlwana
4. Uhlalo lokusizwa kwabaqhamuka ngaphandle wodokotela (OPD), uhlelo lokuqala emphakathini (PHC) nohlelo lwezimo eziphuthumayo (emergency services)
5. Ukulashwa kwesikhasha ukuze kubonakale ukuthi imithi iyasebenza yini.
6. Ukuqaliswa kwemishanguzo yegciwane lengculazi
7. usizo losonhlakale
8. Imithi yesifo sofuba, ugqokinsimbi kanye nogqokinsimbi

USOMQULU WAMALUNGELO EZIGULI
Yilungelo lakho lokuthi uhlonipheke
Noma yisiphi isiguli sinelungelo
Lempilo engcono nokuphila endaweni evikelekile
Nokuba nelungelo ekuthathweni kwezinqumo
Ukwazi ukuthola noma yiluphi uhlobo aludingayo lwezempilo
Ukuba nolwazi ngempilo yomunye
Umshuwalense noma umxhaso ngosizo lokwelashwa
Ukuziqokela usizo lwezempilo aludingayo
Ngukwelashwa yilabo abanelungelo lwezempilo olusemthethweni
Ilungelo ngempilo yangasese
Ukwazisa labo abasondelene naye
Ukungavumeli ukwelashwa
Umbono wesibili
Ukuqhubeka nokunakekelwa.

UMA USITHINTA NGOCINGO NOMA USIBHALELE UYOLINDA OKULANDELAYO

Siyokuphendula emuva kokukhala kahlanu kocingo (5 rings)
Siyoyiphendula incwadi yakho ezinsukwini eziyisihlanu uma ikheli lakho lifakiwe
Siyokweluleka ukuthi uyoyithola nini impendulo egcwele uma futhi imininingwane egcwele yaleyo ncwadi yakho edluliselwe kuye.
Uyonikezwa nesigqibo sesikhalazo sakho uma sekwenziwe konke ngendlela enelisayo

UKUZE SINIKEZELE NGEZINGA ELIPHEZULU LEZEMPILO SIYOZIBOPHEZELA UKWENZA LOKHU

- Siyoqinisekisa ukuthi ulinda isikhathi esingekho ngaphezulu kwamahora amathathu
• Uyothola izinkombandlela zangaphandle nezangaphakathi ukuze ufunyelele ngokwanelisekayo esibhedlela sethu
• Qinisekisa ukuthi imithi uyayithola ngalelonga obonwe ngalo emtholampilo
• Uyokhulunyiswa ngolimi olwaziyo
• Ukuphepha kuyoqinisekiswa uma ungaphakathi esibhedlela sethu
• Sikwethembisa izinga eliphezulu lwenhlazeko, lwempilo kanye nokuphepha nokuvikeleka.

Isayinwe : _____
Usuku : _____
Usuku Lokuvuselela : _____

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Sitholakalaphi

THULASIZWE TB HOSPITAL

- ◆ Ungamakhilimitha ayisi-7.5 KwaCeza Hospital eduze nakwaThandaziphe Store naseNdluyamandla Primary School

Nansi Imitholampilo etholakala ngaphansi kwendawo yakwaCeza

SIZANA CLINIC

- ◆ Eduze kwaso-Osuthu

EZIMFABENI CLINIC

- ◆ Eduze nakwaMabeka

EDLEBE CLINIC

- ◆ Edlebe

STED HAM CLINIC

- ◆ Eduze naseBukhosini baseMpithimpithini

ESIDAKENI CLINIC

- ◆ Eduze nakwaDuvula esitolo

Tel: 035 832 0003 / 0064