

We would like to encourage your comments in order to serve you better.

You may write to us at the following addresses:

R. K. KHAN HOSPITAL  
PRIVATE BAG X004  
CHATSWORTH  
4030

TEL. 031 - 4596000

FAX : 031 - 4011247

WEBSITE: [www.kznhealth.gov.za/rkkhan](http://www.kznhealth.gov.za/rkkhan)

E-MAIL: [mbali.mthalande@kznhealth.gov.za](mailto:mbali.mthalande@kznhealth.gov.za)

DR. P. S. SUBBAN  
HOSPITAL C.E.O



MISS MBALI MTHALANE  
PUBLIC RELATIONS OFFICER



**health**

Department:  
Health  
PROVINCE OF KWAZULU-NATAL

# RK KHAN HOSPITAL



PATIENT INFORMATION BOOKLET



## DIRECT DIALING

Should you wish to make any enquiries regarding a patient, you may dial directly to the ward after 10:00 hrs. on the following numbers.

### ADMITTING/DISCHARGE & ENQUIRIES

(031)459 6015/(031)459 6016/6121

#### CCU

(031)459 6368/6365/6

#### D1—FEMALE SURGICAL

(031)459 6149/(031)459 6150

#### D3—FEMALE MEDICAL

(031)459 6188/(031)459 6189

#### E2—MALE MEDICAL

(031)459 6178/(031)459 6179

#### M1- ANTENATAL WARD

(031)459 6181 /6182 /6183

#### (M3- GYNAE WARD

(031)459 6194/(031)459 6195

#### P5—PEDIATRIC WARD

(031)459 6224/6225/6227

#### ICU—INTENSIVE CARE UNIT

(031)459 6363/6364/6370

#### D2—MALE SURGICAL

(031)459 6175/(031)459 6176

#### E1—FEMALE MEDICAL

(031)459 6152 / (031)459 6153

#### E3—MALE MEDICAL

(031)459 6191/(031)459 6192

#### M2 POST NATAL / NURSERY

(031)459 6163

#### 04- ORTHOPAEDIC WARD

(031)459 6211/6214/6212

#### ABI- PSYCHIATRIC WARD

(031)459 6406

## WHO WE ARE

RK Khan is a regional and district hospital with 543 beds. The hospital is located in Chatsworth, a suburb in the eThekweni health district.

Map showing the location of the hospital.

RK Khan hospital serves the population of Chatsworth and surrounding area,

Inner and Outer West, the boundaries commence from Yellowwood Park

to Richmond. We are a referral hospital for St Mary's hospital and KwaDabeka CHC.

## SERVICES PROVIDED

Blood bank

C.A.T. Scanner

Casualty Dept/Trauma

Dental Facilities

Ear, Nose and Throat (E.N.T)

Forensic Services

General Medical

General Surgery

Health Services

High Care

HIV/Aids Management

Intensive Care

Internal medicine

Maternity

Medical Laboratory Services

MOPD and casualty

Occupational Health Services

Obstetrics and Gynecology

Operating Theatre

Orthopedics

Pediatric

Pediatric Neonatology

Physiotherapy Services

Radiology

## DOCUMENTS YOU NEED TO BRING ON YOUR FIRST VISIT

- Identification documents
- Proof of residential address (e.g. telephone a/c / rates or water)
- Proof of income / Medical Aid details
- In the case of social pensions/civil pensions - cards

\*Please note that in all of our clinics we only see patients via a referral by either your local clinic, a private GP or another hospital. Our Casualty unit is strictly for emergency and trauma patients.

## **ELECTIVE ADMISSIONS FOR OPERATIONS INVESTIGATIONS AND PROCEDURES**

- Bring your Identity document
- Remove all jewelry
- Do not carry cash/bank cards, cellular phones
- You will be required to give consent for the operation either in the clinic or on admission (Patients under 18 years require parent/guardian's consent)

Remove bulky braids / wigs

A set of patients clothes must be kept in the ward kit room in case of transfer to another hospital / or in case of disaster.

### **VALUABLES**

These are entered in the Kit Book and are for safekeeping in the Admissions Office.

Private items kept in the patients' lockers are kept at your own risk

risk e.g. cellphones. Patients are requested to send all valuables home and keep a minimum cash on them. The hospital will not be held responsible for the loss or damage of valuables. If items in safekeeping are lost through fire or burglary, the Hospital will repay a maximum of R50-00.

### **MEAL TIMES**

Breakfast	-	07:45 to 08:30
Lunch	-	12:00
Afternoon Tea	-	14:30
Supper	-	17:30

### **DOCTORS WARD ROUNDS at 08.00hrs**

All patients must be in bed.

Cell phones/radios must be switched off during rounds.

### **ITEMS NOT PERMITTED**

Alcohol and drugs

Smoking on hospital premises

Cameras or the taking of videos - including cell phone cameras

Firearms (Safe available at Security Office)

Dangerous weapons

## **BATHO PELE PRINCIPLES**

### **CONSULTATION**

Citizens should be consulted about the level and quality of the public services and, be given a choice about the services that are offered.

### **SERVICE STANDARDS**

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

### **ACCESS**

All citizens should have equal access to the services to which they are entitled.

### **COURTESY**

Citizens should be treated with courtesy and consideration.

### **INFORMATION**

Citizens should be given full, accurate information about services.

### **OPENNESS AND TRANSPARENCY**

Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

### **REDRESS**

If the promised standard is not met, citizens should be offered an apology, a full explanation and a speedy and effective remedy.

### **VALUE FOR MONEY.**

Public services should be provided economically and efficiently.

### **ENCOURAGING INOVATION AND REWARDING EXCELLENCE**

Improving conditions and making changes which tie in with the spirit of Batho Pele and rewarding staff who "go the extra mile" in making it all happen.

### **CUSTOMER IMPACT**

Impact means looking at the benefits we have provided for our customers. Improving our overall service delivery and customer satisfaction.

### **LEADERSHIP AND STRATEGIC DIRECTION**

Good leadership is vital for a successful organization. Leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all. They take an active role in the organization's successes.

## PATIENTS' RIGHTS

According to the national patients' rights charter every patient has the right to:

- A healthy and safe environment
- Participation in decision-making
- Access to health care services
- Knowledge of ones own health insurance / medical aid scheme
  - Choice of health services
- Be treated by a named health care provider
  - Confidentiality and privacy
    - Informed consent
    - Refusal of treatment
- Be referred for a second opinion
  - Continuity of care
- Complain about health services

## PATIENTS RESPONSIBILITIES

Every patient or client has the following responsibilities:

- To take care of his or her health.
- To care for and protect the environment.
- To respect the rights of other patients and health providers.
- To utilize the health care system properly and not abuse it.
- To know his or her local health service and what they offer.
- To provide health care providers with the relevant and accurate information for diagnostic, treatment, rehabilitation or counselling purposes.
- To advise the health care providers on his or her wishes with regard to his or her death.
- To comply with the prescribed treatment or rehabilitation procedures.
- To enquire about the related costs of the treatment and/or rehabilitation and arrange for payment.
- To take care of health records in his or her possession.

## INFORMATION TO FAMILY

- Relatives will be advised/contacted when patient is discharged.
- Discharge, account procedure will be explained.
- Items in safekeeping must be signed for, accompanied with production of I.D. Document.
- Family will be informed if there is a change in the patient's condition, or transferred to another hospital.
- Telephonic enquiries about the patient's condition will be put through the ward between 10:00 to 22:00hrs.
- Only the general condition of the patient will be given.
- The use of private linen is no longer allowed
- Family members/next of kin who wish to enquire on the patients condition/treatment, must make an appointment to see the attending doctor, via the ward sister.
- Surgical wards, doctor available between 10:30 to 15:30  
Medical wards - 10:00

**Telephone number of patient/next of kin or nearest relative/friend/neighbor to be given to the nurse on admission.**

## AVAILABLE FACILITIES

Pay phone booths are available on each floor, ground floor and at the main gates.

A Tuck-shop is available on the hospital premises. Patients must seek permission to visit the Tuck-shop.

Absa ATM - This facility is used at your own risk. Hospital security will not be liable for loss or damaged suffered as a result of using this service.

## PERMISSION

Report to sister in charge if you leave ward e.g. tuck-shop, to smoke

Do not leave the hospital without permission or proper discharge

## VISITORS

Only 2 visitors per patient are permitted at ward level.

In order to protect children from infection ,no child under 12 years will be allowed in the ward.

Visitors for critically ill patients will be allowed out of visiting hours only at the discretion of the sister-in-charge.

Children will be allowed to visit after 16:00 at the discretion of the sister-in-charge, only if the patient is critically ill or a long term patient.

## VISITING HOURS

Monday to Friday	-	15:00 to 15:30 & 19:00 to 20:00
Saturday	-	15.00 to 16.00
Sundays & Public Holidays	-	14:30 to 16:00

## CLEANLINESS

Do not litter, use black refuse bins provided.

Do not use Red Medical Boxes.

Keep environment clean, make use of sputum caps provided.

Keep your lockers clean

Keep the toilet clean, do not mess or throw sanitary pads on the floor

SINGLE	FAMILY
<b>GROUP H1</b>	<b>GROUP H1</b>
INCOME: R1 - R3600	INCOME: R1 - R70 000
OUTPATIENT FEES: R20 PER VISIT	
INPATIENT FEES: R40 PER VISIT	
<b>GROUP H2</b>	<b>GROUP H2</b>
INCOME: R36 001 - R72 000	INCOME: R70 001 - R100 000
OUTPATIENT FEES: R65 PER VISIT	
INPATIENT FEES: : R40 PER DAY	
<b>GROUP H3</b>	<b>GROUP H3</b>
INCOME (SINGLE) EXCEEDING R72 000 PER ANNUM	INCOME EXCEEDING R100 000 PER ANNUM
PRIVATE HOSPITAL PATIENTS	
EXTERNALLY FUNDED PATIENTS/ BELONG TO A MEDICAL AID SOCIETY	

Certain services are provided free. These Include the following:

- ◆ Primary Health Care Services
- ◆ Treatment of pregnant woman
- ◆ Children under 6 years
- ◆ Epileptic patients
- ◆ Notifiable Diseases

\*These service exclude patients on private medical aid.

## HOSPITAL FEES

Hospital fees are required to be charged according to those laid down in the Hospital Fees Manual -2016 (Dept. of Health–KZN)

The following criteria are used:-

- ◆ Income
- ◆ Single/Family Units

**HO:** Patients in this category receive all services free of charge:

- Old age pensioners
- Child support grantees
- War veterans
- Care dependency grantees
- Disability grantees
- Foster care grantees
- Grant in aid patients

\* Proof of the above must be produced)

Social pensioners who belong to a medical aid fund will be regarded as full paying patients.

**Formally unemployed are persons supported by the Unemployment Insurance Fund (UIF). Proof of unemployment from the Department of Labour must be produced.**

## CHILDRENS WARD

Parents or guardian must accompany elective admissions.

Only parents/guardians allowed in Burns Unit because of danger of infection

Do not leave money, chips, juice or sweets with children.

Doctors rounds at 08:00 - 10:00 hours

no parents/guardian or boarder mother to be allowed in the ward during this time.

## COMPLAINTS PROCEDURE

The first point of call for all complaints should be the

supervisors or senior staff in charge of Wards/Departments. Only if there is no resolution should the complaint be directed to the PRO (office hours) or Matron in Charge (after hours).

Written complaints that require further investigation will be acknowledged and a period of 21 working days is permitted for the investigation to take place. The PRO/Matron will brief the CEO about the complaints received depending on the severity of the complaint received.

## PUBLIC RELATIONS DEPARTMENT

**Miss Mbali Mthlane (Public Relations Officer)**

Office No. 2 at the Admitting Complex.

Monday to Friday 07:45 to 16:00.

After hours/Public Holidays/Weekends - please contact

the matron on duty at D1 Matron's Office (1st Floor) 031–4596359/6031

**CALL-CENTER INFO:** 0800 005 133 (24 Hour Helpline)

**ACCESS TO INFORMATION ACT 2. OF 2000**, available on request, please make prior arrangements with P.R. Office.

**SUGGESTION BOXES** - have been placed in accessible areas, please use them to tell us about our services and how we could improve.

If there is any other information not available in this booklet please enquire from supervisors in charge of sections or the Public Relations Officer.