

SERVICE CHARTER

THE DEPARTMENT OF HEALTH IS RESPONSIBLE FOR PROVIDING COMPREHENSIVE HEALTH SERVICES.
WE ARE COMMITTED TO THE PROVISION OF "ACCESS TO PERSON-CENTERED QUALITY CARE"

FACILITY NAME:

MANAGER:

NUMBER:

HEALTH SERVICES

- Home based care
- Clinics for primary care services
- Community based care support in creches, schools, old age homes and prisons
- Acute hospitals for emergency care, admission & outpatient care
- Specialised hospitals for TB, mentally ill, rehabilitation & dental care
- Ambulance services and patient transport for outpatients
- Post mortems for patients who die from unnatural causes

VISION

"ACCESS TO PERSON-CENTERED QUALITY CARE"

CORE VALUES



CARING



COMPETENCE



ACCOUNTABILITY



INTEGRITY



RESPONSIVENESS



RESPECT

PATIENT RIGHTS

Every patient has the right to:

- A healthy and safe environment
- Participation in decision-making
- Access to health care
- Knowledge of one's 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

PATIENT RESPONSIBILITIES

Every patient 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 utilise the health care system properly and not abuse it
- To know his or her local health services 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 to arrange for payment
- To take care of health records in his or her possession

OUR SERVICE STANDARDS

WE WILL:

- speak to you in a friendly and helpful way.
- keep our facilities clean.
- wear our name badges.
- give you feedback within 25 working days after you submit a complaint.
- give you your medicines when you leave the hospital or clinic.
- try to have a safe environment at our facilities.
- provide you with information about the services and times on the board at the facility.

CONTACT

OFFICE OF THE MINISTER
OF HEALTH
TEL: 021 483 5477

HEAD OF DEPARTMENT
TEL: 021 483 3647

DISTRICT HEALTH SERVICES

DISTRICTS

TELEPHONE

CAPE METROPOLE

(021) 483 2518/4304

CAPE WINELANDS

(023) 348 8111

OVERBERG

(028) 214 5800

EDEN

(044) 803 2708

WEST COAST

(022) 487 9210

IN CASE OF EMERGENCY 10177

UNHAPPY? SEND A "PLEASE CALL ME" TO 079 769 1207

OR CALL 0860 142 142 OR e-mail service@westerncape.gov.za

TELL US IF YOU ARE NOT HAPPY WITH OUR SERVICE AND LETS MAKE YOUR EXPERIENCE BETTER TOGETHER



Western Cape
Government

Health

BETTER TOGETHER.

EXECUTIVE AUTHORITY DECLARATION:
I, Minister Theuns Botha commit the Department of Health in terms of Part III, C.2 of the Public Regulations, 2001 as amended, to adhere to this charter.

MINISTER THEUNS BOTHA