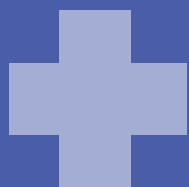




Province of the
EASTERN CAPE
HEALTH

SERVICE CHARTER 2015

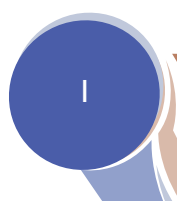


Together, moving the health system forward



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I. INTRODUCTION

Various institutions in the Department of Health have been in the possession of some service standards such as hours of operation, services provided and signage. However, it was evident that there was lack of uniformity in the context of those service standards, coupled with non involvement of external stakeholders in their development. Furthermore, such service standards did not reflect targets and were therefore difficult to measure. Hence the review of the Eastern Cape Service Standards for Health, and the development of this consultative service delivery charter.

1.1 VISION: A quality Health Service to the people of the Eastern Cape Province Promoting a Better Life for All.

1.2 MISSION: To provide and ensure accessible comprehensive integrated services in the Eastern Cape emphasizing the primary health care approach, optimally utilizing all resource to enable all its present and future generation to enjoy health and quality of life.

1.3 VALUES: The Department formulated a policy to ensure that all its residents have access to essential health services.

The policy encapsulated the following:

- Equity of both distribution and quality of services
- Service excellence including customer satisfaction
- Fair labour practices
- Performance driven organisation
- Good work ethics and a high degree of accountability
- Transparency demonstrated through consultation with all stakeholders in the health industry

2. WHO ARE WE?

We are the Department of Health in the Eastern Cape Province

3 WHERE CAN WE BE FOUND?

Our offices are located in the following areas:

Head Office: Dukumbana building, 1 Independence Road, Bisho
Private Bag x 0038, Bisho; where is housed

- Office of the MEC
- Office of the Superintendent General
- Offices of the DDG Clinical and DDG Human Resources & Corporate Services
- Chief Directorates: Hospital Services, District Health Services, Clinical Support Services, Quality Assurance and Infrastructure & Maintenance

Other offices can be found at:

Global life: Pick n Pay building, Phalo Avenue, Bisho; where is housed

- Inspectorate Division
- Bursaries
- Work Study

Amatola Business Village

- Document management centre
- Labour relations office

Bisho Business Village

- Specialised Services(Forensic Pathology Services)
- Wellness

Unathi Building

- Saving mothers saving babies,
- Human Resource Development
- Legal Services

Chungwa building

- Fleet management

Indwe House

- Supply Chain Management
- Asset Management
- Budget and Finance
- Salaries
- Payments

Bisho Hospital Nurses Home

- HIV/AIDS Directorate
- Personal and non personal PHC
- Emergency Medical Services
- District development
- Environmental Health

UIF Building

- Human Resource Management
- Staff Provisioning
- Persal Management
- Service benefits

Grosvenor Lodge

- Medical Services
- Nursing Services
- Pharmaceutical Services
- Epidemiological Research
- Transversal Health Services

Contact details of all services including all clinics, Public hospitals, 8 district offices and 25 Local service areas are obtainable from the Service Directory .Such document shall be made available to all service providers and users.

4. MAIN SERVICES PROVIDED BY THE DEPARTMENT OF HEALTH

The following are main services provided by the Eastern Cape Department of Health:

- Provision of equitable access by all communities to essential package of Primary Health Care services.
- The Provision of the Emergency Medical Services as well as planned patient transport services including disaster management services to all the patients of the Province
- Provision of secondary hospitals services and specialized services which include psychiatry and TB hospital services.
- Provision of the modern tertiary services platform.
- Provision of transversal health (orthotic & prosthetic, rehabilitation, laboratory, social work services and radiology service) and pharmaceutical services.
- The provision of hospital and specialized services in collaboration with Health Science Faculties of various Higher Institutions of Learning within the Province

OTHER SUPPORTING SERVICE INCLUDE THE FOLLOWING

- The provision of training of all health professionals employed by the department.
- The provision of new health facilities, upgrading and revitalisation as well as maintenance of the dilapidated facilities.

5. CONSTITUENCIES

The following constituencies are our customers:

- Private health organisation
- Organised labour within the health sector
- Traditional health service providers
- District health councillors
- Human Right Commission
- Youth Commission
- Commission for Gender Equality
- Women groups
- Designated groups (The youth, elderly, disabled, women and children)
- Special interest groups
- Non- Governmental Organisation (NGO)
- Community Based Organisation (CBO)
- Clinic Committee and Hospital Boards
- Health Care Professionals in the public and private sectors
- Statutory Professional Council eg. South African Council & Health Professional Council of South Africa
- Association for health professionals e.g South African Medical association
- Suppliers
- Faith Based Organizations (F.I.3.0)

CONSULTATION ARRANGEMENT WITH THE DEPARTMENT'S INTERNAL AND EXTERNAL CUSTOMERS

- Provincial Health Council
- District Health Councils
- Public Service Co-ordinating Bargaining Council (PSCBC)
- The health governance structures e.g Clinic Committee, Hospital boards

6. OUR COMMITMENT

In carrying out our responsibilities we shall strive to provide high quality customer service, guided by the ethos as enshrined in the Batho Pele Principles. We therefore commit ourselves to citizen centric approach in providing service through:

- **Consultation:** We will consult our Customers about the level and quality of the public services they will receive from us, and wherever possible, will give them a choice about the services that are offered:
- **Service Standards:** By publishing service standards, we will communicate the level and quality of public services citizens will receive from us so that they are aware of what to expect.
- **Access:** We will ensure that all citizens especially those from previous disadvantaged communities and citizens with special needs have equal access to the services to which they are entitled.
- **Courtesy:** We will provide customers with professional services in a willing, friendly and responsive manner at all times. Employees shall dress in a manner that distinguishes them as professional people.
- **Information:** We will provide Citizens with accurate and up-to-date information about the public services they are entitled to receive
- **Openness and Transparency:** We will inform citizens about how National and Provincial Departments operate, how much service cost and the officials in charge of all the Departments. A service Directory shall be provided.
- **Redress:** We will offer an apology, a full explanation and a speedy and effective remedy if the promised standard of service is not delivered. We will also respond to complaints made by citizens in a sympathetic and positive spirit within a reasonable period.
- **Value for money:** We will use our resources in an economic and efficient manner in providing public services.

In making Batho Pele a reality we further commit ourselves to the following:

- Our Vision and mission shall be displayed in all strategic areas
- Service Standards shall be displayed in all strategic areas for visibility to citizens
- Sign posts and directions inside and outside the departments shall be visible
- Employees shall wear official name tags whilst on duty
- Employees shall be punctual at all times
- Employees shall be in offices at all times unless attending to work related assignments outside the office
- Employee's official cellular phones shall be accessible at all times. (Provincial service delivery charter pg 3)
- Employees shall observe confidentiality at all times
- Employees shall dress in an acceptable manner (distinguished as professional people)

7. PATIENT'S RIGHTS

- **A HEALTHY AND SAFE ENVIRONMENT**

- Everyone has the right to a healthy and safe environment that will ensure their physical and mental health or well-being, including adequate water supply, sanitation and waste disposal as well as protection from all forms of environmental danger, such as pollution, ecological degradation or infection.

- **PARTICIPATION IN DECISION MAKING**

- Every citizen has the right to participate in the development of health policies and everyone has the right to participate in decision making on matters affecting one's health.

- **ACCESS TO HEALTH CARE**

- Everyone has the right of access to health care services.

- **KNOWLEDGE OF ONE'S HEALTH INSURANCE/MEDICAL AID SCHEME**

- A member of health insurance or medical aid scheme is entitled to information about that insurance or medical aid scheme and to challenge, where necessary, the decisions of such medical aid scheme relating to the member.

- **CHOICE OF HEALTH SERVICES**

- Everyone has the right to choose a particular health facility for treatment provided, that such choice shall not be contrary to the ethical standards applicable to such health care providers or facilities, and the choice of facilities should be in line with prescribed service delivery guidelines.

- **BE TREATED BY A NAMED HEALTH CARE PROVIDER**

- Everyone has the right to know the person that is providing health care and therefore must be attended to by clearly identified health care providers.

- **CONFIDENTIALITY AND PRIVACY**

- Information concerning one's health, including information concerning treatment may only be disclosed with informed consent, except when required in terms of any law or an order of the court.

- **INFORMED CONSENT**

- Everyone has the right to be given full and accurate information about the nature of one's illness, diagnostic procedure, the proposed treatment and the costs involved, for one to make a decision that affects anyone of these elements.

- **REFUSAL OF TREATMENT**

- A person may refuse treatment and such refusal shall be verbal or in writing provided that such refusal does not endanger the health of others.

- **BE REFERRED FOR A SECOND OPINION**

- Everyone has the right to be referred for a second opinion on request to a health provider of one's choice.

- **CONTINUITY OF CARE**

- No one shall be abandoned by a health care professional worker or a health facility which initially took responsibility for one's health

- **COMPLAIN ABOUT HEALTH SERVICES**

- Everyone has the right to complain about health care services and to have such complaints investigated and to receive a full response on such investigation.

8. CUSTOMER OBLIGATIONS

- To take care of his or her health
- To take 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 treatment and or rehabilitation and to arrange for payments
- To take care of health records in his or her possession

9. GENERIC SERVICE STANDARDS

The Department of Health commits its self to the following:

1.All citizens of the Eastern Cape shall have access to health services from the clinics 8 hours a day, 5 days a week from 8hrs to 16h00, and from Community Health Centres and hospitals 24 hours a day, 7 days a week from 7am to 7am

2.All emergency cases will be assessed by a health professional within 20 minutes of presenting themselves in a health facility at all times

3.To improve access to Primary Health Care services, the department shall provide comprehensive health care within 5km of the catchment area at all times

4.All health institutions and vehicles in the Eastern Cape shall be clearly Identified in (official languages) isiXhosa, English, Afrikaans and Sesotho

5.All health institutions shall provide facilities such as lifts where necessary, ramps and

6.All citizens of the Eastern Cape shall have access to HIV AIDS Counseling and Testing (HCT) services in all health facilities 5 days a week

7. All children under 5 years old and not in possession of a medical aid fund and whose parents cannot afford health care will be treated free of charge in all primary health care facilities
8. All pregnant women not in possession of a medical aid fund and who cannot afford health care will be treated free of charge in all primary health care facilities.
9. All citizens of the Eastern Cape Province visiting a health facility within the province will be attended to by qualified health professionals within an hour of presenting themselves
10. All booked clients visiting Out Patients (OPD) Department shall be attended to by O.P.D. clerks within 45 minutes of presenting themselves to the O.P.D
11. All clients visiting our health facilities will be provided with their medication within an hour of presenting a prescription at the pharmacy.
12. All citizens that need to be referred for further treatment shall be appropriately referred and will be issued with a referral letter
13. All clients shall be attended to in a safe and clean environment at all times.
14. All health facilities in the Eastern Cape shall display legibly at the entrance all services that they deliver including operating and visiting times where applicable
15. All clinics will have at least one registered nurse to provide both general and midwifery services at all times
16. All health facilities will display a disaster management preparedness plan at all times.
17. All persons with disabilities applying for clinical devices (prosthesis) will be responded to within one month of lodging an application.
18. All persons with disabilities who have applied for assistive devices such as wheel chairs and hearing aids will wait for four months after submitting their applications.
19. All citizens in need of a cataract operation will have the operation done within a year.
20. All citizens in need of emergency services will be attended to with courtesy by qualified personnel and a fully equipped ambulance within 1 hour in the rural areas and 45 minutes in urban areas at all times
21. All Health Care Workers shall be courteous and dressed in professional uniform and corporate with personal identification when attending to clients at all times
22. All self referrals to hospitals that are not emergencies shall be subjected to a payment of a by-pass fee which is R50, 00 as gazetted.
23. All children at birth will be issued with Road to health cards at the health facility in which they have been delivered or when presenting themselves for the first time after delivery.
24. All clinics shall provide immunizations for at least five days a week, Monday to Friday in the Eastern Cape health facilities.

25.All patients that have made payments to any health facility shall be issued with an official receipt at all times.

26.All clients' health information shall be kept confidential and informed consent shall be obtained before disclosure at all times in all health facilities.

27.All clients shall have access to information pertaining to their medical care at all times

28.All women needing cervical cancer screening will access the service at all public health facilities.

29.All victims of sexual abuse shall be referred to Thuthuzela Care Centres for treatment, support and healing process.

30.All health facilities will have either clinic committees or hospital boards for the purpose of citizen participation at all times

31.All complaints received in health facilities shall be acknowledged within 72 hours and complainants advised of follow up processes within 7 working days.

10. HOW CAN YOU HELP?

You can help us to meet our standards by:

- Treating our staff courteously
- Explaining over the telephone if you are calling from mobile phone, so that staff are aware of your circumstance giving us sufficient and accurate information for us to provide the service you require and
- Providing feedback and comments on the services we provide

11. INTERNAL AND EXTERNAL REVIEW

We will measure our performance by:

- Monitoring our services against the stated standards and commitments along with other performance indicators taken from our provincial plan.
- Reporting on how well we have met our standards at least once a year
- Reviewing and updating our Service Charter annually to ensure its relevance to your needs.
- We will in any way conduct an independent review of this charter after three years
- We shall conduct client satisfaction surveys once a year

12. FEEDBACK ON OUR SERVICE

We welcome your suggestions for improving our services, programs and facilities.

If you are unhappy with a service we urge you to come forward.

We will treat any complaint seriously and will respond accordingly

13. COMPLAINTS ABOUT SERVICES

- If you are unhappy about the service that you have been rendered with:
- Ask for the manager at the facility where you were attended to, and lodge a complaint OR
- Use a complaints box. These are available in all institutions. Write your dissatisfaction, your name if necessary, address and telephone number OR Call our customer care line at 08000 32364
- All Health Facilities shall conduct patient satisfaction surveys.

COMMENTS

COMMENTS Recommended/Not Recommended Mbengashe. T (Dr) Superintendent General Date:	
COMMENTS Approved/Not approved Dyanti. P.P (Dr) M.E.C.	

APPENDIX

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CONTACT NUMBERS

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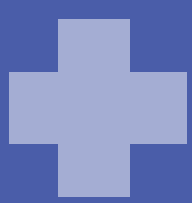
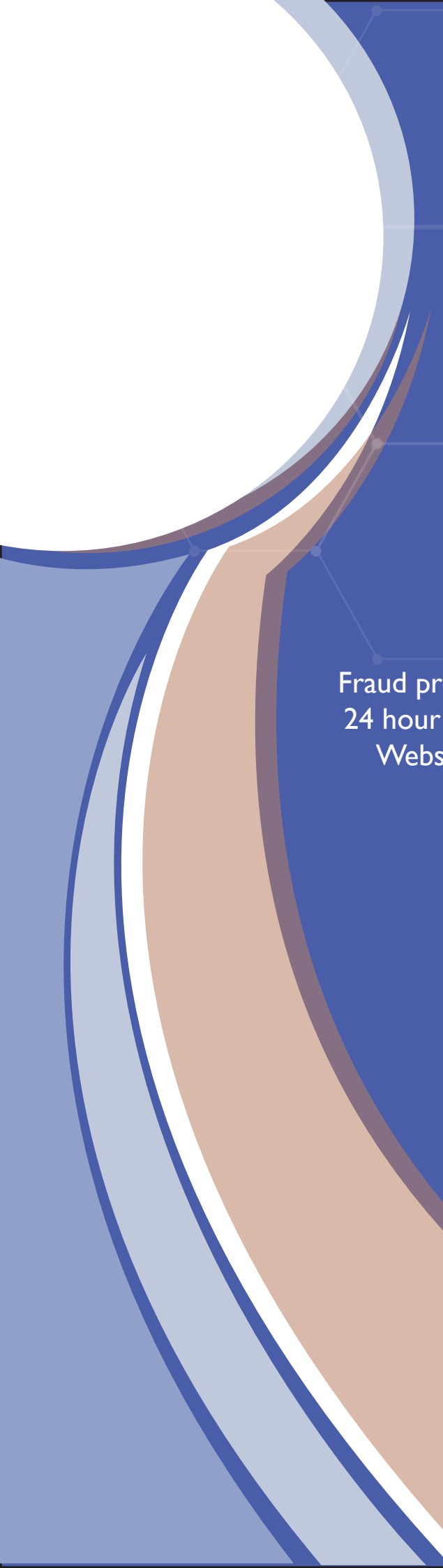
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