

Patients' rights

Healthy and safe environment

Everyone has a 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, whereas everyone has the right to participate in decision-making on matter affecting one's own health.

Access to health care

Everyone has the right to access to health care services that include:

- Receiving timely emergency care at any health care facility that is open regardless of one's ability to pay;
- Treatment and rehabilitation that must be made known to the patient to enable the patient to understand such treatment or rehabilitation and the consequences thereof;
- Provision for special needs in the case of newborn infants, children, pregnant women, the aged, disabled persons, patients in pain, persons living with HIV or AIDS patients;
- Counselling without discrimination, coercion or violence on matters such as reproductive health, cancer or HIV/AIDS;
- Palliative care that is affordable and effective in cases of incurable or terminal illness;
- A positive attitude displayed by health care providers that demonstrates courtesy, human dignity, patience, empathy and tolerance;
- Health information that includes information on the availability of health services and how best to use such services, and such information shall be in the language understood by the patient.

Knowledge of one's health insurance/medical aid scheme

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

Choice of health services

Everyone has a right to choose a particular health care provider for receive and wherever possible, will be given a choice about services that are offered.

Service standards

While we should continually try to improve the service we give, it's also about how well we promise to deliver our service at any time. If we already know what is important to our customers, then we can set service standards which must be realistic depending on the resources we have. We should be able to measure these standards so that everyone can see if they are being met.

Access

All citizens without reservations will have equal access to all services rendered.

Courtesy

Citizens will be treated with courtesy and consideration.

Information

Citizens have a right to full, accurate information of services we render.

Dealing with complaints/redress

We respect the right of citizens to complain if our services are poor or unsatisfactory.

Openness and transparency

We do recognize that openness and transparency are the cornerstone of our democracy.

Best value/VFM

We shall endeavour to use public resources efficiently, effectively and economically.

Encouraging innovation and rewarding excellence

All citizens without reservations will have equal access to all services rendered.

Leadership and strategic direction

Managers will lead by example and will endeavour to ensure that the vision, mission and goals are articulated and embraced by all.

Service delivery impact

We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives.