ISihlomelo 8: Iphepha loLwazi oluseMgangathweni kunye neFomu yeMvume ye-SWIFT: Abasebenzi baseKlinikhi

Abongikazi kunye nabasebenzi basekliniki badlala indima ebalulekileyo kuphononongo lwethu kwaye singathanda ukuva malunga namava akho. Oludliwano-ndlebe luyinxalenye yophononongo, olwenziwa ngabaphandi abaphuma kwiDyunivesithi yaseKapa eMzantsi Afrika kunye neDyunivesithi yaseOxford eUnited Kingdom

Sifuna ukuqinisekisa ukuba unolwazi olupheleleyo phambi kokuba uthathe isigqibo sokuthatha inxaxheba kuphononongo lwethu. Kubalulekile ukuba wazi ukuba kutheni sisenza olu phando kwaye ukuthatha inxaxheba kungabandakanya ntoni.Lonke ulwazi ozakuludinga luchaziwe ngezantsi kodwa ukuba unayo nayiphi na imibuzo malunga nokuthatha inxaxheba okanye ngophando lwethu, ndicela u-imeyilele iqela lophononongo ku [swift@globalparenting.org](mailto:swift@globalparenting.org) okanye uthumele umyalezo kuthi ku WhatsApp at +27 XX XXX XXXX. Silapha ukuzokunceda wena!

Kutheni ndimenyiwe nje kudliwano-ndlebe?

Abongikazi kunye nabasebenzi basekliniki baye baba yingxenye ebalulekileyo yophononongo lwe-SWIFT. Kuye kwenzeka kwimeko yekliniki yakho kunye nonxibelelwano lwakho lwemihla ngemihla nabazali ukuba ungenelelo lunikezelwe. Umenywe kudliwano-ndlebe nelungu leqela lethu lophando kuba uyinxalenye yophononongo lwethu. Singathanda ukuva malunga namava akho ekuphunyezweni. Ukuze ube nodliwano-ndlebe, kufuneka uvume ukuthatha inxaxheba kuphononongo.

Ingaba kufuneka ndivume ukuba nodliwano-ndlebe?

Hayi, kuxhomekeke kuwe ukuba uyafuna ukujoyina okanye awufuni. Ukuba awukufuni ukwenziwa udliwano-ndlebe, akuzokubakho ziphumo kuwe okanye kumsebenzi wakho. Ukuba uyakhetha ukwenziwa udliwano-ndlebe kodwa awufuni ukuphendula eminye imibuzo, ungayitsiba okanye ume nanini na ngokuxelele umntu okwenza udliwano-ndlebe.

**Kwenzeka ntoni xa ndivuma ukuba nodliwano-ndlebe?**

Ukuba uthatha isigqibo sokuba ungathanda udliwano-ndlebe, kuya kufuneka ukuba uvumelane ngomlomo kwimibuzo yemvume engezantsi apho umntu okwenza udliwano-ndlebe eya kukubuza khona. Udliwano-ndlebe luya kwenzeka ngokobuqu kwaye luhlala phakathi kwemizuzu engama 30-45. Udliwano-ndlebe luya kuqhutywa kwindawo yabucala kwiikliniki. Olu dliwano-ndlebe luya kubhukishwa kwangethuba ukuqinisekisa ukuba udliwano-ndlebe aluphazanyiswa kwaye alunakuviwa.

Ngexesha lodliwano-ndlebe, ilungu leqela lophando liya kukubuza imibuzo malunga neengcinga zakho kunye namava okukhuthaza i-chatbot kubanonopheli ngaphakathi ekliniki. Sifuna ukuva ngayo nayiphi na ingxelo oyifumene kubazali kunye nazo naziphi na iingcebiso onokuba nazo malunga nokuphunyezwa kongenelelo. Akukho zimpendulo zichanekileyo okanye ezingachanekanga kuba amava akho onke abalulekile kuthi.

Ukukhusela iinkcukacha zakho (kuquka igama lakho lokwenene, inkcukacha zoqhagamshelwano, kunye naluphi na olunye ulwazi olungakuchaza wena), sizakunika inombolo yokuthatha inxaxheba, kwaye ungazikhethela igama ofuna sikubize ngalo ngexesha lodliwano-ndlebe.Nceda ungabhekisi naliphi na elinye iqela lesithathu ngegama ngexesha lodliwano-ndlebe, ngaphandle kwemvume yabo, ukuze sikwazi ukukhusela iinkcukacha zabo zobuqu.

Sizakurekhoda oludliwano-ndlebe ukusinceda sikhumbule ebesixoxe ngako kwaye kamva sikubhale phantsi obekuthethiwe. Amanqaku esiwenza kwirekhodingi awasayi kubandakanya naluphi na ulwazi oluya kukuvumela ukuba waziwe, kwaye idatha esiyifumana kudliwano-ndlebe lwakho iya kudityaniswa nawe ngesazisi esiyimfihlo. Sizakuzicima naziphi na inkcukacha zakho esiziqokeleleyo kuwe ekupheleni koluphononongo kwaye, emva kokubhala udliwano-ndlebe lwakho, sitshintshe nayiphi na idatha enokukhokhelela ekukuchazeni kwixesha lokukhuphela.

Sinokusebenzisa i-software ye-Artificial Intelligence (AI), iMicrosoft Transcriber, ukukhuphela udliwano-ndlebe ekuqaleni, emva koko siya kujonga/sijonge oku kukhutshelweyo. Olu lwazi luveliswe yi-AI luya kusetyenzwa kwaye lugcinwe ngokukhuselekileyo kwiiseva zeDyunivesithi yaseKapa ezikhuselwe ngokuyimfihlo, kwaye ngokungqinelana nePOPIA. Ngamalungu agunyazisiweyo kuphela eqela lophando aya kukwazi ukufikelela kuyo, kwaye le datha iya kuba yeye Global Parenting Initiative kwiDyunivesithi yaseKapa.

Xa iziphumo zophononongo kwabelwane ngazo, ngabanye oogxa bakho kuphela abathathe inxaxheba kuphononongo abanokuthi bafumanise ukuba ungubani na, ngokusekelwe kwimikhondo ethile enikezwe kwiimpendulo zakho. Nangona kunjalo, siza kuba udliwano-ndlebe nabongi abaninzi kunye nabasebenzi basekliniki ubuncinane kwiikliniki ezisixhenxe kwiindawo ezibini eNtshona Koloni, kwaye siyakube sijonge ngononophelo kuzo naziphi na iinkcukacha owabelana ngazo ezinokutyhila ubuwena ngempazamo.

Unelungelo lokucela ukufikelela kwidatha yakho, ukulungisa naziphi na iimpazamo kwidatha yakho, kwaye usicele ukuba siyicime okanye siyidlulisele kwenye indawo. Nceda u-imeyilele iqela lophononongo phambi kwe [\*umhla oza kumiselwa] ukuba ufuna ukwenza nayiphi na kwezi.

Ingaba ikhona into endiyifumanayo ngokwenziwa oludliwano-ndlebe?

Awuyi kuhlawulwa ngodliwano-ndlebe lwakho. Nangona kunjalo, siyakuqonda ukunqongophala kwexesha ngaphakathi kwimeko yeklinikhi kwaye siya kukubonelela ngesidlo sasemini kumongikazi kunye nabasebenzi basekliniki esinokutyiwa ngelixa usenziwa udliwano-ndlebe.

**Kwenzeka ntoni ngeenkcukacha zam ukuba ndiyavuma ukuba noludliwano-ndlebe?**

Sizakuqokelela kuphela oko sikudingayo koluphononongo kwaye sikugcine ngokukhuselekileyo. Ulwazi lwakho, olufana nefomu yakho yemvume kunye noshicilelo lodliwano-ndlebe, kunye nalo naluphi na ulwazi olunikeza nge-imeyile okanye nge-WhatsApp, luya kugcinwa likhuselekile kwiiseva ezikhuselekileyo kwiDyunivesithi yaseKapa.

Urekhodo lodliwano-ndlebe luya kucinywa emva kokukhutshelwa. Naziphi na iinkcukacha ezichaza wena zizakugcinwa bucala kwaye ngabasebenzi abagunyazisiweyo kuphela abanokufikelela kuzo. Yonke idatha iya kugcinwa iminyaka emihlanu emva koluphononongo, kodwa inkcukacha zomntu ziya kususwa xa isifundo siphelile.

Iikomiti zokuziphatha kunye nabahloli banokulijonga ulwazi. Iinkcukacha zakho ziyakuhlala ziyimfihlo ngaphandle kokuba umthetho uthetha enye into. Emva koluphononongo, singabelana ngolwazi nabanye abaphandi kodwa ngaphandle kweenkcukacha zakho. Unelungelo lozikubona, uzilungise, okanye ucele ukuba kucinywe ulwazi lwakho.

**Kwenzeka ntoni kwiziphumo zophando?**

Into owabelana ngayo nathi ngexesha lodliwano-ndlebe lwakho iya kusinceda siqonde indlela engcono yokubandakanya ukukhuthazwa kwe-chatbot kwishishini lemihla ngemihla leekliniki eNtshona Koloni, kunye nendlela yokwenza oku ngaphandle kokudala umthwalo kubasebenzi abangabongikazi. Le chatbot ijolise ekubeni yindlela yenkxaso kubazali kunye nendlela yokudlulisela kubasebenzi basekliniki.

Sikwacwangcisa ngokwabelana ngeziphumo kwiijenali zezifundo, kwiingxelo zemigaqo kunye nakwii-nkomfa ukuze nabanye bafunde kolu phononongo.

**Ngobani amanye amalungu eqela lophononongo?**

Abaphandi abaziintloko kolu phononongo nguProf Cathy Ward no Cindee Bruyns ze uCo-investigator ibengu Carly Katzef bonke basuka kwiDyunivesithi yaseKapa.

Ingaba ikhona imingcipheko ekwenziweni udliwano-ndlebe?

Asilindelanga nayiphi na imingcipheko kuwe ukuba unodliwano-ndlebe. Ukuba nayiphi na imibuzo ikwenza ungakhululeki, akunyanzelekanga uyiphendule. Ukuba uyacaphuka ngexesha lodliwano-ndlebe, unokwazisa umenzi wodliwano-ndlebe lwakho. Khumbula, ungayeka ukuthatha inxaxheba nanini na ngaphandle kokunikeza isizathu. Siyakhathala ngempilo-ntle yakho.

Sifuna nokuqinisekisa ukuba ukhuselekile. Ukuba siyaqaphelisisa ukuba wena okanye usapho lwakho lukweyona inkulu ingozi, singanithumela ukuze nifumane inkxaso okanye singadinga ucela uncedo kwezinye indawo ezingaphandle koluphononongo, njengoo nontlalontle okanye uncedo lwezempilo.

Ngubani obhatalela oluphononongo?

Olu phononongo luyinxalenye ye Global Parenting Initiative, luxhaswe ngokwezimali yi LEGO Foundation, i-Oak Fundation, i-World Childhood Foundation, i-Human Safety Net kunye ne UK Research kunye ne Innovaion Global Challenges Research Fund

Ukhuseleko lwedatha

IDyunivesithi yaseKapa iqinisekisa ukuba iinkcukacha zakho zobuqu zisetyenziswa ngokukhuselekileyo nangokuchanekileyo, nje kuphando kuphela. Uphononongo lulandela imithetho yokukhuselwa kwedatha efana ne-GDPR (General Data Protection Regulation) e-UK kunye ne-POPIA (uMthetho woKhuselo loLwazi loMntu) eMzantsi Afrika.Nayiphi na idatha ethi ithunyelwe ngaphesheya kwemida izakuthobelana ne POPIA.

Ngubani ogunyazise oluphononongo?

Olu phononongo lufumene imvume kwiDyunivesithi yaseKapa kwiZiko leKomiti yeeNqoba zoPhando kwiNzululwazi yezeNtlalo kunye neKomiti yeeNqoba zokuziphatha zoPhando lweDyunivesithi yaseKapa. Uphononongo lukwavunyiwe liSebe lezeMpilo eNtshona Koloni kunye Nokuphila kunye neSebe loPhuhliso loLuntu, neSixeko saseKapa sezempilo.

Ngubani endinokuqhagamshelana naye ukuba ndinemibuzo okanye iinkxalabo?

Ukuba unayo nayiphi na imibuzo okanye iinkxalabo malunga namalungelo akho njengomthathi-nxaxheba kuphando, ungaqhagamshelana neqela lophononongo ku-[swift@globalparenting.org](mailto:swift@globalparenting.org) okanye ku-WhatsApp ku +27 XX XXX XXXX (imiyalezo kuphela).

Ukuba uneminye imibuzo okanye iinkxalabo malunga namalungelo akho, ungaqhagamshelana nenye yee komiti yokuziphatha edwelisiweyo:

| **Igama** | **Inombolo yomnxeba** | **I-imeyile** |
| --- | --- | --- |
| IDyunivesithi yaseKapa iZiko lezoPhando lweNzululwazi yeZentlalo | +27 21 650 4656 | [cssr@uct.ac.za](mailto:cssr@uct.ac.za) |
| Ikomiti yeeNdlela zokuziphatha zoPhando loLuntu |  | [hrec-enquiries@uct.ac.za](mailto:hrec-enquiries@uct.ac.za) |

IFomu yeMvume: Abasebenzi baseKlinikhi

[iza kutyikitywa kudliwano-ndlebe]

Mna \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (igama lomthathi-nxaxheba) ndiyifundile ingcaciso engentla kwaye ndiyavumelana noku kulandelayo:

* Ndilufundile olu lwazi lungentla kwaye ndiyayazi into ekufuneka ndiyenze.
* Ndiye ndanexesha lokucinga malunga nolwazi kunye nokubuza imibuzo. Ndifumene iimpendulo ezanelisayo.
* Ndiyayazi ndingathi ewe okanye hayi ekubeni yinxalenye yophononongo. Ukuba ndithi ewe, ndisengayeka nanini na phambi ko [\*umhla osaza kumiselwa], ngaphandle kokutsho ukuba kutheni, kwaye ngaphandle kweziphumo.
* Ndikulungele ukuba nodliwano-ndlebe olurekhodiweyo. Ndiyayazi iirekhodingi zizakusetyenziswa kuphando.
* Ndiyayazi ukuba ngubani onokubona ulwazi lwam, ukuba luya kugcinwa njani lukhuselekile, kwaye kwenzeka ntoni kulo emva kophononongo.
* Ndiyayazi ukuba ndingacela ukufikelela kwidatha yam, ndilungise naziphi na iimpazamo, ndicele ukuyicima, okanye ukuba idluliselwe kwenye indawo.
* Ndiyayazi ukuba andizukuchazwa kuwo nawaphi na amaphepha okanye iingxelo zolu phononongo.
* Ndiyayazi ukuba ndingaqhagamshelana nabani ukuba ndinengxaki ngoluphononongo.
* Ndingaqhagamshelwa kwakhona ukuba ulwazi oluninzi luyafuneka kwiqela lophononongo. Ndiyavuya ukunika inombolo yam yeselula apha ngezantsi.
* Ndiyayiqonda ukuba iqela liya kugcina iinkcukacha zam zoqhagamshelwano zikhuselekile ukuze bandixelele malunga neziphumo zophononongo.

Ndiyavumelana nazo zonke ezi ngxelo zingentla kwaye ndiyavuma ukuba kubanjwe udliwano-ndlebe kolu phononongo, nceda wongeze igama lakho, utyikitye kunye nomhla ngezantsi.

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| --- | --- | --- |
| Igama lomntu owenziwa udliwano-ndlebe | Umhla wodliwano-ndlebe | Umtyikityo womntu owenziwa udliwano-ndlebe |

| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Inombolo yeselula yomntu owenziwa udliwano-ndlebe |
| --- |