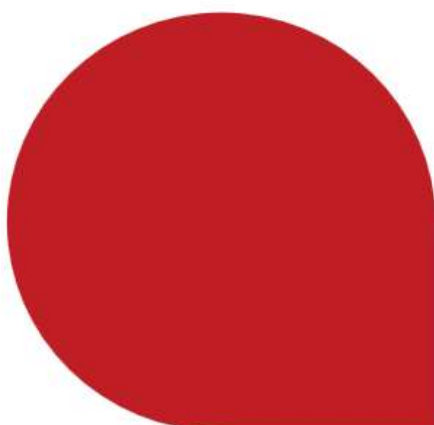




Office of Health Standards Compliance
Ensuring quality and safety in health care



Entrance_Helpdesk_Reception_Admissions

v1.2.1

**Regulatory Private Acute
Hospital Inspection tool**

Facility:
Date:

- **Tool Name:** Regulatory Private Acute Hospital Inspection Tool v1.2.1
- **HEs Type:** Hospitals
- **Sector:** Private
- **Specialization:** Private Acute Hospital
- **Created By:** Health Standards Development and Training

33 Entrance_Helpdesk_Reception_Admissions

Domain 33.1 USER RIGHTS

Sub Domain 33.1.1 4 User information.

Standard 33.1.1.1 4(1) The health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.

Criterion 33.1.1.1.1 4(2)(a)(i) The health establishment must provide users with information relating to the health care services provided by the health establishment.

33.1.1.1.1.1 The package of services offered in the health establishment is displayed or made available to users.

Assessment type: Observation - **Risk rating:** Essential measure

The signage must be displayed in the health establishment indicating the services offered. The information can be manual or electronic. Alternatively, this information can be available in booklets or pamphlets or screens which are made available to users or notice indicating the information is available on the health establishment's website.

Not applicable: Never

Score	Comment

Criterion 33.1.1.1.2 4(2)(a)(ii) The health establishment must provide users with information relating to service opening and closing times.

33.1.1.1.2.1 Legible signage at the entrance and reception of the health establishment indicates the days and times when various services are offered.

Assessment type: Observation - **Risk rating:** Essential measure

The service and closing times (where applicable) must be displayed at the entrance or reception of the health establishment. The information must be legible. Alternatively, this information can be available in booklets or pamphlets or screens which are made available to users.

Not applicable: Never

Score	Comment

Criterion 33.1.1.1.3 4(2)(a)(iii) The health establishment must provide users with information relating to visiting hours where relevant.

33.1.1.1.3.1 The visiting hours for the health establishment are indicated at the entrance or reception.

Assessment type: Observation - **Risk rating:** Essential measure

Visiting hours must be displayed at the entrance or reception of the health establishment. Alternatively, this information can be available in booklets or pamphlets or screens which are made available to users.

Not applicable: Never

Score	Comment

Criterion 33.1.1.1.4 4(2)(a)(iv) The health establishment must provide users with information relating to the complaints, compliments and suggestions management system.

33.1.1.1.4.1 A system to provide users with information on complaints management procedure is available.

Assessment type: Observation - **Risk rating:** Essential measure

There must be a system in place to inform users on the procedure for lodging complaints in the unit. The system could include but not limited to a person responsible for informing users about the complaints procedure or information displayed within the unit or health establishment informing users about the complaints procedure or where to access information about complaints procedure. This can be a manual or electronic system.

Not applicable: Never

Score	Comment

Criterion 33.1.1.1.5 4(2)(b) The health establishment must provide users with information relating to any fees that are payable for health care services, insofar it being practical to do so before the commencement of the provision of health care services.

33.1.1.1.5.1 Users funded by medical aid have their membership verified by the health establishment.

Assessment type: Document - **Risk rating:** Essential measure

Validity of medical aid is confirmed by the health establishment prior to admission or service being provided to user.

Evidence of confirmation must be documented in user health record. Assess three documents. This could include but not limited to authorisation number. Score 1 if compliant and 0 if not. Not applicable: In an emergency admission.

Score	Comment	
Aspects	Score	Comment
1. Document 1		
2. Document 2		
3. Document 3		

33.1.1.1.5.2 Users funded by 3rd party are informed of the cost of the service/s provided that they are liable for.

Assessment type: Document - **Risk rating:** Essential measure

A document informing users of their financial responsibility/liability for the service/s provided is made available to users before commencement of treatment.

Not applicable: Never

Score	Comment

33.1.1.1.5.3 Users who pay cash for their health care are provided with information to understand the full extent of their financial obligations.

Assessment type: Document - **Risk rating:** Essential measure

A document informing users of their financial responsibility/liability for the service/s provided is made available to users before commencement of treatment.

Not applicable: Never.

Score	Comment

Criterion 33.1.1.1.6 4(2)(c) The health establishment must display the results of user experience of care surveys conducted within the past twelve months.

33.1.1.1.6.1 Results of the user experience of care survey are available.

Assessment type: Observation - **Risk rating:** Essential measure

The results from the most recent user experience of care survey for the health establishment must be visibly displayed. Alternatively, there is a notice informing users on how to access the user experience of care survey results for the health establishment. The survey must have been conducted within the previous twelve months.

Not applicable: Never

Score	Comment

Domain 33.2 CLINICAL GOVERNANCE AND CLINICAL CARE

Sub Domain 33.2.1 6 User health records and management.

Standard 33.2.1.1 6(3) The health establishment must create and maintain a system of health records of users in accordance with the requirements of section 13 of the Act.

Criterion 33.2.1.1.1 6(4)(a) The health establishment must record the biographical data of the user and the identification and contact information of the user and his or her next of kin.

33.2.1.1.1.1 Biographical, demographic and contact information of the user including next of kin is recorded in the user record.

Assessment type: Patient record audit - **Risk rating:** Vital measure

Select health records of three users to verify whether the biographical information recorded includes the aspects listed below. Score 1 if the aspect is compliant and 0 if not compliant. This information can be available in the user sticker or captured electronically.

Score	Comment

Unit 1 Health record 1

Aspects	Score	Comment
1. User's name and surname		
2. User's address		
3. User's date of birth or Identity number or passport number		
4. Nationality		
5. Gender		
6. Health record number		
7. Name of next of kin		
8. Contact details of next of kin		
9. Religion		
10. Home language		

Unit 2 Health record 2

Aspects	Score	Comment
1. User's name and surname		
2. User's address		
3. User's date of birth or Identity number or passport number		
4. Nationality		
5. Gender		
6. Health record number		
7. Name of next of kin		
8. Contact details of next of kin		
9. Religion		
10. Home language		

Unit 3 Health record 3

Aspects	Score	Comment
1. User's name and surname		
2. User's address		
3. User's date of birth or Identity number or passport number		
4. Nationality		
5. Gender		
6. Health record number		
7. Name of next of kin		
8. Contact details of next of kin		
9. Religion		
10. Home language		

Domain 33.4 GOVERNANCE AND HUMAN RESOURCES

Sub Domain 33.4.1 20 Occupational health and safety.

Standard 33.4.1.1 20(1) The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

Criterion 33.4.1.1.1 20(2)(b) Awareness of safety and security issues must be promoted.

33.4.1.1.1.1 Notices prohibiting smoking are prominently displayed.

Assessment type: Observation - **Risk rating:** Essential measure

Observe whether signs are displayed at the entrance.

Not applicable: Never

Score	Comment



Official Sign-Off

The National Health Act, 2003 (Act No. 61 of 2003) provides for quality requirements and standards in respect of health services provided by health establishments to the public. The main objective is to promote and protect the health and safety of the users of health services and contribute to improved outcomes and improved population health. To achieve this mandate standardised inspection tools aligned to Norms and Standards Regulations applicable to different categories of health establishments promulgated by the Minister of Health in 2018 have been developed for Private Acute Hospitals.

Acknowledgments

Many people have contributed to the update of the Private Acute Hospital Inspection Tools version 1.2.1. The Office of Health Standards Compliance wishes to extend the most heartfelt acknowledgment and gratitude to the following:

- Health Standards Development and Training unit team (Ms. Izelle Loots, Mr. Jabu Nkambule, Ms. Busisiwe Mashinini, Ms. Derelene Hans, and Ms. Andiswa Mafilika) for the update of the Private Acute Hospital inspection tools.
- The internal OHSC teams (Compliance Inspectorate, for their contribution during the update of the Private Acute Hospital inspection tools).

It is hereby certified that the Regulatory Private Acute Hospital Inspection tools version 1.2.1 was updated by the Office of Health Standards Compliance.

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DATE: 18/04/2024

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DR MATHABO MATHEBULA

CHIEF OPERATIONS OFFICER: OHSC

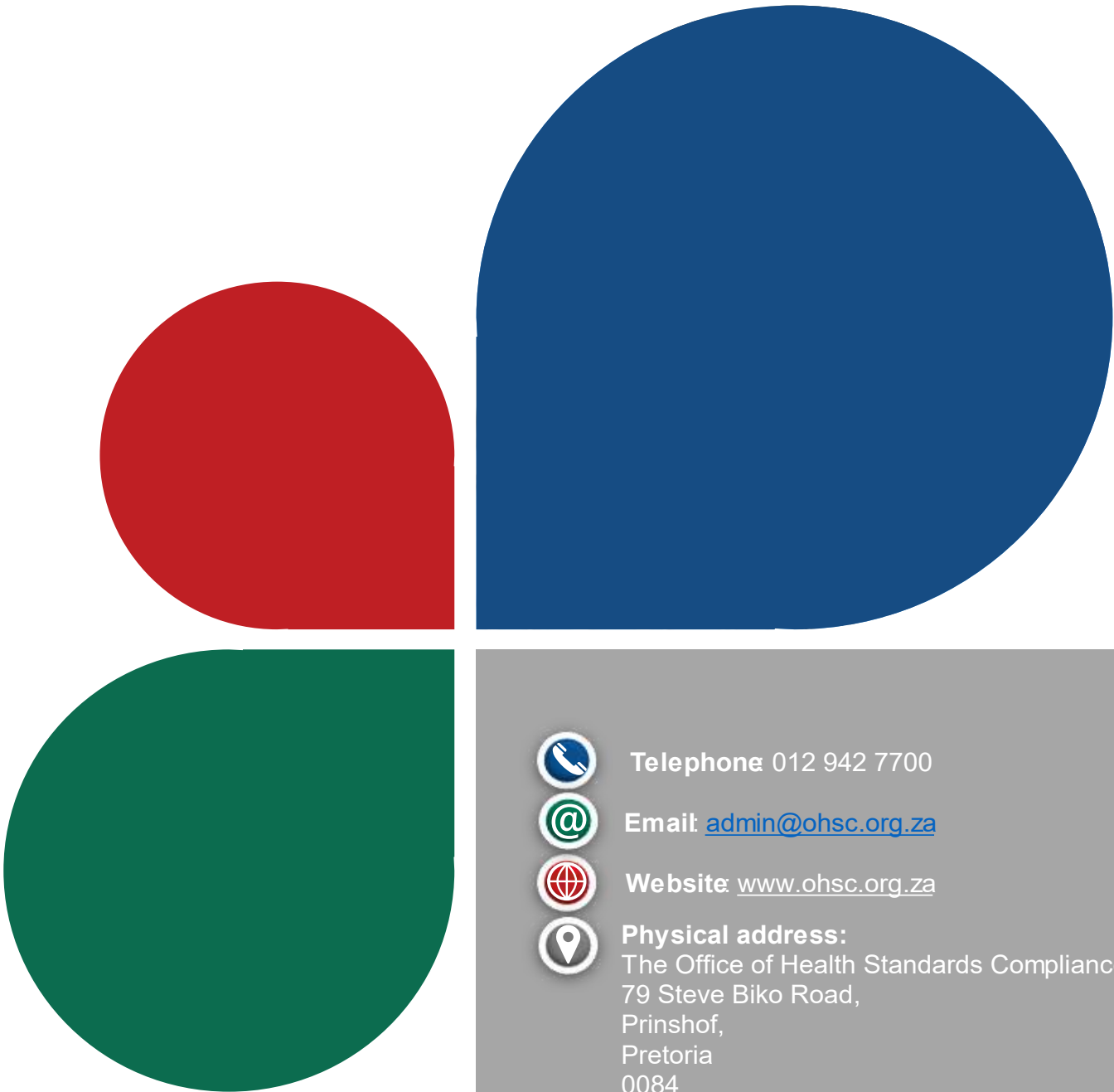
DATE: 23/04/2024

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DR SIPHIWE MNDAWENI

CHIEF EXECUTIVE OFFICER: OHSC

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ISBN:

978-0-620-90157-4