



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

# Regulatory Tertiary Hospital Inspection Tool v1.0



Entrance\_ Helpdesk\_ Reception\_  
Admissions



Facility:
Date:

- **Tool Name:** Regulatory Tertiary Hospital Inspection Tool v1.0 - Final
- **HEs Type:** Hospitals
- **Sector:** Public
- **Specialization:** Tertiary
- **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)(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.

**33.1.1.1.1.1** 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 health records. 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		

**33.1.1.1.1.2** 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

**33.1.1.1.1.3** 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

**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 is recorded in the user health record.

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

Select health records of three users seen at the time of inspection and 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 User health record 1

Aspects	Score	Comment
1. User name and surname		
2. User health record number		
3. User residential address		
4. User contact details (parent or guardian if user is a minor)		
5. User date of birth		
6. Nationality		
7. Identity number (South African citizens) or passport number (non-South African citizens)		
8. Gender		
9. Name of next of kin		
10. Contact details of next of kin		
11. Home language		
12. Religion		

Unit 2 User health record 2

Aspects	Score	Comment
1. User name and surname		

2. User health record number		
3. User residential address		
4. User contact details (parent or guardian if user is a minor)		
5. User date of birth		
6. Nationality		
7. Identity number (South African citizens) or passport number (non-South African citizens)		
8. Gender		
9. Name of next of kin		
10. Contact details of next of kin		
11. Home language		
12. Religion		

Unit 3 User health record 3

Aspects	Score	Comment
1. User name and surname		
2. User health record number		
3. User residential address		
4. User contact details (parent or guardian if user is a minor)		
5. User date of birth		
6. Nationality		
7. Identity number (South African citizens) or passport number (non-South African citizens)		
8. Gender		
9. Name of next of kin		
10. Contact details of next of kin		
11. Home language		
12. Religion		

### 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 Tertiary Hospitals.

### Acknowledgments


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- National Department of Health for their input and comments on the inspection tools during the consultation phase.
- The Provincial Departments of Health for their input and comments during the consultation phase.

It is hereby certified that the Regulatory Tertiary Hospital Inspection Tools version 1.0 was developed by the Office of Health Standards Compliance.

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