

DEPARTMENT OF HEALTH

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1. STRUCTURE OF THE DEPARTMENT

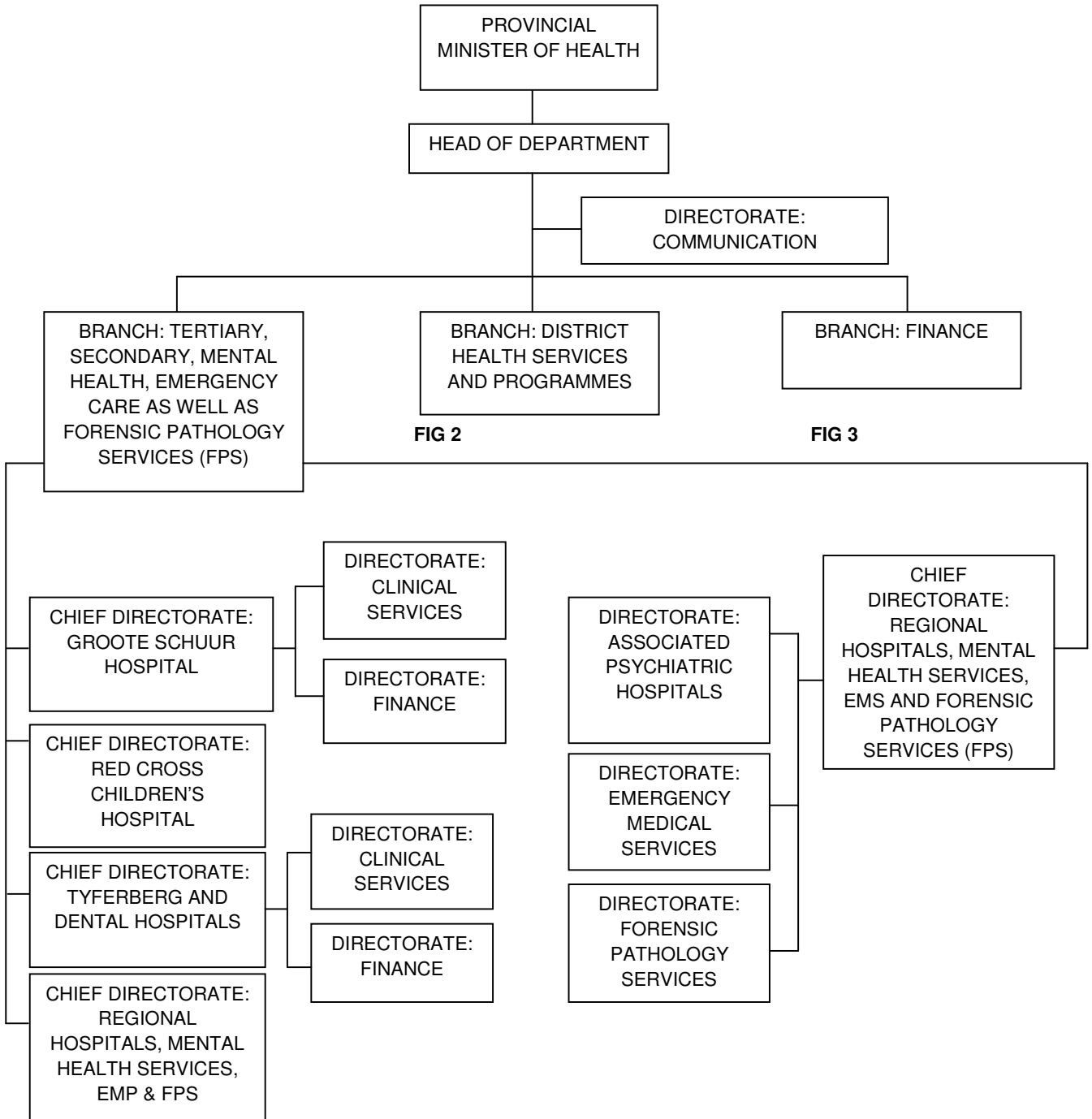


FIGURE 2

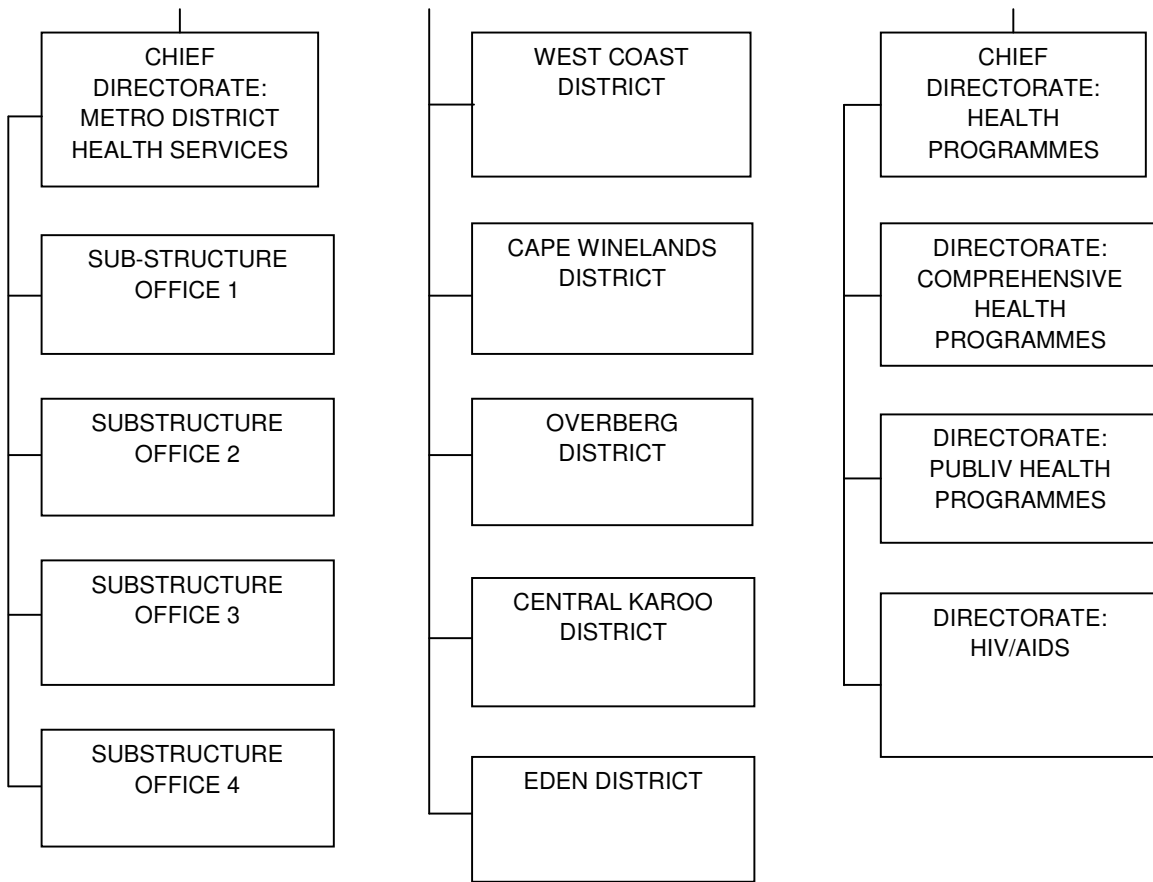


FIGURE 2

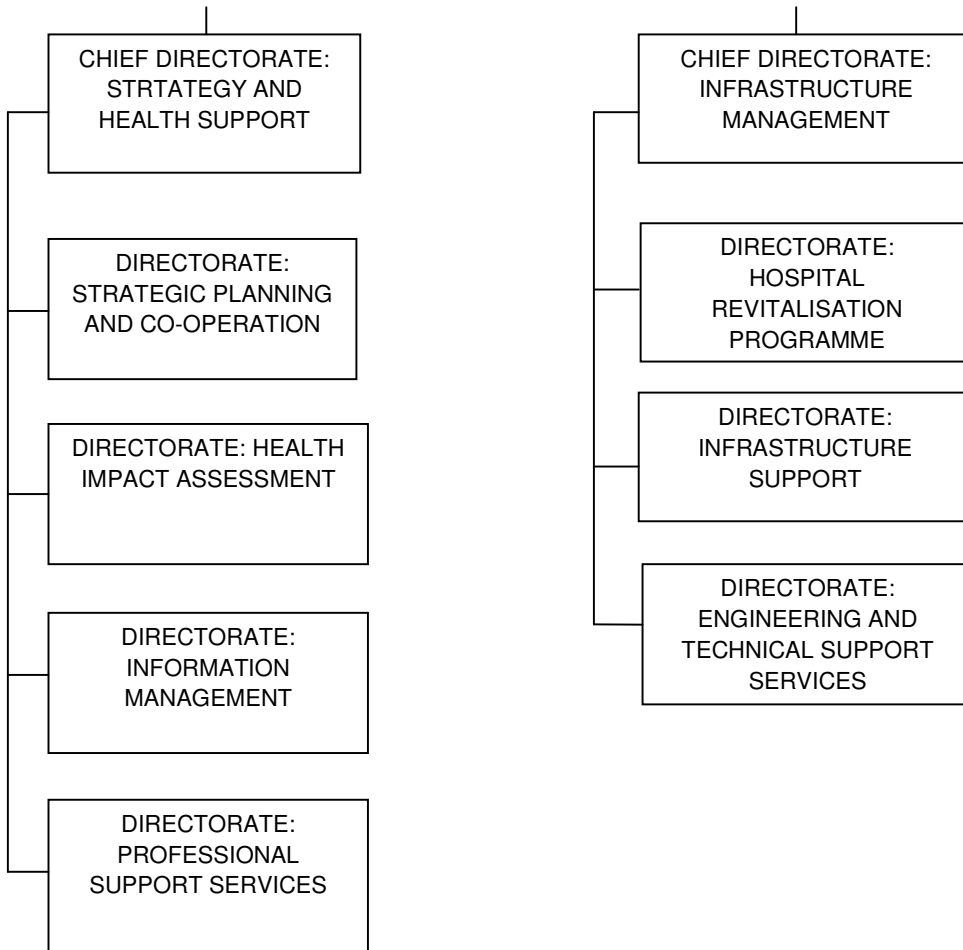
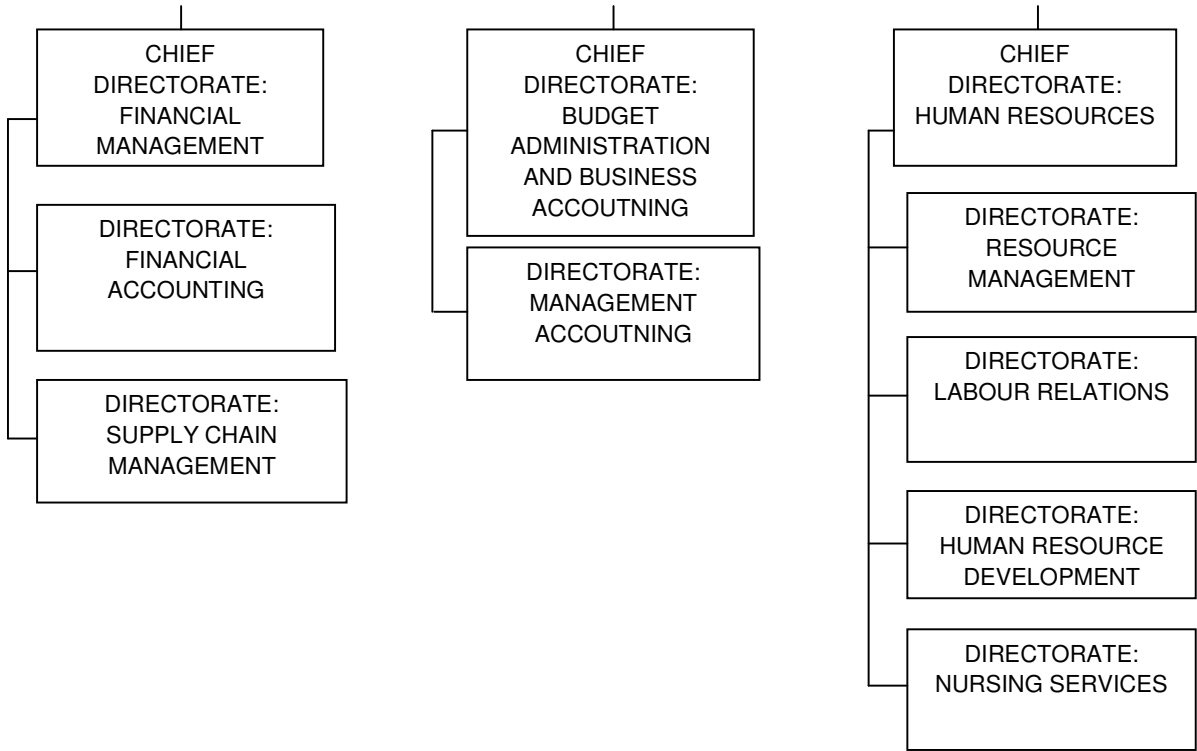


FIGURE 3



2. FUNCTIONS OF THE DEPARTMENT

To provide tertiary, secondary, specialized health care, emergency services as well as FPS to the Western Cape

To manage DHS and Programmes

To provide public health intelligence and support services

To ensure the development and management of infrastructure

To provide effective financial management services

To render an effective Human Resource Service

DIRECTORATE: COMMUNICATION

- Render internal and external communication service
- Render language services

BRANCH: TERTIARY, SECONDARY, MENTAL HEALTH, EMERGENCY CARE AS WELL AS FORENSIC PATHOLOGY SERVICES (FPS)

- The provision of an effective and appropriate tertiary health service within Groote Schuur Hospital
- The provision of an effective and appropriate tertiary health service within the Red Cross Children's Hospital
- The provision of an effective and appropriate tertiary health service within the Tygerberg and Dental Hospitals
- Provide a secondary and specialized health care service, Ems and FPS

CHIEF DIRECTORATE: GROOTE SCHUUR HOSPITAL

- The provision of a clinical service
- The rendering of a nursing service
- The rendering of a financial administrative service
- The rendering of a HRM service

- The rendering of a general support service
- The provision of maintenance and engineering services

DIRECTORATE: CLINICAL SERVICES

- Render general medical service
- Render surgical services
- Render critical care service
- Render obstetric and gynaecological services
- Render paediatric services
- Render general medical support services
- Render radiation therapy services
- Render oral health, OPD and day surgery services
- Ensure an effective nursing service

DIRECTORATE: FINANCE

- Render financial administrative service
- Render procurement and information technology service

CHIEF DIRECTORATE: TYGERBERG HOSPITAL

- The provision of a clinical service
- The rendering of a nursing service
- The rendering of a financial administrative service
- The rendering of a HRM service
- The rendering of a general support service
- The provision of maintenance and engineering services

DIRECTORATE: CLINICAL SERVICES

- Render general medical service
- Render surgical services
- Render critical care service
- Render obstetric and gynaecological services
- Render paediatric services
- Render general medical support services
- Render radiation therapy services
- Render oral health, OPD and day surgery services
- Ensure an effective nursing service

DIRECTORATE: FINANCE

- Render financial administrative service
- Render procurement and information technology service

CHIEF DIRECTORATE: REGIONAL HOSPITALS, MENTAL HEALTH SERVICES, EMS AND FORENSIC PATHOLOGY SERVICES (FPS)

- The rendering of a secondary and specialized hospital service in the Western Cape
- The provision of a psychiatric hospital service in the Western Cape
- The provision of an emergency medical service in the Western Cape
- Ensure a comprehensive forensic pathology service within the Western Cape
- The provisioning of a professional support service within the region
- The rendering of a HRM function within the region
- The rendering of a financial management service within the region

- The rendering of a technical support service within the Chief Directorate and region

DIRECTORATE: ASSOCIATED PSYCHIATRIC HOSPITALS

- The promotion and maintenance of a holistic service
- The co-ordination and monitoring of the financial management services across the APH platform
- The co-ordination and monitoring of the human resource management and support service
- The rendering of effective psychiatric and mental handicap service

DIRECTORATE: EMERGENCY MEDICAL SERVICES

- Provide ambulance and medical rescue services
- Provide medical support services
- Provide clinical governance and manage emergency specialty
- Provide financial management services
- Provide human resource management services

DIRECTORATE: FORENSIC PATHOLOGY SERVICES

- Render forensic pathology services at the Tygerberg Hospital complex
- Render forensic pathology services at the Groote Schuur Hospital complex
- Render forensic pathology services within the Metro District
- Render forensic pathology services within the Boland / Overberg District
- Render forensic pathology services within the West Coast / Winelands District

- Render forensic pathology services within the Southern Cape / Karoo District
- Provide administrative support

BRANCH: DISTRICT HEALTH SERVICES AND PROGRAMMES

- To ensure the delivery of DHS in the Metropole District
- To ensure the delivery of DHS in the West Coast District
- To ensure the delivery of DHS in the Cape Winelands District
- To ensure the delivery of DHS in the Overberg District
- To ensure the delivery of DHS in the Central Karoo District
- To ensure the delivery of DHS in the Eden District
- To ensure health programmes

WEST COAST DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

OVERBERG DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services

- The management of finance and support services
- The management of human resources
- The management of technical services

EDEN DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

CAPE WINELANDS DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

CENTRAL KAROO DISTRICT

- The management of DHS
- The management of the implementation of health programmes
- The management of professional support services
- The management of pharmacy services

- The management of finance and support services
- The management of human resources
- The management of technical services

CHIEF DIRECTORATE: METRO DISTRICT HEALTH SERVICES

- The management of DHS in the Klipfontein and Mitchell's Plain Subdistricts
- The management of DHS in the Northern and Tygerberg Subdistricts
- The management of DHS in the Western and Southern Subdistricts
- The management of DHS in the Khayelitsha and Eastern Subdistricts

SUBSTRUCTURE OFFICE 1

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

SUBSTRUCTURE OFFICE 2

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

SUBSTRUCTURE OFFICE 3

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

SUBSTRUCTURE OFFICE 4

- The management of PHC and Level 1 hospital services
- The management of the implementation of health programmes
- The management of pharmacy services
- The management of finance and support services
- The management of human resources
- The management of technical services

CHIEF DIRECTORATE: HEALTH PROGRAMMES

- Ensure, facilitate and control comprehensive health programmes
- Ensure, facilitate and control public health programmes
- Make the public aware of HIV/AIDS/TB and optimize health care to those infected with HIV/AIDS/TB

DIRECTORATE: COMPREHENSIVE HEALTH PROGRAMMES

- Develop, monitor, evaluate and co-ordinate the following comprehensive health programme-
 - Maternal, child and women's health
 - Reproductive health

- Communicable disease control (excluding TB)
- Nutrition

DIRECTORATE: PUBLIC HEALTH PROGRAMMES

- Develop, monitor, evaluate and co-ordinate the following identified Public health programmes-
 - Chronic care, care of the elderly and rehabilitation
 - Mental health
 - Environmental, occupational and port health
 - Oral health

DIRECTORATE: HIV/AIDS/TB

- Facilitate the education of the public on HIV/AIDS/TB
- Optimise service delivery for the treatment of HIV/AIDS/TB
- Develop, monitor, evaluate and co-ordinate the TB programme
- Provide AIDS training, information and counseling to the Department

CHIEF DIRECTORATE: STRATEGY AND HEALTH SUPPORT

- Facilitate the legislative and strategic direction of the Department of Health
- Assess the impact of health service delivery
- Co-ordinate, integrate and provide health information in the Department
- Provide professional support services
- Provide and administrative support service to the Chief Directorate

DIRECTORATE: STRATEGIC PLANNING AND CO-ORDINATION

- Facilitate the development of legislation in support of health policies
- Facilitate the strategic direction of the Department of Health

- Ensure adherence to strategic and performance plans

DIRECTORATE: HEALTH IMPACT ASSESSMENT

- Ensure the development and implementation of disease surveillance programme
- Ensure health research
- Determine the effectiveness of all health programmes
- Co-ordinate and monitor the quality of health care

DIRECTORATE: INFORMATION MANAGEMENT

- Ensure the provisioning of health knowledge
- Formulate statutory and management reports for decision making
- Ensure the development, implementation and maintenance of ICT strategy and MSP
- Provide a records management service

DIRECTORATE: PROFESSIONAL SUPPORT SERVICES

- Rendering of medico-legal service
- Ensuring comprehensive, efficient and cost effective pharmaceutical services
- Provision of effective laboratory services
- Manage the adjudication process
- Provide an advisory and co-ordinating service to the medical imaging profession
- Provide an advisory and co-ordinating service to the therapeutic services

CHIEF DIRECTORATE: INFRASTRUCTURE MANAGEMENT

- Ensure the implementation of the Hospital Revitalisation Programme
- Plan and co-ordinate infrastructure Provide engineering and technical support services
- Provide an administrative support service to the Chief Directorate

DIRECTORATE: HOSPITAL REVITATLISATION PROGRAMME

- Co-ordinate all aspects of organizational development with regard to the HRP at provincial level
- Ensure effective financial management and administrative support
- Ensure effective monitoring and evaluation of HRP projects
- Ensure that the equipment at all the HRP identified facilities are in line with the level of care and the specific service plan
- Manage relationships and develop service level agreements

DIRECTORATE: INFRASTRUCTURE SUPPORT

- Manage the implementation of the capital projects
- Provide effective infrastructure planning support
- Ensure the monitoring of and the reporting on the infrastructure management programme
- Liaise with the Department of Transport and Public Works with regard to the acquisition and disposal of properties

DIRECTORATE: ENGINEERING AND TECHNICAL SUPPORT SERVICES

- Provide hospital engineering support services
- Provide clinical engineering support services

- Render administrative support services
- Implement the provisions of the Occupational Health and Safety Act and equipment safety services
- Provide laundry and linen services

BRANCH: FINANCE

- Provide sound budget administration and financial management within the Department
- Promote budget administration and business development services

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

- Ensure effective financial accounting services
- Conduct effective supply chain management services

DIRECTORATE: FINANCIAL ACCOUNTING

- Ensure effective financial administration services
- Ensure that the Financial Regulatory measures are complied with

DIRECTORATE: SUPPLY CHAIN MANAGEMENT

- Ensure effective bid processes and contract administration services
- Render effective logistical management services

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT SUPPORT

- The rendering of management accounting services
- The regulation of private health services and the establishment of health public private partnerships

- Identification and management of risk

DIRECTORATE: MANAGEMENT ACCOUNTING

- The compilation of the MTEF and Adjustments Estimate Formats and to implement Expenditure Control measures
- The enhancement of income management
- The assurance that the Billing Operating Systems comply with the hospital fees requirements

CHIEF DIRECTORATE: HUMAN RESOURCES

- Render an effective human resource management service
- Promote sound labour relations within the department
- Develop and maintain effective human resource development, training and capacity building for personnel and communities
- Ensure an effective nursing service

DIRECTORATE: HUMAN RESOURCE MANAGEMENT

- Ensure effective human resource policies / practices and work organization
- Optimise human resource administration
- Render a secretarial service

DIRECTORATE: LABOUR RELATIONS

- Develop labour relations policies and procedures and manage the collective bargaining process
- Assist and provide advice concerning disputes, discipline and labour related issues

- Render an administrative support service

DIRECTORATE: HUMAN RESOURCE DEVELOPMENT

- The development of all health personnel to ensure the provision of effective health services
- The optimal development of community capacity to ensure the provision of effective health services

DIRECTORATE: NURSING SERVICES

- Ensure norms and standards with regard to education and training
- Ensure norms and standards with regard to clinical practice
- Educate people in the disciplines of nursing

3. CONTACT DETAILS OF THE DEPUTY INFORMATION OFFICER SECTION 14(1)(b)

Prof C Househam
20th Floor
4 Dorp Street/ Private Bag X2060
CAPE TOWN
Tel.: (021) 483-4473
Fax: (021) 483-5677
E-mail: khouseha@pgwc.gov.za

4. GUIDE BY SOUTH AFRICAN HUMAN RIGHTS COMMISSION ON HOW TO USE THE ACT SECTION 14(1)(c)

It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

The South African Human Rights Commission	
Telephone	+27 11 484 8300
Fax	+27 11 484 1360
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041
Street Address	PAIA Unit: The Research and Documentation Department Boundary Road, Isle of Houghton, Wilds View, Entrance 1 Houghton JOHANNESBURG
Website	www.sahrc.org.za

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

SECTION 14(1)(d)

- Hospital Records
 - Patient Files
 - Medical Information
 - X-Rays
 - Registers
- General Administration
 - Finance
 - Human Resources
 - Supply Chain Management
 - Business Management
- Health Programmes
- Legislation
- Other Records
 - Photographs
 - Films/Videos/Sound Recordings
 - Minutes/Agendas
 - Reports
 - Electronic Records

5.2 RECORDS AUTOMATICALLY AVAILABLE

<p>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT (ACT 2 OF 2000)</p>	<p>MANNER OF ACCESS TO RECORDS</p>
<p>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)</p>	
<p>(a) Medical records for purposes of ongoing medical care (referral). (Medical record: this term is used interchangeable with “clinical record” and refers to any document or record in any form whatsoever, which accumulates in the course of patient care, but excludes documents compiled in response to litigation or pending litigation.)</p> <p>This excludes medical records of psychiatric patients (available in terms of section 30 of the Promotion of Access to Information Act).</p>	<p>Copies of medical records may be obtained at the prescribed reproduction fee at the health facility concerned via the office of the head of the facility.</p>

<p>(b) Medical records and administrative documents will be made automatically available to patients, their legal guardians, or an appointed legal representative, only after producing proof of written permission signed by the patient. No information will be given to any other third party</p> <p>(c) All health-related publications including booklets, pamphlets and brochures made available to the provincial Health Department expressly for free public distribution.</p>	<p>Copies of departmental policy documents, guidelines and protocols may be obtained on payment of the prescribed fee at the nearest appropriate health facility or institution via request from the Office of the Superintendent-General of Health. (See contact details of deputy information officer)</p> <p style="text-align: center;">Website: http://intrapg.gov.za/health/</p>
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5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).

- Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.
- Form A also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.
- A requester may also indicate in what form (i.e. paper copy, electronic copy, etc) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Department or for practical reasons access cannot be given in the required form or medium.
- An access fee is payable should the requester for instance need copies of the requested record.
- A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).
- Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).
- In certain instances, a requester may also be requested to pay a deposit.
- A requester may lodge an internal appeal against the payment of the deposit and / or access fee. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.
- In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.
- Access to a record will be withheld until all applicable fees have been paid.
- Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.
- If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO PUBLIC

SECTION 14(1)(f)

The Department's clinical and hospital services are accessed in the following ways -

- Emergency cases are dealt with by the emergency medical services. The service can be reached at telephone number 10177. In emergency cases the emergency medical officer will transport the patient to the appropriate medical facility;
- In non-emergency cases the prospective patient will call at the nearest clinic. If more specialised treatment is required, the medical officer who treats the patient will also provide a letter of referral to the district, secondary or tertiary hospital for further treatment.

The various HIV/AIDS and other health programmes can be accessed via the Department's HIV/AIDS and Programme Development Directorates respectively. For all services as well as for general enquiries, the public is referred to the comprehensive list of contact numbers in the white pages telephone directory.

7. ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS

SECTION 14(1)(g)

Involving the public in policy formulation takes place in different ways, depending on the level of involvement desired or required. Methods of such involvement could include the following -

- Invitation in media reports to invite the public to comment on conceptual documents;
- Personal engagement with community-based, faith-based and non-governmental organisations which can represent the communities they serve;

- Official notification in government media, and in national, provincial and community newspapers;
- Notification in electronic media such as on radio and television;
- Manuals and guidelines.

**8. REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT
SECTION 14(1)(h)**

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.