



Welcome to **your clinic**



*We are
here to help*



User's Guide to Primary Health Care Services



Department of
Health

This booklet explains:

- What your clinic can do for you
- The quality of service your clinic should provide
- How you can help the clinic



If you know what to expect from your clinic, you can make sure that we are meeting your health needs!

You have a right to quality health care. So help us to help you. If you have a complaint about service, speak to your clinic manager. Your complaint will be investigated and you will get feedback.

Your clinic – bringing basic health care to everyone

Your clinic is part of the government programme to bring free, quality health care services to everyone in South Africa, close to where they live. This is called Primary Health Care.

Clinics will help **anyone who needs health care** or has a health **emergency** that threatens their life. We will find out what your health problem is and make sure you get the right care.

There are two parts to this booklet:

1

YOUR CLINIC

This tells you what you should find at the clinic. It tells you about the way you must be treated at your clinic. It also tells you what the clinic expects from you.

2

SPECIAL GROUPS AND DISEASES

This tells you about the services you can expect for **women, children, older people and people with disabilities**. It also discusses the service your clinic should provide for common serious diseases like TB, HIV and AIDS and diabetes.