

1

Your Clinic

Your first stop for health care

Your local clinic is your entry to the national health system. This is the first place to come if you are sick or you need medical care.



Maybe you need medicine, or you need to see a dentist, or maybe you need help to get better after a serious sickness or accident.

....Or maybe you need to speak to a trained counsellor about an emotional problem or mental illness, like depression.



At the clinic we find out what your health needs are, and the best way to help you.



Some basic facts about your clinic:

- The clinic should be open 8 hours a day, 5 days a week. If this is not possible, the clinic and community should decide together what working hours should be.
- Any person in South Africa can come to the clinic.
- All treatment at the clinic is free – the government pays all costs.
- The clinic provides health care services for children, mothers, adults and older people.
- You do not need an ID book to come to the clinic.
- Not all services are available every day – sometimes you will have to wait until a doctor visits. In this case we will make an appointment for you to see a visiting doctor.
- We will treat all emergencies immediately.
- If we can not help you at the clinic, we will send you to another clinic or a hospital for further treatment.



Who will you see at the clinic?

Clinics have trained **health care workers**, and a **clinic manager**. There may also be staff to help clean and run the clinic.

Health care workers wear a badge with their names on so you can see who is helping you!

There will always be one person trained in primary health care. Health care workers with special skills, like doctors and dentists, visit the clinic on certain days, so you might have to wait to see them.



Batho Pele – People First

Batho Pele explains how government workers must serve the public. It says that people must come first – they must get quality service.

This means that health care workers must give the best health care. They must respect and listen to their patients. They must also work with communities to build healthy communities.

If there is a problem, health care workers must help patients to complain to the person in charge.



What will you find inside the clinic?

Your clinic will be **clean and safe**. It will be **easy to enter**, even if you struggle to walk or are in a wheelchair.

There will be a sign telling you when the **clinic opens and closes**. The **Patients' Rights Charter** will be on the wall.

The **name and address or telephone number** of the person in charge – **the clinic manager** – will be on the wall.

There will be **posters and pamphlets** in your language to help you learn how to protect your health, or to cope with your health problem.

Your clinic will also have a **telephone, or a two-way radio**, so clinic staff can contact other health centres. There will be **electricity, hot and cold water**, and **toilets** for staff and patients, including those in wheelchairs.

